

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel (CAP) Update		
Date of meeting	6 November 2025	Agenda item	8.1
Author & job title	Amanda Graham, Chair of Customer Assurance Panel		
Report status	Assurance		
Confidentiality	Confidential		
Appendices	None		

1. Purpose of report

- 1.1 This report provides assurance to Board that CAP discharged its duties, in line with its Terms of Reference at its meeting on 15 October 2025. The report is taken in order of the items discussed as well as an opportunity for Panel to bring any relevant matters to the attention of the Board.

2. Recommendation

- 2.1 Board is asked to:
- a. Confirm assurance with the activities conducted at Customer Assurance Panel.

3. Key Issues report

- 3.1 A range of matters were referenced in the Key Issues report, most notably for Board:
- 3.2 Members were keen to arrange the next Away Day to further develop relationships and improve CAP's overall effectiveness. A date in February is being considered and members agreed to feedback to Officers the types of discussion and themes they would like to see considered for the day in line with the panel's Terms of Reference. It is intended to include a tour of Plus Dane homes on the day.
- 3.3 Members were assured by the reduction in new complaints which contrasts with the wider sector where total cases continue to rise but noted that cases escalating to stage 2 and being upheld remained a concern.
- 3.4 A demonstration of the new complaints dashboard, which is intended to support more detailed analysis of complaint trends, was given and was well received by members. The dashboard offers much richer insight and analysis as opposed to working with a spreadsheet as has been the case to date. The dashboard supports easy review of volumes, historic trends and compliance with complaint timescales allowing for quick identification of trends and poor performance. The intention is to work with colleagues in the Insight Team to better understand trends and target improvements moving forward.

- 3.4 Members were invited to discuss their views on how to involve customers in procurement activity in response to a Housing Ombudsman self-assessment titled “Repairing Trust” which has identified a gap in the service provision. An overview of the different ways customer could be involved and examples included:
- Training tenants in procurement law.
 - Neighbourhood specific – involving customers when a project is happening in their neighbourhood.
 - Involving a larger group of customers to score suppliers based on quality of products for example kitchen manufacturers.
- 3.5 Members agreed that involving customers should be done in a practical way and not seen as a tick box exercise. Officers agreed to benchmark what other organisations are doing in relation to customer involvement in procurement and what good looks like, before working with procurement colleagues to develop an offer which will be shared with panel members in the next quarterly report.
- 4. Customer Voice Framework (CVF) and Core Landlord Performance**
- 4.1 Following the Away Day in July, Members were provided with a further update on establishing the new CVF groups. Progress to date has included:
- Leasehold forum advertising campaign has gone live and so far ten expressions of interest have been received.
 - Service charge forum adverts are due to go out later in the month.
- 4.2 Members discussed the challenges of having a single supported housing forum due to the diversity of such customers in terms of needs and views and Members agreed that it would be sensible to create two subgroups, one dedicated to older persons and the other to all other supported housing tenants. Terms of Reference and recruitment to these groups will be progressed during the next quarter.
- 4.3 Members were assured by TSM performance in the quarter which is showing continued improvement across the majority of metrics and members felt this reflected the continued improvements in the performance of the repairs service.
- 4.4 Members felt the TSM insight was excellent in terms of the level of detail and analysis and a deep dive into Runcorn, where satisfaction is lowest, was welcomed. Members felt that the real test will be on what actions and deliverables come out of this analysis to support service improvements and look forward to seeing future updates on this.
- 5. Consumer Standard – Safety & Quality Standard**
- 5.1 Panel Members reviewed the self-assessment against the standard in relation to the Safety & Quality Standard and were assured that Plus Dane complies with all areas. Members were pleased to see a summary of the key changes being included within the cover report for ease of reference.
- 5.2 Members supported the recommendation to Board to approve the self-assessment against the standard as part of the annual submission.

6. Repairs Work in Progress (WIP) update

- 6.1 Members were pleased to see the continued reduction in work in progress volumes, and to see that the target for Q2 had been exceeded for both internal and contractor WIP. In addition, Members were further assured to see the improvement in timescales for completing responsive repairs which has reduced from an average of 30 days in April to just 21 days in September. This continued improvement will see routine repairs performance improve although it was noted that because this is a cumulative measure, performance to meet the target will not be achieved in year.
- 6.2 Members were assured that despite demand for responsive repairs being high, the team are continuing to deliver improvements to the service and look forward to seeing routine repairs performance continue to improve.

7. Meeting review

- 7.1 Members agreed that the quality of papers continues to improve and the introduction of a pre meet and early dispatch of papers has been positive. Members will consider whether they want Officer presence at future pre meets and will consider how to raise questions prior to meetings to ensure that views are not missed during future CAP meetings.

Amanda Graham

Customer Assurance Panel Interim Chair