

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel (CAP) Chair's Report Q1 2026/27	Agenda item	7.1
Date of meeting	6 August 2026		
Author & job title	Rachael Johnston, CAP Chair		
Report status	Assurance and Approval		
Confidentiality	Non-Confidential		
Appendices	None		

1. Committee meeting summary

- 1.1 The panel discussed a wide range of issues to discharge its duties in accordance with the Terms of Reference at the Quarter 1 meeting held on 15 July 2026.
- 1.2 Panel considered performance updates focusing on complaints, repairs, the Transparency, Influence and Accountability Standard self-assessment, progress with embedding the Customer Voice Framework, Tenant Satisfaction Measures (TSM) performance and discussed the options to involve members in a number of activities to strengthen the customer voice.

2. Recommendation

- 2.1 Board is asked to:
 - a. Confirm assurance with the activities conducted at Customer Assurance Panel.
 - b. Approve the self-assessment against the Transparency Influence and Accountability Consumer Standard

3. Items to be brought to Board's attention

- 3.1 Following a successful recruitment campaign in late 2025, three new customer members joined the Panel in spring 2026. Further support is needed to help them fully access systems, which is currently limiting their ability to contribute and provide constructive challenge at meetings. Targeted support, including home visits, is being planned to ensure these members can access full committee packs for future meetings.

4. Hearing the customer voice

- 4.1 Members were pleased to see the continued progress in relation to the various Customer Voice Framework subgroups, and the breadth of activity being undertaken to hear the customer voice across various neighbourhoods with key highlights being the ongoing work in Castlefields, and some of the outcomes emerging from the subgroups themselves, including review of service charge statements to provide clearer information to customers.

- 4.2 Members supported Plus Dane's decision not to pursue a Liverpool City Council initiative encouraging customers to adopt smoke-free homes. This was based on feedback from customers surveyed through Plus Dane Voices and members' view that the proposal blurred the landlord-tenant relationship. They felt this should remain a decision for tenants, rather than one where the landlord imposes a view.
- 4.3 Members supported nominating a CAP member to join the EDI Customer Group, helping ensure customers lived experience informs decisions to embed EDI across Plus Dane. As more than one member expressed interest, a representative will be agreed. Their initial focus will be to help agree priorities for year three of the EDI action plan.
- 4.4 Members supported Plus Dane's decision to take part in an engagement project commissioned by the Regulator of Social Housing on the impact of the Consumer Standards during their first two years. Members also expressed an interest in taking part alongside officers, with a nominee to be agreed.

Items for approval

5. Transparency Influence and Accountability Standard

- 5.1 Members reviewed the annual self-assessment of the Transparency Influence and Accountability Standard and were assured to see the level of evidence provided to support the self-assessment and that it had been subject to a full refresh in its third year, and as a result had seen a number of new actions added, as well as positive progress on those being completed from the previous year. No feedback was received from members in terms of any perceived gaps or areas requiring strengthening.

6. Customer Voice Framework

- 6.1 Members again discussed the challenges of launching a Supported Housing forum and supported the proposal to establish an Older Persons forum first, with the option to broaden its scope once it is embedded. Members also approved the new forum's terms of reference. Depending on next steps for supported customers, a formal update to the approved Customer Voice Framework (CVF) groups may be required and will be considered next quarter.

Items for assurance

- 6.2 Members remained assured by improvements across most TSM measures and the continued achievement of the repairs work-in-progress target. The launch presentation for the Homes project through Total Mobile was well received, particularly the option for customers to self-serve by rearranging appointments, which some customers are already using. This prompted discussion on how customers could more easily update their personal information through existing portals, particularly EDI characteristics, rather than relying on targeted campaigns.
- 6.3 Members were pleased to see that the Safeguarding Annual report was not approved by Purpose during the last meeting and were fully supportive of the need to broaden the number of Designated Safeguarding Officers beyond the Communities Directorate, given the number of interactions through the Homes Directorate and look forward to receiving further feedback once the report is updated.

7. Meeting review

- 7.1 Whilst the meeting was quorate, only five members were in attendance due to prior commitments. A number of the attendees were newer members who have been struggling with technology in recent weeks. So whilst there was participation, the amount of challenge and debate was limited compared to previous meetings. As outlined above in this report measures are being put in place for new members to continue to support them fully through the onboarding process.
- 7.2 Members were nevertheless assured by the current performance trajectory and the work underway to strengthen the customer voice. This includes activity through the CVF and wider opportunities for participation within the internal Governance Framework, including the EDI Customer Group.

Rachael Johnston
CAP Chair