

Scrutiny Panel Meeting
Monday 5th June 2023
Microsoft Teams

Welcome & Introductions

Welcome to all and introductions to Mike H, Rachel Edward and Asma Khanum (New customer engagement coordinator)

Present

Rachel Edwards, Ruth Cutler, Asma Khanum, Phil, John, Mike F, Mike H, Alison H, Anna and Julie

Apologies

Eileen, Paul, Janet, Helen and Tina

Project Updates

RE – explained updates will be provided on the different projects currently in place.

Call back review

RC explained the topic has become part of a bigger project. The initial project started around 20/3/23. The aim was looking at where do call backs go, who to and what happens. Standardised questions went out to lots of different teams in the group. A lot of information has come back, and it is evident that there are several different ways of how call backs are dealt with. There are also legacy Fortis and Waterloo processes in place as well as different IT systems in parts of the business. As part of the project, it has come to light that the new computer system, Microsoft Dynamics 365 which is having a call back system built in to may be the solution. The new system will harmonise how call backs are handled in the organisation. RC Recommend that rather than everyone trawling through the feedback/ information and making recommendations it is better to have a presentation on the new product first. Any recommendations that would have possibly been made may already be available in the product. Sarah Clarke will be invited to present the new system to Scrutiny panel. Action - **RC to arrange this.**

Phill informed the meeting that he had attended a community rep meeting which discussed call backs and it was evident that more than 90% of call backs are done at the call centre. Phil highlighted that although the automated message mentions call backs are done by the end of the day, there were some tenants who hadn't received a call back in 7/8 days and suggested that the call centre were not taking into consideration when staff were off on annual leave.

Phil also mentioned that he has experienced contractors with the wrong set of skills are being sent to jobs they cannot complete. It may be that more questions need to be asked to verify repair jobs more specifically. This all causes a trickle effect on both use of time and value for money as well as customer service.

Mike F mentioned further information is required before the scoping document for the call back project can be completed.

Reporting responsive repairs

Part of the review was to send out a customer survey to people who had reported a repair in the last 12 months. Out of the 547 customers there was a 14% response return rate. The survey was around

how people found the reporting a repair experience. As changes and improvements have been made since the survey, Board is keen for the survey to be replicated again after 12 months. We are now at the 12-month stage, so we need to start looking to replicate the survey again. It cannot be guaranteed that the same 547 people have reported another repair therefore it is proposed to pick the same time the survey was sent last year for the survey to be sent again this year and compare the responses. The same questions under the same format will be sent. The aim is to try and gauge if there has been an improvement in customer experience of reporting responsive repairs. At the moment there are no actions for the scrutiny panel to do on this project, but updates and results will be shared.

Mike F and RE emphasised this shows Board are taking the work of scrutiny panel seriously.

Grounds Maintenance (RE)

We are currently doing a big piece of consultation work with customers who may be affected with the way that we cut and dispose of grass cuttings. Surveys have been sent to all potentially affected schemes for customers views. Results are currently being collated. Once completed there will be more opportunity for scrutiny panel to do more work on this project.

Follow on from Mutual Exchange (RE)

Previously Andrew Stephenson came along to a meeting and asked for volunteers to help with follow on work on the Mutual Exchange project. RE met with Andrew last week to get an update on the project. Andrew has put an outline together on what he would like help with.

- As part of the project, it was noted by scrutiny panel that information on the Groups website does not coincide with the procedure and information is also over complicated and not very clear. Andrew is keen for scrutiny panel to work with them and review the information on the website and how it is presented, potentially to include reviewing and benchmarking against other organisations.
- Help with designing a mystery shop exercise for the Customer sounding board once the website has been updated to see how the experience of navigating around for mutual exchange information is.
- Andrew is also keen to take up the Scrutiny Panel recommendation to carry out a customer satisfaction survey on people who have done a Mutual exchange. There is potential opportunity to work with customer experience team to put the survey together, this will then be an ongoing survey once it is live.

Once the draft outline is in place a meeting will be arranged with volunteers to discuss the next stages.

Scrutiny page on the website

RE informed the meeting that work underway to create a dedicated space on the group website to present the work that the scrutiny panel do. Mike F agreed that if it is possible to show people the work done by Scrutiny Panel then more people may want to get involved. The view is quite often customers feel nothing gets done but if they can see the results then this may attract more customers to get involved.

Process for electing Chair & Vice-Chair (RE)

RE explained an Elected Chair and Vice chair can be in post for a year at a time. They can be re-elected up to 2 times in a row. A nomination form is sent out and once all nominations have been received a further form would be sent out for voting for the referred Chair and Vice Chair. Panel members can nominate themselves or another member for either post. RE encouraged everyone

to get in touch with hers or Ruth if anyone wanted any further information on the role, or mentoring queries. Everyone in the meeting agreed with the process of the re-election. Request for nominations will be sent out by middle of June with voting to take place towards end of July.

Phill mentioned the TPAS meetings have some good ideas and useful information. It's a good opportunity for people to attend and exchange ideas. RE recommended everyone to attend such meetings if and where possible.

Alison asked for an update on scrutiny training. RE explained that currently Ruth and Joanna provide basic overview training on what the panel do and why they are in place. There is potential to roll out more formal training later in the year.

Future guest speakers.

RE asked the meeting which departments they would like to see attend future Scrutiny meetings. Phil – would like to speak to the person who manages the customer portal specifically around repairs. Further information on what detail is supposed to be on the portal and what is on there. Phil said he has also experienced that the information on the portal does not always correlate with what the contact centre say specifically in relation to repair jobs. It will be interesting to know how information is fed into the portal. At the moment the portal shows any completed jobs still down as active.

Members also requested property care, planning and the sustainability team to attend meetings.

Ruth recommended the Scrutiny panel to put together what specific topics they want presentations to cover.

Some topics mentioned were the heating systems and the process in relation to bringing in outside contractors and details as to why 12 months slots are being allocated for jobs to contractors.

AOB

None