

Scrutiny Meeting Minutes
10th July 2023 3.00pm
Microsoft Teams

Attendance

Eileen, Phil, Paul, Alison, Mike F, Bev, John, Ruth Cutler, Joanna Selby, Rachel Edwards, Lisa Fairlie, Gem Murphy

Apologies

Anna, Mike H, Helen, Tina

Minutes & Actions from last meeting

- All agreed to confirm the minutes of the last meeting.
- Call back project presentation – presentation already taken place. Update later in the agenda.
- Repairs survey – Survey has been sent and already received 84 responses: survey due to close on Wednesday. Once closed a report will be presented to board and the scrutiny panel.

Customer Voice Panel

Lisa thanked the Scrutiny Panel (SP) for the great work they do and expressed it is very much appreciated. The work done by SP really does make a difference. The Executive team and Board really do value the work done. Lisa explained the Government are now looking very closely at Housing Associations and Platform really want to make sure we are really encouraging as many customers as possible to put their voice forward. The pilot project of Co-creation has taken place, and the intention is to move slowly into more and more service reviews. The Exec team and Board have been looking at Customer involvement from a strategic perspective and to create more capacity for more customers to be involved strategically in what Platform do.

Lisa and Gem provided the meeting with a presentation on the new proposed Customer Voice Panel structure. The Customer Experience panel will be replaced with the Customer Voice Panel (CVP). The new structure will include a new Customer Service Panel and an Assets & Sustainability Service Panel. The CVP will have the oversight of the two new proposed panels and will also be a direct link to the Group Board. Lisa explained to the meeting the benefits of the new structure and what the role of the CVP and the two new proposed panels will entail. There is no difference in the service that is required from the Scrutiny Panel except that there is a request for one member of the scrutiny panel to sit on the CVP meetings on a rotational basis. The aim is to launch the CVP at the end of September this year.

A copy of the presentation will be available with these minutes.

Project Updates:

1. Callbacks

Mike updated the meeting that the project has currently been put on hold because of the new dynamics 365 system being introduced to deal with call backs. The project team took the view that a lot of the things that may have been recommended could possibly be already covered in the new 365 project. The project team agreed to review the call backs again in a year's time.

Rachel and her team will put together a review document to note the interim findings and what has been done on the project so far, this will then be revisited in a year's time.

2. Complaints review

Lisa advised Platform has received some TSM feedback on the management of complaints. As a result of this Lisa, asked the Scrutiny Panel if they would consider a review of complaints as their next project as a new system has just been launched to track complaints on timescales and outcomes. Lisa would like the scrutiny panel to look at the complaints that have escalated to the final review stage or resulted in compensation and could this escalation have been avoided.

Eileen queried how are complaints currently received. Lisa confirmed It can be anything, customers need to make complaint themselves either verbally or written directly to Platform. There was discussion on the subject, and it was noted that customers are reluctant to report complaints as they tend to feel nothing will get done. Complaints are also received via MP /councillor enquires and 90% of the time it is the first time Platform have been made aware of an issue. Lisa highlighted that if colleagues are aware a customer is unhappy then that should be treated as a complaint.

Phil mentioned to the meeting that he is aware Neighbourhood Officers are advising customers to complain if they want anything to get done. This is often advised even before a service failure.

Phil briefly mentioned a customer who has been waiting for a new kitchen for over a year and is struggling to get any communication from Platform. Gem to contact Phil separately to discuss the customer regarding her kitchen.

The members present at the meeting were all in agreement to review the complaints from the last 12 months.

Alison queried how the new project will fit in with the current ongoing projects. Rachel advised that the aim will be to try and facilitate meetings so panel members can be part of the complaints project as well as any they are already a part of if they wished.

3. Grounds Maintenance

Rachel is aware things have been quiet around this project. There has been some wider customer consultation taking place in the interim. The team are working on reviewing the findings and are keen to look at how they deliver on these. Rachel will contact those that were involved in the project to go through the findings which will shape how the project looks/next steps.

John highlighted that the grounds maintenance in his scheme is getting a bit desperate. The area is very overgrown and not being maintained. It was noted that Ideverde have been given notice and therefore the service has since dipped.

4. Mutual Exchange

The project has not moved forward since the last meeting. Rachel is looking to have a meeting with Andrew to discuss next steps. Andrew has passed on his apologies for things not developing since the last meeting.

5. AOB

- Gem updated the meeting that the new Community Engagement Officer for Leicestershire is in post as of 10/7. Community Reps will have a new direct contact going forward to fulfil their role in this area. Eileen queried if an email will be going out to inform everyone of the new Community Engagement Officer. Gem confirmed Tracy will be in touch as soon as she has settled in a little.

- Joanna thanked everyone who has completed their biography for the scrutiny panel website page. Request for photographs will be sent out soon. Nothing will be published until individuals have signed off the content.
- Nomination forms for Chair and Vice Chair for the Scrutiny Panel have been sent and close on Monday 17th July. Those who have been nominated will be contacted to discuss the roles, thereafter a further form will be sent out for all to vote for their preferred candidate.

The meeting closed at 16.10pm.