

Customer Action and Impact Panel

Chair's Report

14th January | 2026

Topics Discussed & Presenter

1. **Home Investment Partnerships** – Doug Bacon, Director of Home Investments
2. **Social Value Policy – Co-Production Session** - Lianne Taylor, Director of Sustainability, Amber Woodfull, Customer Engagement Manager and Rachel Edwards, Co-Creation Lead

Observations, Recommendations & Actions

1. **Home Investment Partnerships – Doug Bacon, Director of Home Investments**

Doug outlined the progress of the home investment partnership and the customer journey with a draft proposal for customer involvement throughout the procurement process and ongoing contract management. The model showed proactive investment into a single Team to reduce duplication of planned programmes to be delivered externally.

He confirmed that current contracts ending Sept 26 – April 27 would move to longer term arrangements, potentially 10 years. Doug explained that one main partner per locality (three in total) would improve alignment and enable practical management of the programme. He confirmed that the timeline would begin with procurement in April, shortlisting bidders in August with expected mobilisation before December. Then new arrangements to start in April 2027.

The ongoing contract management would be quarterly strategic meetings to include customer voice input with customer videos informing of bidder response. There will also be customer participation in mobilisation meetings and ongoing contract management, including the ability for customer scoring to feedback quality evaluation.

Actions

- 3.1 Doug to confirm ID-checking question in satisfaction surveys.
- 3.2 Doug to map the current adaptation process and identify gaps.

2. Social Value Policy – Co-Production Session - Lianne Taylor, Director of Sustainability, Amber Woodfull, Customer Engagement Manager and Rachel Edwards, Co-Creation Lead

Lianne said the aim of the session was to explore the Social Value themes, and to capture customer insights which would go towards the framework of the policy. Panel members were able to share their thoughts via a question-and-answer section at the end of the session.

The results confirmed that most customers felt that Social Value was not visible, therefore, this would be an opportunity to improve communications on the subject. It was also agreed that the current capture method was insufficient and should be reviewed.

The question-and-answer poll highlighted:

Cost of living and economic equalities such as food, fuel, benefits access and energy efficiency were essential priority to all customers.

The top themes highlighted were:

Local employment, apprenticeships and training that could be delivered via contract partnerships.

Additional highlights:

Financial wellbeing, green spaces, community enterprises, wildlife initiatives and disability inclusivity.

Lianne confirmed that the panel would have ongoing involvement in the social value policy co-production with the findings of PHG colleagues and contractors inputs being shared with CAP at a later stage.

Actions

- 4.1 Explore aligning Community Heroes Awards categories with social value themes.
- 4.2 Reissue Polls to allow for glitch during the meeting; allow absent members to contribute and vote.
- 4.3 Lianne to collate poll feedback and share findings with CAP.

Chair's Thoughts

This was a very informative meeting with the proposed outline for the home investment partnership model to involve customer input and ongoing involvement in the planned program. This was great news for the panel, who were fully engaged and had excellent feedback for Doug after his presentation. This new model represents a substantial shift in how PHG will now deliver major investment works. We eagerly await continued involvement.

The second major agenda item being the co-production of the social value policy. This process highlighted areas that needed to be adjusted and gave conformation that customer involvement was absolutely necessary to ensure that the production of this policy reached its full potential. We look forward to seeing the outcome of this process.