



## **PERFORMANCE AND SATISFACTION LOG**

The Governance Manager started the Committee meeting by giving them an update on the key performance measures at the end of March 2023. She also gave an update on the Quarter 4 results from the Tenant Satisfaction Measures Pilot and the suite of transactional satisfaction surveys. This was the first meeting the combined report had been presented as a way of giving a fuller picture of performance and satisfaction together.

The Committee members reviewed and discussed where performance was good and areas where improvement was needed. Assurance was given to the Committee around areas where performance was lower than target.

## **COMPLAINT REPORT**

The Governance Manager presented Committee with the complaint report which provide a summary of complaints received by GCH in the past quarter and highlighted lessons learnt from the complaints and any recurring themes.

## **CUSTOMER COMMITMENT REVIEW**

The Committee received the newly proposed Commitment which reflected the new approach being taken by the Customer Experience Team in moving away from the historic style service standards which no longer were closely aligned to the business aims.

## **ANNUAL SUMMARY REPORT ASB**

The Committee received a report which provided the Committee with an overview of the number and types of anti-social behaviour cases responded to in 2022/2023, customer satisfaction within the service provided and the actions being taken to improve the service.

## **ANNUAL SUMMARY REPORT SAFEGUARDING**

The Committee received a report which provided an overview of the number and type of safeguarding concerns raised in 2022/23.

## **CUSTOMER SCRUTINY UPDATE**

A verbal update was provided in relation to customer scrutiny. Evening drop-in recruitment sessions had been scheduled and a first meeting was due to take place in June 2023. It was intended for the Panel's workplan to be presented to the August 2023 Committee meeting.

## CUSTOMER EXPERIENCE COMMITTEE WORKPLAN

The Workplan was presented, and it was noted that the Plan would be amended to reflect that the Performance and Complaints and Safeguarding and ASB reports would now be combined.

The Committee approved the Workplan, subject to the amendments outlined above.

## COMPLAINT HANDLING MODEL AND COMPLAINT REVIEWS

A verbal update was provided regarding the review of the current complaint management which had been undertaken and the focus on a holistic approach going forward. This had resulted in the decision to implement a dedicated Complaints team.

The Committee supported the approach and recognised the benefits this would bring to the consistency of managing complaints.

An update was also provided regarding Board Members having an involvement in complaints going forward via an opportunity where Members could be presented with a sample of complaints to review. Free complaints training was available to Members via the Housing Ombudsman, and this was already part of the internal training for complaints managers.

## OTHER BUSINESS

The Committee sought confirmation as to which internal committees would be overseeing the Clapham Court Project. It was confirmed this would be jointly overseen by the Audit, Risk and Assurance and Homes and Communities Committees and documents for these meetings were available to all Board Members regardless of Committee membership.