



PERFORMANCE AND SATISFACTION REPORT

The Customer Experience Committee opened by receiving the Performance and Satisfaction Report. The current economic climate was noted, and the Committee were assured that extensive efforts are being made to resolve any issues with customers before they reach the point of eviction.

Low customer response rates and low levels of satisfaction continued to feature in the report. The new Customer Satisfaction Team are working hard to unpick the current situation and continue to seek advice on how to improve response rates. The Committee felt that it was also important for us to view this statistics within broader customer-focused context to really understand their experiences.

There were clear geographical hotspots for dissatisfaction. In Westgate, there is a high number of single young residents, persistent drug activity, works to the car park and an upgrade to the heating system, all of which have negatively impacted satisfaction. The other hotspot was Matson South, where local shops act as a focal point for anti-social behaviour and an ongoing multi-agency approach is being taken.

There are three satisfaction measures that have remained stable or shown a slight increase, the rest show decreasing customer satisfaction. It is important to view all satisfaction measures within a broader context and the Customer Satisfaction Team take this wider view when communicating with customers.

Colleagues continue to build relationships with the community by supporting and attending grassroots community events and is actively working to improve the quality of its data to inform positive improvement across the business.

COMPLAINTS REPORT

The Committee received the Quarter 1 Complaints Report. 54 complaints were received at Stage 1 during this period, with 12 complaints being escalated to Stage 2 and 1 complaint being escalated to the Housing Ombudsmen.

There was a discussion around how we differentiate between formal complaints and informal dissatisfaction. The Customer Satisfaction Team now record all informal concerns within a distinct category of dissatisfaction, helping to highlight themes and trends. It was agreed that the language we use around these two types of concerns would be reviewed in the context of the Housing Ombudsmen's Complaint Handling Code.

The Committee felt that our priority was resolving problems quickly, efficiently and to a high standard, rather than obsessing over process.

COMPLAINTS ANNUAL REPORT

The Committee received the Complaints Annual Report for 2022-2023. There was a discussion around complaint response times. The expectation across the sector is for a response within 10 working days, with an additional 10 working day extension if required. Our internal policies are aligned with this guidance.

SELF ASSESSMENT AGAINST THE COMPLAINTS HANDLING CODE

The Committee received the annual Complaints Self-Assessment against the Housing Ombudsman's Complaint Handling Code, noting that we are now complaint with all aspects of the Code.

ANTI-SOCIAL BEHAVIOUR AND SAFEGUARDING QUARTERLY UPDATE

The Committee received the ASB and Safeguarding Update. This was the first time a dedicated report was given on this subject.

Engaging with customers has been especially difficult in this area and colleagues are working on ways to improve response rates, including regular follow up calls and the potential for immediate text-based communications such as WhatsApp. There was a discussion around the value of face-to-face visits to customers, especially as customers may be experiencing survey-fatigue from a range of organisations.

More tailored training has been delivered to different colleagues, and will be continuing, for example trade operatives.

Partnership working is ongoing to communicate and increase awareness of each other's responsibilities, as often these issues require a multi-agency response. The Committee believe that mapping the customer journey from end to end is essential to fully understanding their experiences.

REGULATORY STANDARD SELF-ASSESSMENTS

The Committee received the draft self-assessments against both the Tenancy and Neighbourhood Community Standards. There was a discussion around cleaning in communal areas, with assurance being given that contractors are responsive. Satisfaction in this area is not just about communal areas within properties, often being impacted by external areas.

Our Estates Team visit each site every four weeks, often visiting for specific tasks more regularly, and our internal communal areas are cleaned weekly. Whilst there are already controls in place to monitor this work, the Committee felt it may be beneficial to have a specific KPI to provide further assurance on this.

It is worth noting that some schemes have seen a service charge introduced for the first time ever this year, this has had an impact on satisfaction.

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UPDATE ON CUSTOMER SCRUTINY

The Committee received an update on the Customer Scrutiny Group's activities. They have completed their first piece of work, and a draft report has been produced. It was agreed that the Committee wanted to hear from customers in their own words, would be happy to engage directly at Committee meetings and that measures would be taken to ensure that customers on the group could not be unduly influenced or blocked by colleagues.

DAMP AND MOULD DEEP DIVE

The Committee discussed the recent deep dive exercise into damp and mould. It was agreed that colleagues would discuss what form of assurance is best for the Committee to track progress in this area, alongside an already strengthened Quarterly Health and Safety Report which now specifically features damp and mould. It was also agreed that further assurance would be provided regarding the response to an incident that was covered in the press earlier in the year.