



## CUSTOMER SCRUTINY REPORT – ANTI-SOCIAL BEHAVIOUR

The Committee received a report, presented by a customer, from a recent Customer Scrutiny Group exercise focused on Anti-Social Behaviour. This exercise trialed a 'bootcamp' format, where customers were given information to review in advance and then spent a day together scrutinising the topic. The group felt like this was a positive experience, and preferred this format to some of the previous exercises.

Officers told the Committee that recommendations from the CSG cannot always be implemented, either due to capacity or professional challenge, and this is communicated clearly with members of the group with adequate explanations as to why these won't be possible. The group reviews actions frequently, which gives them confidence that they are being heard and that their participation is worthwhile.

## ASB AND SAFEGUARDING REPORT

The Committee received the quarterly Anti-Social Behaviour and Safeguarding Report, which reported 53 new cases of ASB being opened this quarter. This figure included domestic abuse cases, and ASB cases alone aren't too high, with enhanced reporting and awareness efforts likely responsible for the increase. An increase can also be seen in safeguarding cases, likely for similar reasons.

A discussion followed around an underrepresentation of male survivors locally compared to national figures, which has been recognised and authorities in Gloucestershire have acknowledged that there has been poor quality reporting here. Work is being done to increase awareness around male survivors.

An inquest into a domestic abuse related death in one of our properties will take place in October, and the Committee were assured that officers believed that we had taken all action that we could in this case. Wrap-around support has been provided to colleagues who worked with the individual prior to their death, although none were present at the time.

## PERFORMANCE AND SATISFACTION REPORT

The Committee received the quarterly Performance and Satisfaction Report. It was noted that there had been some issues with the quality of data, from Tenant Satisfaction Measures, due to teething issues during the implementation of the new repairs management system. This resulted in some customers being contacted before their repair had been completed. Work has been done to resolve these problems, and the situation is being closely monitored. The Committee felt that it was also important to measure satisfaction at other milestones during repairs, for example if a repair is passed to a different trade after an initial survey.

We expect to see the impact of the new repairs systems, TotalMobile and RepairSense, once they are both fully live in the autumn. The focus is on improving visibility of data to become more efficient, whilst the key issue remains communication between us and the customer.

A high level of contact through the Customer Experience Team was reported, which includes all methods of contact. This generally rises and falls in regular cycles. The team is being expanded to ensure demand is met.

It was noted that the target for satisfaction with complaints handling was only 40%, this is largely due to customer perceptions around complaints. Many customers reporting dissatisfaction on this measure have not raised a formal complaint with us. That target is higher than the highest benchmark, and this issue is being experienced across the broader sector. Given this context, it was felt that we needed to be realistic about what we can expect to achieve.

## TENANT SATISFACTION MEASURES ANNUAL REPORT

The Committee received the Tenant Satisfaction Measures Annual Report, which will be shared publicly in due course. Officers will be monitoring results from other providers as they become available, and will share benchmarking data in due course.

## COMPLAINTS REPORT

The Committee received the quarterly Complaints Report. There have been some changes to complaint categories, this is to ensure that a complaint theme can be recorded alongside other drivers. For example, a complaint may be about a repair, but a key driver may be communication surrounding that repair. Communication remains one of the core challenges, and work is ongoing to ensure that teams take ownership of communicating with their customers.

## REGULATORY STANDARD SELF-ASSESSMENTS

The Committee received the Self-Assessments against the Tenancy, and Neighbourhood and Community Regulatory Standards. Officers believe that we are compliant with both standards.

A discussion followed on what measures are taken if somebody fails their pre-tenancy assessment, with officers telling the Committee that support is provided to increase their chances of success next time.

**The Committee approved the Tenancy, and Neighbourhood and Community Standard Self-Assessments.**

**Pride. Quality. Integrity. Innovation.**

## OTHER MATTERS

A map of customer voice touchpoints will be created and shared with the Committee early in 2025, highlighting gaps and opportunities for increased engagement.

Two Board Members had expressed an interest in participating in a Non-Executive Director Audit of Complaints, and officers would look to schedule this for when resource allows.

The Committee concluded with a review of the Forward Plan.