

Name of meeting	Board		
Report title	Customer Assurance Panel (CAP) Update	Agenda item	6.2
Date of meeting	22 May 2025		
Author & job title	Rachael Johnston, Chair of Customer Assurance Panel		
Report status	Assurance		
Confidentiality	Non-Confidential		
Appendices	None		

1 Purpose of report

- 1.1 This report provides assurance to Board that CAP discharged its duties, in line with its Terms of Reference at its meeting on 30th April 2025. The report is taken in order of the items discussed as well as an opportunity for Panel to bring any relevant matters to the attention of the Committee.

2 Recommendation

- 2.1 Board is asked to:
- a) Confirm assurance with the activities conducted at Customer Assurance Panel.
 - b) Approve the Tenancy Consumer Standard.

3 Key issues Report

- 3.1 A range of matters were referenced in the Key Issues report, most notably for Board:
- 3.2 Members feedback from a session held in March was reviewed, and actions agreed. A number of measures have already been implemented from this session including papers being circulated earlier to enable a member pre-meet and the reintroduction of the Customer Engagement Team to the meeting.
- 3.3 A number of items from the feedback will be further discussed at a panel away day to be held during the summer.
- 3.4 Members cited a desire to be updated on relevant operational activity during the feedback session and so were pleased to see an update on the operational transformation project shortly to be implemented.
- 3.5 Board recruitment was discussed, and panel members are keen for new recruits to attend CAP to observe the workings of the panel, including the new Chair. In addition, panel were pleased to include two new members in a shadowing capacity to the meeting, and they have now agreed to join the panel.

- 3.6 An overview of the property pool consultation was provided and members were assured about the contents of the submission Plus Dane provided and noted areas where feedback had been accepted, specifically in relation to the recording of mental health conditions.

4. Performance customer consultation

- 4.1 Members were encouraged to see that of those 173 who responded to the consultation, customers want to see more information on performance reporting, and this is particularly the case in relation to repairs performance and benchmarking.
- 4.2 CAP are supportive of providing more performance information to customers but note that it will be important to strike a balance to prevent potential disengagement if too much detail is shared. Members are keen to keep performance reporting and surveys short and concise and where possible make them more visual, although it was accepted that this isn't always possible when using third party platforms to host surveys.

5. Customer Engagement Activity

- 5.1 In light of the CAP feedback session, members were pleased to see customer engagement represented in the meeting. An overview of engagement activity in the quarter was presented.
- 5.2 Moving forward, this will be a regular agenda item, which will be aligned with the recently approved Customer Voice Framework in terms of reporting activity.
- 5.3 Members are keen that future reporting also includes a 12-month impact assessment to understand the impact the customer voice has on shaping and improving the service.

6. Core Landlord Performance

- 6.1 Overall members were assured by the improvement in performance across the teams, and agreed that it was important to consider this on a year-on-year basis to take account of seasonal variations, changes in demand and variations in the sample size of the transactional survey data from month to month.
- 6.2 Members were particularly interested to see benchmarking data to enable a useful comparison against how Plus Dane is performing.
- 6.3 It was noted that there are still some improvements to be made, especially when comparing benchmarking data and in relation to non-emergency repairs, although it was noted that this isn't because of a dip in performance but due to improvements in the accuracy of reporting.

7. Consumer Standards – Tenancy

- 7.1 Committee members reviewed the draft standard in relation to the Tenancy standard and were assured that Plus Dane complies with all areas.

7.2 Members recommend to Board approval of the standard as part of the annual submission.

8. Catch up repairs

8.1 Members were assured by the progress that has been made in delivering catch up repairs and note that the focus has now moved to reducing the work stack. Positive progress in relation to the work in progress during the last quarter was pleasing to see, especially so given that it has been reduced by over 500 jobs in the busiest quarter of the year.

8.2 Whilst members agreed the catch-up repairs programme has been delivered, panel still want to see a regular report on repairs performance given that it is the leading cause for dissatisfaction, even following any governance regrade.

9. Meeting Review

9.1 Members agreed that the quality of papers continues to improve and agreed that it was pleasing to see several of the feedback measures already implemented from the session in March. Overall, members felt this was a positive meeting.

Rachael Johnston

Customer Assurance Panel Chair