

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel Report	Agenda item	5.4
Date of meeting	29 February 2024		
Author & job title	Angela Needham, Vice Chair of Customer Assurance Panel		
Report status	Assurance		
Confidentiality	Non-Confidential		
Appendices			

1. Purpose of report

1.1 To update Purpose Committee (and Board) with activities within the Customer Assurance Panel (CAP in Q3). CAP met on 24 January 2024.

2. Recommendation

2.1 Committee is asked to:
 a. Note the update from CAP.

3. Key issues

3.1 The key issues report was presented with CAP discussing the following:

- The long-term position with the Chair will be resolved by the next meeting.
- The proposals for Awaab’s Law will be reviewed by Plus Dane Leadership Team and shared with CAP before submission in March.
- The minutes of CAP and feedback on Plus Dane’s website needs updating to reflect current work.
- The panel were thanked for their input into the development of the corporate plan.
- Board Member recruitment timetable and the offer to CAP members to meet with the Director of Governance & Assurance should they be interested in applying for the role.

4. Homes Update

4.1 The Director of Homes presented an update on the catch-up taskforce. The position from the paper circulated ahead of the meeting had improved which members were pleased to hear.

4.2 CAP were interested to learn about the process of arranging appointments and how calls are recorded on Cx to provide an evidence trail of how repairs are checked to see if works are still required, and confirmation of appointments made at the customers’ request.

4.3 From the challenge CAP presented to the Leadership Team in August, we were pleased to see positive progress over the last three months, which had taken on board earlier feedback from the panel.

5. Rent Review 2024

5.1 The Deputy Chief Executive presented the decision of the Board in relation to uplifts to 2024 rent and service charges. We had quite a long discussion about the impact of the rent and service charges on customers but in particular how Plus Dane are proposing to communicate this to customers. We understand that work is being undertaken to improve this from last year's information which was welcomed.

5.2 We understand that Purpose Committee has been overseeing progress with rent and service charge collection. CAP have asked for information on this also to see how we are managing arrears cases and what customers are more likely to be in arrears.

5.3 As part of our discussion we moved into the territory of chargeable repairs and in particular rechargeable empty homes costs. CAP also expressed concern at empty homes costs and suggested pre-termination inspections and recharging customers where necessary.

6. Tenant Satisfaction Measures – Q3 Performance

6.1 The Director of Governance & Assurance presented the Q3 position. We were particularly interested to see complaints performance still performing under target and whether performance challenges were the same as when the Scrutiny Panel conducted their review; if so CAP challenged, how do we know we will get it right this time. Officers confirmed the complaints taskforce, as discussed at a previous CAP meeting, is being overseen by Purpose Committee to ensure implementation and many of the challenges identified by the task force were consistent with those identify previously by the Scrutiny Panel.

6.2 We discussed why benchmarking is in place for some indicators and not others and received a satisfactory explanation. We have also asked in future reports that % are given as figures so we can see scale which will help direct our discussion.

7. Feedback to Board and Committee

7.1 The points of note for Board and Committee:

- Position of Chair to be resolved by the next meeting.
- Away Day has been postponed from February to April to fit in with Board cycle with the agenda including:
 - Corporate plan launch.
 - Budget & business plan.
 - CAP schedule of business for the next year and what potential deep dives we may wish to commission.

Angela Needham

Vice Chair of Customer Assurance Panel