

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel (CAP) Update	Agenda item	8.2
Date of meeting	31 July 2025		
Author & job title	Rachael Johnston, Chair of Customer Assurance Panel		
Report status	Assurance		
Confidentiality	Non-Confidential		
Appendices	a) Away Day slides		

1 Purpose of report

- 2 This report provides assurance to Board that CAP discharged its duties, in line with its Terms of Reference at its meeting on 16th July 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 Board.

3 Recommendation

3.1 Board is asked to:

1. Confirm assurance with the activities conducted at Customer Assurance Panel.

4 Key Issues report

- 4.1 A range of matters were referenced in the Key Issues report, most notably for Board:
- 4.2 Members feedback from the earlier session held in March was further considered at the recent CAP Away Day in July which is further discussed under item 4, and members were pleased to see the majority of the earlier recommendations implemented, particularly in relation to receiving meeting packs one week earlier to allow for a pre-meet which members feel has enriched the discussion and debate.
- 4.3 One of the initial suggestions was to include a mid-quarter key issues update report to keep members in the loop on relevant organisational updates, however on reflection members do not now feel that this is necessary, and rather than reducing agenda pack sizes, it will create more work for members, whilst adding limited value.

- 5 Members were pleased to see the significant reduction in stage 1 complaints being received, with a reduction of 19% on the same time last year but were also assured to hear that there is still more work being done in relation to the number of complaints escalating to stage 2 in terms of creating new processes to better monitor follow on stage 1 complaint issues, which predominantly centre around repairs. Members expect to see this having a positive impact in terms of reducing the number of stage 2 complaints once the new processes are fully embedded.

- 5.1 Panel members reviewed the schedule of business for 25/26 and approved the content, which has been developed to capture all relevant activity, including consumer standards and any relevant policies and procedures in line with the Terms of Reference.

6 CAP Away Day

- 7 Members reviewed the outcomes from the recent Away Day and concluded that the day had been a resounding success, balancing the content with matters relevant to the panel whilst also giving the opportunity to get together face to face and meeting the two new recently recruited members. Members feel the original objective of developing relationships between members to improve the overall effectiveness of CAP has been achieved and that we should build on this with face-to-face sessions held bi-annually, with a follow-on session now being planned for either November or January.

- 7.1 The sessions focussed on achievements from year 1 of the Corporate Plan and a look forward to year 2 priorities and the areas where CAP can have the most influence. A key area of this was around embedment of the Customer Voice Framework (CVF) and then included a further session on a timetable for its embedment, and a review of the Terms of Reference for some of the new forums within the framework, specifically the new Service Improvement Group and Leaseholder and Service Charge forums. A copy of some of the slides presented at the away day are included at appendix A for information.

- 7.2 Overall, members were supportive of the timetable to embed the new groups, and the proposed TOR's for two of the new forums, with practical questions being asked to officers around how pools of customers will be identified, how success of the new forums will be monitored and how forums are managed in the event they are over or under subscribed. These will be considered over the next 3 months as the new groups are launched. In addition, members were supportive of the minor amendments to the CVF following the external Governance review in terms of the inclusion of the Customer Communications Group.

8 Customer Voice Framework and Core Landlord Performance

- 8.1 In light of the work completed during the Away Day, members will receive regular updates on all aspects of CVF activity through this report moving forward including progress updates on any commissioned activity through the Service Improvement Groups, progress against the draft timetable, including the establishment of the Supported housing service user forum and other general engagement and partnerships activity.
- 8.2 In addition, members agreed to merge the CVF and Core Landlord Performance report, which will be jointly authored by the Governance and Engagement and Partnership teams.

- 8.3 In terms of performance, members were assured by the overall direction of travel in relation to the quarter 1 TSM data, particularly in relation to overall performance and repairs, especially in the context of these being in line with C1 graded organisations based on latest Housemark benchmarking data. Notwithstanding, members acknowledged that this quarter's sample is smaller and factors around seasonality may influence the positive shift which will be monitored in future quarter reports.
- 8.4 A detailed discussion took place in relation to the TSM methodology approach in response to difficulties in obtaining internet-based survey responses, particularly during winter months. Members views were overall mixed with some preferring the flexibility of the internet options with other members suggesting the level of detail of the TSM survey may discourage completion online because of this.
- 8.5 Members noted the shift in the sector towards telephone surveys for these reasons, and the minor positive shift that would take place in terms of TSM's if Plus Dane adopted a 75% shift towards telephone surveys but overall support this approach for a minimum 12-month period.

9 Consumer Standard – Transparency Influence and Accountability

- 9.1 Panel members reviewed the draft standard in relation to the Transparency Influence and Accountability standard and were assured that Plus Dane complies with all areas and presented this opinion to Purpose Committee.

10 Repairs Work in Progress (WIP) update

- 10.1 Members were pleased to see the continued reduction in work in progress volumes, and the continued targets to reduce this from 9% to 7% of annual repair volumes by the end of Q2, which would bring WIP in line with benchmarking averages (which are between 4-7%), and the reduction in average number of days to complete repairs during the quarter. In addition, members were assured by the work being done to create repairs dashboards, which has afforded capacity to undertake some housekeeping and improved visibility of performance.
- 10.2 Members agreed they would like to be cited on the submission of the Plus Dane Decent Homes consultation before it is submitted to Government in September, and this will be shared with members later in the summer for comment and input.

11 Meeting review

- 12 Members agreed that the quality of papers continues to improve and agreed that it was pleasing to see the benefit of face-to-face sessions in supporting the overall development of the panel to support its effectiveness. Overall, members felt this was a positive meeting.

Rachael Johnston, Customer Assurance Panel Chair