



CUSTOMER PANEL MEETING

5th September 2023

Meeting:-	Customer Panel Meeting
Date / Time:-	4.00pm, Monday 27 th November 2023
Location:-	Minto Centre – Large meeting room
Present:-	Debbie Fox (WHA), Julie Armstrong (WHA), Marilyn Allison, Olive Timney, Andrew Hardcastle, Cheryl McGraffin, Lynn Hodgson, Amanda Cook, Bill Reville
Apologies:-	Not present at meeting – John Burrows, Colin Tooley
Note Taker:-	Julie Armstrong

<u>ITEM</u>	<u>NOTES</u>	<u>ACTIONS</u>
<u>1)</u>	<p><u>Apologies</u> Apologies received from John Burrow Not present at meeting – Colin Tooley</p>	
<u>2)</u>	<p><u>Minutes of Meeting from September 2023</u></p> <p>Play Park Debbie updated that there was no further information to share about the play park.</p> <p>PC& PCSO Andrew Hardcastle asked at the last meeting if we could invite the PC and PCSO to the next residents meeting as they have noticed a lot more people who appear to be under the influence of drink / drugs walking around the estate. It was agreed we would email PCSO and invite them.</p> <p>Andrew advised that PC Callum Lofthouse is not in post yet so could not attend any meetings yet.</p> <p>Hospice at Home bake off. We held the Hospice at Home bake off coffee morning on the 19th of September 2023 which had a good turnout. The new vicar from St Marys came along to judge. We raised £177 for Hospice at home.</p>	

	<p>Kids Christmas Party Debbie confirmed we were holding the annual kid Christmas party on Wednesday 13th December 2023. The party is being held in St Mary's Church rooms and not in Zebra club as first thought due to the cost being £10.00 per head.</p>	
<p><u>3)</u></p>	<p>Performance against KPI report for Q2</p> <p>Debbie talked about performance up to the end of September 2023.</p> <p>Arrears did not meet target at the end of Q2 and performance was slightly above target at the low point on week 27 achieving 3.58%.</p> <p>Our Income Management Officer is also an experienced ASB Officer, and over recent months has supported our Housing Services Officers with a serious ASB case. This case has now been heard in court and the focus will return to arrears cases.</p> <p>Due to cost of living, exceptions have been made in following our arrears process (a judge would expect to see this). However due to continued non-payment enforcement action has been taken with more notices issued and court action will follow.</p> <p>We continue to support tenants who are facing financial hardship by offering support, advice and accessing funding. We have been awarded a further £5000 funding from Cumberland Council to issue Wonde vouchers to tenants in financial hardship. We will refer anyone struggling financially for a 'Taste of Christmas' food hamper scheme.</p> <p>Compliance We are now 100% compliant with the Fire regulations 2022 after gaining access to the final two outstanding properties reported to the last meeting.</p> <p>We are also 100% EICR compliant after gaining access to one outstanding property.</p> <p>Re-Let Days Debbie explained the average relet days increased during Q2 as there was a property which needed clearing and one which needed fumigated before works could begin.</p> <p>Repairs completion Debbie talked about the number of repairs that were completed late increased in Q2. Contractors have been contacted for their feedback as to why performance was</p>	

lower in this area, and they felt contractor capacity and no access to properties played a part.

Going forward, as part of the development of the contractor portal we will ask that contractors provide late reasons as they complete jobs through the portal.

The number of emergencies reported in the period was high. We will be looking to see if jobs reported as emergencies are genuine emergencies or should some of the jobs have been logged as urgent rather than emergency.

This performance is reflected in satisfaction information as we have seen a reduction in the number of tenants satisfied with the repairs service.

Following a recent review of the day-to-day repairs service and voids, we will be meeting with ARC to discuss the final report. We will work to implement any recommendations from the review to improve service delivery.

Debbie and Helen have had a meeting with CCHA to review the OOH service they provide. The service is going really well, and they confirmed they are happy to pick up any repairs overspill as a means of helping us out when existing contractors are working to capacity.

TSM Report Debbie explained between April 2023 and September 2023, we undertook a pilot survey of our tenants to test their opinion based on the new Tenant Satisfaction Measures from the Regulator of Social Housing. She explained the survey was not fully compliant due to the exclusion of a “Not Applicable” option on some of the questions.

Although we are not able to report on these completed surveys it has given us the opportunity to gauge the satisfaction levels of our tenants and to find out the reasons for any dissatisfaction, which will help us target areas that may be in need of improvement.

Debbie gave a brief description of the report explaining that larger associations have to report to the social housing regulator where smaller associations were not required too. As we are a smaller association, we would not report on our findings however, we would use the results for benchmarking purposes and publish to tenants.

	<p>We have now revised our TSM questionnaire, and this has been approved as compliant by Acuity who pulled together the analysis of the TSM pilot.</p> <p>We need to complete 200 surveys by the end of March 2024 to ensure we collect feedback from a indicative sample size. JA and SD will be doing annual tenancy visits to all tenants with the aim that all tenants will be visited within a 3-year rolling programme. Surveys will be completed at all annual tenancy visits.</p> <p>Everyone was happy with the performance as discussed.</p>	
4)	<p><u>Board Agenda</u></p> <p>Debbie asked the panel members if there was any query with the board agenda circulated. No queries were raised at the meeting.</p> <p>Debbie asked if anyone would be interested in attending the board meeting as an observer. Andrew Hardcastle and Cheryl McGraffin said they would like to attend.</p>	
5)	<p><u>Revised Local offer.</u></p> <p>Debbie Fox talked through the amendments that had been made to the Local offer following the review carried out at last meeting and asked if all group members were happy with the final document. All the members were happy.</p>	
6)	<p><u>Aids and Adaptation Policy and Procedure</u></p> <p>Debbie went through the aids and adaptations policy and asked if everyone was ok with the updates.</p> <p>Group members asked if there was a way for them to have a better knowledge of the referral process to an OT and if this was something we could put in the newsletter as they felt it would be beneficial for tenants that were struggling in their homes. JA suggested that she could do a “Did you know” flyer with the referrals process explained and OT contact details as an addition to the newsletter which would go out to all tenants in December. Group members thought this would be a good idea.</p>	<u>JA</u>
7)	<p><u>Neighbourhood Investment Fund</u></p> <p>The group approved the application from Allerdale Disability Association for £550.</p>	

	<p>Debbie discussed the spend to date made from the £20,000 budget for the Neighbourhood Investment Fund:</p> <p>Durham Trip £464.20 Blackpool Trip £717.00 Glasgow Trip £417.00 Clean Up Day £1158.96 St Marys Church £1681.00 Workington Academy £200.00</p> <p>Total £4638.16</p> <p>Remaining budget up to 31st March 2024 is £14,811.84 (if the above pending application is approved).</p> <p>Future applicant Lynn Hodgson confirmed she does a lot of work with the Autism Support Allerdale and Copeland and said they had just moved premises. Lynn confirmed they were going to be making an application to the fund for help towards a sensory room.</p>	
<p><u>8)</u></p>	<p>Training Plan Andrew Hardcastle asked for an update on the training plan. Debbie talked about a webinar she and Heather Wilson had attended with TPAS. She said the service was really good and there were lots of training opportunities that could be accessed. They offered online training, in person training and members could have their own portal to be able to access training. Debbie apologised it had taken more time but said it's a working process and once they had it all pulled together, she would let everyone know.</p> <p>Andrew Hardcastle said Susan Duxbury and Andrea Sharp had talked about doing an overview of ASB training at the last meeting and wanted to know if this had been arranged. JA explained we were waiting to start a free 6 week pilot period of the ASB APP which would change the way we managed ASB moving forward. Andrew suggested the group waited until we had our ASB App up and running. However, JA said our ASB Clip board was due to be reviewed and suggested the group took part in a review session at the next meeting. Andrew Hardcastle through this was a good idea and asked if this could be included in the next meeting's agenda.</p>	<p><u>DF</u></p> <p><u>JA /SD</u></p>
<p><u>9)</u></p>	<p><u>AOB</u> Group members asked if Susan had heard anything about the Tenants group that was scheduled to happen in December as</p>	<p><u>SD</u></p>

	<p>they were keen to attend. Susan will chase this up and let members know.</p> <p>Lynn Hodgson shared information about the services delivered by Age Concern UK. There is lots of help available for people. There is a Warm Hub in town and also a Lunch Club and a Cinema club at greatly reduced prices and they are well attended.</p> <p>Lynn asked about having a Warm Hub at the Minto Center and said she would be keen to get this set up. She is involved in other hubs and said they are very beneficial to people who may be struggling financially as well as tackling social isolation. She said they are a great way of sharing information; they have had sessions where guest speakers from Age UK have given advice to tenants about things available for them during difficult times.</p> <p>Lynn has agreed to get details of all the services AGE UK offer and WHA will publish it on our website, social media and newsletters.</p> <p>Group member through this was a great idea.</p> <p>Estate Walkabout Debbie confirmed the next walk about was arranged for 11th December 2023</p> <p>Church Choir Olive Timney asked if we could advertise the St Mary's Church Choir as they needed more members. JA agreed to put this on our Facebook page.</p>	<p><u>LH</u></p> <p><u>JA</u></p>
<p><u>5)</u></p>	<p><u>Date of next meeting</u></p> <p>Monday 19th February 2024 at 4pm</p>	