

Customer Voice Panel

Agenda and minutes

12th May 2025

Minutes

Attendees:	Mark Brookman, Robin Whitwell, John Hooper, Leyla Cabdalla, Michael Corbyn
Additional Attendees:	Shuna China, Joanne Silner,

Welcome & Apologies	Action
Natalie Flageul, Michael Corbyn and Leyla Cabdalla sent apologies Minutes agreed from last meeting.	
Summary of Topics Discussed:	
• Consumer Standards Rating: Natalie discussed the recent inspection and assessment of consumer standards, highlighting the relief of achieving V2 and G1 ratings. She thanked everyone for their participation and mentioned the ongoing work required to maintain these standards. ○ Collective Effort: Natalie acknowledged the collective effort of the team in achieving the desired inspection results. She thanked everyone for their participation and contribution to the process. ○ Ongoing Work: Natalie mentioned that despite the positive inspection results, there is still a lot of work to be done to maintain these standards. She emphasised that the team should not rest on their laurels and must continue to work hard. • Performance Update Papers: Shuna led a discussion on the performance update papers, covering complaints, tenant satisfaction measures, and customer feedback. The team reviewed the number of complaints received, cases closed, and the percentage of escalations from stage 1 to stage 2. ○ Complaints Overview: Shuna presented the performance update papers, which included an overview of the number of complaints received in March, the cases closed, and the percentage of complaints escalated from stage 1 to stage 2. ○ Tenant Satisfaction: The update covered tenant satisfaction measures, highlighting areas of improvement and those needing attention. Shuna noted that overall satisfaction had increased, but there were still areas to work on. ○ Customer Feedback: Shuna discussed customer feedback, emphasising the importance of understanding and addressing tenant concerns to improve service delivery. • Reducing Complaint Escalations: Shuna and Joanne discussed efforts to reduce the escalation of complaints from stage 1 to stage 2 by contacting customers before sending out the stage 1 response to ensure they are satisfied with the outcome. Joanne confirmed that this approach is having a positive impact. ○ Pre-Response Contact: Shuna explained the new approach of contacting customers before sending out the stage 1 response to ensure they are satisfied with the outcome. This proactive measure aims to reduce the number of complaints escalating to stage 2.	

- **Positive Impact:** Joanne confirmed that the new approach of pre-response contact is having a positive impact, as it helps address customer concerns early and reduces the need for escalation.
- **Tenant Satisfaction Measures:** Shuna presented the tenant satisfaction measures (TSM) scores, highlighting key areas of improvement and areas needing attention. Overall satisfaction increased to 84%, while satisfaction with ASB handling dropped.
 - **Overall Satisfaction:** Shuna reported that overall tenant satisfaction increased to 84%, a significant improvement from the previous year.
 - **ASB Handling:** Despite the overall improvement, satisfaction with anti-social behaviour (ASB) handling dropped. Shuna noted that this area requires further attention and improvement.
 - **Key Areas:** Shuna highlighted key areas where tenant satisfaction had improved, including overall satisfaction and being treated fairly with respect. However, she also pointed out areas needing attention, such as ASB handling.
- **Homeowner Action Plan:** Joanne provided an update on the Homeowner Action Plan, mentioning the implementation of service charge estimates and the need for further work on transparency and response times. She noted the positive engagement of homeowners with the complaints process.
 - **Service Charge Estimates:** Joanne discussed the implementation of revised service charge estimates, which received positive feedback from homeowners. This change aims to improve transparency and understanding of charges.
 - **Transparency and Response:** Joanne emphasised the need for further work on improving transparency and response times for homeowner queries. She acknowledged that these areas still require significant improvement.
 - **Complaints Process:** Joanne noted the positive engagement of homeowners with the complaints process, indicating that more homeowners are using the process to address their concerns. This engagement is seen as a positive step towards better service delivery.
- **Annual Report Involvement:** Amanda discussed the format and content of the annual report, seeking input from the panel on the level of detail and types of stories to include. The panel agreed on the importance of keeping the report clear and simple, with additional information available upon request.
 - **Report Format:** Amanda presented the format and content of the annual report, emphasising the need to keep it clear and simple. She sought input from the panel on the level of detail and types of stories to include.
 - **Panel Input:** The panel provided feedback on the annual report, agreeing on the importance of clarity and simplicity. They suggested including additional information upon request to cater to those who want more details.
 - **Story Inclusion:** The panel discussed the types of stories to include in the report, such as community projects, individual success stories, and examples of effective service delivery. They agreed that these stories add a personal touch and demonstrate the impact of the organization's work.
- **Scrutiny Programme:** Shuna and the panel discussed the scrutiny programme, emphasising the need to prioritise topics based on performance data, complaints, and customer feedback. They agreed to use a checklist to help determine the focus of future reviews.

○ Prioritisation Criteria: Shuna explained the importance of prioritising topics for the scrutiny programme based on performance data, complaints, and customer feedback. This approach ensures that the most critical areas are addressed first. ○ Checklist Use: The panel agreed to use a checklist to help determine the focus of future reviews. This checklist will consider factors such as negative trends in satisfaction data, performance data, and complaint trends. ○ Review Focus: The panel discussed potential topics for scrutiny reviews, including anti-social behaviour handling, contractor performance, and tenant support services. They emphasized the need to focus on areas with significant negative feedback or performance issues. AOB ● Solar Panels Benefit: Mark raised concerns about the lack of information on the benefits of solar panels installed on their building. Joanne explained that the savings should be reflected in individual electricity bills and offered to find more information on the topic. ○ Information Gap: Mark expressed concerns about the lack of information provided to residents regarding the benefits of the solar panels installed on their building. He noted that residents were unsure how the solar panels were impacting their electricity bills. ○ Bill Savings: Joanne explained that the savings from the solar panels should be reflected in individual electricity bills. She mentioned that residents should see a reduction in their bills if they are using electricity during the day when the panels are generating power. ○ Further Information: Joanne offered to find more information on the topic and provide residents with clearer details on how the solar panels benefit them. She acknowledged that more communication was needed to ensure residents understood the impact of the solar panels.	
Actions to Take Forward:	
● Scrutiny Review Checklist: Adapt the scrutiny review checklist template from TPAS to fit Raven's needs and send it out to the panel for prioritisation. (Shuna) ● Scrutiny Review Prioritisation: Complete the scrutiny review checklist for each proposed review area and submit the prioritised list. (Panel Members) ● Solar Panel Information: Find and provide any written documentation explaining how residents benefit from the solar panels. (Joanne) ● Communal Door Light Issue: Investigate and address the issue with the communal door light not indicating when the door is in release mode. (Joanne)	