



## Board summary

27 January 2025

### 1. Customer Scrutiny Panel (CSP) – Complaints review

The review of the complaints process carried out by the CSP was presented to Board. The review had taken place between July and December 2024. The review looked at lower scores for customer satisfaction with complaints from the Tenant Satisfaction Measure results for 2023-24 and increased dissatisfaction identified through customer complaints handling feedback.

The Board discussed the key findings and agreed the recommendations from the CSP, these included:

- review of the Responsive Repair Policy to clarify the levels of expectation and ensure they are being met
- review of complaint handling and complaint reporting in the Extra Care Schemes
- to undertake a review of the outstanding log process prior to the complaint being raised
- undertake a review of the current complaints closure procedure to ensure customer have clarity and expectations are met after the investigation is completed
- maintain a watching brief of Ethnicity dissatisfaction and staff attitudes
- to ensure preventable complaints are reduced, increasing visibility and on the coordination remedial works and ensuring the customer is fully informed throughout any medial works, resulting in an increase in satisfaction and less customers contacts
- to further enhance the customer experience and ensure consistency when dealing with customer complaints, training on the empathy and complaint handling technique to be given to all new colleagues

Progress against this review will be tracked by the Group Audit and Risk Committee.

## 2. Anti-Social Behaviour (ASB) Strategy 2025-2028

The new ASB Strategy 2025-2028 was presented to Board following approval at the Group Customer Experience January 2025 meeting.

The new strategy has 6 key priorities:

- Priority 1 – Supporting our vulnerable customers.
- Priority 2 – Strengthening our partnerships.
- Priority 3 – Empowering our colleagues.
- Priority 4 – Delivering great customer experience.
- Priority 5 – Early intervention and prevention
- Priority 6 – Engagement and consultation with customers and communities

The development of the strategy and action plan included customers involvement, a survey requesting feedback on the ASB service and a customer focus group was held to discuss the revised strategy and policy and to gain feedback.

Following discussion by the Board the ASB Strategy was approved.

## 3. Annual review of Housing Support Strategy

The Board were presented with the annual review of the Housing Support Strategy for discussion, this provided progress of the delivery of the core objectives within the strategy.

Progress has been made against the three key objectives of Excellence, Growth, and Equity, Diversity and Inclusion, examples being:

- 2024/25 has seen the undertaking of a service review of Older Person Services including Sheltered and Extra Care Housing
- a new customer offer has been negotiated with customers of the older person service, and this will be rolled out from April 2025
- structured training plans are being delivered across all services

END