



Customer Scrutiny Panel (CSP) Meeting Summary

Date: 3 June 2026

Location: Broadacres House & Microsoft Teams

Overview

The meeting focused on deeper analysis of Tenant Satisfaction Measures (TSMs), customer voice performance, housing and support services, neighbourhood management, complaints handling, contractor performance, and future customer engagement activities. The panel also discussed ways to improve transparency and customer involvement.

Key Discussions

1. Tenant Satisfaction Measures (TSMs)

- Broadacres is undertaking more detailed analysis of TSM data by combining it with complaints, anti-social behaviour (ASB), repairs, arrears, tenancy turnover and demographic information.
- The aim is to identify issues at local patch level and tailor services accordingly.
- Potential factors discussed included property age, flood plain locations, housing design, and customer affordability issues.
- Further analysis is expected to be shared in October 2026.

2. Customer Voice and Complaints

- Overall performance has improved compared with the previous year.
- Contractor-related complaints remain a concern.
- Complaint handling satisfaction remains high, though satisfaction with outcomes is lower some customer-requested resolutions are not always achievable.
- Officers reported a noticeable increase in complex complaints generated using AI.
- The new Compensation Policy and framework is now in place.

3. Housing and Support Update

- Neighbourhood performance targets for communal inspections and new tenant visits were met or exceeded.
- Garden inspection recording requires system improvements.
- Broadacres is developing better signposting to community organisations and funding sources that can help customers maintain gardens.

- Community Action Days have ceased in their previous format, but targeted neighbourhood events will continue.
- Rent collection performance remains strong despite a slight increase in arrears.
- Work is underway to reduce re-let times by simplifying the internal process.
- ASB satisfaction remains good, while case numbers are decreasing.
- Support services delivered significant positive outcomes, including over 8,300 hours of support through learning disability and outreach services.

4. Customer Engagement and Transparency

- The panel supported publishing summary notes of CSP meetings on the Broadacres website to improve transparency and encourage customer involvement.
- The possibility of recording coffee mornings and training sessions for members unable to attend was discussed.
- Panel members will review the draft Annual Customer Report.

5. Staffing Update

- Recruitment for the Customer Engagement and Insight Manager role is underway.
- Panel members were invited to join the interview panel.

Key Decisions

- July coffee morning and August meeting will proceed as scheduled despite the summer holiday period.
 - Broadacres will explore publishing CSP meeting summaries on its website.
 - Future neighbourhood inspections should provide advance notification to customers wherever possible.
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