

<b>Name of meeting</b>	Plus Dane Board		
<b>Report title</b>	Customer Assurance Panel Update	<b>Agenda item</b>	6.2
<b>Date of meeting</b>	7 November 2024		
<b>Author &amp; job title</b>	Rachael Johnston, Chair of Customer Assurance Panel		
<b>Report status</b>	Assurance		
<b>Confidentiality</b>	Non-Confidential		
<b>Appendices</b>			

**1. Purpose of report**

- 1.1 This report provides Board with an update of activities within the Customer Assurance Panel (CAP in Q1). CAP met on 16 October 2024 with the first order of business to appointment me as the Chair following the successful appointment of Angela Needham to Plus Dane Board.
- 1.2 Amanda Graham, was successful with recruitment as an independent member of Purpose Committee, will continue to attend CAP meetings. CAP members have also agreed to support the recruitment of new members.

**2. Recommendation**

- 2.1 Board is asked to:
  - a. Note the update from CAP.

**3. Key issues**

- 3.1 A number of key issues were presented around Board succession, policy updates as well as Plus Dane’s consideration of the new government direction and the forthcoming budget.
- 3.2 We also reviewed the position with the rent review and the 2025 Rent Settlement discussion that Board is due to have in November.

**4. Arrears Report**

- 4.1 As requested in previous meetings, we asked for an overview of arrears performance.
- 4.2 The report led us into discussions around the quality and tone of communication and whether officers still hold face to face meetings to discuss rent accounts with customers, which we were advised we do. We have asked officers to review the terminology in rent letters to make sure there is no jargon, and customers are clear on the ask of them.
- 4.3 We were assured with the approach and in particular were keen to hear about the change migration of Universal Credit and how we are supporting customers however it was disappointing to note we do not necessarily receive information about when customers will switch.

### 5. Core Landlord Performance

- 5.1 Quarter 2 performance was discussed. Whilst we can see a positive trajectory, satisfaction with complaints remains a challenge that the panel wish to see improve. We understand the measures taken to improve performance, but we are keen to see this improve.
- 5.2 We did talk about whether the measures are measuring the right thing but heard from officers about our requirement under the Tenant Satisfaction Measures and any further type of survey is likely to lead to survey fatigue.

### 6. Catch Up Repairs Programme

- 6.1 Members will recall CAP's challenge to the Board in August 2023, and we were pleased to see action reported the following November informing about the catch-up programme.
- 6.2 We did have concern at our last meeting about the progress of the catch-up programme but were advised that progress in reducing the volume of catch-up repairs has been steady each quarter, after the slow start. We were pleased to note that the volume of repairs has been reduced and is at 2,204 repairs which has reduced by 48% against the same period last year.
- 6.3 We did talk about some of the actions that have taken place to address progress, including the restructure of the team. There were some members who pushed back that we seem to be standing still but the whole feeling from the panel is that progress has been made, particularly since the challenge we had in our July meeting.

### 7. Consumer Standards

- 7.1 The self-assessment against the Safety & Quality Standard was presented. Whilst we understand the level of assurance this provides; CAP is still keen to commission some deep dives to test the assurance statements that are made by officers. This model is not yet set up with members agreeing this needs to be a key output from the away day held on 19 October 2024 which is detailed below.

### 8. Engagement Review

- 8.1 We welcomed the away day with officers and Purpose Committee members in October and await further input into the framework so that we can address the point raised above.

### 9. Feedback to Board and Committee

- 9.1 To summarise the key points:
  - We are pleased that July concerns over the extension of the repairs catch up programme was considered, and we look forward to seeing it complete.
  - We welcomed the opportunity to work collaboratively to discuss the recommendations from the engagement review.
  - We are keen to see improvements to rent arrears communication.

Rachael Johnston

Chair of Customer Assurance Panel