

## **Berneslai Homes Customer Services Committee 16 November 2023 – Meeting Summary:**

<b>Customer Services Workplan and Terms of Reference</b>
The Committee noted the Customer Services Committee Workplan together with the Terms of Reference.
<b>Customer Services Committee Annual Self-Assessment</b>
The Committee reviewed and noted the Self-Assessment report for 2023 which looked at their own performance. They recognised the need for them to connect more with the community by planning events in different parts of the borough prior to the Customer Services Committee meetings taking place. Committee to refresh focus on items to be included on future agendas.
<b>Deep Dive into PRIP (Property Repairs and Improvement Partnership)</b>
The Committee received and noted the presentation on the Repairs and Maintenance Service which covered the current position, the strategy to the year end, communication with customers, and the implementation of the new Repairs System. Committee were supportive of the strategy in the prioritisation of delivering the works whilst recognising the challenges faced in terms of budgets and pressures which is being experienced by the whole of the housing sector.
<b>Asset Management Strategy Review</b>
The Committee received and noted the presentation on the progress made in delivering the Asset Management Strategy, which included new actions, future objectives, challenges and priorities. Further information was requested on the void standard and the checklist. Committee were advised that a new approach to maintaining Decency is to be implemented with 2024/25 being a transition year which will see BH moving away from the traditional whole house approach.
<b>Regulator of Social Housing Regulatory Standards</b>
The Committee was updated on the current position in terms of Berneslai Homes' preparation for the new Regulatory Framework, which involved self-assessment and subsequent production and monitoring of a draft action plan, establishment of a Regulation Board and Task Teams and close working with the Tenant Voice Panel and other involved tenants as the Regulatory improvement actions are being delivered. Committee noted and were pleased with the positive position in terms of Regulation preparation; the risks and approach to monitoring and managing these risks. They offered comments on the report and Draft Action Plan. Committee will continue to receive progress updates at future meetings.

### **STAR Survey 2023 Results**

The Committee received and discussed the report which outlined the key risks and actions and results and analysis from the 2023 STAR survey. The report included the standard STAR questions and 12 core Tenant Satisfaction Measures (TSMs) that are required by the Regulator and identified the main drivers of tenant satisfaction and the top five actions to improve satisfaction, the most important issue being repairs and maintenance, which affects communication and other aspects of the service. The report suggested refocusing on this area and developing an action plan with tenants and staff. The TSMs will likely form the basis of the RSH inspection programme that starts in April 2024.

The report showed that overall satisfaction has decreased to 77%, which is still above the 2022 Housemark median score, but lower than the previous year but highlighted that the national picture shows that customer consumer satisfaction has fallen across all sectors. Committee raised concern regarding the decrease of tenant satisfaction, even though above the benchmark and felt focus still needs to be on this to ensure satisfaction does not reduce further. In terms of the Housemark comparable data, information available at the time was based on the previous year. A further detailed report will be received later in the month from Housemark which will contain the peer group information which will be shared with Committee members.

The 2023 Tenant Satisfaction Survey was formally accepted, noting that further discussions with tenants and staff are scheduled following which an action plan will be developed to respond to what tenants have told us which will be shared with Committee. The progress against the STAR 2022 action plan update was noted acknowledging that BMBC Overview and Scrutiny Committee will be considering this feedback and that the report has been published on website with BMBC having responsibility to share with the Regulator in summer 2024.

### **Update from the Building Safety Resident Engagement Panel**

The Panel update was presented which gave the purpose of the Panel which was to inform residents and leaseholders of high-rise buildings of any upcoming measures which will impact their safety and maintenance of the building. The Panel acts as a forum in high rise buildings and consists of residents, tenants, leaseholders, and relevant officers in BH in helping to improve building safety. and recognises the positive working between involved tenants and Berneslai Homes in helping to improve building safety. Committee noted the update, with Officers to address attendance by Neighbourhood Teams at future meetings of the Panel.

### **Customer Services and Engagement Management Update**

The Committee were updated and noted the 3 key areas being worked on these being the Homeseeker/New Lettings Policy, the Insight and Engagement Strategy and Knowing our Customers Project.

**Housemark Complaint Handling Accreditation**

The Committee were updated on the recent assessment of the complaints handling service and noted the positive feedback from Housemark on the complaint handling process and the 3 key actions resulting from it to further improve the service. They were advised that the Housing Ombudsman is seeking feedback on proposed changes to the Complaint Handling Code, which will be effective from April 2024, with the changes aiming to benefit tenants by improving the reporting, handling and learning from complaints. A detailed self-assessment will be completed by the end of December 2023 against the draft Code and an Action Plan will be produced. The annual assessment that was due in October 2023 has been deferred until the new Code is published in January 2024. Progress against the action plan will be presented at the next Committee meeting along with progress on the actions from the Housemark accreditation. Committee congratulated the complaints handling team and approved the deferring of the annual self-assessment until the new code was published.

**Quarterly Performance Report 23/24 Qtr2**

The Quarter 2 performance report was presented and discussed. The report covered information in respect of the 43 Key Indicators (KPIs), RAG (Red, Amber, Green) status, key strengths and areas of focus for the Quarter. The report showed that 20 out of 43 KPIs were rated behind target, mainly due to tenant satisfaction issues with Officers drawing attention to the reduction in satisfaction across the housing sector in the UK. The good performance around compliance and achievement of 100% in this area was noted. Officers drew attention to issues around communication with tenants which relate to response but gave assurance that this is being addressed with targets being changed to 100% with the aim to achieve this. A different format for tracking KPIs was requested that would give more defined understanding of information for each Quarter with Officers agreeing to draft and circulate to Committee Members. The Committee noted the report and areas for improvement.

**PRIP Performance Report Quarter 2**

The Quarter 2 performance information for the contractor delivery of the repairs service was presented and discussed. The report shows the performance of the contract partners on 14 key performance indicators (KPIs) for the second quarter, with 9 KPIs met and 5 failed. The report showed that collectively improvement had been made in the overall percentage of customer satisfaction 82.29% (increase from Quarter 1 at 79.52%) against a target of 95%, percentage of recycled waste 94.43% against a target of 96% and the Barnsley Pound target of 75% being narrowly missed. Committee's attention was drawn to the 100% achieved on guaranteed maximum price (GMP) being achieved. Officers advised Committee that future report formats will be changed in line with the organisational format of reporting. Committee noted the report and the overall performance of partners.