

Great Services Team Minutes

Date: 15th February 2018

Attendees: John Stevens (JS) – Chair, Clive Baker (CB), Jacky Dunlop (JD), Joe Ferguson (JF), Peter Eddy (PE), Carol Dixon (CD), Mary Eva (ME), Elaine King (EK), Babs Eveson (BE), John Body (JB), Julie Cooper (JC)

Apologies received: Wendy James (WJ), Danny Keay (DK), John Seaton (JSe)

Staff Attendees – Joanne Pascoe (JP), Jackie Thomson (JT), Jane Pulley (JPY), Jo Morris (JM), Lizzie Anderson (LA), Kirsty Skinner (KS), Liam Williams (LW) – from and to point mentioned

Purpose of the meeting

1. Welcome and apologies
2. Chair and Vice Chair - Elections
3. Matters arising from previous meetings
4. Income Management
5. Community Investment
6. Lettings
7. Tenancy Management
8. Customer Access Team
9. Date of Next Meeting

1.0 Welcome & Apologies

JS welcomed all to the meeting.

2.0 Chair & Vice Chair Elections

Nominees for Chair: John Stevens – Unanimous decision.

Nominees for Vice Chair: Clive Baker, Proposer: ME, Seconder: EK - 7 voted in favour. Decision upheld.

3.0 Minute and matters arising from previous meetings

The minutes were approved as a true and accurate record of proceedings.

Proposed: JD
Seconded: EK

Matters arising were discussed during the meeting and all actions sorted.

4.0 Income Management

3.1 Performance

KS joined the meeting at this point (1.15 pm). KS advised that she was taking over from PH today. A copy of the presentation was circulated at the meeting for perusal. KS advised that the performance by the Income Management Team is one of the best in the country. The group were pleased to hear this. The team have had their lowest garage arrears figures ever achieved. One eviction in a year is an amazing achievement for the team and they are very proud of this. The group acknowledged the hard work undertaken by the team.

3.2 Universal Credit (UC) Update

KS advised that CHL currently have only 28 claimants. The total arrears are £4,169.00. 8 customer currently have a Notice of Seeking Possession (NOSP). UC will be available to everyone across Cornwall from 6th June 2018. There are over 1,500 customers expected to be eligible for UC. The Income Management Team will be aiming to visit all of the customers involved to discuss their finances and needs. The team will be working with customers on their access to a computer to allow them to apply for UC and to support them through the process.

KS left the meeting at this point (1.41 pm).

4.0 Community Investment

4.1 Residents Associations & Customer Reps Update

JT advised that there are no changes at present. However, Trevithick View (Camborne) have started Coffee mornings with a view to a group to meet regularly and have social events. Residents of Coronation Avenue are invited to join Trelawney Court, Camborne for coffee mornings with a view to them having their own if enough interest. The area recognizes a buddy scheme would help reduce social isolation.

JT has been asking within the complexes regarding digital use and the advantage of some training where we come to you – surgery type mornings / afternoons. Customers would need their own tablets / laptops etc., and be already set up. The

surgeries would be to show how to email / add attachments etc., and any other relatively simple support required.

4.2 **Funding & Grants Committee**

JT advised that there was no additional spend for the January meeting. This was the last quarter so total spend is £3,000 for the financial year. The Impact assessment was started and will be completed at the April meeting for year end. A discussion took place on how to spend for 2018-19. Should we stay as we are or aim for more projects (as per Community Project award) at CATH Awards. The group will be reviewing their Guidelines. The group are also producing an article for CoastLines magazine.

4.3 **Events Update**

Customers may recall that we will be preparing a new Involvement Strategy during 2018 and a Coastline conversation will be commenced as per a Government Green Paper which is due to be issued this week. This will be started at an **Easter Eggstravaganza on Tuesday 10th April at Duchy College, Rosewarne, Camborne 1 pm – 4 pm.**

The aim of the event is to start a conversation on Coastline moving forward and during the afternoon, all attendees will have the opportunity to have a look around the College – there is lots to see plus street games for the family, bouncy castle, animals – small, big, cuddly, slithery and some with lots of legs.

All Coastline customers are welcome to attend with a particular aim towards our new builds in and around the local area.

4.4 **Forward Plan 2018**

A copy of the 2017/2018 forward plan was circulated for perusal. The group ran through the plan and it was noted that the individual managers will plan their forward plan and this will be looked at with those responsible and brought back to the next meeting for discussion and approval.

4.5 **Customer Away Day Action Team**

The meeting for 1st February was postponed due to the weather conditions but has been re-arranged for Thursday 1st March 2018.

4.6 **CSC**

The CSC have met for the first time in 2018. They have arranged their first sub-group meeting for the ASB accreditation. They received an input on Complaints and Performance, Draft Maintenance Budget, My Coastline (Portal) and prepared an article for Coastlines with the new branding – Coastline Scrutiny Committee. JS stated that he has seen the portal working in its draft and he feels that it is going to be really good for customers.

4.7 **Heartlands Event Feedback**

PE said that the CATH awards ceremony was not very good and felt that it was not a celebration. He said that the food and the entertainment was not very good. PE said that the prize presentations were not undertaken very well and not all of the nominees received a certificate, just the winners, which he felt was poor. JS stated that JT and JP were missed doing the food and those at the event felt that the standard was not as good as previous events when the food was done in-house. PE stated that he felt the evening event let Coastline down.

Following discussions regarding the CATH awards and the Heartlands event, the group felt that they still wish to have the CATH awards as a celebration and hold it as a separate event, on a different date and at a different venue to Heartlands.

Discussions digressed regarding parking and JT advised that any issues should be referred to the specific Housing Officer for the area.

5.0 **Lettings – verbal updates**

JM and LA joined the meeting at this point (2.30 pm). JM introduced LA to the group. JM provided a presentation on the lettings progress. Relet days have increased slightly to 19.66 days and this has mostly been due to all of the new builds that have come on board recently. There have been a total of 320 properties let so far. There are 180 new builds which are due for completion at the end of August. A lot of work planning is being undertaken in order to manage the workload and the team are working really hard.

Homehunt – Go live date was 29th January and this new system ran really smoothly and the feedback so far has been really positive.

PE asked who has specific responsibility for signing off new build schemes before they are able to be allocated to customers. Georgina Hayman and Sara Hodges are responsible for the Mullion site and will be asked to contact PE regarding the issues he has raised.

JPy joined the meeting at this point (2.46 pm). JM and LA left the meeting at this point (2.52 pm).

6.0 **Tenancy Management**

6.1 **Homes & Communities Strategy Update**

JPy advised that the group had previously reviewed this document and this has now been fully completed, approved and published.

ASB Accreditation – Housemark – JPy referred to the 2015 accreditation undertaken by Housemark and advised that this was extremely expensive. The CSC have decided to undertake the accreditation process in-house and they will be

reviewing the ASB accreditation. JPy advised that this has a potential cost saving of £20k. JPy is working with the CSC and there is an initial meeting booked for the end of this month to start the ball rolling.

6.2 **Performance, anti-social behaviour update**

Complaint satisfaction surveys – Actual 82% with a target of 90%

Annual Property Visits (APVs)

853 completed to date.

Anti-Social Behaviour (ASB)

Satisfaction on the way the ASB complaint was dealt with – Actual 97% with a target of 95%

Satisfaction on outcome – Actual 87% with a target of 90%

JPy advised that the targets for the next financial year will be changing.

Discussions digressed regarding complaints regarding neighbours and JPy advised that if anyone sees any suspicious goings on then they need to ensure that these issues are reported direct to the Police. JPy left the meeting at this point (3.04 pm).

7.0 **Customer Access Team**

LW joined the meeting at this point (3.05 pm).

LW provided an update on the Customer Access performance for November, December and January. The following figures were noted:-

November - Average Wait Times – 141 seconds

December - Average Wait Times – 177 seconds

January - Average Wait Times – 185 seconds

November - Abandonment Rate – 26%

December - Abandonment Rate – 26%

January - Abandonment Rate – 29%

November - First Point Resolution – 86%

December - First Point Resolution – 86%

January - First Point Resolution – 85%

LW advised of the actions taken to address some of the issues in the Customer Access area include changes in the shifts for the team, changes to the computer systems and additional phone options, i.e direct option to the Sales Team. There are also upcoming actions taking place including the portal (My Coastline), cross skilling of the Customer Advisors and a review of some of the processes.

PE stated that he feels that things have not improved within the customer access team and he stated that in fact things have got worse. He also stated that the group

do not receive KPIs from the team anymore. LW stated that the call volumes are consistently increasing and hopefully the changes in technology, staff training etc being undertaken should improve things greatly in the future. LW advised that he is able to provide KPIs for the group prior to the meeting in future and will work with JT/JP to do this.

LW to check the issues with the ring back procedure. EK stated that her experience of late in contacting Blue Flame via the Customer Access Team was really very positive. JF stated that when he rings the 0800 Freephone number it does not work so he tends to ring in on 01209. JT stated that the Freephone number starts with a 0808 number now and any correspondence from Coastline will be on letters, website etc.

LW advised of My Coastline and stated that this is great and it frees up the Customer Access Advisors to actually speak to someone and do not want to use the digital services is really important. The option to speak to an Advisor will never go away. LW stated that there is a real desire within the team to improve and that they are all working really hard to try to do this. JS asked regarding the launch of My Coastline and how is this going to be done. LW stated that there is a plan to target specific groups initially i.e. Rent on line. It will be promoted on social media and in the CoastLines magazine. All staff will also be encouraging customers to utilise the portal when they speak to them.

JF asked regarding customers having access to individual names in teams so that they know who they can speak to when they phone in. LW said that it is more important to know your case name (your specific issue, i.e. repair) rather than the name of a specific staff member as the contact can change. LW provided a brief explanation of how the new CRM (Customer Relations Manager) system works when a customer contacts CHL. The group were pleased to hear that the KPI figures will be brought to the next meeting and were encouraged to hear that the team are keen for performance to improve.

LW left the meeting at this point (3.40 pm).

8.0 Any other business

None.

9.0 Date of Next Meeting

Thursday 10th May 2018 at 12.30 pm (Lunch) & 1 pm – 4 pm (Meeting)

Meeting closed at 3.40 pm.