

# Minutes.



**Customer Forum Meeting Minutes**  
**26<sup>th</sup> July 2023 1pm**  
**Waterfront Point**

---

**Attendance:**

Chair of Customer Forum  
Vice Chair of Customer Forum  
7 Customer Forum Members

In Attendance - Halton Housing:

Georgina Crank (Social Impact and Engagement Officer)  
Amy Harrison (Social Impact and Engagement Officer)  
Amanda Hogarty (Head of Neighbourhoods)  
Andy Reeve (Head of Customer Experience)

Guest Speakers – Halton Housing:

Dan Walsh (Head of Development)  
Sue Newton (Head of Health and Safety)  
Mark Creed (Performance Partner)

**Apologies:**

Lisa Olsen (Director of Customer Experience)  
1 Customer Forum Member

Item	Notes
Review of May Minutes	All agreed nothing to raise from the previous Minutes. No major updates thus far on the previous minutes. Amanda has reached out to the care leavers centre to hopefully get younger attendees in attendance. One Customer suggests that HH ask in Reach magazine for Customers to update us on any health changes etc hearing changes.
Chair	<p>Amy shared with the group that they have been invited at 11am on Thursday 17<sup>th</sup> August to visit Wonky Garden to see the new gates which have been installed following their successful Helping Hands Application.</p> <p>Chair asked for an update on the Instagram page and for the picture we took at the last forum meeting to be sent to them. Amy to organise this.</p> <p>Andy Reeve will bring complaints to the next quarter.</p>

	<p><b>Requested by the forum that the HH Organisation Structure be brought to every HH Meeting for the forum to see which teams have attended meetings.</b></p>
<p>Development 'Meet the Team'</p> <p>Dan Walsh</p>	<p>Customers noted that suggestions are often made in the Inspections which could be passed to the development team.</p> <p>Potentially meet with CF in early stages of development. What schemes-where-why updates every now and again.</p> <p>Once customer made the suggestion that in the new build properties it would be worth delaying feedback forms as when people have just moved in, they might be happy and then things change the longer they stay in the property.</p> <p><b>Suggestions box to be added on the inspections form.</b></p>
<p>Health and Safety Update</p> <p>Sue Newton</p>	<p>Sue presents an overview on accidents.</p> <p>One customer asks why older houses are not given priority for the asbestos checks. 70% of homes have had asbestos checks, this is mainly due to different archetypes having a similar chance of having asbestos, so this is where the priority comes from. Sue explains that the homes that are priority are the ones built before a certain year.</p> <p>Once customer stated that the fire alarm went off at Barkla Fields due to an issue with the lift. They asked if one of the residents could be given the code to turn it off as last time it rang for 3 hours before the staff member came out. Sue stated that this would not be possible as the resident would be held liable if anything went wrong after it was turned off so only trained official staff can be allowed this.</p> <p>Sue explains how customers can help to prevent fires.</p> <p>The Customer Forum members were asked if they would like a customer safety forum or focus group and how does the group think we could go about this. It was agreed to set up a one-off focus group to explore possibilities and see how frequent they think this should be, and how to invite the targeted customers such as those in flatted blocks.</p> <p>It was also raised as a suggestion that the H&amp;S team could join on the Neighbourhood Officer surgeries etc. Amanda stated how other teams such as Welfare Benefits are also joining these surgeries so would be worth joining up together.</p>

	<p>Lots of fire risk work done at Barkla Fields which is yet to be finished, the doors aren't sealed but it's is a decoration issue more than a fire risk issue now, however Sue doesn't think this is acceptable, it's something we are aware of and are planning on looking at again.</p> <p><b>Arrange the first Health and Safety Focus Group. Sue N to review the fire alarm systems at the independent living schemes.</b></p>
<p>Performance Update</p> <p>Mark Creed</p>	<p>Mark states this report is a condensed version of the larger slide show/measures, the more in detail one can be sent to customers if they request. Mark stated that there has been a sector wide increase of complaints at the start of the year since the governments campaign regarding complaining to your social landlord. Just under half of the complaints so far this year are regarding repairs. Amanda stated how the next largest number of complaints is about Anti-Social Behaviour.</p> <p>We have seen an increase in arrears which was to be expected considering the increase in rent. Our Debt Recovery team will contact customers in need, the debt recovery and welfare benefits team will support customers. Through this help being available, we have reduced our evictions since the rent rise which is a good achievement.</p> <p>One customer said how the Debt Recovery team often contact her to say she is 'in arrears' but this is an admin error. This causes a lot of distress. Amanda will investigate this.</p> <p><b>Referral to welfare benefits team for one customer.</b></p>
<p>Review of Draft Events-Cancellation and Non-Attendance Policy and Procedure</p> <p>Georgina Crank</p>	<p>No comments – Georgina requests that the Customers let her know by two weeks today if they have any more questions or issues.</p> <p>One customer suggests charging a refundable deposit for the tickets as often when she runs events this decreases the amount of people who don't turn up - but we explained that we have explored this and it won't be possible with our finance restrictions.</p>
<p>Review Helping Hands Applications</p>	<p>The Forum members reviewed the Helping Hands Applications.</p>
<p>Garden Competition Voting</p>	<p>The Forum members reviewed the Garden Competition entrants.</p>
<p>Planning for year ahead</p>	<p>The Forum have discussed they would like to hear from Rebecca Lawrence from Sales at the next meeting.</p> <p>It was also decided for Amanda Hogarty; Head of Neighbourhoods to have a meet the team section and join with learning about the role</p>

	<p>of the Neighbourhood Officer; pickups and pitfalls.</p> <p>Also combine information from Allocations and Welfare Benefits.</p> <p>Amy stated how it would also be the opportunity to show the Destination Project handover - hear from Laura and Amy then Emma and Georgina.</p>
Open Discussion	<p>Discussed working on engagement drop ins for customer forum to attend – could this become more of a 'coffee and a chat' with your Neighbourhood Officer. Look at wording of 'surgery'.</p> <p>Reminder- potential void visit.</p> <p>Vice – Chair will be chairing the next meeting as the Chair is not available.</p>