

CUSTOMER FORUM MEETING MINUTES

(Meeting was held at Halton Housing Waterfront Point)

31st May 2023

Attendance:

Customer Forum Members:

Chair of Customer Forum
Five Customers

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:

Mark Creed – (Performance Partner)

Apologies:

Lisa Olsen (Director of Customer Experience)
Vice Chair of Customer Forum
Two Customers.

Item	Notes
Review of September Minutes- Chair.	Explored how the CF and SI and Eng Officers can provide both paper based and online communications when advertising neighbourhood drop ins/surgeries. A conversation that we will pick up further down the line. SI and Eng team update that we can't go forward with suggestion box due to logistical issues such as GDPR, vandalism, responsibility.

Mark Creed (Business Assurance) Intro and Q+A.	Casual conversation, no minutes taken at Chair's request.
Social Impact and Engagement Updates and Q+A.	Running through engagement opportunities outside of Customer Forum. Amy went through slides of the other involvement opportunities, Community Champion, Customer Inspectors, Tenants and Residents Group, and Editorial. This included level of commitment required such as location, time allocated and incentives.
Updates on Customer Experience Re-Structure (Amanda Hogarty)	<p>The government rent cap affected HH income and therefore we had to review our structure. We put in place a mitigation plan which caused our Customer Experience and Neighbourhoods directorates to be combined and at this point Director of Neighbourhoods Pauline Jones took redundancy. Lisa Olsen was successful in gaining the role of Director of Experience, which Neighbourhoods now sits under.</p> <p>A customer on the forum suggests charging for certain jobs, however Amanda Hogarty explains that our customers and properties are our priority, and we will not be able to do so, especially during the Cost of Living crisis.</p>
Customer Engagement Policy (Amanda Hogarty)	<p>Amanda said she is going through this policy in Lisa Olsen's absence.</p> <p>This policy has been subject to updates since the Re-structure. Amanda talked through the changes to the policy and what has been added in. This is due to the new Tenant Satisfaction Measures from the Regulator of Social Housing which impacts on Customer Engagement.</p> <p>A customer on the forum highlights that true transparency is making versions of documentation highly digestible/understandable for the average person.</p>
Assisted Furniture Policy (Amanda Hogarty)	Very few changes on this, just some wording changes, title changes etc.

<p>Updates and Survey from Repairs Focus Group (Andy Reeve)</p>	<p>Andy shared the typed-up feedback from the group discussion during the Repairs Focus group. The feedback can be viewed within the PowerPoint which will be shared. A customer on the forum highlights that training and appreciation is important for the maintenance technicians (MT's) to give the best service that they can. A customer on the forum highlights that she receives text messages for service reviews when she requests phone calls.</p>
<p>Georgina Crank Events Attendee Cancellation and Non-Attendance Policy, Procedure and Agreement introduction</p>	<p>Georgina introduced a new policy and procedure that will be due for review at July Customer Forum meeting.</p>
<p>Helping Hands Application</p>	<p>The group have chosen to fully fund the Wonky Garden application for £1800. The group would like to pay a visit to view the funding outcomes.</p>
<p>Planning for year ahead</p>	<p>The Customers have suggested that they wish the next 'Meet the team' section to be a staff member from the Development team.</p>
<p>Open Discussion</p>	<p>The group are happy for the minutes to be published online.</p>