

JJH Assurance Panel Meeting

Tuesday 13 June

Attendees		
JJH Yvonne Castle Kathryn Fox Rodgers Kate McArdell-Broome Lauren Courty Rachel Ojuederie Tom Whiteley Chris Coppenhall Sue Watthey	Panel Members Kath Newell JJH Assurance Panel member Caroline Sellars Andrea Gregory George Weir David Green Sue Noddings Alan Chadwick	
Apologies	Edward Pelster	
Items	Discussion	Action
Introductions	JJH & Panel members	
Items from last meeting	None	
TSM (Tenant Satisfaction Measures) Data Rachel	<p>GW - NW satisfaction is a bit lower KN - Could there be any further breakdown on the Regions. There is only one positive score in the results for the northwest.</p> <p>DG - Potentially this is around communication, at The Beeches repairs scaffolding around the scheme and nothing has been done – repairs not being completed and communication.</p> <p>SN – Bader house have had a few issues around Astraline and the fire brigade were called out and the alarm was not reset by Fire Brigade, Astraline wanted to talk to one of the residents, at 9.30 someone was coming out and all this time the front door was open to the venue.</p> <p>AC – <i>Compliment Warden call system went down last week, but someone rang every resident to update and keep them informed.</i></p> <p>TP09 KN - the landlords' approach to handling complaints stands out. Do surveys still go out?</p> <p>AC - has a resident where he lives is dissatisfied with the complaint procedure and</p>	<p>TW & RO are doing some analysis on this. In next quarterly report can put the amount of feedback data in the report – RO</p> <p>LC – doing a bit more of a deep dive into the repairs. YC piece of work to look at satisfaction and repairs not completed. LC - team to investigate issue at Bader House</p> <p>SW- Log as a compliment</p> <p>SW Check the satisfaction surveys for the complaint's satisfaction follow on – check with IT</p>

	<p>has sent in a complaint, what can you do about people who are not online. Rachel - Process is not just online, and letters/responses can be done by post if it is that customers preference.</p> <p>Themes: KN– it is taking longer for JJH Staff to return emails and phone calls, also a complaint on the resident portal not picked up – KMB is working with Emma Midgley (Assistant Director of Customer Experience & Communications) and is looking at managing expectations so there work to communicate our timescales etc.</p> <p>KN - Misinformation about links for scheme meetings and wanted to go online but did not get a link and then got the link to join but it was not the right link. Nobody knew which was the link.</p> <p>AC - What is the senior managers response that the communication is the worst it has been for a long time and what is the reason. Response – Rachel, there is a lot of work being done internally around comms, working on engagement calendar and what residents want.</p> <p>KMB – there is work still to be done and we know there still problems, but we are working to make strides to improve this.</p> <p>KFR – different customer experiences, Astraline as discussed is a good example, it's not that we're delivering a poor service, it's that there appears to inconsistencies that we need to address, what we hope to achieve via this JJH Assurance Panel. We need to understand where we need to home in, and this group can help with that.</p> <p>KN is the message not getting through at local level, it is something that needs looking at.?</p> <p>GW is someone benchmarking – ROI yes Rachel and Kate are on networking groups, there are fluctuations compared to other landlords and there are some stronger areas, working to understand the themes.</p>	
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<p>Rant And Rave Surveys Rachel</p>	<p>CS – Complaints low scores – Rachel dissatisfaction with the outcome do not complete survey. SN - why am I getting a monthly questionnaire about window cleaning when it has been reduced to a quarterly service.</p> <p>KN – text about repair satisfaction but it does not distinguish what repair it is, but you might have two to feedback on. Rachel, it is about the number of characters you put in a text, limits how much information we can provide.</p> <p>LC we are doing some deep dives on improvement projects for the schemes. If anyone is interested in carrying out some joint inspections, please let us know.</p> <p>AC– two years ago there were a team of resident inspectors who inspected voids and schemes, and this seems to have died a death. RO - As part of the JJH Assurance panel work here will be different methodologies for engaging and involvement. We want to ensure any work being delivered and the resource used is aligned with listening to the wider customers views, and where the areas for concerns are.</p>	<p>RO - Need to check on rant and rave to see how often these are going out. We will look at this to see if it is a common occurrence and address this issue.</p>
<p>Complaints Rachel</p>	<p>AM – Clarity around refer to the ombudsman. Rachel, customers must follow the complaints process first.</p> <p>Complaints Data base – AC - please explain what the Integrated into Active H means, can we have the language explained. RO – this is our housing management system.</p>	
<p>ASB (Anti-Social Behaviour) System Chris</p>	<p>KFR - What is the benefits of the system for residents? CC - improved services, and more efficient and consistent service. Kath, this seems a much more joined up service. AC, we have a resident who says that she has complained on numerous occasions about noisy dogs, and she says that JJ have not done anything about it. KFR - how will we know that it has made a difference to residents, RO - we can now get</p>	<p>AC to email details to RO</p>

	<p>transactional feedback following every case and getting feedback and learning. Leads completing monthly audits to check the process.</p>	
<p>Homes and Building Safety Lauren</p>	<p>GW - fed back grounds maintenance has been ok.</p> <p>AM – Are all schemes to be looked at and at the workshops were not represented by some schemes.</p> <p>KN is there any extra cost to residents – Lauren no we are ensuring we get best value out of residents.</p> <p>AC - are the leasehold schemes being included in this, LC - it is a collaborative approach.</p> <p>AG – Tivoli attended twice in one week is this classed as two visits? LC - no its one session to complete all the works required.</p>	<p>LC to contact AM when she is in the Northeast to look at scheme</p>
<p>Well Connected Update Kate</p>	<p>No Comments.</p>	
<p>Bitesize Assessments Sue</p>	<p>AG – they have started putting signs up and noticed some changes already.</p> <p>AC - When will the report be shared with the panel. SW will give panel a week to digest and then ask for sign off.</p> <p>KN – the report provided by SW was thorough and concise, a good report that captured the outcomes of the session.</p>	
<p>Next Bitesize Assessment</p>	<p>Suggestion – Anti Social Behaviour System Handling Complaints – would this benefit better when the new system is in place.</p> <p>LC has suggested Grounds Maintenance; discussion took place and all panel members agreed.</p>	<p>Panel agreed next bitesize to take place end of July – look at ground’s maintenance</p>
<p>Exec Update Kathryn</p>	<p>If there are any topics to be covered at the next meeting, please let Rachel know so we can include it.</p> <p>Discussion around the political and economic environment. Really tough time and needs to be included in JJH planning.</p>	

	<p>More resource into the money advice team so please let people know that we have this service available.</p> <p>Business and Budgets, board have approved budget and planned maintenance programme.</p> <p>First works taking place under decarbonisation programme.</p> <p>Starting work on Halifax House for new kitchens.</p> <p>Compartmentation at a few schemes having compartmentation works done.</p> <p>Going live with Fire doors plan at schemes.</p> <p>KN: Anything for the Northeast – LC: Kitchens and bathrooms for the Northeast at the end of the year.</p> <p>Stock condition surveys to update our data, we have 82% all our homes have a stock condition survey under five years old.</p> <p>Number of things to feed into the business plan and it is great to have the data to feed into decisions around our properties.</p> <p>Piece of land in the Northeast will not be able to develop until interest rates come down. Still aspire to build in the Northeast.</p> <p>At Tangmere we have problems with guttering which is full of leaves, and nothing is getting done.</p>	<p>Need to look for a solution – LC to feedback on this.</p>
Any Other Business	<p>AC, can we share email addresses with everyone on the panel – email everyone to see if people are happy to share their email address.</p> <p>KN - What is happening with the annual conference.</p> <p>KMB – coordination around location and timings etc but it is going ahead.</p>	<p>SW - Email the group to check panel members permissions.</p>
Date of Next Assurance Panel Meeting	14 September 2023 – 1.30	

