

Customer Scrutiny Panel

Annual report 2015/16

1. Executive Summary

- 1.1 The CSP considers it has had another successful year and has continued to operate and improve within its Vision Statement, which follows:-
“Providing an independent and objective assessment of services and business processes from a customer perspective”.

2. Overview

- 2.1 The CSP have operated well throughout the past year, in spite of changes internally and externally. The situation was taken as an opportunity for the CSP to strengthen its structure and identify areas for improvement. Only the area of Membership has caused minor complications, however, with member consultation, a total review is underway as part of our annual review of our ‘Members Information Pack’ which now contains some 20 standing instructions. The first two items for review will be the CSP Terms of Reference and the CSP Code of Conduct, which will be issued to the HLT for approval and adoption once reviewed at a CSP meeting on the 11th May 2016.

3. Scrutiny Projects completed 2015/16

- 3.1 Welfare Reform (Reported to the HLT July 2015)
Three main recommendations were made. One was agreed and two were not agreed, but further actions on the subjects were proposed by Aster and agreed by the CSP.
- 3.2 Ground Maintenance & Arboricultural (Reported to HLT November 2015)
Seventeen recommendations some partially actioned by Aster were made. The CSP will consider the outcomes of the recommendation at the 1 year review/feedback meeting.
- 3.3 Ad hoc letters (reported to HLT December 2015)
Ten recommendations were made, 8 were accepted and two not accepted recommendations. Acceptable explanations were given to the CSP as why they could not be implemented.
- 3.4 Housing Fraud and Lettings. (Reported to HLT 28 April 2016)
A number of recommendations were provided in the report presented on the 28th April. As indicated in the next step procedure, a feedback is expected by the CSP in the near future and will be reviewed in April 2017.
- 3.5 Housing Fraud and Lettings. (Reported to HLT 28 April 2016).
A number of recommendations were provided in the report presented on the 28 April. As indicated in the next step procedure, feedback is expected by the CSP in the near future

and will be reviewed in April 2017.

4. Membership & Recruitment

4.1 Membership is now stable at 8 members, who will mostly seek re-election in April 2016 following 3 years of consecutive CSP membership. Two new first year members have resigned during the year for personal reasons. Lessons need to be learnt from these departures. It is important that in the future, all new members are made aware of the actual workload and culture of the CSP prior to their induction and probationary period. There has also been a problem of expectation, when new members who transferred from ceased customer involvement groups and have found the transition difficult. The final concern has been due to some new members not having certain practical skills e.g. computer literacy. The above problems are also under review to avoid future impact on the dynamics of the CSP group. Recruitment at the time of writing this report has been put on hold.

5. Staff Support

5.1 The CSP wish to thank all members of Management and Staff for their support and help, this has allowed the CSP to meet its targets, when time lines were short. In particular the CSP wish to thank David Allford for his excellent support, through what must have been an almost vertical learning curve.

5.2 The CSP also wish to thank Julia Bottwood, who has recorded faithfully the minutes of all of our meetings and supported CSP members in many other ways. We would also wish to take this opportunity to formally thank a past member of staff, namely Antony Higgins, who supported the CSP well until moving on to new challenges.

6. CSP Forward Plan

6.1 As previously noted, the CSP plan to review its 20 operational procedures to take into account experiences gained during the year and consider areas of improvement or opportunities which will support the CSP's Value for Money expectation. The Service areas and expected Scrutiny start dates are:-

Service areas planned for scrutiny 2016-17

Service area	Commencement date (approximate)
Customer involvement including digital inclusion.	May 2016
Right to buy process	Mid June to end July
Hoarding	Beginning Sept to early October

Repairs service excluding call centre actions.	Early October to mid-December
Care and support provisions	Early January to mid-March

6.2 The CSP wishes to explore greater interaction with other Aster Group customers.

6.3 The CSP wishes to increase staff understanding and awareness of what the CSP is and what it does. Junior Staff attending CSP meetings, as a company guest, is considered worthy of consideration.

7. Budget

7.1	CSP budget for 2015/2016	£ 24,000
	Expenditure.	
	• Venues/Refreshments	£ 4005.02
	• Mileage costs / Taxis	£ 7563.31
	• Printer Cartridges	£ 916.56
	• Misc Inc £1039.50 Inside housing Digital subscription.	£ 1353.30
	Total Expenditure	£ 13,838.19
	Budget remaining at year end. (Full cost breakdown is available)	£ 10,161.81

8. Summary

8.1 The CSP have completed another year, with high member confidence and increased skills.

8.2 Experiences gained, during the year have produced a stronger team with increased objectivity, greater business skills and the ability to make complex evidenced based decisions.

8.3 CSP members have developed improved investigational skills albeit within Data Protection constraints.

8.4 The CSP is concerned to hear expressed, views that the CSP should focus only on the customer experience as opposed to the internal workings of the service. The CSP would wish to resist this thought, as it is the internal workings that indicate if a good customer experience is possible or not.

- 8.5 The CSP are ready to meet any challenges that will maintain a good customer experience, especially in the vulnerable Social Housing part of the business, remains as high as possible.
- Nb. This CSP Annual Report for 2015/16 is presented to the HLT, CCN, Staff and Customers for consideration and information.