

Customer Performance and Scrutiny Panel Meeting

Tuesday 16th June 2026 - 5pm till 7pm

First Place

Chair: [REDACTED]

Minutes Taken By: [REDACTED]

Attendees

FCHO Representatives – [REDACTED]
[REDACTED]

CPSP members – [REDACTED]
[REDACTED]

Regulator of Social Housing Representatives – [REDACTED]

1. Welcome and Apologies

[REDACTED] opened the meeting and welcomed everyone.

2. Previous Minutes and Matters arising

The minutes of the previous meeting were reviewed and agreed as an accurate record.

[REDACTED]

3. Customer and Communities Update

[REDACTED] provided an update from the recent Customer and Communities Committee (CCC) meeting.

[REDACTED] explained the role [REDACTED] undertake within CCC in reviewing papers and holding services to account

CPSP were advised that customer satisfaction (CSAT) performance remained positive and stable. [REDACTED] reflected on the positive feedback provided about FCHO staff and the dedication demonstrated across services.

The CCC had reviewed action plans relating to complaints and anti-social behaviour. [REDACTED] noted that staffing changes had impacted complaint resolution times; however, actions had been put in place to address this and improvements were being seen.

An update was also provided on repairs performance. Increased demand for repairs had created challenges, and additional contractor support had been secured to help increase capacity and improve delivery.

█████ highlighted the positive approach being taken to safeguarding across FCHO. The increase in safeguarding referrals was viewed positively, demonstrating that staff were recognising concerns and reporting them appropriately, resulting in better support for customers.

The CCC also discussed the "Silent Customer" initiative being undertaken by the Neighbourhood Team. This work involves proactively contacting customers who have not been in touch with FCHO for some time to ensure they are well and to identify any support needs that may otherwise go unmet.

An update was provided on the Renters Reform programme. █████ advised that FCHO was in a strong position in relation to the proposed changes and that the most significant impacts would initially be felt within the private rented sector.

Further discussion took place regarding the organisation's strong partnership approach to anti-social behaviour, customer engagement, scrutiny and service improvement. The Committee welcomed the ongoing focus on monitoring high-impact services and acting on customer feedback.

CCC also discussed the importance of strengthening communication and feedback between the Customer and Communities Committee and the Customer Performance and Scrutiny Panel. It was agreed that:

- █████ would provide an update from CPSP at the start of each CCC meeting.
- Updates from CCC would be provided at the start of each CPSP meeting.

This approach will help ensure both groups remain informed and connected and maintain a strong feedback loop between the two panels.

4. Scrutiny Progress

The panel discussed progress with the neighbourhood walkabouts scrutiny review.

█████ thanked the CPSP members for their enthusiastic involvement in the scrutiny. CPSP members have completed benchmarking visits to other housing associations' walkabouts, which have been valuable, and the group is working effectively together to scrutinise the service and progress the review.

██

██
██

Whilst members felt there were some positive elements that could be learned from these organisations, they observed that the overall experiences were mixed. Members noted that, although only a small amount of paperwork was used by the other organisations, there appeared to be occasions where staff were not fully organised during the walkabouts.

The panel also reflected on recent FCHO walkabouts. Members noted that customer attendance had been limited; however, Neighbourhood Coordinators had proactively sought customer feedback by speaking with residents directly and carrying out outdoor knocking activities.

Members acknowledged the challenges of completing paperwork during walkabouts, particularly during poor weather conditions. As a result, they found it more practical to capture photographs and record notes electronically using mobile phones.

Particular praise was given to [REDACTED] who members felt demonstrated excellent engagement with customers and a strong commitment to neighbourhood management during the walkabouts.

CPSP has invited Neighbourhood Coordinators to the next scrutiny workshop to support the review by giving their opinions and answering questions arising from the walkabout findings.

The panel agreed that the review was progressing well and looked forward to continuing the exercise with support from operational colleagues.

5. You Said, We Did

The panel was thanked for its significant contribution to the ASB scrutiny review. Members were recognised for producing a thorough, impactful and constructive piece of scrutiny work which is already helping to shape service improvements.

An update was provided on progress against the recommendations and confirmed that actions arising from the scrutiny review have been incorporated into the wider ASB Improvement Plan and implementation of this plan has already commenced.

Examples of improvements completed include:

- Recruitment of additional staffing resources.
- Introduction of the Respect Line.
- Improvements to processes and customer communication.
- Delivery of wider actions identified through the scrutiny review.

The panel welcomed the update and noted the positive progress already being made.

6. Performance

Rather than reviewing current performance results, the discussion focused on how performance information should be presented to the panel in future.

A number of reporting formats and examples were shared for consideration. Following discussion, members agreed that future performance reports should:

- Include clear visual indicators such as upward and downward arrows to demonstrate trends.
- Use more colour to improve accessibility and engagement.
- Incorporate Red, Amber and Green (RAG) ratings to clearly show performance status.
- Include visual indicators such as smiley faces where appropriate.
- Compare performance against the same quarter in the previous year.

- Include full-year performance in the background for context alongside quarterly results so that CPSP could look deeper into trends as needed.
- Be presented across multiple pages where necessary to improve readability and visual impact, to ensure the page was not too “busy”.

Members felt that these changes would make performance reporting more accessible and enable the panel to focus discussion more effectively on areas requiring further scrutiny.

7. Break

8. Regulator Meeting with the Panel

FCHO representatives left the meeting to allow for an open discussion with the panel members of the CPSP.

9. Any Other Business

None

Date: 15th September 2026

Time: 5pm till 7pm

Venue: First Place