

## Tenant Involvement Group (TIG) Meeting Minutes 06.03.25

### Attendees:

Lucy Spence, Housing Policy and Projects Officer

Cllr Steve Davies, Portfolio Holder, Housing and Homelessness

**Tenant Representatives:** Ann Cox, Alaine Willis, Brian Isaacson, Melvin Utley, Paul Woodroof,

**Tenant Engagement Team:** Dave Brown, Sarah Osman

**Apologies from:** Joy Stainer, Brenda Freeborn, Jane Cantillon and Sally Titley

Symbol	Description
?	Tenant question (for RI team to obtain answer to)
R	Tenant Recommendation
D	Tenant Decision
A	Action (for RI team / Tenant Representatives / NFDC Officers)

### Dave's Morning Update

#### Tenant Satisfaction Measures (TSM's)

NFDC have successfully collected 12 months of TSM's. This work was completed by a company called Acuity Research and Practice. The TSM results will be submitted to the regulator in April.

There are quite a few areas that have seen an increase in satisfaction, including the areas that are directly linked to tenant engagement. This is due to the work of the group and the tenant engagement strategy that has been developed and is now being implemented.

Approach to complaint handling has increased by 2.9% and this could be attributed, in part, to the group's scrutiny piece on complaint handling that was completed in April 2024. The changes the group recommended feed directly into the organisation's approach to complaint handling which has increased tenant satisfaction.

#### ? Do you think the decrease in the well-maintained home section is due to the increased publicity around damp and mould?

- The increased publicity around damp and mould has definitely added to the dissatisfaction around well-maintained homes. There is a lot of data that supports these TSM results and one of the biggest reasons for tenant dissatisfaction is due to damp and mould.

The TSM dashboard allows the organisation to investigate areas of dissatisfaction more closely. Damp, mould and condensation are coming in on top with 32% of

tenants saying they are dissatisfied. From the results shown on the dashboard, we can then use that data to drive improvements with the relevant teams.

## **Presentation from Lucy Spence**

### **Learning from Complaints**

The draft Housing Service Learning from Complaints Procedure has been produced following on from the scrutiny work the TIG completed last year that fed directly into the corporate procedure. The draft procedure has been written outlining how the housing service will use the information learnt from complaints to implement service improvements and change.

Once the corporate complaints process is closed, that's when the learning from complaints procedure will begin. Quarterly the Housing Policy and Projects Officer will compile all the complaint information, review any learning and service improvements, monitor the learning through the corporate tracker, and meet with all the service managers to discuss each complaint. The learning will then be fed back to the new Tenant Complaints Forum.

### **Tenant Complaints Forum**

The Tenant Complaints Forum will be a new tenant group that will be provided with randomly selected closed complaint cases. The group will be presented with all the communications of the cases and will review how the complaint was handled. The feedback from the Tenant Complaints Forum will directly feedback corporately to the portfolio holder and housing services.

The recruitment for this forum will be offered to all tenants that have been involved in the complaints process but will also be open to any member of the TIG group. Two of the TIG group have requested to be involved in the forum.

#### **? Would the complainant be involved in the learning from the complaint or just the tenant complaints forum?**

- This process won't have any communication with the complainant, the process is purely looking from a council point of view, for example, what can we learn from the complaint and how we can implement improvements from reviewing complaints.

#### **? What will be the process on choosing which complaints will be reviewed?**

- Each complaint is reviewed by the Housing Policy and Projects Officer and the service manager relevant to the complaint each month, to see what learning we can implement. The complaints that will be presented at the tenant complaints forum will be a random selection of complaints within that quarter.

**? Will the tenant that made the complaint get an opportunity to offer feedback on the complaint process?**

- The complaints team are bringing in a feedback form in April, that will give every complainant the opportunity to give feedback on how they have felt their complaint has been dealt with.

**? Who would be responsible for calling the tenant to discuss the complaint?**

- The responsibility will be with the service managers to complete the contact process, it doesn't mean they will be responsible for the call, but it would be their responsibility to delegate this process to a capable member of their team.

**? Do we have a set of work standards for external contractors that they must abide by when undertaking work on behalf of NFDC?**

- External contractors are expected to meet the same standards that NFDC operatives adhere to. Due to the dissatisfaction shown towards external contractors, the procedure around external contractors has changed, for example due to complaints made about the non-completion of work, the external contractors are now expected to provide evidence of completed jobs before the job is closed.

## **Complaint Example**

A complaint example was shared with the group as well as the complaints feedback survey with the group. The group fully supported the complaints feedback survey and welcomed the proposed commitment of rolling out asap.

The following feedback was suggested from the group:

- Whilst not 'too long' they did feel it was a bit formal and needed to be plainer English.
- Suggested perhaps a closing tick box at the end that said "if you want to talk about your experience some more, tick here" which would allow us to potentially follow up on any further learning. It would also allow us to potentially recruit new tenant complaint panel members if it was a 'Housing' complaint.
- They didn't like the reference to 'Corporate' throughout – felt it was too formal and potentially cryptic (internal jargon). For example, rather than say "help us improve our corporate complaints procedure" just say "help improve how we handle complaints", and so on throughout the actual survey.

## **Afternoon session**

### **Q&A session with Cllr Steve Davies**

Cllr Davies opened the floor to the TIG and welcomed any questions from the group:

**? Do you know why there seems to be a lack of waste bins in the local areas?**

- I have consulted with Cllr Geoff Blunden who is the portfolio holder for Environment and Sustainability on what actions have been taken in the area regarding littering. Geoff stated that he requested Streetscene to attend the Holbury and Fawley area to assess littering around the area including the roads, alleyways and communal areas. The findings were that a lot of the alleyways were blocked due to vegetation consuming the pathways and general littering. Geoff has confirmed that there is a fund called the Shared Prosperity Fund (SPF) that comes directly from the Government. Currently there is nine projects that will benefit the district from this fund and one of the projects on there is more provisions for litter bins. But what is needed is residents from local communities to tell us where they think there is a shortage of bins.

**? Are you aware that wheelchair users are not able to use the new style of waste bins? They are placed too high and the lid to the bin is impossible to use.**

- I was not aware of this at all, I am sorry this hasn't been taken into consideration and will ensure this feedback is directly passed to Cllr Blunden.

**? How do you see tenant engagement evolving in the future with NFDC?**

- I would like to see more tenants engaging with the service, having more communities represented at these meetings. Possibly looking at virtual meetings so that tenants that find it difficult to attend face to face meetings can also still be involved. I would like more Councillors to be involved with the group as you are our local representatives.

**? What do you see for the future of the TIG group when devolution takes place?**

- Due to the amount of work that is involved in transferring and combining other authorities into one unitary authority, I think NFDC will still be functioning as we currently are for a few years. With regards directly to the TIG group, you are a very successful group feeding directly into the organisation with scrutiny and feedback and I think that the group will be a good example of how successful and valuable you are to the organisation.

**? Why are the housing owned open green space areas not maintained as much as the communal areas although it is allocated from the HRA account?**

- There is currently a ground maintenance project being carried out where the teams are reviewing the breakdown of what ground maintenance is currently being carried out on housing land. Once this project is completed the outcomes and actions will be brought to the group.

**? Parking is particularly bad in housing estates, how are NFDC trying to combat the parking issues tenants are experiencing?**

Working together with tenants

- There is a garage working group that are reviewing all NFDC owned garages, reviewing the maintenance of the garages and the land the garages on situated on to see if the area can be redesigned into areas for carparks or even housing. Once the group has completed its findings I sure it will be presented to the group for discussion.

**The group thanked Cllr Davies for his attendance at the meeting today.**

**Meeting ended**