

## JIGSAW HOMES SCRUTINY PANEL

### SATISFACTION WITH REPAIR SCRUTINY FINAL MEETING THREE

Minutes of a meeting - Wednesday 2<sup>nd</sup> February 2022

**Present:** (Staff) Sarah Chilton (SC), Samantha Hornsby (SH), Janet O'Connor (JO'C), Julie McGlynn (JM).

**Present:** (Panel) Christopher Pinnock (CP), Dorothy Shepherd (DS).

**Present:** (Board Members) Ged Cooney (GC), Lynne Garsden (LG), Paul Joyce (PJ), Melvin Kenyon (MK).

#### 1. Welcome (JM)

JM welcomed everyone to the meeting and thanked everyone for joining.

Everyone introduced themselves.

SH & JM Neighbourhood Engagement Officers will be facilitating this meeting and taking minutes.

SC Head of Chief Executives Team

JO'C Quality & Research Manager is part of Chief Executives Team.

GC Jigsaw Homes Group Board Member

LG Housing North Board Member (Jigsaw Homes North, Jigsaw Homes Tameside)

PJ Jigsaw Support Board Member

MK Housing South Board Member (Jigsaw Homes Midlands)

#### 2. Apologies for absence (JM)

Apologies for absence received and accepted from panel members John Harvey, Karen Hetherington and Gary Stephenson.

Shehnaz Akhtar Quality & Research Officer, Chief Executive's Department.

#### 3. Online Housekeeping (JM)

JM confirmed that all panel members had received the relevant paperwork - all panel were okay with this.

JM advised the meeting would be recorded - all panel were okay with this.

JM explained there would be no scheduled break during the meeting however if needed panel should excuse themselves for a drink/bathroom break as and when required during the meeting.

JM asked if everyone could put themselves on mute when they weren't talking to prevent background noise/distortion.

JM asked if the panel had any questions - no questions at this point by panel.

#### 4. Brief overview of the scrutiny process so far (SH & SC)

SH & SC gave an overview of the scrutiny process so far for the benefit of the board members who attended the meeting.

PJ asked about the fallout of scrutiny members throughout the process and is this usual.

SH explained the Jigsaw Rewards recruitment process and said that we do see a common trend in approx 50% of members dropping out part way through. Going forward we are going to look at recruiting more members at the start (maybe 15-20) to allow for the expected fallout.

LG asked if the panel members have listened to the satisfaction call and if they felt it was genuine.

DS explained that she is a shared owner but she has listened to the call as she has recently had to report a repair that was needed on the communal gate.

CP explained that he has listened to it and that you can tell it is genuine and from Jigsaw.

DS queried the wording in Appendix 1 - Repairs Survey Script of the report. The wording in the Dissatisfied Prompt section is conflicting as it gives the dissatisfied options but then mentions the satisfied options.

SC agreed that this needs amending.

#### 5. Discuss recommendations proposed by Jigsaw Group Officers and Panel Members (SC)

1. Ensure that surveys are administered at the correct time in the repairs journey to avoid customers being asked to rate their repair before it has been completed - **All Agreed.**
2. Consider sending the surveys a number of days, e.g. two, following the repair to allow customers time to ensure they are satisfied with the repair - **All Agreed.**
3. Explore the possibility of including in the survey the repair type, completion date, and trade to enable customers to identify which repair the survey relates to - **All Agreed.**
4. Exclude inspections from being surveyed as they are not a repair - **All Agreed**
5. Exclude emergency repair jobs from being surveyed as in most cases they are a temporary repair - **will need consideration by Directors/EMT**

6. Advise customers they will receive a separate survey for each element of repair where it needs more than one trade to complete - **We can explore operatives verbally communicating this, but SC can't agree we can have a consistent automated way of delivering this.**
7. Explore the possibility of offering customers more methods of completing satisfaction surveys, e.g. digital/email - **All Agreed.**
8. Frame the survey questions to allow customers to give mixed feedback - **All Agreed.**
9. Provide/publish feedback to evidence how customer satisfaction feedback leads to improvements - **All Agreed.**
10. Where it is identified that dissatisfaction is highest with a particular trade, e.g. plumbers, investigate further if it relates to particular operatives, or they need more training, more time per appointment, or better access to parts - **All Agreed.**

### **Additional Comments/Questions**

Recommendation 2 - Leaving a longer time scale before sending out the survey may cause confusion especially in cases where people may have reported multiple repairs.

Recommendation 5 - This will need to go to EMT for a decision as they wanted to include this within the surveys to see what service customers are getting.

Recommendation 6 - This will rely on improved communication from operatives and may prove inconsistent. It could also prove difficult as we will not always have advanced notice of a repair needing more than one trade to complete.

Recommendation 7 - We are going to trial a web link for Investment Survey responses following feedback from Jigsaw Rewards members that they would prefer a survey via email. A web based form can go into more detail and prompt more in-depth responses.

Recommendation 8 - This will be explored and could come later in the year. We need more insight in the form of comments/feedback from customers in order for us to know where to target resources.

CP advised that he is happy with the recommendations.

DS raised that the older generation could be put off answering the survey due to concerns re spam or technology issues and that it's not inclusive.

CP raised that the repairs satisfaction journey starts from the moment the repair is reported and that often people can be left frustrated following the initial call to the contact centre due to appointment dates etc.

6. **Discuss panel recommendations that were suggested at the interim meeting (JM)**

- DS highlighted that in the analysis of responses to 'Repair not fixed you need us to return' the plumber and joiner trades have the highest responses. DS asked why are these the highest and could it be a problem with the initial description when the customer calls the contact centre. Also, are completed repairs spot checked by a manager. It was agreed that this point has been covered in recommendation no 10.
- JH asked about communication from technicians with regards to follow on work in order to improve customer satisfaction or increase number of surveys completed. Also could technicians tell customers about the survey on completion of a repair. It was agreed that this point has been covered in recommendation no 6.

### **Additional Comments/Questions**

DS explained more about her recent repairs experience regarding the communal gate including lack of communication from the operative who carried out the initial repair and that a suited lock had not been fitted.

SC advised that she will contact DS following the meeting to discuss this further.

DS suggested that more scrutiny marketing is required to promote the panel opportunity to the Jigsaw Rewards members.

### **7. Panel to agree/disagree and add any final recommendations (JM)**

Panel agreed all recommendations and had nothing further to add.

### **8. Board Members/Panel Members Questions and Answers**

MK - Agreed with DS's suggestion to drive the process re publicity of the scrutiny panel in order to get more representation from the Jigsaw Rewards members. It was agreed that following the scrutiny the Jigsaw Foundation Team will contact the panel members for quotes relating to their scrutiny experience. The quotes will be used to help us publicise the scrutiny panels and hopefully encourage more Jigsaw Rewards members to express an interest in taking part.

PJ asked if the panel members were confident that changes will happen following the scrutiny meetings and if they hear about them.

CP said that he remembers receiving some feedback from the Gas Safety scrutiny that he was involved with but on the whole he does not hear back about the changes that are implemented.

DS said that she can't guarantee things will be implemented but she has an element of trust in us that they will.

SC explained that she is aware that the recommendations are added to an action plan which is then shared with the relevant Heads Of Service/Directors and then chased up regularly by the manager of the Jigsaw Foundation Team to report on the outcomes. However she was unsure if feedback was ever given to the panel members.

MK confirmed that the feedback is received by the Risk and Audit board.

It was agreed that going forward the scrutiny outcomes would be shared with the panel.

**9. Evaluation Form/Any Other Business (JM)**

JM advised the panel members that the evaluation form will be sent out to them and the Jigsaw Rewards points would be added onto their accounts when received.

LG thanked everyone on behalf of the Board Members.

**10. Close Of Meeting**

JM explained that the minutes would be sent out to all.

A big thank you to the panel members who took part in the Satisfaction With Repair scrutiny. There was really good participation and contributions from everyone.