



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and Introduction
 2. Presentation from the Customer Experience Manager.
 3. Update from Members
 4. Actions from previous meeting
 5. Any other business

Date 20th April 2023

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	Janice Wright Phil Hudson Craig Jordan Dianne Lockwood John Mason Ireen Kennedy June Bush	Senior Citizens Forum (SCF) Fielding Court Association Ashby Road Estate Community Centre Chapman Street Arnold Smith House Park Court Thorpe Acre Community Association
Guests	Helen Kennedy Andrew Everitt-Stewart Russell Clarke	Customer Engagement Officer Customer Engagement Officer Customer Experience Manager
Apologies	Tracey Riley Mark Biggs Gerry Ryan Trish Edwards Sally Ramalho Wayne Bridges Christopher Hipwell Stuart Wells Paul Maine Christine Maine	Chapman Street Thorpe Acre Community Association Oxford Court Syston Staveley Court Principal Officer Brook Street Shepshed Selbourne Court Fielding Court Chapman Street Garden Association Chapman Street Garden Association



Meeting started at 1pm.

1: Introduction

2: Presentation from the Customer Experience Manager

The Customer Experience Manager explained that the department has been restructured but the management remains the same. The Customer Service and Customer Experience teams have now been combined.

The department now covers:

- All front line works.
- Online forms, which are now in use and responses are far quicker than most channels.
- Postal services.
- Finances.
- Death notices and informing the relevant services.
- Data protection.
- Complaints.
- Insurance.
- Revenue and benefits.

Day to day duties are:

- To deliver the Customer Service Strategy, manage contact preferences and new customer contacts.

Overview of the service:

- Call waiting times across the service have now been reduced on average to 5 minutes per call.
- Pre pandemic calls were 130 000 per year, post pandemic the number is 102 000.
- Visitors to reception in the main building pre pandemic were 42 000 per year, this has now reduced to 10 000 so there are now less staff needed and employed in that department.
- Staff are now trained across all areas managed by customer services to make the service more efficient.
- It is planned to halt all lines to separate departments as soon as possible as all advisors will be fully trained to answer all questions or connect callers to the correct department.



Charnwood Housing Residents Forum (CHRF)

- All staff are now fully trained, and the department is fully staffed.

A question was asked about advisors understanding the layouts of sheltered courts, it was explained that they would not hold that information, but they would pass the caller onto the housing officer who would.

- All advice given to callers is from guidelines provided by each department.

It was asked if there was a shared storage drive for customer service/experience operatives to use to share information, it was explained that there is. However, this is not used during call times due to the time constraints this would involve.

- Technical advice will not be passed onto callers by the advisers as all information needs to be correct so they would pass callers to the correct departments for this, only pre agreed information will be passed on.

It was asked if the system analyses repair requests during the logging of calls, no, the analysis sits with the repairs department.

Further useful information:

- Increased demand on the service and staffing levels have led to some progress chasing-customers calling to check the progress of issues they have previously called about. Of all calls received in 2022 60% were progress chasing. Resources are stretched due to low staff levels in general. A recruitment drive is in progress, but it is common to lose staff to the private sector.
- Online form submissions are increasing, the number of forms received in 2020 was 15000, in 2022 this increased to 43488. These forms reduce the amount of data entered and do speed up the process considerably.
- A digital inclusion initiative is being launched to try and help as many customers as possible become digitally aware and able to use the facility.

Planned improvements:

- Focus on customer needs.
- Make all improvements and transformations in the department simple and approve them to work in a consistent way.
- To simplify online forms as much as possible and make sure they are user friendly. However, finances and a change in political leadership may affect these plans.
- Post pandemic footfall has decreased in reception, but the department is looking to update this area as soon as possible.
- Improve data collection forms and systems.



Charnwood Housing Residents Forum (CHRF)

- Try to minimise the need for customers to visit reception by improving data collection.
- Replace individual email addresses at the council with online form links for efficiency.

Questions asked:

- If an online form is filed by the adviser does the caller get a copy of what is submitted? *Not at the moment, the department is looking into software to do this, however the information is available if the customer emails the relevant department, and a reference number will be issued once the form is submitted. One of the departments aims is to get as many customers as possible to have active email accounts.*
- If customers are unable to fill in online forms themselves, is there a form available for helpers to fill in and submit on behalf of the customer, an authority to act on behalf of? *Not at the moment but the Customer Experience Manager will look into the possibility of setting this up, although data protection will have to be carefully managed. Training in data protection could also be arranged for this group if required.*
- Are computers still available in the Council reception for customers to use? *Yes, although access and visibility could do with being made more efficient as customers have to queue up to use them.*
- Are the police still situated in the council reception? *No, they have moved back to their own building.*
- Can reception be separated in a more constructive way? *Improvements are being planned currently.*
- What are the current satisfaction levels for the Customer Experience department? *A survey is being initiated and data will be shared when available.*
- Where is the ASB form available online? *It is available by going to the Charnwood Borough Council website and typing ASB in the search bar or by using the online A-Z of available forms. It was reported that this form does not appear on the reporting page, and it was agreed that this will be added as soon as possible.*
- Is there an app planned for Charnwood Borough Council? *No as the expense in developing this is restrictive, however customer portals are being explored, and the website is functioning well and is considered sufficient. Only 10-12% of customers use apps.*
- If bins are left out on the street are reports of this going to the housing officers or street management? *If this is a council property it will go to the housing officer.*

4: Update from Members



Charnwood Housing Residents Forum (CHRF)

- **Riversdale Court, Birstall**, nothing to report.
- **Ashby Road Community Centre**, they have recently held self-defence classes for girls, and they are hoping to expand this to others. There is a Coronation Summer Fair planned and picnics are being encouraged. They have a planned trip to the Sealife Centre in Birmingham and are looking for other areas and associations to get involved to fill the bus. This will be part funded by the association.
- **Arnold Smith House**, 2 trips have recently been cancelled due to lack of interest. They have a coronation party planned. They will not be entering the Garden Competition this year due to lack of people to help and not being able to work over the winter due to ill health.
- **Chapman Street Loughborough**, Garden Association is a little inactive, Customer Engagement to look to give help.
- **Park Court**, there are problems with the bin stores, rubbish collecting around the bins and bins being overfilled and not emptied. Customer Engagement to look at the possibility of Eurobins. There are Anti-Social Behaviour (ASB) issues within the court including people on motorbikes, CE explained that this will need to be reported as an ASB issue online.
- **Fielding Court Loughborough**, general apathy about communal events and lack of occupancy is a problem. They are looking to plan a canal boat trip and a trip to Derbyshire. Also, a visit to Birmingham Sealife Centre, however they may join the Ashby Road Community Centre trip.
- **Thorpe Acre Community Association**, their AGM was held on April 19th, the committee will remain the same. They have trips for the community and senior citizens booked. They will work with the church and scouts over the coronation weekend and will be having fish and chips at the Friday coffee morning on May 5th.

Customer Engagement update:

- An update was provided on the Tenant Networking Event 2023.
- An update on current proposed Tenant Bids was given.
- The Communal Cleaning Inspection project is ongoing and being reviewed currently. New training is being scheduled to improve the input from the inspectors.
- Tenant Court visits are now being held and will be completed over the next few weeks.
- Customer Engagement will be arranging a social event at an upcoming meeting to be confirmed, to thank all attendees for their continued commitment.
- Members were reminded that Customer Engagement are available to advise and help.



5: Actions from previous meeting

ACTIONS For the Contract Officer:

1. Report back on tap issue at 4 Riversdale Court Birstall. *This has been dealt with by Customer Engagement.*
2. Investigate the lighting repair at Chapman Street, Loughborough in the communal sheds next to block 15-23 and report back any updates. *This issue is currently being investigated and Customer Engagement will report back as soon as there is any more information.*

6: Any other business

None stated.

Actions:

Customer Engagement actions:

1. To talk to the housing officer for Park Court about replacing the existing bins with Eurobins.
2. To liaise with the Chapman Street Garden Association to see if we can help get thins restarted.
3. Pass on information about the Tenant Networking Event when it is confirmed that the Town Hall is available after the recent fire.
4. A CHRF member would like to become a Communal Cleaning Inspector, Customer Engagement to arrange.

Actions for the Customer Experience Manager

1. To add the ASB reporting form to the reporting page. *This has been requested and will be added 20.04.23.*
2. Look into a permissions form so that customers can get someone else to fill in and submit online forms with their permission.

Meeting Closed At; 3:00pm

Next Meeting; At The Hut, Old Ashby Road, Loughborough 1:00pm on the 25th May 2023