

Customer Steering Group (CSG) Minutes

Date: Thursday, 31st July 2025

Location: Hybrid (In-person and Virtual)

Chair: Laura, Director of Transformation, BCHA

Attendees

Customer Steering Group Members	BCHA Staff	Board & Regulators
Nick (Boscombe)	Laura (Chair, Director of Transformation)	Aasia (Board Member)
John (Bournemouth)	Chris (Director of Homes)	Asia (Board Member)
Sarah (Head of Housing)	Chris S (Customer Engagement Manager)	Dan (Exeter)
Bex* (Devon)	Jenni (Boscombe)	Matt (Bournemouth)
Rob (Exeter)	Mike (Coproduction Lead)	
Danni (Bournemouth) Apologies		

*Attended virtually

1. Welcome and Introductions (9:30 – 10:00 AM)

- Laura welcomed all attendees and confirmed the hybrid setup was functioning sufficiently for all attendees.
- All participants introduced themselves.
- A warm-up exercise followed.

2. Review of Previous Minutes and Action Tracker

2a. Previous Minutes

- Minutes from the 22 May 2025 meeting were reviewed and approved.

- Laura confirmed all minutes are now published on the BCHA website.
- Laura thanked customers for their involvement in the recent in-depth regulatory assessment. Feedback received will be shared with the Executive Team and Board, and where appropriate and with the assessment team.

2b. Action Tracker Review

- Chris S agreed to share the updated action tracker from the previous meeting (Appendix to these minutes)
- Most actions were reported as either complete or in progress.

2c. Key Highlights and Agreed Actions:

- **Strategic Action Plan:**
 - Customers will be invited to input into both Executive and Board-level planning for the next stage of the 5-year plan. Details to be ironed out by Laura and confirmed at the next meeting October (held same day the board meeting).

3. Customer Insight Report and Key Updates

3a. Quarterly Customer Insights Report (Jan–Mar 2025)

- Presented by Laura based on surveys, complaints, and informal feedback.
- Key improvement areas: communication, responsiveness, and follow-up.
- Positive customer feedback was received on kitchen fittings and the range of choices offered.
- Plan to replace 40–50 kitchens annually over the next 30 years.

3.b Transition Strategy Group

- Members will contribute to BCHA's wider housing transformation programme
- A new Customer Transition Workbook and staff guidance materials are being developed.
- The group is exploring funding for continued innovative transition activities.
- Focus is on coordinating training opportunities with Learning & Development.

4. How Are We Doing? – Performance & Audit Review

4a. Q4 2024/25 Performance Pack

- New dashboard format introduced to clearly summarise key performance metrics.
- Improvements noted in repairs handling and responsiveness.

5. Asset Management Strategy (2025–2030)

Chris G presented the new strategy, which focuses on delivering safer, modern, and energy-efficient homes through smarter planning, resident input, sustainability, and legal compliance. Customers will be invited to help shape the strategy's implementation following its Board approval.

6. New Developments

- Nigel (Head of Development) provided an update on upcoming development plans. Nigel agreed to share slides from his presentation with the group. Customers were keen to understand how new housing was allocated. Allocations usually managed by local authority priority lists. Noted frustration if individuals were not priority, leading to long periods of time housed in supported housing leading to institutionalised living.

5. Member Updates from Community Engagement

- **Dan (Exeter):** Shared updates on the Exeter Community Café and COLAB multi-agency initiative.
- **Nick (Boscombe):** Spoke about his involvement with Shelter and invited Bournemouth residents to participate.

6. Any Other Business and Informal Lunch (12:30 – 1:30 PM)

- Due to time constraints, further discussion on the Housing Transformation Programme, was postponed to the next CSG meeting. Fortunately, Sarah has shared updates recently presented at the Bournemouth Reference Panel and Transition Task & Finish Group.
- Nick expressed interest in hearing more from House and Service meetings. It was noted that the tabled Insight Report included feedback from the

meetings held this quarter, as well as highlighting current themes being reported by customers using services.

- It was agreed that, in future meetings, the Insight Report would be a standing agenda item and would incorporate feedback from customer meetings.

Appendix current and new Actions and Next Steps

Action	Owner	Due Date
Share updated action tracker from May meeting	Chris S	ASAP
Share feedback from regulatory assessment with Executive Team and Board	Laura	Before October meeting
Invite customers to input into Executive and Board-level planning	Laura	October meeting
Continue annual kitchen replacement plan (40–50 kitchens/year)	Asset Management Team	Ongoing