Customer Steering Group

Date: 17th June 2026
Location: Hybrid – The Factory and Online
Chair: Lorraine Mealings (LM)
Guest:
Present: Chris Shaw (CS), Sarah Wallis (SW), Helen Bowerbank (HB), Mike Knowles (MK), Alice Power (AP), Lauren Harvey (LH), Jenny, John, Danny, Nick, Dan, Matt.
In Attendance: Martin Wimbleton (*Minute-Taker*)

ITEM NUMBER	DESCRIPTION	ACTION
1.	**Apologies** Apologies were received on behalf of Laura Jump.	
2.	**Approval of Previous Meeting's Minutes & Actions** Previous minutes were approved. • Whistleblowing and complaints process communications – This is visible and live. • Repairs Task & Finish group update – New policy and a new group of customers to co-produce and to be an Agenda item for the next meeting in August. Cleaner procurement process has begun, there is some interest from companies in tendering and to begin in September. Task and finish group to be reinstated. • Quarterly customer reporting updates – reviewed in Item 3. • Board committee restructure and CSG involvement update – Board structure is being reformed with 4 new committees. There will be a Customer and Services committee, and this will be updated at the August meeting. **Nick** stated the last board meeting with CSG was felt to have gone poor and the subject matter was rushed. Discussion is needed outside of the meeting on how CSG feeds into Away Days and Board meetings. **Danny** said the ASB discussion felt more like a tick box exercise and that a lack of action seems to happen, especially when it involves a death in service. **Danny** also reported that they have not had contact with their housing officer in months and that the only time it happens is when it is required by BCHA. CSG capacity is an issue as their input is needed in so many new areas of scrutiny. Next CSG meeting to discuss having a Customer representative on the Board and a meeting between to map out how this role might work. John stated that this depth this meeting requires might benefit from being in 2 parts.	
3.	**Annual Updates** **Summary Strategic Plan** • A Document was circulated for all to review. Forward planning in December for CSG to help shape 27/28 strategic plan. • Budget is set to provide a surplus of £500k as a buffer. Simon Haskell can be invited to discuss this further in a meeting. • Customer Profiling – This will be run again to gather information and engage with customers. GDPR is important and customers give consent and then it is stored confidentially within the housing management system. **SH** will check with **Lauren Harvey** about guidance with consent and GDPR. **Customer Insights** • The mechanism is not quite finalised to pull data and provide in depth	

	understanding. • **CS** collates the narrative from house meetings, CSG and 1 to 1's and **LH** collates the data. This is then combined into the Customer Insights report quarterly and annually. • **Key Themes –** Communication Transparency, Repairs and Property Conditions, Safety and ASB, Staff Visibility and Consistency, Housing Transformation. • **Working Well –** Customer engagement in house meetings, environmental improvements. • Housing Transformation – Has caused a dip in initial TSM reporting but as the progress has been made over the year it has improved significantly. Many of the issues are regional and housing type. • **Nick** asked how the Housing Officers felt about the changes and **SW** stated that they were good and that the changes in the ways of working had helped improve their ability to engage with customers. • 25 staff related complaints, which is 34% and were primarily due to communication and support provided by the service. From this a pilot communications training has been provided and will be rolled out to all support staff. • 23 complaints related to Housing with key theme being communication during the housing transformation and the rest were primarily property conditions. • 13 complaints directly for Repairs and these are primarily service specific and it is hard to then give a theme. **Danny** asked about how the quality of repairs was monitored and **LH** stated that a sample size every couple of months is checked by supervisors to ensure this is checked. • **Customer Profiling Consent –** Data privacy notice is on the website, **LH** has created a help guide that states customers do not have to provide any information. **Internal Audit results** • A document was provided and the result is that BCHA is doing well and there is still improvements to be made.	
4.	**Tenant Scrutiny Projects** **Rent and Service Charge** • **Danny** stated that what was included is their service charges was cleaning and that this is not currently happening, **SW** and **HB** confirmed the tender is out for this. • Potential for a scrutiny group to be formed on service charges was raised by **LM** to ensure what is being charged for is being delivered and led by Finance. **Neighbourhood and community standard** • A document was circulated for the CSG to review and give feedback for any adjustments or clarifications. • This is to outline BCHA and Customer responsibilities, inspections and standards.	
5.	**CSG Induction and Training Programme** • A document was circulated prior to the meeting for review and feedback. • This is to outline the role of being on the CSG, what this entails and skills to learn. • **Dan** stated that an induction into the group would be more beneficial in person and interactive with a current member and either **CS** or **MK**. • To be confirmed at the August meeting.	
6.	**Housing Team Update** • Voids Policy update – to be discussed at another meeting. • ASB update – Covered in other agenda items.	

	Lettings Policy • This is being reviewed to match regulatory standards and the renter's reforms with more changes expected in September 2027 for supported housing. • Referrals for properties come through Local Authorities and work closely with them. • **Danny** asked about how transitions worked when support contracts finished, and properties changed from supported to general needs. **SW** stated that alternative uses, or funding would be explored if this were to happen again. • **SW** stated that a more robust referral check would be worked on to ensure that all the risk information is captured before accepting by building relations with local authorities. • **Jenny** said that keeping the ethos of a building was important and having even just 1 person who causes ASB can snowball issues and encourage behaviors with other customers. SW stated that historic ASB in referrals can be declined. • **Nick** asked about a situation with an older customer primarily building and keeping new referrals as older customers, SW stated that this was not possible due to contract commissioning and that BCHA do not have senior specific building. • **Nick** asked about being able to move from supported into general needs and **SW** said that this was not possible due to 100% nominations from local authorities. • **Transitional Support –** This is done through various providers and ensuring customers are as ready as they can be.	
7.	**BCHA Updates** Staff People Voice Group • 1st meeting with 19 representatives, 2nd meeting is tomorrow. • It was agreed how the group is to run but not how to communicate with BCHA and CSG. • **AP** would welcome any agenda items from the CSG group. • **Alice** stated that this group was aimed at issues affecting the whole organisation and not individual concerns, it would also not be recorded to allow freedom of speech. Comms Update • Impact Report, • Tenant Talk subjects requested. • Rebranding project work going on over the summer with 1 space for a customer to join.	
8.	**CSG Updates** Common Grounds/Co-Lab updates • Dan would compile what Common Grounds is and send it out as this is like the Steering Group. • Common Grounds can help feed into the CSG. Urban Bike Project • Still having issues with getting this back going. • Funding was secured via BCHA learn, but a repeating meeting with Jamie Clarke, Jamie Johnson and Matt to create a project group. • Matt felt less engaged with the project due to communication issues and lack of marketing of the project. • Jamie Clarke to be asked to give an update.	
9.	**Any Other Business** • Meeting length to be discussed with **Laura Jump** and **CS**.	

10.	**Items for Next Meeting** Date of Next Meeting: • Income Management and Rent Setting • Training Program • Governance Committees	