



Tenant Board

28th May 2025

Agenda



1. Declarations of interest (2 mins)
2. Action(s) from last meeting (3 mins)
3. Complaints overview- James Hart (30 mins)
4. Customer Services call wait times- Gary Allen (20 mins)
5. Complaints scrutiny update- Kerry Lecomber (15 mins)
6. Stop Social Housing Stigma actions- Kerry Lecomber (15 mins)
7. Any Other Business (5 mins)

Actions

- ▶ VF to send around true TSM stats once she receives them
- ▶ GM to send out Unreasonable and Persistent Complaints Policy
- ▶ Someone to attend May meeting on Customer Service call times





Complaints Overview

James Hart



Customer Services call centre

Gary Allen



Complaints Scrutiny Update

Kerry Lecomber

Complaints Scrutiny plan



- ▶ Four tenants identified for Customer Journey Maps
- ▶ Interviews will take place over the next few weeks
- ▶ Evening online workshop - Monday 14th July
- ▶ Daytime in person workshop - Wednesday 16th July
- ▶ Workshops to be attended by mix of tenants and officers
- ▶ Recommendations discussed and agreed by officers then Board
- ▶ Action Plan developed
- ▶ Final recommendations go to Overview and Scrutiny October

Stop the Social Housing Stigma action plan

► Kerry Lecomber



Stop Social Housing Stigma



- ▶ Workshop held November 2024
- ▶ Action plan developed with 26 separate actions
- ▶ Progress at 25% overall, 2 actions completed and 2 at 80%
- ▶ Campaign launched in Parliament May 2025
- ▶ Progress on actions now monitored via Pentana and team meetings
- ▶ Will come to Tenant Board on a quarterly basis



H_SSHStigma Stop Social Housing Stigma Pioneer Traveller Plan

Current Description

Progress 25%

Status ▶ In Progress

Next Update Due 31 Dec 2027

Action Type Action

- Actions First Tab
- Action Tree
- Timeline
- Milestones
- Related To
- More...

Sub-Actions

Code & Title	Progress	Status	Due Date	Type	Weight
▶ H_SSHStigma1HR Carry out stigma training for all staff	<input type="text" value="80%"/>	80%	31 Dec 2027	Action	1
▶ H_SSHStigma2HR Share stigma videos with staff	<input type="text" value="80%"/>	80%	31 Dec 2027	Action	1
▶ H_SSHStigma3HR Involve tenants in staff induction Involve ten...	<input type="text" value="0%"/>	0%	31 Dec 2027	Action	1
▶ H_SSHStigma4aHR Review stigma related values, attitudes, chara...	<input type="text" value="50%"/>	50%	31 Dec 2027	Action	1
▶ H_SSHStigma4HR Review how tenants can be involved in staff rec...	<input type="text" value="60%"/>	60%	31 Dec 2027	Action	1
✔ H_SSHStigma5aHR Enable tenants to apply for staff posts – add t...	<input type="text" value="100%"/>	100%	31 Dec 2027	Action	1
▶ H_SSHStigma5HR Enable tenants to apply for staff posts	<input type="text" value="50%"/>	50%	31 Dec 2027	Action	1
▶ H_SSHStigma6HR Awards and rewards	<input type="text" value="0%"/>	0%	31 Dec 2027	Action	1
✔ H_SSHStigma7HR Give staff copies of the tenant handbook	<input type="text" value="100%"/>	100%	31 Dec 2027	Action	1
▶ H_SSHStigma8HT Develop "what happens next" guide for staff reg...	<input type="text" value="0%"/>	0%	31 Dec 2027	Action	1
▶ H_SSHStigma9aHT Empower and train staff to make decisions wh...	<input type="text" value="0%"/>	0%	31 Dec 2027	Action	1
▶ H_SSHStigma9bHT Staff understanding of tenant needs	<input type="text" value="30%"/>	30%	31 Dec 2027	Action	1
▶ H_SSHStigma9cHT Communications between tenants and staff	<input type="text" value="0%"/>	0%	31 Dec 2027	Action	1
▶ H_SSHStigma9HT Develop staff handbook	<input type="text" value="20%"/>	20%	31 Dec 2027	Action	1

Any Other Business



- ▶ TSM targets workshop – David White
- ▶ Tenant Engagement Annual Review- will be sent to you for you to review
- ▶ Local Government Review consultation – link will be shared
- ▶ Board training and 1:2:1's
- ▶ Recruitment involvement