

Board Meeting – 16 March 2017

## Customer Panel scrutiny report on Outcome 2 – Communication

### 1 Purpose of report

- 1.1 Board Members are asked to consider the Customer Panel's report on Outcome 2 – Communication (attached at **Appendix 1**).

### 2 Background

- 2.1 The Trust Customer Panel agreed in June 2016, following their involvement in a Review of Trust Services (self-assessment), that they should focus on Communication for their next scrutiny topic. The Panel members undertook a significant amount of work including:

- Speaking with, and surveying, other tenants;
- Visiting other RSLs;
- Studying documents, policies and procedures.

### 3 Findings

- 3.1 The Panel's detailed findings, with staff response, are detailed in **Appendix 1**.
- 3.2 The Panel have determined that there is high tenant and staff satisfaction with communication across Trust, and have made some recommendations on how this could be strengthened.

### 4 The Way Forward

- 4.1 Following consideration by Board, an Action Plan (based on the Panel's recommendations) will be created and implemented over the course of 2017.
- 4.2 Progress against the Action Plan will be reported through the Audit and Performance Committee.

### 5 Recommendation

Board is asked to:

- 5.1 **Note** the recommendations of the Trust Customer Panel.
- 5.2 **Approve** the staff response and proposed way forward.

Regulatory Compliance: Scottish Social Housing Charter
Risk Level: Low
Financial Implications: Contained within budgets