

MINUTES

Date/Time: Wednesday 9th September 2026, 12.00pm to 13.30pm
Venue: Virtual, MS Teams

Chair:	Chris Lynn (CLy), Customer
Customers Present:	Babs Trainer (BT) Elaine Webb (EW) Lynne Nicholson (LN) Marie Strike (MS) Pauline McGregor (PM)
Accent Colleagues:	Callie Lancaster (CL) Customer Engagement Manager Kelly Goncalves (KG) Customer Engagement Coordinator Kim Tinneny (KT), Regional Specialist Housing Manager Lizzy Robinson (LR), Regional Specialist Housing Manager Stephen Love (SL), Customer Insight Manager
Apologies	Deborha Holland (DH) Lynne Whalley (LW) Susan Sellers (SS)
Minutes:	Callie Lancaster (CL), Customer Engagement Manager

1. AGENDA ITEM 1 – WELCOME AND APPOLIGIES

Chris Lynn (CLy) opened the meeting by encouraging an open and honest discussion, reminded members to ask questions throughout and encouraged members to have cameras on. He also ran through general housekeeping including microphones on mute unless speaking and raising hands when wanting to speak. Apologies were mentioned and CLy will check in with members where no apology was given.

Action

CLy

2. AGENDA ITEM 2 – REVIEW OF OUTSTANDING ACTIONS

Chris Lynn (CLy) confirmed that the mobility scooter policy action could be closed because the policy is live and is not currently due for review. KT clarified that the mobility scooter policy is due for its scheduled three-year review in 2028, unless legislative changes require an earlier update.

3. AGENDA ITEM 3 – NATIONAL CUSTOMER GROUP UPDATE

Chris Lynn (CLy) gave an update on some key discussion topics from the National Customer Group which CLy attends.

The Customer and Community Development Team are actively trying to use different methods to engage, communicate and collect feedback from customers with inclusivity in mind.

In terms of performance, he explained overall the national Key performance indicators with 12 underperforming, 2 amber and 11 on target. Complaint handling satisfaction is improving.

PM questioned how many members were on the National Customer Group. CL confirmed there are 7 members and the set up is similar to this group i.e. the meetings take place virtually every 3 months.

CL confirmed the agenda and minutes for the National Customer Group are on the 'Get Involved' webpage on Accent website.

4. AGENDA ITEM 4 – CUSTOMER VOICE UPDATE

Stephen Love (SL) presented insight from transactional and Tenant Satisfaction Measure surveys for April to June. He explained that ASB, feeling safe at home, overall satisfaction, and timely case handling were below target. Positive comments frequently named individual colleagues who had taken ownership, while dissatisfaction was driven by a lack of visible outcomes, repeated chasing, missed promised updates and poor follow-through.

BT asked presenters to avoid unexplained acronyms and use plain English.

SL explained that KPI means key performance indicator and agreed to explain terminology. He reported that only two of 62 customers who commented on ASB praised how it had been handled. He noted that ASB dissatisfaction often included unresolved repairs, safety or estate issues, meaning improvement requires teams to work together.

He reported a gap between positive initial contact and customers feeling listened to and acted upon. Customers valued named contacts, planned communication, advance notice, adherence to communication preferences, progress updates and explanations of what had happened.

Communal-area satisfaction had improved year on year, but comments still raised safety and accessibility concerns involving fire doors, lifts, laundry rooms, refuse areas and scooter storage. Home suitability was closely linked to overall satisfaction, with repairs, adaptations, space and changing community needs affecting responses.

MS shared concerns about serious ASB at her scheme, the effect on residents' sense of safety, limited visible management presence, overgrown grounds, and an unresolved repair and stage two complaint. She said repeated assurances without follow-up had reduced her confidence and that her situation reflected the presentation's findings.

KT explained that Accent works through local housing registers and cannot select only certain applicants. Needs can be risk assessed where Accent may be unable to provide suitable support, but the threshold for refusing an allocation is high. Some risks may emerge or re-emerge after a tenancy begins, and confidentiality limits what can be shared with neighbours.

CLy acknowledged MS 'concerns and agreed to speak with her outside the meeting so the individual issues could be explored properly. **Action:** CLy to arrange a follow-up conversation with MS regarding the concerns raised. LR also said she would speak with her team leader about MS' concerns. **Action:** Check the current position with the relevant team leader regarding the ASB concerns raised by MS.

KT suggested providing anonymised ASB case studies to show the steps taken behind the scenes, including straightforward cases and complex cases delayed or refused by the courts. **Action:** Prepare anonymised ASB case studies for a future meeting, including a straightforward case and a complex court-led case.

MS supported the case-study proposal, explaining that residents often believe nothing is happening when they cannot see progress.

PM said residents expect independent living to provide a safe, secure and protected environment. She felt consistent, visible management was essential to maintaining that environment.

LR provided complaint context for ASB performance for Q1 and Q2. Across housing services, there were 36 complaints about ASB handling: three upheld, 11 partially upheld and one Housing Ombudsman case with no maladministration. Within independent living/specialist housing, there were five complaints and two were partially upheld.

MS clarified that she did not want anyone to lose their home; she wanted a safe and secure environment for everyone. She later explained that the ongoing situation had led her to consider moving despite valuing her home, neighbours and local connections.

5. AGENDA ITEM 5 – ANTISOCIAL BEHAVIOUR: SCOPING FOR SCRUTINY

Chris Lynn (CLy) presented the proposed ASB scrutiny scope. He explained the review will examine reporting routes, understanding of ASB, assessment and case handling, communication of progress and outcomes, accessibility, consistency and whether customers feel safe to report concerns. It will use anonymised completed cases and customer insight, not live named cases, police investigations or wider community issues outside Accent's housing responsibilities.

CLy

LR

KT/LR

He highlighted that lower-level neighbour disputes can remain unresolved and damage trust within communal living. He said the review should consider how early intervention might prevent these issues escalating. The work will also recognise the impact of ASB on colleagues and the importance of staff wellbeing.

MS supported the use of anonymised evidence and agreed that ASB is a significant issue but stressed that how cases are handled is critical. She reiterated the importance of residents feeling protected inside their building.

CLy confirmed that he would lead the scrutiny with support from the group and Accent colleagues. Evidence and relevant stakeholders will be brought to the group, and success will be measured through clearer expectations and demonstrable improvements to customers' day-to-day experience.

CL praised the presentation and confirmed it provided a clear basis for the scrutiny work. Action: Circulate the ASB scrutiny presentation to members

CL

6. AGENDA ITEM 6 – BELONGINNING BEGINS HERE PROJECT UPDATE

Chris Lynn (CLy) confirmed that every independent living scheme had received an IT/site survey. Ten pilot schemes were expected to receive digital rolling noticeboards by the end of September, with an interactive tablet phase planned later. The surveys also considered wider IT requirements and the digital switchover.

PM asked whether every scheme had been surveyed and whether residents had been informed. CLy confirmed that all schemes had been surveyed and explained that visits assessed communal areas and practical installation locations for the screens.

KT explained that placement decisions were based on power, data, fire safety, footfall and existing building infrastructure. Customer consultation on exact locations was not practical where requested positions could not be delivered safely or technically.

MS welcomed the screens, saying they could reduce paper notices and make information such as coffee mornings easier to see. She noted that permanent legal and service notices would still need a physical noticeboard.

PM asked how the ten pilot schemes were distributed nationally. KT confirmed that at least one pilot would operate in each region, with more in Yorkshire because it is close to the IT team and provides different building layouts for testing. She identified Joan Wake Close in the East and Derek Horn Court and Mead Court in the South and said around five pilots were in Yorkshire.

Action: CLy agreed to circulate the full list of pilot schemes. He explained that screens would be placed where they are prominent and accessible, rather than automatically in communal rooms that some residents may not use. A public project update would also be shared online.

CLy

7. AGENDA ITEM 7 – ANY OTHER BUSINESS

BT reported positively on the recent Accent development tour. She praised the support provided by colleagues, the enthusiasm and openness of staff, and the quality, accessibility and environmental features of new homes. Examples included space for overnight carers, gardens, driveways, electric vehicle charging, insulation and community play space arranged without adding to residents' service charges.

Said the tour felt like a level playing field regardless of job title and encouraged other customers to attend future tours. She felt Accent's organisational changes and customer focus were positive, but that this message did not always reach scheme level because local colleagues were closest to customer dissatisfaction.

CLy agreed that the tour helped build relationships and understanding between customers and colleagues. He said positive organisational work needed to be communicated more widely while continuing to address gaps in delivery.

CLy confirmed that the minutes and presentation slides would be circulated.

NEXT MEETING

Date: Weds 25th November 2026

Time: 12pm to 1.30pm