



Consumer Standard Group Meeting Details

CSG:	Transparency, Influence and Accountability
Date/ Time	Monday 16th September 2024 – 8pm
Location:	Lawn House, Lawn Street, Winchester
Facilitator/s:	Sarah Hobbs/ Sarah Wallis (James Prior)
Attendees:	Sarah Hobbs – Housing Policy and Manager Sarah Wallis – Housing Support and Social Inclusion Manager James Prior – Customer Support Manager (Housing) Tobias Mason – Community engagement Officer Lin Mellish - TACT Board Member Sandra Salter Karen Alexander - TACT Board Member Steve Ruggles Beverly Kassouin Marjorie Read Nadia Paddington Matt Hamilton - TACT Board Member



Topic	What was discussed	Actions Agreed	Who will do it	When it will be done by	Outcome
Topic 1: Terms of Reference for the Group	Key elements for the Terms of Reference include Confidentiality, Awareness of communication, Working with WCC, Trust, Voices heard, Mutual respect, Responsibility, Safeguarding, Learning from best practice, Balanced feedback (good and bad), Transparency, and Measuring success (how to measure?).	- Draft Terms of Reference including these elements. - Define clear methods to measure success.	Sarah Hobbs and Sarah Wallis	December 2nd	A clear and comprehensive Terms of Reference that sets expectations for the group's operations.
Topic 2: Group Discussion – Q1: What makes good customer service?	Tenants gave feedback on what they believe makes good customer service: Knowledgeable staff, Engaging advisors, Caring attitude, Continuous improvement based on feedback, First contact resolution, Efficient self-service options, Meeting customer needs/signposting, Listening and understanding different people's	- Consider improving self-service tools and training to enhance first-contact resolution. - Ensure staff are properly trained in listening skills, customer care, and system knowledge.	Customer Service Team	Ongoing	Improved customer service experience, focusing on efficiency, care, and feedback loops.

	needs, Courteous and caring behaviour, Understanding the system, Giving feedback and keeping in touch, Getting the job done.				
Topic 3: Group Discussion – Q2: What improvements can we make?	Areas for improvement discussed: Better listening, Improved training, Better communication and updates to customers, Knowledge improvement within departments, Enhanced face-to-face experience, Making contact options more visible, Transparency on budget/spending, Catering to diverse resident base.	<ul style="list-style-type: none"> - Increase training on listening and customer communication. - Make budget and spending information more accessible. - Improve visibility of contact methods. - Ensure customer-facing staff are trained in diversity awareness. 	Customer Service	Ongoing	Better communication processes, improved staff training, and more transparency for residents.

Traffic Light Comments	Details
Red (Negative Comments):	"Would be great to have wider demographic representation."
Yellow (Neutral Comments):	"Communicate with Parishes outside the city [centre]."
Green (Positive Comments):	"Thank you, very informative." "Very relaxed and open meeting, thank you." "Engaged group - everyone had input."

Next Steps	Information
Next meeting date:	2nd December 2024, 6 pm – 8 pm

Things to bring/prepare for next time:

Updates on Terms of Reference, improvements on customer service feedback, and communication methods.