



ONGO CUSTOMER FOCUS COMMITTEE

Held at 9.30am on Wednesday 3 June 2026
Ongo Board Room, 2nd Floor, Ongo House, High Street
Scunthorpe DN15 6AT

MINUTES

Present:

Committee: Matt Sugden (Interim Chair) Judith Tomlinson (left at 10.03), Rhiannon Jeans, Charmaine Mande, Keeley McCahey, Sarah Roxby

Officers: Steve Ellard (Teams), Louise Usher, Bev Lewis (Minutes), Jo Sugden, Steve Hepworth, Gemma Willey, Mo Mathieson, Jordan Barr (Teams), Dawn Hill, Helen Heseltine, Jan Williams (11.40-11.50am), John Hughes (11.05-11.25am)

Apologies:

Absence: None

Also Present: Emma Flynn (TPAS) (left at 10.58am), Angela Lomax (DTP) (left at 10.35am)

Observers:

Time meeting opened: 9.57am

Quorum: It was reported that proper notice of the Meeting had been given in accordance with the Terms of Reference (quorum is 3 with one of these being a Board member and two being Independent tenant committee members), the Chair declared the meeting open.

1. **Welcome, introduction and apologies.**

The Chair opened the meeting, and introductions were made around the table. The Chair then handed over to Judith Tomlinson, outgoing Chair, to say a few words about her time as Chair, with her saying how much she had enjoyed her time with the Committee and wishing them well for the future.

2. **Declarations of Interest**

Declarations were made by Judith Tomlinson, Charmaine Mande (Trainee) and Matt Sugden who are Members of Ongo Homes Board.

3. **Agenda Item 3 – Minutes from previous meetings**

Agenda Item 3.1 – Minutes from meeting held 10 March 2026

Minutes of the open meeting held on 10 March 2026 were agreed to be a true record.

4. Agenda Item 4 – Action List

An update was provided on Action 8/26, the Social Tenants Access to Information Requirements (STAIRs). Members were advised that the publication scheme must be in place by October 2026, with consultation through Community Voice planned for 9th June. A further requirement will take effect from April 2027, introducing a process for tenants to request information relating to the management of social housing. It was noted that a further report would be brought to the next meeting on the draft policy, which will include the STAIRs policy for approval. Members also requested clearer progress reporting on actions in future, including the use of RAG ratings where appropriate.

5. Agenda Item 5 – CFC Effectiveness Review

Summary: DTP was commissioned to undertake a review of the Customer Focus Committee (CFC). CFC have undertaken its own self assessments against the terms of reference – the review carried out by DTP provides independent opinion on how effective the committee is in discharging its role and remit and the linkages with Community Voice and Ongo Homes Board.

Discussion points/questions:

- Angela Lomax advised that the Committee had made a positive start, with strong member and officer commitment. She noted, however, that greater clarity was needed on the Committee's purpose, governance role and remit, including clearer distinction from Customer Voice. Recommendations included reviewing the terms of reference, strengthening reporting and assurance, refining membership and attendance, and improving how tenant engagement activity informs decision-making and service improvement. Angela Lomax said the Committee had made a positive start and had the right commitment, but recommended a reset to sharpen its purpose, improve governance and reporting, clarify membership and remit, and strengthen the assurance provided to Board.
- Members agreed the DTP findings were valid, particularly in relation to the overlap between Community Voice and the Customer Focus Committee and the need for greater clarity on the Committee's role. It was also noted that, where possible, reports should be circulated earlier to support member preparation, with officers to review what could be issued in advance of the full agenda pack.
- It was noted that the Committee's purpose, decision-making role and assurance remit should be clarified, with stronger alignment to Board and meeting cycles to support escalation and feedback.
- Members discussed how performance reporting should be tailored to the remit of each committee, with a stronger focus on customer outcomes, insight and assurance rather than duplicating the same report across the governance structure. It was noted that future reporting should better reflect customer feedback, complaints and TSMs alongside performance data.
- Members discussed committee composition and noted the importance of maintaining a majority tenant membership. It was recognised that recent changes had created vacancies, providing an opportunity to strengthen membership further. Angela Lomax advised that committee membership should ideally remain manageable, with a majority of tenant members where possible, while retaining enough flexibility to secure the right skills, experience and commitment.

- Management accepted the report and recommendations, noting the need to strengthen how customer feedback is captured, linked to decision-making and aligned to the wider customer strategy. Ongo Homes to oversee delivery and report back on next steps.

ACTION 18/26 Governance Team to consider request for reports to be circulated more than 7 days ahead of the meeting to allow tenant members time to read and gain understanding of the content-GW

Agreed: Committee

- considered and discussed the report and its findings
- discussed and agreed the recommendations made by DTP to review and improve the effectiveness of the Customer Focus Committee and Customer Engagement activities and processes more widely.
- noted that Ongo Homes will oversee the completion of the recommendations and will invite DTP back in around 6 months' time to review progress.

6. Agenda item 6 – Update from Community Voice Chair

Summary: The purpose of this report is to provide the Customer Focus Committee with an update from Community Voice on recent engagement activity, key discussions, and outcomes arising from tenant involvement.

Discussion points/questions:

- Members noted the Community Voice and tenant involvement update, including positive feedback on repairs, development progress and social value activity. It was agreed that future reporting should place greater emphasis on outcomes, impact and how customer feedback had influenced decisions, with a wider customer insight report to be developed for the next meeting.
- Members discussed the report and noted that, while it provided a useful update on Community Voice activity, it did not yet give sufficient assurance on the outcomes and impact of wider tenant engagement. It was agreed that future reporting should take the form of a broader customer insight report, drawing together Community Voice, focus groups and other engagement activity, with clearer emphasis on outcomes, common themes and how customer feedback had informed decisions and service improvement. It was also noted that the Chair of the Community Voice would be the main author of the report.

ACTION 19/26: Produce a revised customer insight report for the next Customer Focus Committee meeting that consolidates all sources of customer engagement, includes clear outcomes and impacts, and allows input from the CV Chair. (To be written by the Chair of CV) – MM/RJ

Agreed: Committee



- Noted the activity and outcomes of Community Voice and associated tenant involvement groups.
- Confirmed that the report provides some assurance and insight into customer views and suggested some changes to improve assurance going forward.
- Provided feedback on any additional information required in future reports, particularly around outcomes, impact, and follow-up actions.

7. Agenda Item 7 – Operational Performance Report

Summary: Steve Ellard introduced the CFC Performance Dashboard and opened up for any questions or comments.

Discussion points/questions:

- The Committee reviewed the new performance dashboard and noted that, while it provided a useful starting point, further narrative and exception reporting would be needed to support scrutiny and assurance. Members welcomed the clearer format and definitions, but noted that future reporting should explain areas of underperformance, trends and the actions being taken, with the final format to be kept under review pending any wider changes to the Committee's remit.
- A Member queried the low customer experience score shown for April. It was noted that this reflected a single month of perception survey results with lower response volumes, and that May performance had improved. Members were advised that the annual target remained ambitious and that trends would be monitored over the year to assess whether performance was improving.
- The Committee welcomed the clearer dashboard format, particularly the inclusion of definitions and calculations. Members noted, however, that the dashboard provided only a snapshot in time and that future reporting should include stronger narrative and exception reporting to explain performance issues, trends and the actions being taken in response to customer feedback, complaints and survey data.
- Members noted that, while the dashboard provided a useful starting point, stronger narrative would be needed in future reports to explain red and amber performance, the reasons for underperformance and the actions being taken to improve it, particularly in light of any changes to the Committee's remit.

Agreed Committee:

- discussed performance detailed within the dashboard (appendix 1) and confirmed that members are satisfied that the new format provides sufficient oversight to enable appropriate scrutiny and adequate assurance

8. Agenda item 8 – Quarterly Complaints Update

Summary: Complaint handling remained largely on target in quarter four, despite a 30% rise in complaints driven mainly by maintenance. Learning from Ombudsman cases is informing stronger controls, and the Service Improvement Forum is overseeing delivery of improvement actions. The Committee was asked to note progress and comment on EV charging in communal parking areas.

Discussion points/questions:

- Complaint volumes increased in quarter 4, reflecting the usual winter trend, while the main complaint themes remained consistent. Stage 2 performance improved, and a deeper thematic review will be undertaken through the CPSI report. Five Ombudsman determinations were noted, with recent cases providing assurance on current handling, and the complaints policy has been resubmitted following a minor amendment. From a customer voice perspective, improved satisfaction was noted through transactional surveys and the TSM measure, which was welcomed as a positive outcome. It was also noted that the Service Improvement Forum had met twice and had proved valuable in identifying and tracking actions, including an emerging theme relating to EV charging.
- The Committee discussed the emerging issue of EV charging in communal areas. It was noted that previous consideration had concluded that wider provision should not be pursued at that stage, due to limited funding opportunities, evolving technology, operational challenges and the potential impact on other investment priorities. The current position remains that tenants are not permitted to run charging cables across communal areas because of the associated health and safety risks. Members noted that recent complaints appeared to relate mainly to mobility vehicles in locations where parking is not directly outside residents' homes and agreed that further work was needed to understand the scale and nature of the issue, including any equality implications, before considering possible next steps.
- The Committee welcomed the strong stage 1 compliance position but requested more detail on the 5% of cases outside timescales, along with future reporting on upheld complaints, MRC activity and complaint learning. Members also agreed the Committee should remain focused on assurance and requested clearer reporting on service improvement outcomes, compliments and customer feedback.

ACTION 20/26: Investigate, following complaints, the issues around electric chargers for cars, including trailing wires etc – JH

ACTION 21/26: Provide more detail in future complaints reports on the 5% of cases outside Housing Ombudsman complaint handling code timescales, and include learning from complaints in the customer insight report – BJ

Agreed: Committee

- considered the content of the report and confirmed it provides assurance that complaints handling is in with Housing Ombudsman Complaint Handling code and our regulatory responsibilities.
- Provided scrutiny and challenge on the contents of the report to ensure we are listening and acting on our customer's feedback.
- noted the implementation of the Service improvement Forum and intended outcomes of the group.

9. Agenda Item 9 – Consumer Standards

Summary: Ongo's 2025/26 self-assessment found all four Consumer Standards compliant, with strong assurance, no non-compliance, and tenant feedback informing improvement actions. Subject to approval, it will go to Ongo Homes Board, with actions monitored through the Service Improvement Forum



Discussion points/questions:

- The annual self-assessment against the consumer standards was presented on behalf of Becky. Members were advised that an independent internal audit review had confirmed robust arrangements for completing the self-assessment and that further internal audit work had also resulted in strong or substantial assurance. The report assessed Ongo as compliant across all four consumer standards and was recommended for approval by Ongo Homes Board. Members were invited to provide any feedback on areas for improvement or additional content for future reports.
- The Committee considered the consumer standards self-assessment, noting that Ongo had assessed itself as compliant with all four consumer standards and that assurance mapping showed strong or substantial assurance across most requirements. Members noted the continuous improvement actions arising from the self-assessment and tenant consultation, with progress to be monitored through the Service Improvement Forum and reported back to the Committee.
- The Committee sought clarification on the distinction between compliance and assurance, noting that full compliance had been concluded despite some areas showing only partial or substantial assurance. It was explained that this reflected gaps in assurance evidence rather than weaknesses in meeting the standards. This is used to review any gaps in assurance to help us plan the Internal Audit and Assurance Plan for the current year. Aids and Adaptations were discussed as this was highlighted as a gap last year-since then an Internal Audit and Tenant Scrutiny report has been completed. The Committee agreed that this can now show as substantial assurance. Members requested clearer actions, timescales and audit trails for partial assurance areas, with Internal Audit dates added to the map, together with more consistent reference to internal and external assurance sources and wider customer insight such as complaints, TSMs and compliments.

ACTION 22/26: Before the next Board meeting, the map should include the Internal Audit dates consistently and to make the difference between assurance gaps and control weaknesses in the report as it can be misleading - LU

Agreed: The Committee

- Noted the outcome of the 2025/26 Consumer Standards self-assessment, including that all four Consumer Standards have been assessed as compliant at the point of review and that the assurance mapping indicates strong/substantial assurance across the majority of requirements.
- Approved the submission of the self-assessment and assurance mapping to Ongo Homes Board for further assurance and oversight.
- Noted the continuous improvement actions arising from the self-assessment and tenant consultation and agreed that progress will be monitored through the Service Improvement Forum to completion, with a completion update presented to the Customer Focus Committee.

10. Agenda Item 10 – Resident Scrutiny Report



Summary: This report provides an update to the Customer Focus Committee on the outcome from the Scrutiny review carried out on the Aids & Adaptations process. It outlines how tenant involvement continues to influence service delivery, governance, and help improve customer satisfaction. The full report can be found in (Appendix 1).

Discussion points/questions:

- The Committee considered the scrutiny review of aids and adaptations and noted the recommendations made. Members were advised that management accepted the findings and that actions were being taken to strengthen inspection, recording, communication, website information, policy clarity and supporting guidance, with full implementation to be supported through an action plan. It was also noted that the management response, including timescales, would be circulated separately. Members further noted that future scrutiny reports should, where possible, be presented by a tenant member involved in the review.
- The Committee requested a further update to confirm that agreed actions had been implemented and to assess the impact. It was noted that scrutiny activity could either be incorporated within the wider customer insight reporting or presented separately, with a preference expressed for separate reporting so that scrutiny actions and outcomes could be tracked in the same way as internal audit actions. Members also noted that adaptations had previously been identified as an area with limited assurance, but that this had now been strengthened through the asset management audit and the current scrutiny review.
- A Member challenged the proposed timescales for recommendations 1 and 2, noting that both were key actions and should be progressed sooner than December. Members requested earlier implementation dates where possible, particularly in relation to inspections of major adaptations on completion and ensuring activity is properly recorded on the system.
- It was noted that, as this was the first scrutiny review under the revised process, future reports would include clearer management responses and timescales. Members welcomed the clear link between customer voice and service improvement and requested regular progress updates through the Committee's forward plan.

ACTION 24/26: Note the recommendation from DTP that a tenant present the Resident Scrutiny Report in future meetings –

ACTION 26/26: Review and, if possible, accelerate the implementation deadlines for recommendations 1 and 2 from the resident scrutiny report, given current staffing resources.

Update Committee at the next meeting on revised timescales and ownership. - JH

Agreed: The Committee

- noted that the information in the report (Appendix 1) provided:
- Clear recommendations on what changes / improvements should be made for customers.
- The recommendations showed the outcomes for all staff dealing operationally with Aids & Adaptations and customers who go through the process.
- The subgroup influenced Value for Money (VfM) decisions during all investigations.
- gained assurance that customer feedback is being effectively captured, considered and acted upon through involvement with the scrutiny subgroup and community voice, supporting compliance with the RSH Consumer Standards.

11. Agenda Item 11 – Policies/Frameworks for Approval

Summary: Several Policies/Frameworks were presented to the Committee for approval.

11.1 Recharge Policy: The Committee considered the recharge policy and noted that it had been subject to Community Voice consultation. Members approved the policy, but requested that **future policy reports clearly set out the governance route, including consultation activity, and be** completed in full to provide clear assurance and meet expected governance standards. It was also noted that the policy cover sheet format would be reviewed to ensure it better supports policy approvals.

AGREED: Committee

- after discussion, approved the Recharge Policy

11.2 Domestic Abuse Policy: The Committee approved the domestic abuse policy following consultation. Members sought clarification on the role of the domestic abuse champions and were advised that champions support policy development and liaison with external agencies, while casework is managed by neighbourhood officers, with managers copied in. It was noted that tenants contact Ongo through the usual route and cases are triaged and picked up within 24 hours. Members suggested that website information should make support routes and points of contact clearer for tenants, particularly given the vulnerability of those seeking help. The Committee noted that the domestic abuse policy may be considered as a future scrutiny review topic. It was clarified that the selection of scrutiny topics should remain tenant-led and independent, although the Committee may, where appropriate, suggest areas for consideration and review the resulting findings and actions. Members also noted that internal audit had identified the domestic abuse policy as out of date, which reinforced the need for it to be updated.

AGREED Committee

- after discussion, approved the Domestic Abuse Policy

ACTION 25/26: Review and improve the policy cover sheet to ensure it clearly documents governance journey and consultation details for all future policies - GW

12. Agenda item 12 – Ongo Homes Survey of Community Needs

Summary: *This report outlines the proposed survey to gather tenant and community feedback on Ongo Communities services, to help ensure Ongo Homes funding is aligned to customer needs and priorities.*

Discussion points/questions:

- The report on the survey of community needs was introduced, with it noted that Ongo has delivered community investment services for a number of years and considered it timely to review whether current provision continues to reflect tenant needs. It was explained that the survey is intended to test awareness of the services funded through community investment, assess whether the current offer remains the right one, and identify any changes or additional support tenants would like to see. Members were invited to comment on the proposed survey approach and questions.
- The Committee supported the survey, subject to a number of refinements. Members suggested that the survey question and response options should be presented more clearly and accessibly, particularly for tenants with varying levels of ability. It was confirmed that the survey would be issued mainly by email and social media, with paper copies available to avoid excluding tenants without digital access.
- Members also suggested reviewing the prize draw to encourage participation, for example through smaller multiple prizes rather than a single prize. The importance of reaching more vulnerable customers was highlighted, and assurance was provided that additional steps would be taken to support wider access and response. The Committee agreed the survey could proceed, subject to the comments raised, and noted a further report would be brought to the September meeting on the survey results and next steps.

Agreed: Committee

- Approved the survey at Appendix A
- Approved the delivery approach and timescales
- Noted that findings will be brought back to provide assurance and demonstrate how customer feedback has been used to shape future service delivery

13. Agenda item 13 – Time for reflection

The Committee reflected on the meeting and identified two key matters to report back to Board: first, the need for clarity on the role and remit of the Committee, the skills required around the table, and a clearer forward plan aligned to a quarterly cycle; and second, the need to strengthen the customer insight reporting framework so that it provides clearer assurance on how customer voice is influencing service delivery.

Members were invited to provide feedback on the meeting, including future meeting arrangements, with a preference expressed for in-person meetings wherever possible. An apology was recorded for the IT issues at the start of the meeting and it was noted that greater checks would be made in advance for future meetings.



Under any other business, an update was provided on the high-rise building safety resident engagement strategy. It was noted that, following feedback from the regulator, amendments had been made with input from the High Rise Building Safety Group and approved by ELT. The strategy had already been uploaded for review for approval in between meetings and it was clarified that while the strategy sets the overall approach to engagement, each high-rise block will also have its own bespoke engagement plan. Members sought assurance that engagement would extend to all relevant residents when consultation or safety communication is required.

With no further business the meeting closed at 12.10pm

Signed by Chair: Matt Sugden

Date: 2 September 2026

As a true and correct record of the Ongo Homes Board meeting held on

