



**MINUTES OF THE LONDON RESIDENT PANEL MEETING
HELD ON 14 JULY 2020
HELD VIRTUALLY VIA MICROSOFT TEAMS**

PRESENT	FH CB BM CHB RR SS	London Panel Member Chair Independent Panel Member London Panel Member Independent London Panel Member London Panel Member London Panel Member
IN ATTENDANCE	Maria Moriarty (MM) Jamie Ratcliff (JR) Tracy Hanks (TH) Edie Marriner (EM) James Mahaffy (JM)	Head of Resident Engagement & Customer Insight Executive Director for Business Performance Resident Engagement Officer Research & Policy Analyst Complaints manager
APOLOGIES	TB RT ID CJ AP GK	London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
NOT PRESENT	AS DL VL WS	London Panel Member London Panel Member London Panel Member London Panel Member
MINUTE TAKER	Tracy Hanks (TH)	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	The Chair welcomed the attendees.	
2	Declarations of Interest	FH
2.01	There were no declarations of interest	
3	Matters Arising – Action Log	FH
3.01	FH states that there may be some issues on the action log that may be affected by the current Covid-19 situation.	

3.02	FH addressed the panel members to confirm whether there was interest in a more formal pre-meeting before the official panel meetings, via MS Teams, to go through the agenda.	
3.03	Panel agreed to this way forward.	
3.04	FH asked if there was an update on the Readers Group	
3.05	MM confirmed that the names of those panel members interested have been given to the Building Safety Team regarding if there are any communications going out, and these will be sent to the those interested members to read before being sent out.	
3.06	MM confirmed that we have a standard offer for residents to read our communications before being sent out, and we have been recruiting residents for this. MM also stated that we will be delivering training and thinking about how we will do this. These sessions would have to include Mary Gober and Boss your writing training also, as all Network Homes staff have had this training.	
3.07	MM advised we will then ask the Readers Group to start looking at some of our standard communications.	
4	Neighbourhood Management	GC
4.01	The report was tabled.	
4.02	GC stated that he would like to ensure changes that are made are of benefit to residents, but we must always also look at value for money.	
4.03	GC advised the panel of the transformation changes over the last two years. A Neighbourhood Officer is based at the Contact Centre to enable this to be the first point of contact and resolution where possible, to allow officers to focus on issues like ASB and other issues that arise.	
4.04	FH asked the panel for their thoughts on this.	
4.05	BM stated that she was saddened by there no longer being Neighbourhood Officers assigned to specific patches as they may lose touch with those communities.	
4.06	BM stated that she would like to see these services resumed but does not feel it will be possible in the current economic climate and also stated that she feels street properties can be neglected.	

4.07	GC commented that changing the strategy doesn't necessarily mean that it is going to be more expensive.	
4.08	BM asked if GC would review the catchment area system. (Neighbourhood Officer patches)	
4.09	GC advised that he would review this in line with what residents feel is working for them, or what isn't working for them.	
4.10	RR stated that in her first few years living in her property, there were officers visiting and introducing themselves. They were a link to Network Homes which she liked as it was nice to see someone face to face and having a point of contact.	
4.11	GC discussed the resident portal that is being developed to allow residents to log on and report a repair, or ASB, check rent balances is being developed daily, and further explained how this can be utilised to take into account many day to day transactional queries.	
4.12	RR said that there may be people who aren't as confident using technology, or some people aren't able to use it and would still like contact with a person, or to be pointed in the right direction of what is available to them as they might not know.	
4.13	CB commented that having seen a lot of change over the years, having joined the panel and seen a lot of sincerity and investment.	
4.14	CB feels that the officers on the ground need more psychological support and acknowledgement that their job is challenging so they do not feel disengaged and the service doesn't feel unauthentic.	
4.15	CB suggested that front line officer on the ground should have an outlet to alleviate the stress of their job.	
4.16	CHB asked that given that we have all had to learn so much during Covid is there anything that can be transferred into new ways or working or strategy-such as using virtual platforms to communicate with residents more to find out what their communities need.	
4.17	GC advised that the portal is where the main focus of the efforts are, as it can be used for a range of queries and transactions. Regarding engagement GC stated that we had our first virtual event recently and although there some teething problems we were able to engage with residents via MS Teams, but human interaction is very important.	

4.18	JR asked if it might be possible to keep the Contact Centre as a place where residents get high customer service for straightforward queries and combine that with a Neighbourhood patch system where residents can have a point of contact who know their area.	
4.19	GC stated that as a previous Neighbourhood Officer, he knows that value of being able to see the estates and area he was responsible for and getting to know the residents. This however isn't possible with the amount of dispersed stock we have in both London and Hertford regions which impacts value for money means the patches must be bigger.	
4.20	GC said that we are able to work with hybrid system and will find a balanced approach by using the new technology to achieve this.	
4.21	FH said that having been a resident for a long time and having had a relationship with Neighbourhood Officers, seeing them out on the job he misses it now that he no longer sees it. He added it would be good to still have visits and see Officers out and about.	
4.22	MM advised on the virtual plans we have like residents' meetings, pop up events and themed events.	
4.23	MM also said that there is a feeling that residents in street properties feeling that they are forgotten about so the RE team would like to organize an event for them.	
4.24	BM said that she would give it some thought and get back to MM with feedback on this.	BM
5	Complaints	JM
5.01	The report was tabled.	
5.02	JM stated that he and the team are keen to ensure that complaints are raised correctly and with the correct terminology at the first point of contact. He also feels there are things we can change and improve.	
5.03	JM said that he would be circulating the quarterly report via email within 10 working days of the quarter end and is looking to seek approval for a section of the report called "you said, we did/lessons learnt." This is to add further context to the figures in the report and document what actions had been taken to resolve complaints.	

5.04	JM asked the panel for their thoughts on disclosing the quarterly reports on the website to be accountable and transparent.	
5.05	FH agreed that the reports shouldn't be just numbers, they should be meaningful. Also, the "you said, we did" is a good way to go about it.	
5.06	FH said that sharing the figures is good but should only be done when there is something that can be learned from it like lessons learnt.	
5.07	JM and JR are discussing the merits of setting up a positive feedback register, as the team are aware that people are not satisfied, and sometimes positive feedback is received and it should be documented as well as all the stats on the reports and asked the panel for their thoughts.	
5.08	BM stated she would use it, as long as it was used correctly, as if she thinks someone has done good work she likes to give feedback.	
5.09	CB stated that she feels there is cynicism about the statistics and a feeling of mistrust in general based on a cultural distrust.	
5.10	JM said he understands this and reiterates that the reports from the team will be fully transparent, and ensure that people know what a complaint is rather than a different process, to ensure these are captured correctly.	
5.11	JM to circulate quarterly report with 10 days of the end of the quarter and include "you said, we did" and lessons learnt sections	JM
6	Allocations	EM
6.01	EM tabled the report.	
6.02	EM advised that the Research and Policy team are looking at ways to improve the over- crowding management process and explained how it is managed currently.	
6.03	FH asked what the legal implications are for Network Homes if we have a resident living in an overcrowded property.	
6.03	EM clarified that if an association were in breach of the room standard, by definition of a Local Authority, there could be legal implications, however if the housing association can prove that they are making efforts to find a property that matches the residents occupancy needs, it shows you are matching legal obligations.	
6.04	BM states that she feels concerned for residents with disabilities who are living with their families in an overcrowded property, as they may	

	need either a bigger bedroom or an extra bedroom for medical equipment.	
6.05	EM said that this is something we would take into account if we were to make our process more lenient.	
6.06	BM stated that a resident with a chronic illness doesn't always come under band A for allocations and can sometimes be allocated to band B.	
6.07	JR commented that this is more about changing our approach and questions if we allow people to move into another property where they are still over-crowded, but the property is better for them, is that beneficial for the resident?	
6.08	JR also stated that due to the stock we have in 4 main boroughs, we may not always be able to help as we can have a slow turnover of stock (i.e. people staying in their home for many years), but we do want to discuss what we can do.	
6.09	CHB said that when people are in desperate situations and are keen to move they can forget the consequences, so it is about ensuring that a resident is informed with enough time to fully absorb and understand the information and checking in with them to make sure they do understand the consequences of accepting another property.	
6.10	EM agreed that it is highly important to ensure any repercussions are explained.	
6.11	EM advised that she will look into this and clarify the banding and will provide the report at the October meeting	EM
7	Resident Engagement Update	MM
7.01	MM provided an update on what the resident engagement team have been working on	
7.02	MM has provided draft of the recognition policy and asked the panel if they are happy to approve it.	
7.03	The policy was approved by the panel.	

8	Continuous Improvement Panel Update	MM
8.01	MM gave an overview of the current status of the panel and advised that the last panel wasn't able to go ahead via MS Teams as the CIP members were not available	
8.02	MM advised that the engagement team liaising with RR to work on recruiting new members to the panel and restore the enthusiasm of current members and stated that since the new offer was launched, we have had 22 residents express an interest in joining the CIP	
8.03	MM stated that there had been an intention to write a report to the customer services committee asking if we can collapse the structure of the CIP and have just one panel with resident's form both London and Hertford regions instead of having two CIP panels	
8.04	MM clarified that the chair of the customer service committee responded that at this time they would rather we tried to recruit for both panels, as opposed to having one panel that runs through both regions.	
8.05	RR clarified that she had an interview with a resident who will be joining the London CIP panel.	
9	Network Homes Performance Report	JR
9.01	The report was tabled.	
9.02	JR told the panel that moving forwards the performance update will start with the top 5 performance indicators that are the most important to us as an organisation.	
9.03	JR referred to the current Covid-19 lockdown and the effect this has had in terms of the income queries we've had. JR added we have a Welfare team who have been working extremely hard to help residents in terms of advising their eligibility of benefits that can help them.	
9.04	JR advised that we have seen a spike in how long it is taking us to re-let properties, but this is due to a lot of local authorities not nominating people for the lockdown period.	
9.05	JR also stated that we have not been sending contactors into older persons schemes to carry out void works in order to keep these schemes as safe as possible during the Covid-19 lockdown.	

9.06	JR confirmed that there was some concern over whether we would be able to carry out gas safety checks during this time, but almost all gas checks have been done with safety measures in place.	
9.07	FH commented that calling out the top 5 indicators is good and will allow the panel to feedback in a positive was going forward.	
10	Panel Business	Panel Members
10.01	There was no panel business tabled.	
15	Building Safety (<i>for information only, to be discussed if requested</i>)	
15.01	There were no comments.	
16	Any Other Business	
16.01	There were no comments.	
	The next meeting is due to take place on 14th October 2020	

Francis Haydon

Chair

12/08/2020

Date