



**MINUTES OF THE HERTFORD RESIDENT PANEL MEETING
HELD ON 06 APRIL 2020
VIRTUAL MEETING VIA TEAMS**

PRESENT	PL ZH DA CR IQ	Chair and Hertford Panel Member Hertford Panel Member Hertford Panel Member East Herts Councillor and Hertford Panel Member Hertford Panel Member (new to panel)
IN ATTENDANCE	Maria Moriarty (MM) Elizabeth Lill (EL) Jackie Trundell (JT) Crystal Nicholson (CN)	Head of Resident Engagement & Customer Insight Head of Income Management (Hertford) Head of Neighbourhood Management (Hertford) Resident Engagement Officer
APOLOGIES	Jamie Ratcliff (JR) Philip Mears (PM) AR BS MS PB	Executive Director of Business Performance and Partnerships Complaints Manager Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member East Herts Councillor and Hertford Panel Member
NOT PRESENT	JH CC LC	Vice Chair and Hertford Panel Member Hertford Panel Member Hertford Panel Member
MINUTE TAKER	Shauna Hutchinson (SH)	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	SH reminded panel members the meeting would be recorded, for the purpose of the minutes, and destroyed upon approval from the Chair. SH added as soon as the recording has started a banner with a privacy policy would display at the top of the meeting screen for attendees to read. SH requested attendees blur their screen if they will have household members in the background, to protect their identity and any personal information.	
1.02	PL requested MM monitor the conversation tab of the meeting to be able to advise if any attendees have given notification of wanting to comment or ask questions for ease, due to technical issues with the toolbar on the iPad.	

1.03	SH to query with I.T the additional options available on an iPad for Teams	SH
1.04	<i>Recording started 18:05</i>	
1.05	The Chair welcomed the attendees, requesting all mics are muted until speaking and to use the chatroom to receive attention.	
1.06	PL introduced a new panel member, IQ.	
1.07	Apologies - PL thanked CC for her service and efforts to the NHS at this time. <ul style="list-style-type: none"> • JR annual leave • MS unwell • JH currently trying to access the meeting • BS emailed prior to meeting unable to attend virtually due to internet access issues • AR emailed during the meeting unable to attend virtually due to technical difficulty. • <i>PB emailed after the meeting</i> 	
1.08	SH to contact I.T for support	SH
2	Declarations of Interest	
2.01	There were no declarations of interest.	
3	Matters arising – Action Log	
3.01	MM confirmed to PL that she would lead on matters arising and the action log.	PL
3.02	3.01 – Panel Members have devised a non-emergency scenario to test the portal. PL confirmed JH has now suggested a repair for blocked guttering. Apologised for not sharing information previously.	
3.03	PL to share full details of the scenario with MM	
3.04	3.02 – Panel Members schedule of writing blogs has been created.	
3.05	3.06 – MM advised noticeboard has been erected in St Albans area.	
3.06	MM to confirm with Gabriel Codjoe that the noticeboard has definitely been completed.	MM
3.07	3.17 – AD confirmed Panel Members have an active WhatsApp Group	
3.08	3.08 – Final Estate Management Policy has been completed by Patrick Flynn	
3.09	3.09 – ZH updated due to lockdown procedures summer event dates have been postponed and will be discussed at the next Residents’ Association	

	meeting provisionally booked in for June. At this meeting a decision will be made whether to cancel events or reschedule for after lockdown procedures and social distancing measures have been lifted.	
3.10	3.10 – MM and PL were unsure as to what this action of “revisiting performance reports at the next meeting” was referring to. MM had consulted previous minutes and could need see what it relates to.	
3.11	MM to investigate with PL	MM/PL
3.12	3.11 – SH confirmed this was suggested to be provided so the role profile doesn’t look like a job offer. Each panel applicant now receives a summary of what is it included in the panel recruitment packs.	
3.13	4.03 – ZH confirmed scaffolding query and another related repair was resolved very quickly after liaising with Patrick Flynn following the January 2020 meeting. One repair has been completed; another is on hold due to lockdown procedures. ZH gave positive feedback regarding this transaction.	
3.14	5.05 – The Complaints report was tabled.	
3.15	6.02 –Transparency and Resident Engagement Action Plan updates are provided monthly to the Chair. These will now be shared to the whole panel. The document has been amended to add a new column for each month to assist identifying new information.	
3.16	6.04 – MM apologised she had not circulated the pop up event schedule directly to Panel Members but noted the postcard campaign was sent to all residents so members should have still received the information in February. Hertford Pop Up Events will be rescheduled following lockdown procedures, but a further update is already tabled under the Resident Engagement Update.	
3.17	PL commented the Pop Up Events for Hertford are already cancelled because of the current situation. MM responded the events have been postponed but we are looking to reschedule with additional events for summer or identify a method of conducting virtually as we wish to cover as many homes as possible. E.g Teams Chats with staff or Executive Leadership Team.	
3.18	PL added we may not know the dates but knowing the locations would still be beneficial. MM advised they are Ridgeway (once the new hub is completed), Pinehurst and Tower Road.	
3.19	6.05 – ZH repeated the schedule of the upcoming community meeting is provisionally booked for June and dates will be discussed at this time. ZH	

	confirmed as soon as we know when we can hold events, Larkspur school are happy to host us.	
3.20	7.03 – ZH intended on speaking to potential Continuous Improvement Panel candidates face to face at the Committee meeting so this has been postponed.	
3.21	8.03 – We have been unable to circulate the ELT Performance Dashboard on a monthly basis as the current situation has delayed signing off processes of reports. Once we are back into our normal routine we will be able to pick this back up.	
3.22	9.04 – MM confirmed mileage expenses are paid at £0.45p per mile for resident travel expenses.	
3.23	10.04 – MM advised the Recognition policy will be on the next agenda in July 2020, as feedback from the previous meeting has been used to create a draft. PL confirmed some good ideas came up at the last meeting.	
3.24	11.05 – MM was unsure if this action was correct as it repeats comments regarding suggestions for recognition and ‘setting broad criterion on how residents can apply’.	
3.25	MM to refer back to previous minutes for this action. Email PL to clarify.	MM/PL
3.26	12.07- PL, CC and ZH volunteered to be part of the Readers Group specifically for Building Safety. PL and ZH advised there has not yet been any communication from the team regarding this. PL also added there was no mention of this being part of the process at the previous Fire Remediation Steering Group Meeting.	
3.27	MM to contact Building Safety Team to ensure they’re aware they should send letters and templates over to residents for feedback.	MM
3.28	PL to raise at the next FRSG meeting.	PL
3.29	13.03 – CC raised concerns at the last meeting regarding parking on a pelican crossing. EL provided an updated that CC had been liaising with Dionne Somerville (DS) to find out if it is a NH resident or not. The approach was to investigate at new tenant visits but EL was unsure if DS had been able to update CC as yet.	
3.30	PL advised PB was also going to look into this as it’s a safety issue.	
3.31	JT clarified that this is for Ridgeway and added this was going to be formal consultation to understand why residents are parking on the pelican crossing as there is still capacity in the allocated parking permit only spaces.	

<p>3.32</p> <p>3.33</p> <p>3.34</p> <p>3.35</p> <p>3.36</p>	<p>This was initially going to be conducted at an event scheduled for April 25 but this has now been cancelled. Steve Cherry is working on a questionnaire to send out as soon as possible as an alternative method of communication.</p> <p>MM closed the action log and noted CR had commented in the Teams Chat regarding Action 6.02, she has not received the Transparency and Resident Engagement Action Plan updates with the other panel members. MM apologised for overlooking the Councillors in this communication and will send accordingly.</p> <p>MM to send Councillors CR and PB the Transparency and Resident Engagement Action Plan updates monthly.</p> <p>PL commended ZH for her charitable act of shaving her head to raise money for the NHS and promoted the opportunity to make donations.</p> <p>PL thanked MM for her support in going through the action log efficiently and clarified the next agenda item to be Complaints from the most up to date version due to Neighbourhood Management Strategy.</p> <p>MM confirmed the report for Neighbourhood Management was not yet ready, due to changes, so will be on the next meetings' agenda in July.</p>	<p>MM</p>
<p>4</p>	<p>Complaints</p>	
<p>4.01</p> <p>4.02</p>	<p>The report was tabled. PM unavailable to present. PL had comments but said would hold until end of the meeting if PM was able to attend the meeting. PL added the report is comprehensive, so members are able to look into the detail and comment if they need to.</p> <p>MM messaged PM for his attendance.</p>	
<p>5</p>	<p>Regeneration</p>	
<p>5.01</p> <p>5.02</p> <p>5.03</p>	<p>The report was tabled. MM introduced CN as a NH Graduate who has now been appointed as a Resident Engagement Officer. CN will be working much more closely with the panel in the future.</p> <p>CN summarised her project explaining it is in line with Network Homes' Transparency and Resident Engagement plans to review how we conduct consultation during Estate Regeneration projects. Resident feedback will be used to shape a consultation framework for the future.</p> <p>CN posed questions</p> <ul style="list-style-type: none"> • Do any of the panel members have experience of consultation during estate regeneration and if so could they share their experience? 	

	<p>No Panel Members present who have experienced regeneration.</p> <ul style="list-style-type: none"> • Generally, or in relation specifically to regeneration and consultation – what methods do you think are the most effective in engaging residents? <p>No feedback provided.</p> <p>5.04 PL asked CN if she has received any feedback from other parties yet. CN explained we are currently collating resident details from newly regenerated schemes to do telephone surveys and follow on interviews. The next steps would be to also ask residents who haven't been through regeneration, what does consultation mean to them.</p> <p>5.05 PL asked if this kind of project has been done before at Network.</p> <p>5.06 CN advised as this Network Homes were early adopters of the 'Together with Tenants' Initiative it gives us an opportunity to look at a high-level project to see how transparent we can be in terms of the information residents have access to.</p> <p>5.07 ZH asked how we will be selecting to take part in the project.</p> <p>5.08 CN advised the most recent schemes that have been regenerated are our sample due to information available and being as effective as possible. We will be able to see how many residents chose to return to Network Homes upon completion of the regeneration. One of the challenges will be contacting people who are no longer Network Homes residents.</p> <p>5.09 PL asked if there will be face to face meetings scheduled. CN advised we initially planned to do so, however this would now be dependent on the current situation.</p> <p>5.10 PL queried timescales of completing the project – CN advised as she was initially only to be here until September on the Graduate Programme the deadline was short term, but now she will be a full-time employee there may be less time pressure.</p> <p>5.11 CN to speak to Reuben Young to clarify if the target date will be extended to the end of the year.</p> <p>5.12 PL would like more information on the project brief to have a greater understanding of the project</p> <p>5.13 CN clarified:</p> <ul style="list-style-type: none"> • What does good consultation look like to residents, why, how etc 	<p>CN</p>
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5.14	CN to share project scope with panel.	CN
5.15	PL added text messages were very effective when recruiting to the local panels so this would be a good avenue to explore to encourage more people to be involved.	
5.16	JT added she was involved heavily in the Ridgeway scheme and has extensive experience with resident involvement during Carlton Court and Bircherley Court regeneration schemes.	
5.17	JT advised during the consultation the key thing is identifying at which stage you should involve residents to have the best possible outcomes. She noted this is a situation where you are asking people to leave their homes you really need to generate buy in by having people involved at the earliest opportunity. We should ask residents in the research – did we engage them early enough?	
5.18	JT commented at the time of Carlton Court and Bircherley Court Regeneration, we weren't equipped to use texting so opted for physical newsletters, hand deliveries and face to face engagement. We are now more equipped to use virtual engagement methods.	
5.19	CN thanked JT and the panel as text messages hadn't initially been considered as they could be forgotten so wondered if face to face engagement would produce better outcomes.	
5.20	JT and MM added text message campaigns in combination with other methods prove very effective based on campaigns in resident engagement over the past year.	
5.21	ZH suggested short, sharp and sweet messages to encourage people to notice them so they don't get lost in peoples' inboxes in the same way they do for emails.	
5.22	PL welcomed CN to send him draft documents to assist with feedback on the research due to his professional expertise in project management.	
5.23	CN to send scoping documents to Panel	CN
6	Resident Engagement Update	
6.01	The Resident Engagement report and action plan was tabled.	
6.02	MM had distributed the Transparency and Resident Engagement Action Plan as Appendix 1 and asked if anyone had specific queries relating to it	

	<p>feel free to comment. MM added at the next meeting she will go through each action point.</p>	
6.03	<p>MM proposed publishing meeting minutes for the other residents in light of being more transparent and in line with our new strategic objective. This was asked at a previous panel meeting but was rejected so MM is seeking permission again.</p>	
6.04	<p>PL asked where this would be. MM confirmed the minutes would be on the website only and would be approved by the Chairs' first ensuring any information needed to be confidential can be redacted.</p>	
6.05	<p>PL agreed this would be positive for the new strategic objective but there would need to be a step by step approach in approving minutes for public viewing rather than uploading documents straight away to ensure due care with information.</p>	
6.06	<p>MM advised we have relaunched our resident engagement offer and the website now has get involved on the homepage and links directly to our new offer with explanations of each opportunity available to residents of varying involvement levels.</p>	
6.07	<p><i>Correction 07 April 2020: Due to COVID-19 the homepage has been changed to have Coronavirus information as the main news item on the website's homepage. Upon changes to the current situation we will revert the homepage to promote the 'Hands Up' Resident Engagement Campaign. The section still exists on the get-involved area.</i></p>	
6.08	<p>MM explained the schedule of the communications plan during campaign was to mail out the launch to all residents, on social media and the Network Homes website with details of upcoming events where we further promoted the offer to shape our services. We will contact all previously involved residents and send a text message to residents in the next few weeks. The information is also included on the Contact Centre phone lines.</p>	
6.09	<p>MM continued Training plans are to be created for each opportunity and we will look at how we can deliver this virtually or in other ways in the current climate. We would have liked to deliver training face to face but we don't want to delay the opportunities too long so will continue to explore and take suggestions.</p>	
6.10	<p>MM gave an update on Pop Up events - Hertford events postponed because of Covid-19. MM feels London events went well, with varying levels of attendance but feels we had a good start on our new agenda and can use each event as a learning curve.</p>	

6.11	MM will continue to explore how we can deliver engagement virtually for residents who aren't able to attend events or who do not wish to attend.	
6.12	MM advised for us to ensure residents who attended with personal matters or concerns for communal areas, felt that their attendance was valuable we are creating 'You said, We did' documents for each event to be uploaded onto the website.	
6.13	MM added she sometimes felt residents did not believe we would take the time to resolve their queries, either discussed on site or needing to be investigated further. MM wanted to commit to hopefully showing people the events are useful to attend and that we will do something with their feedback. This will be uploaded by 17 April 2020.	
6.14	PL asked in terms of the attendance, could we find out who intends on coming to the event beforehand to gauge the level of attendance.	
6.15	MM advised we didn't have capacity to pre-register residents and didn't want to annoy residents in asking if they were attending. MM informed we sent texts to all residents within a one-mile radius of the event location, used posters where possible, social media promotion and posted flyers to residents. We also conducted a door knocking exercise on the evening of the events to encourage people to do the survey or attend the event.	
6.16	MM added we may have better attendance in summer due to weather but still has a sense that residents are very unhappy with us therefore have little trust that the events are worthwhile to speak to us.	
6.17	MM hopes the changing weather may encourage more residents to attend the events along them being in different areas each time.	
6.18	ZH added people may be looking forward to events following lockdown procedures.	
6.19	MM advised she was interested to see if there was greater attendance from residents in Hertford than London, so was disappointed we had to postpone the events.	
6.20	PL added the Panel anticipate the residents in Hertford may be more engaged as more community-based e.g Resident Association and support from schools and the Panel Members like ZH.	
6.21	PL asked if there is work being done to address negative feedback on our Facebook page to encourage more positive interactions.	
6.22	MM said we're looking at how we can promote our social media to have more residents interacting with us so more people can speak to us and	

	<p>more positively. At present we don't have many followers, so people who have concerns are currently able to address us more directly with negative feedback.</p>	
6.23	<p>MM said if we wanted, we could moderate or remove negative comments but do not want to do this as we should be transparent. We hope the work we're currently doing internally for the trust objective and pop up events impacts this and encourages more constructive feedback on Facebook and Google Reviews which at present are predominantly negative.</p>	
6.24	<p>MM further explained the work being done internally to empower staff, embed the trust objective with them and make sure residents know we are listening to them, we want to improve, and we really are trying make a difference. MM noted this may sound blue sky thinking but we if we can tie everything together eventually, we can have an impact on residents' views of us on social media.</p>	
6.25	<p>PL asked if there was anything particularly positive from the London events.</p>	
6.26	<p>MM said the events made it clear that this will be a challenge and take a lot of time to change peoples' view of us as an organisation. It was useful for some teams and Seniors to meet our residents and hear how our residents are feeling e.g CEO Helen Evans attended an event. It was also positive for teams who from support services such as Finance and I.T to be able to speak to our residents.</p>	
6.27	<p>MM added the issues residents were raising are known issues but having them escalated was useful to ensuring the sentiment of getting the basics right was heard.</p>	
6.28	<p>PL queried if there are any lessons learnt and commended efforts to deliver the events.</p>	
6.29	<p>MM noted some events were well attended such as Langhorne Place but other events we may have had more staff than necessary. We will be considering how location, time, and time of year plays into the level of attendance. We could go to community centres near street properties and invite the residents to attend but the anticipation that they won't attend could make the event less successful than if we are based in a block where we have a free space and invite residents from a within a mile radius.</p>	
6.30	<p>PL commented location is key.</p>	
6.31	<p>MM agreed. She added our residents in street properties often comment they feel left out but when we did contact them, they didn't attend. It isn't possible to set up events on single roads in the same way we can do for communal spaces, so we hope summer encourages more people to attend.</p>	

<p>6.32</p> <p>6.33</p>	<p>EL added a suggestion to use Instagram to promote the events to encourage more young people to attend.</p> <p>MM confirmed we have been using Instagram, Twitter and Facebook to promote events too using selfies and campaign promotions. But, having few followers means they're not as effective as we'd like.</p>	
<p>7</p>	<p>Continuous Improvement Panel Update</p>	
<p>7.01</p> <p>7.02</p> <p>7.03</p> <p>7.04</p> <p>7.05</p> <p>7.06</p> <p>7.07</p> <p>7.08</p> <p>7.09</p> <p>7.10</p>	<p>The Continuous Panel report was tabled.</p> <p>MM advised the 'Task and Finish' and 'Sprint groups' have been very difficult to engage with people and recruit to despite the teams' best efforts of sending text messages for a gas safety process review in December.</p> <p>The Task & Finish Group comprised of 6 residents who had an induction session with staff training. MM added Dionne Johnson, a former Resident Engagement Officer, had tried to engage with the group to agree tasks, targets and follow up meetings but residents weren't confirming so there has been no progress on completing the project.</p> <p>MM advised Our scrutiny calendar has therefore been delayed, we will need to review this with the CIP but the past two meetings had to be cancelled as we are struggling to get them engaged.</p> <p>MM advised only the London Continuous Improvement Panel is Operational but now with only four panel members. December 2019, only the Chair attended, 18 March 2020 only the Chair and one other person were able to attend so we had to cancel this meeting as well.</p> <p>MM would like to propose combining the Hertford CIP with London's as we only have two people interested in the Hertford Panel. A report would need to go to the Customer Services Committee in May to formally approve the CIP reverting to a Network Homes Continuous Improvement Panel. We would work to ensure there is adequate representation for each area.</p> <p>MM sought approval from the panel explaining the panel would be stronger, more committed and productive in completing scrutiny reviews.</p> <p>AD agreed this was a sensible approach. There were no other approvals or rejections.</p> <p>IQ asked if Network Homes combine the two panels where the meetings would be held</p> <p>MM advised we would try to combine the two locations virtually and commented that the current meeting seemed to be working well. MM gave</p>	

	reference to meetings in the past for the new strategic objective being facilitated by one Officer being in Hertford with panel members and linking with an Officer in London. But would look into further options.	
7.11	PL commented as there are now more Hertford Panel Members there is more opportunity to make the CI Panel effective.	
7.12	MM clarified she did not specifically mean for residents on the local panel to take part in the continuous improvement panel as this would be a lot more work and effort for residents. We want to ensure the opportunity is manageable, so we intend to recruit additional members onto the Continuous Improvement Panel.	
7.13	ZH asked what the timescale to recruit or to have the decision signed off as she could promote at the next Residents' Association meeting if we can share paperwork detailing the panel.	
7.14	MM clarified the final approval must come from the Customer Services Committee which is next scheduled for July 2020. After this the team would be able to contact the residents who initially registered interest and take forward plans to combine the panels.	
7.15	MM to send ZH promotional items to assist with recruitment at the next RA meeting.	MM
8	Network Homes Performance Report	
8.01	The Performance Report was tabled. MM advised she wasn't expecting to deliver this report but happy to discuss and use the support from EL and JT or refer any questions requiring a further response to Stasys Butenas.	
8.02	PL queried what is being done to improve our overall customer satisfaction rating as there has been little change to bring this above our target of 90% since he joined the panel in 2019. He asked if there will be a big push from management to investigate what the problems are or to make changes.	
8.03	MM responded a new contract has been procured although with the same supplier, but we now have the ability to change questions asked to have a better understanding of customer satisfaction. We are also looking at; the frequency and timing of different types of surveys, including questions about service quality rather than just transactional surveys and different methods of conducting surveys such as text messages, phone calls and emails. This is to ensure we are able to hear from a wider range of residents.	
8.04	MM added we are also looking at the comments that come in from the contractor's feedback during the surveys, which is also sent to all managers of service area to see how we can further learn from the additional comments.	

8.05	MM noted we are aware of the additional service improvements sometimes being overlooked due to the day to day tasks taking precedence. The goal is for these comments and lessons to feed into the new Service Improvement Register, included on the Transparency and Resident Engagement Action Plan. We will then have the ability to demonstrate these changes to residents based on their feedback.	
8.06	MM also feels the new strategic objective will feed into the additional effort to improve customer satisfaction.	
8.07	EL agreed with PL that we must be clear on what our overall plan to improve customer satisfaction is and investigate with Jamie Ratcliff further as we have been carrying out smaller actions across the business but would be beneficial to look at a higher level plan.	
8.08	JR to liaise with GD to update panel on overall plans to improve customer satisfaction.	JR
8.09	SH added internally there are targets to create and implement plans for a high performance and high trust culture being led the Director of People and Culture. A further push into cultural engagement, learning and development alongside creativity has been discussed at a managers' conference in. Staff are being asked to look at they too can improve performance as teams as Executives have said 'they do not hold monopoly on ideas' and wish to encourage teams to see what else we can do to improve.	
8.10	PL thanked colleagues for the feedback and agreed with MM that people do focus on their day job as they do not have capacity to stop then and focus months on fixing issues. PL would like to see the overall plans to feed into the improvements on the Transparency and Resident Engagement Action Plan so we can tie it in with the new objective.	
8.11	ZH asked how are Network Homes going to manage the backlog and influx of new works when we return to 'normal'. Network will need to find a way to manage this and not use Covid-19 as an excuse to cancel works that were already delayed before lockdown procedures were put into place. What is the plan to manage this?	
8.12	ZH also asked how we will know what's affected by Covid-19 and what are pre-existing issues in performance reports further down the line e.g December 2020 reports showing poor performance from extraordinary circumstances in complaints and repairs - potentially skewing data.	
8.13	PL agreed the performance that is already below target, may be significantly impacted by lockdown procedures caused by Coronavirus and the business	

	<p>should not overlook this. PL queried if there would have to be a period of time where Network Homes have to say ‘all bets are off for a few months’ to respond to the influx of people holding their non-essential repairs when returning to standard services.</p>	
8.14	<p>SH commented she had spoken to the Director of Asset Management when the decision was being made to suspend non-essential repairs, and was informed in anticipation of increased complaints and repairs queries a text message would be sent to all residents to advise of the reduced service during this period. Teams are looking into how they will manage this situation but at present it is unknown.</p>	
8.15	<p>SH added, as Network Homes know the dates of lockdown being introduced and when Government lift the restrictions we will have a set date for when works would fall into this category, so in theory we would be able to isolate repairs postponed to report on. SH suggested more detailed reports that show performance for a set period within standard services versus reduced services.</p>	
8.16	<p>SH to speak to SB or JR to see how this will be reported in future.</p>	SH
8.17	<p>PL commented it may be difficult to respond at present but do Directors currently have plans in preparation for the influx of queries.</p>	
8.18	<p>SH responded the Senior Management Team were meeting daily to ensure they are pro-active with discussing plans to manage the situation. Staff members have also been asking the same question during live Question and Answer sessions with the Executive Leadership Team, so it is on the radar from all areas of the business to hopefully be able to mobilise effectively when we’re allowed to.</p>	
8.19	<p>PL added he hopes Network Homes also have plans to support the residents most in need and prioritise workload for vulnerable people and varying levels of seriousness.</p>	
8.20	<p>SH advised this is something MM is working on with other staff members to identify residents with vulnerabilities to see how best to support them.</p>	
8.21	<p>MM advised a group, being led by EL, are currently identifying residents who are ‘at risk’ based on their recorded vulnerabilities e.g over 70 or under 70 and have informed of us a vulnerability.</p>	
8.22	<p>Staff who are unable to complete their day to day role from home such as the Handypersons Team, will be asked to support on contacting these residents to see if they need additional support during this time. Residents can then be referred to local agencies that have set up in the community to provide care and assistance.</p>	

<p>8.23</p> <p>8.24</p>	<p>EL added the signposting projecting has a 10 to 14-day lead time as the critical factor is sourcing staff to make the calls to residents and training them. We are currently prioritising our workload to make this happen. The list of local groups and support agencies has been completed, so the project is almost ready to start.</p> <p>PL responded this is all very positive as there are a lot of plans to support the vulnerable.</p>	
<p>9</p>	<p>New Strategic Objective: Strengthening residents’ trust in us</p>	
<p>9.01</p> <p>9.02</p> <p>9.03</p> <p>9.04</p> <p>9.05</p> <p>9.06</p> <p>9.07</p> <p>9.08</p>	<p>MM tabled the report.</p> <p>Some panel members were involved in the project. MM confirmed the document has not changed much since approved by the project team other than some wording requested to be amended by the Network Homes Board other than this, they were very happy with the work carried out.</p> <p>MM advised we are currently working on a communications plan for the project, a blog from the London Panel Chair is on the website and was published in the resident e-newsletter. There will be further communications internally for staff and for residents using social media.</p> <p>A resident blog has been used for internal communications as well to ensure staff are aligned to the new objective. There will be additional communications sent to staff and virtual meetings to encourage colleagues to engage with the new objective. One suggestion is to carry out a live question and answer session so staff can attend and ask questions and also explain what the new objective means for the.</p> <p>MM explained another option is to run a session using the ‘Network Thinks’ format which is a round table discussion facilitated by Helen Evans and Jamie Ratcliff. Staff have the option to attend during their lunch breaks and is a good opportunity for the Executive Leadership Team to hear staff feedback and give ideas on the sessions’ topic.</p> <p>MM added a virtual session was recently carried out to discuss parking which is always an emotive subject for staff and residents and the virtual format was successful, so we do believe this still be able to take place during the current lockdown procedures.</p> <p>MM explained, staff appraisals are coming up shortly and for the next financial year each staff member will have a specific performance objective that relates to the new objective of “Strengthening residents’ trust in us.”</p> <p>A survey, created by a project team member, is currently open to ask residents what the meaning of trust is to them and how they think we</p>	

	<p>should measure it. Feedback will then be used to create a matrix to measure our performance against trust objective.</p>	
9.09	<p>SH and Michael Thorne sent a text message and emailed the survey out to all residents we have details for, two weeks ago. The closing date is 9th April 2020.</p>	
9.10	<p>MM explained the responses will be reviewed by the performance team to see how we can make it real and use this information to feed into the matrix. There will then be another meeting with the project team to discuss the findings and discuss the practical application of the matrix to reach our aims and understand residents' expectation.</p>	
9.11	<p>PL asked if there is a graph for the performance matrix.</p>	
9.12	<p>MM advised not yet, as our intention is to start from scratch so it's true and meaningful consultation where residents have a say.</p>	
9.13	<p>IQ commented the survey may be a bit complicated for some people as it is quite lengthy and some of the questions could have been simplified. IQ added some of the questions seemed to be very were similar which made it harder to respond.</p>	
9.14	<p>MM advised the survey was created a few months ago with a wide number of team members from research and policy to take in feedback from others but it would be good if IQ was willing to review surveys we publish in the future as well.</p>	
9.15	<p>PL asked they could be sent to the Readers Group to look at how we can make surveys simple and easy to understand. MM agreed this could be used similar to the upcoming communications project.</p>	
9.16	<p>IQ added surveys can be enjoyable and we need to think about how we can make them short using the most meaningful information similar to one she completed recently.</p>	
9.17	<p>IQ referenced the recent electoral campaign showcasing the differences in the Conservative and Labour Party campaigns. The Conservative Party focused on short, sharp and simple wording 'Get Brexit Done' to be more impactful. Whereas the Labour Party gave a lot of information which was very helpful but wasn't as eye catching. In the current day and age something more dynamic will encourage more people to pay attention and have a greater response rate.</p>	
10	Panel Business	
10.01	<p>MM clarified to PL this is the section of the meeting where panel members discuss items they'd like to see on the next agenda or if they have any concerns.</p>	

10.02	IQ asked if panel members were supposed to receive an agenda and meeting documents prior to the meeting as she did not have access to any during the meeting.	
10.03	SH responded all documents were provided via OnBoard. IQ confirmed she had access to them during the virtual test in March but could no longer see the documents.	
10.04	SH to liaise with IQ to see why she no longer had access to the panel papers.	SH
10.05	PL asked if the panel papers will no longer be sent via post as we are using OnBoard. If this is the case we will need to ensure there is enough support to make it possible for panel members to access the systems. E.g JH has been having technical difficulties trying to access the meeting although we did have help from SH during the trial meeting. We will need further support to make sure everybody can connect and get online quickly prior to the meeting. As the meetings are only carried out four times a year it is crucial people have all of the information available so we want to make it easy for people to pick up the systems each time.	
10.06	MM explained this meeting is more unusual as our first virtual meeting from home whereas normally we would be all in a room together. In not sending out physical papers we are more GDPR compliant as there is less risk of policies and information being lost in the post.	
10.07	This format may be useful in the future if people want to dial in. It is also much cheaper and more time effective to not send out physical panel papers as it usually takes a whole day to print papers for both panels and then another day to send them out.	
10.08	IQ Commented she understood about the time efficiency and cost of sending out papers but it would be helpful to have the papers emailed instead as there would be a certainty the papers have been received.	
10.09	MM advised we are unable to send emails to personal accounts of papers because it would be a GDPR breach. MM added she's unsure why IQ no longer has access to the papers as they were available during the virtual test.	
10.10	MM advised all panel members were assisted with training on Teams and OnBoard in November 2019 and offered 1 to 1 sessions with each member. As a new panel member, IQ has not yet had received an induction. MM will schedule this with our IT trainers to ensure technical support is provided from the experts rather the Resident Engagement Team.	
10.11	SH to contact IQ to view OnBoard screen.	SH

10.12	MM to schedule inductions for new panel members.	MM
10.13	MM advised she had been speaking to PL prior to the panel meeting to discuss the plan for iPads as the previous panel members were provided with devices but panel members reported issues using them.	
10.14	A plan going forward was to reissue all panel members with new iPads at today's meeting, but lockdown procedures have delayed this. New iPads will be reconfigured by IT for all panel members using a fixed password that can be logged with the IT team in case panel members lock themselves out of their account or need further support.	
10.15	MM added the Resident Engagement Team often get queries from panel members requesting support with the IT systems however this is not our area of expertise so we would need IT's Technical Support to ensure everything is running smoothly. Hopefully if lockdown is over by July, we should be able to handout the reconfigured iPads and take back the existing iPads.	
10.16	CR advised using the iPad is very difficult to see the smaller details on tables so requested an investigation to see how we can improve this going forward.	
10.17	SH advised there is a toolbar at the top of OnBoard's 'book' page with a hand icon to pan and zoom the papers. CR and PL said they were unable to see this on an iPad so have used their personal devices.	
10.18	SH to view OnBoard on an iPad to see a comparison on a laptop.	SH
10.19	MM advised OnBoard is a website which can be accessed from any device if panel members feel more comfortable using their own devices to be able to view tables more easily.	
10.20	PL commented if the circumstances remain the same for the next panel meeting there will need to be another solution on supporting members using devices to view panel papers as feedback from multiple users is the same.	
10.21	ZH added MS has also expressed difficulty with accessing papers for the meetings using a device. ZH has personally assisted MS on accessing documents and has offered to print items.	
10.22	SH confirmed if panel members require papers printed to support accessibility needs such as large font, we can facilitate if specifically requested, SH reiterated we are happy for members to use their own devices to access the website.	

10.23	SH requested panel members let her know proactively if they are having issues with accessing systems. Regular communication was sent over the past few weeks with guides and details for further one on one support but no requests were sent through other than during the test or today's meeting.	
10.24	Panel Members to contact SH if they require additional support.	Panel
10.25	IQ commented SH had provided a lot of support leading up to the meeting and clarified there was some confusion if papers were to be provided prior to, or during the meeting.	
10.26	PL agreed support had been offered prior to the meeting to ensure panel members could work together.	
10.27	PL asked all panel members if they had any further business.	
10.28	ZH – confirmed repairs raised during testing for the self-service portal (brick wall and roof tile works) have been successfully completed and one is currently on hold due to lockdown procedures.	
	Coronavirus update	
10.29	EL offered information on supporting residents during with their rent during Covid-19.	
10.30	EL explained Network Homes is currently using a matrix in the Contact Centre based on scenarios to support residents in need e.g they have no food, they've been furloughed or have lost their job. There are more guidelines and Frequently Asked Questions in place for the Income Officers to effectively respond to more complex questions. This allows staff to identify the best course of action for residents in a timely manner.	
10.31	A bespoke code has been created on the internal Housing Management System to assist in identifying residents who are being impacted by Covid-19 e.g work issues that will impact their ability to maintain their rent payments or follow up on Universal Credit applications.	
10.32	EL advised Network Homes have a portal that interfaces with the Department of Work and Pensions and can clearly see the number of Universal Credit Applications has significantly increased by an unprecedented amount.	
10.33	A flyer has been created and will be distributed with rent statements in April. This is a detailed support sheet for residents in general rented homes and Older Persons Schemes. The next quarters' statements are due to go	

	<p>out in April. There is a also a special area on the website for Covid-19 information.</p>	
10.34	<p>EL advised an extra stage is being added to the rent arrears process to be able to support residents for an additional week before initiating the arrears process where they'll be given information specifically tailored to their situation.</p>	
10.35	<p>EL emphasized, as a business, we must maintain income collection to run the day to day business but primarily we want to support residents as best we can.</p>	
10.36	<p>PL commended the work being done 'behind the scenes' that residents who aren't involved often don't get to hear about. Queried if there is a way to showcase the extra steps being taken as a good news item in an accessible way if they don't have access to the website and social media so people are aware of the extra support available.</p>	
10.37	<p>EL clarified the information will be sent to all residents with a rent account as a physical document with rent statements. EL was unable to comment on additional steps taken to support Leaseholders as this wasn't her area of expertise but confirmed there have been more queries from Leaseholders in this period.</p>	
10.38	<p>EL to investigate what additional support is being provided to Leaseholders and Shared Owners at Network Homes.</p>	<p>EL</p>
10.39	<p>MM added support is being made by using the new Network Homes charitable fund's 6-month trial. MM worked with EL and JT to identify the basic support residents may require such as food. Network Homes are purchasing grocery store (Sainsbury's, Tesco and Asda) gift cards, £35 for an individual £50 for a family for a one-off support.</p>	
10.40	<p>The scheme won't be publicised but will be available from teams in Customer Services who recognise a resident in distress and the gift cards can then be posted.</p>	
10.41	<p>ZH asked if there is a way to encourage residents who receive the gift card to promote the support from Network Homes using social media or speaking to their neighbours.</p>	
10.42	<p>MM agreed this would be a good idea and will speak to teams on thinking about this could be promoted e.g positive feedback on social media and Google reviews.</p>	

10.43	SH added we have to be careful how we do this without feeding into stigma and making residents feel obligated to discuss needing additional help. Suggested asking residents to follow us on social media as they could then be aware of further support in the future.	
10.44	MM to look into ideas for promoting the support of residents	MM
10.45	ZH asked for clarification on information she had seen on the website when supporting another resident regarding spreading rent payments out over a longer period of time but was now unable to find the information.	
10.46	EL advised scenarios for residents requiring additional support but put on the website by the Welfare Advice Team to respond to some of the queries Network Homes were receiving regarding rent breaks. EL added Network Homes are unable to offer rent breaks as, if a resident was to apply for benefits their rent would be included in this amount.	
10.47	EL further explained the information was a description of where if a resident didn't pay their rent for three months, the result would be having a payment plan of paying 25% more over twelve months. Clarified it wasn't published to be an offer.	
10.48	MM confirmed the information was still on the website.	
10.49	ZH commented it is important for Network Homes to let residents know that is important to continue paying their rent and ask residents to speak to Network if they need help.	
10.50	EL said the support sheet will be sent to all residents upcoming rent statements explaining this. EL added, residents who were in arrears previously would not be able to be taken to court until the earliest date of September 2020. Residents who have been affected by Covid-19 in this period would receive all necessary support before initiating any legal proceedings.	
10.51	IQ commented we must ensure the letters for the rent statements need to be accurate or personal to encourage people to read them.	
10.52	EL advised as we are completing the rent statements using the last full week of the month, so once processed and sent to residents they will be two weeks behind due to the lead time of completing the process. Residents will still have access to their rent account if they contact Network Homes directly.	
10.53	MM added once the new self-serve portal is running, residents will be able to view their live balance.	

11	Minutes from the meeting of 06 January 2020	
11.01	For Information, not to be discussed unless so requested	
12	Building Safety	
12.01	For Information, not to be discussed unless so requested.	
12.02	<p>PL queried if the Building Safety Agenda item was for discussion. Noted there is a lot of work required around Building Safety with significant costs to respond to findings following the Grenfell Tragedy which will now be delayed due to Covid-19. PL added the panel appreciate this will be a further challenge.</p> <p>Chair's closing remarks</p>	
12.03	PL promoted ZH's charitable cause and thanked panel members and staff for their attendance and support for the virtual meeting and asked for any further comments.	
12.04	JT commented there has been an increase in queries relating to noise nuisance, gatherings in the communal areas and children playing due to more people being restricted in their homes as a result of lockdown procedures. JT added the Police have also witnessed an increase in the number of calls to Network Homes schemes to stop gatherings, BBQ's and parties in communal areas over the weekend e.g Tower Road.	
12.05	JT is considering methods to be proactive in managing additional queries and has taken insight from EL to investigate the best way to issue the Contact Centre with some clear guidance on resolving queries as first point of contact. JT requested ideas from the panel members.	
12.06	ZH explained the sense of community spirit has been fantastic as residents are cleaning communal areas to support each other. ZH gave very positive feedback for the contractor New Green, who have been maintaining the communal areas to a high standard.	
12.07	JT commended New Green's response to the pandemic as they've been very supportive in sheltered schemes by carrying out intensive cleaning and maintained cleaning in general rented schemes.	
12.08	PL expressed these good news stories from Network Homes and the sense of community spirit should be promoted to encourage others to be proactive.	
12.09	SH suggested using the Coronavirus special newsletter that was texted to all residents could be a good opportunity for this.	

12.10	SH to ask the Marketing and Communications team if there are plans to send another special newsletter. Meeting closed 8.01PM	SH
13.0	The next meeting is due to take place on 06 July 2020 at 6pm.	

PL.... 13 April 2020...

Chair

Date