



**MINUTES OF THE LONDON RESIDENT PANEL MEETING
HELD ON 20TH APRIL 2021
VIRTUAL MEETING VIA TEAMS 6:30PM**

PRESENT	FH TB CJ TL KL RR BM	London Panel Chair and Customer Services London Panel Member London Panel Member and Chair of Continuous Improvement Panel Independent London Panel Member London Panel Member London Panel Member
IN ATTENDANCE	MM JR TH EL FO OSB	Head of Resident Engagement & Customer Insight Executive Director of Business Performance and Partnerships Resident Engagement Officer Service Quality Manager Head of Customer Contact Centre Head of Business Transformation
APOLOGIES	GC SS RT	Director of Housing London Panel Member London Panel Member London Panel Member London Panel Member
NOT PRESENT	VL DL AS IA WS	London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
MINUTE TAKER	TH	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	TH reminds panel members the meeting would be recorded, for the purpose of the minutes, and destroyed upon approval from the Chair.	
1.02	The chair welcomed the panel and introduced TL and KL	

1.03	FH advised that the pre-meetings would go ahead more frequently now due to the productivity of the panels April pre-meeting	
1.04	Apologies have been received from GC, RT and SS	
2	Declarations of Interest	
2.01	There were no declarations of interest.	
3	Matters arising – Action Log	
3.01	FH asked if the readers group would be expanded upon in the near future and asked if panel members would be able to get involved	
3.02	MM stated that anybody who is interested in signing up would be welcome, and that we have a rolling programme of documents that will be going to the reader's panel	
3.03	To put together an in-depth update about all of the different offers, who many residents signed up and what the activities are on those offers-to be provided to the panel in the July meeting	MM
3.04	FH advised that a proportion of the action log would now be discussed at the pre-meeting	
3.05	TB, RR and BM had issues getting into the meeting, FH asked those in attendance if they had issues accessing the meeting	
3.06	CJ advised that where the invitation for the meeting was sent some time ago, she had to double check whether the meeting was this evening	
3.07	TH advised that an email was sent to panel members the previous week with a link to OnBoard	
3.08	MM clarified that the outlook invitations are sent out at the beginning of the year, and for each meeting through the year. If it is helpful, we can send additional reminders	
3.09	FH sated that this would be beneficial	
4	Ag.04 Business Transformation	OSB
4.01	OSB introduced herself to the panel and explained the strategy	
4.02		

4.03	OSB advise that although the portal isn't currently a communication method for leaseholders or shared owners, the system will be adapted to ensure all residents regardless of tenure type will be able to use the portal	
4.04	OSB advised the panel that the strategy hasn't been developed yet and the team are in the process of creating it, and that they have been consulting with residents and colleagues through a focus group to attain feedback	
4.05	OSB asked the panel if they had any suggestions or ideas that could be incorporated into it	
4.06	TL asked how the personal touch would be maintained via a digital medium	
4.07	OSB responded that this is a good point to incorporate into the strategy, and that the team want to ensure that it is a good experience for residents using it, and it helps residents feel connected to us	
4.08	TL asked what proactive engagement with residents meant in terms of this strategy	
4.09	OSB responded saying that it would mean that we wouldn't wait for the resident to come to us, but us getting there first. This will be determined in the strategy -but could involve resident surveys and focus groups/feedback	
4.10	TL said that she would value a courtesy call following repairs have been done, as she always gets a survey following speaking to the Customer Contact Centre, but there's more to learn asking these questions at the end of a process. Also calling it a courtesy call as opposed to feedback is nicer for the resident.	
4.11	TL also said that it would be really good to be able to track repairs on the portal to avoid being on hold to get through to speak to someone OBS clarified that this is something that is being worked on and will be implemented	

5	Customer Services strategy action plan & Customer Care Policy	EL
5.01	EL introduced the strategy and action plan	
5.02	RR asked what procedures would be in place once an action on the action plan is complete- who checks this or who flags up an action that is late for completion	
5.03	EL advised that the action plan is largely overseen by managers, but she herself will be proactively requesting action updates	
5.04	KL asked if there would be space for residents to be involved in monitoring the action plan	
5.05	EL advised this is a good suggestion. Residents may be able to be sent the updates	
5.06	EL explained the customer care policy	
5.07	EL asked the panel on their thoughts on the name of the policy	
5.08	RR stated she would prefer residents, as opposed to customer	
5.09	BM, TB and FH agreed	
5.10	EL confirmed the name would be changed from customer care policy to resident care policy	EL
6	Annual Procurement Plan	MM
6.01	MM introduced the procurement plan	
6.02	MM acknowledged that with most procurement exercises there is usually a lot to read and processed to understand, but agrees that maybe a lighter involvement option for residents would be possible	
6.03	MM asked if anyone would like to take part in any procurement exercises over the year to get in touch and let her know	
6.04	RR stated that following a briefing session she attended on 4 th Feb, the procurement team are developing a training exercise	
6.05	TL asked about how involved residents would be throughout the process- are residents involved at every step of the project	

6.06	MM advised that residents are usually involved in every step of the process, but it doesn't mean that residents will be doing all the work in-between steps-	
6.07	MM advise that residents may be asked their opinion on each step of the process	
6.08	TB advised she has been involved in a couple of procurement exercises and said it can be a lot of work, and it would be great if that could be reduced.	
6.09	TB also advised that procurement team were supportive along the way, and encouraged others to get involved	
6.10	FH echoed this and said that when he had previously worked with the team, they were very supportive, and it was made as easy as possible	
6.11	To speak to procurement team and discuss how it can be made easier for residents to get involved in procurement exercises	MM
7	Network Homes Performance Report	JR
7.01	JR advised that the performance report will be stripped back in future meetings slightly to ensure that the content is centred around areas that impact residents	
7.02	JR asked if the panel had any questions	
7.03	FH agreed keeping it relevant to residents is a good idea	
7.04	FH asked the panel if they had suggestions for the format	
7.05	CJ said that she found it a lot to take in, but is aware that the panel previously asked for it to include a lot of information	
7.06	TL state that she thinks its good to have both options of a fully detailed report, and a stripped back one that is targeted information for residents	
7.07	JR advised the panel that if they wanted to be involved in picking the measures for the report, they would be welcome to	
7.08	FH said it would be useful for the panel to see where financial savings and losses are reported and how they came to be	
7.09	FH added that in the spirit of transparency, residents could be notified of changes before they happen	
7.10		

	JR responded that we don't currently have anything set in our budget setting process which goes routinely to the panels and is something we could think about for next year	
8	Contact Centre performance deep dive	JR & FO
8.01	JR introduced the report and handed over to FO	FO
8.02	FO picked up on queries about the effectiveness of the contact centre queue-busting technique, as raised in the pre-meeting	
8.02	FO advised that the contact centre run quarterly checks on the call queues, and the experience that residents have when they call us	
8.03	FO advised that following recent tests, it appeared that the queue-buster option was working fine on the repairs queue (line), but not on the customer service and income queues	
8.04	FO advised the technical supplier is currently working to resolve this	
8.05	FH asked if there was a way to track the lost calls where queue-buster didn't work and find out how many calls this issue affected	
8.06	FO responded that the number of calls that queue-buster picks up is recorded, but the system isn't able to record those calls that it failed to pick up	
8.07	To look at the previous report to check for discrepancies, and will feed this back at the July meeting	
8.01	FO acknowledged queues about abandoned calls and advised that the telephony system records every call that comes through.	
8.02	FO advised that often, an abandoned call is where the resident has hung up and these calls, we're not able to trace or get more information on	
8.03	FO advised the panel there the contact centre is holding a virtual open day, where residents can shadow CSA's and see how calls are handled/managed	
8.04	FH said that panel members have attended previous open days and said they found it interesting and beneficial	
9	Panel Business	
9.01	FH summarised the points that were raised previously at the pre-meeting	
9.02		

9.03	FH encouraged panel members who are having IT difficulties with their ipads to engage with Network Homes	
9.04	OSB clarified that within the multi-channel shift, the team are working hard to ensure that nobody is left behind. So if a resident isn't confident with technology, we will take the time to show them how to use the portal and other technical platforms use to communicate MM apologised to those who had issues getting into the meeting due to technical difficulties. In future the email panel members receive with the link to OnBoard will also include them MS Teams meeting link so tis easier to find.	
10	Minutes from 13 January- <i>For information not to be discussed unless so requested</i>	
	Agenda item was not requested	
11	Resident engagement update - <i>For information – not to be discussed unless so requested</i>	
11.01	No comments were made	
12.0	Continuous Improvement Panel update - <i>For information – not to be discussed unless so requested</i>	
12.01	There were no comments	
13.0	Building Safety - <i>For information – not to be discussed unless so requested</i>	
13.01	There were no comments	
14.0	Housing Sector Hot Topics - <i>For information – not to be discussed unless so requested</i>	
14.01	There were no comments	

The next meeting has been scheduled for 13 July 2021

Chair

Date.....