



**MINUTES OF THE LONDON RESIDENT PANEL MEETING
HELD ON 13TH JULY 2021
VIRTUAL MEETING VIA TEAMS 6:30PM**

PRESENT	FH BM RT AS IA SS GK CJ	London Panel Chair and Customer Services London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
IN ATTENDANCE	Maria Moriarty (MM) Jamie Ratcliffe (JR) Gabriel Codjoe (GC) James Mahaffy (JM) Paul Marden (PM) Shiraz Aziz (SA)	Head of Resident Engagement & Customer Insight Executive Director of Business Performance and Partnerships Director of Housing Complaints Manager Contract Manager Voids & Handyperson Performance & Data Quality Manager
APOLOGIES	TL TB AP	London Panel Member London Panel Member London Panel Member
NOT PRESENT	RR VL WS DL KL	London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
MINUTE TAKER	Crystal Nicholson (CN)	Resident Engagement Officer

1	Welcome and Apologies <i>For information</i>	Action
1.01	Chair welcomed attendees and gives apologies for TL, KL, TB and AP	
1.02	Action - Follow up with TB who had technical difficulties getting into the meeting	CN
2	Declarations of interest (declarations of interest to have been provided to the Chair) <i>For information</i>	
2.01	There were no declarations of interest	
3	Matters arising – Action Log <i>For information</i>	
3.01	All actions have been updated	
4	Housing Management	

	<i>For discussion</i>	
4.01	The report is tabled and discussed	
4.02	GC notes income remains area of strength and primary focus, comparable within the G15s performance. The ASB Toolkit has reduced enquires, GC refers to pilot mobile patrol on Harrow Road corridor	
4.03	GK requests clarification on the pilot, GC clarifies that we hire a security company for most of our stock. Where there isn't static security on site, there is the highest rates of crime and ASB which impacts Network Homes properties	
4.04	BM raises issue concerning street properties as well as estates. GC states pockets of street properties are also being patrolled in this pilot.	
4.05	FH asks on the frequency on estate visits and how these are monitored. GC clarifies estate inspections take place monthly, bi-monthly or quarterly dependent on priorities	
4.06	Action – communication on Neighborhood Officers and frequency of estate inspections should be publicised on schemes. Whilst Covid-19 places restrictions on residents joining, feedback on estate inspections to be publicised on notice boards	GC
4.07	GC states we are beginning to view CCTV remotely. Network are now incorporating CCTV checks into the estate inspection regime. Contractors also have own maintenance schedule of CCTV. GC regularly signs off CCTV footage	
4.08	Action – report on CCTV for October Panel Meeting, evaluating what is working and what is not working, include success rate of police requests and prosecutions through CCTV	GC
5	Resident contact project update <i>For discussion</i>	
5.01	The report is tabled and discussed	
5.02	FH asks whether cases that are not completed first time are considered completed. SA clarifies that these are two separate figures and we have a dedicated team investigating repairs that are not completed first time.	
5.03	BM raises issue on repair related complaints. JH clarifies that these statistics are a representation due to the considerable number of repairs that take place.	
5.04	RT raises the issue of operatives being unable to do the job within the allocated timeframe. SA notes that the contract managers are working with contractors to develop action plans to improve the timeframes.	

5.05	Responsibility of Network Homes and residents should be made clearer. MM mentions this is something Tracy is working on and will pass this information on	
6	Complaints <i>For discussion</i>	
6.01	Report is tabled and discussed	
6.02	JM notes across board stage 1 and stage 2 complaints have decreased	
6.03	BM states that it's important for Network Homes to apply the learning and outcomes of complaints to improve service delivery.	
6.04	Action – for future reports include information on what's gone wrong and what's been learnt	JM
7	Resident Engagement update <i>For discussion</i>	
7.01	Report is tabled and discussed	
7.02	Action – complete Resident Engagement Annual Feedback survey	All panel members
7.04	FH notes that the paper was comprehensive and well structured. SS agrees and found the paper and reporting style clear and helpful	
7.05	We should look at more we can do to promote opportunities and provide a running commentary to residents for outcomes	
8	Continuous Improvement Panel update <i>For discussion</i>	
8.01	Report tabled and discussed	
8.02	No comments from Panel Members	
9	Network Homes Performance Report <i>For discussion</i>	
9.01	Report is tabled and discussed	
9.02	FH notes that the mindset of zero tolerance to gas compliance to be applied more widely on to repairs for example	
9.03	PM clarifies team are taking action to reduce turn-around time and cost to Network Homes. SA notes there is an increase in 36% compared to previous year PM notes that Network has continued to provide services to those most in need during Covid-19, such as those who are homeless.	
9.04	PM notes that in Hertford, the Local Authority East Herts allocate on our behalf. In London, the Rough Sleeping Accommodation Programme and Greater London Authority, we supply 5 properties per year to rough sleepers We have managed to recuperate £130,000 loss in allocations from Brent Council via the failure to nominate agreement. This has been continued this year, considering the impact on COVID-19.	

10	Voids performance deep dive <i>For discussion</i>	
10.01	Report is tabled and discussed	
10.02	PM clarifies team are taking action to reduce turn-around time and cost to Network Homes. SA notes there is an increase in 36% compared to previous year PM notes that Network has continued to provide services to those most in need during Covid 19, such as those who are homeless.	
10.03	PM notes that in Hertford, the Local Authority East Herts allocate on our behalf. In London, the Rough Sleeping Accommodation Programme and Greater London Authority, we supply 5 properties per year to rough sleepers	
10.04	We have managed to recuperate £130,000 loss in allocations from Brent Council via the failure to nominate agreement. This has been continued this year, considering the impact on COVID-19.	
10.05	BM raises concern over allocations to the chronically sick and disabled.	
10.06	Action – Work with individuals on a case-by-case basis. Develop a standardised procedure or policy for residents with additional needs	PM
11	Panel Business <i>For discussion</i>	
11.01	FH raises technical issues, conflicting comms, consensus on working personal devices, ensure all panel members are emailed to personal address	
12	Minutes from the meeting of 20 April 2021- <i>For information not to be discussed unless so requested</i>	
12.01	Agenda item was not discussed.	
13	Building Safety - <i>For information – not to be discussed unless so requested</i>	
13.01	FH asks if there is a robust process in place to identify vulnerable residents who have mobility difficult. Recommends we write to all residents to contact us if they have mobility issues.	
13.02	Action - IA states she hasn't received consistent communication). Also, unsure if they are every 6 weeks. Via text its fine to access, Difficult to navigate website and find letters. JR clarifies we are looking into this issue. Clarify with Building Safety Team and report back	CN
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 12 October 2021.

Chair

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