



**MINUTES OF THE HERTFORD AND OUTER LONDON RESIDENT PANEL MEETING
HELD ON 10 JANUARY 2022
VIRTUAL MEETING VIA TEAMS**

PRESENT	PL AD ZH MIQJH NR SR CR	Hertford Panel Chair and Customer Service Committee Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member Hertford Panel Member
IN ATTENDANCE	Jamie Ratcliff (JR) Maria Moriarty (MM) James Mahaffy (JM) Fabio Miccoli (FM) Peter Benz (PB) Shiraz Aziz (SA) Tracy Hanks (TH)	Executive Director of People & Partnerships Head of Resident Engagement and Corporate Experience Head of Complaints Research & Policy Analyst Executive Director of Finance Performance & Data Quality Manager Resident Engagement Officer
APOLOGIES	None	
NOT PRESENT	DC LC BS	Hertford Panel Member Hertford Panel Member Hertford Panel Member
MINUTE TAKER	Tracy Hanks (TH)	Resident Engagement Officer

1	Welcome and Apologies	Action
1.01	The Chair welcomed the attendees.	
1.02	PL stated that two members have officially left the panel- and some other remembers who have not been in attendance are still receiving the panel documents and minutes.	
1.03	MM advised that those in question haven't officially stepped down – so will contact them to confirm whether they still want to be on the panel or step down officially- will then update the chair	MM
	PL advised there have been no apologies.	

1.04		
2	Declarations of Interest	
2.01	There were declarations of interest	
2.02	PL advised that the panel members all had an issue gaining access to the meeting on OnBoard.	
2.03	TH confirmed that the papers were uploaded and made visible on OnBoard on 21 December- and staff members were able to view the papers. Some members had difficulty accessing both the links to Teams and the onboard agenda - suggested that these links be sent out again day before the next panel meeting.	
3	Matters arising – Action Log	
3.01	MM advised that there a couple of actions requiring updates. TH will acquire updates and update action log and circulate with the actions from this meeting	
3.02	PL advised the panel had a productive pre-meeting on 04 Jan. Questions were raised regarding estate management and he would like to have answers to these questions at some point in the panel meeting if possible	
4	Panel Member re-election	
4.01	MM advised that the only panel member whose term is coming to an end is JJH, but she has received an email stating that JJH would like to continue onto another term.	
5	Network Cares	
5.01	MM advised that she added information into the presentation about the way the money from the fund is used. MM advised she is happy to take any questions from the panel.	
5.02	PL asked if any unused budget would go forward and be added to any new financial year budgets for the fund. MM advise that the team have forecasted how much of the budget will be spent this year. The remainder of the fund that hasn't been spent this year, will be allocated to next year's budget.	
5.03	MM confirmed the budget is £100k per year.	

6	Complaints	
6.01	The report was introduced.	
6.02	JM advised the panel that the Complaints team are planning on setting up a focus group to get residents views on complaint management- to ensure the complaints process is correct.	
6.03	JM stated that a new group within the organisation will be implemented with the purpose of contacting residents to follow up on the residents going through the complaint's procedure. This is to ensure that all complaints are being handled accordingly, and to ensure resident feedback is received and utilised.	
6.04	JJH, SR and MIQ stated they would be interested in joining the focus group.	
6.05	PL asked if the team had a damp and mould policy.	
6.06	JM confirmed that this policy is in force, and it is under regular review- which is in line with Ombudsman regulations.	
6.07	SR advised that he has experience in dealing with damp and mould and offered to put some notes together on how to avoid it.	
6.08	ZH asked if they understood that it is unavoidable that "washing is dried indoors with ventilation" and was this taken into account when there is no other choice?	
7	Review NH budgetary changes for 2022-23 financial year	
7.01	PB introduced a summary of concerns and external pressures faced whilst going through the budgeting period for the next financial year.	
7.02	PB excused for short break and will answer questions in item 9.	
8	Consultation on the introduction of Tenant Satisfaction Measures	
8.01	FM tabled the report regarding tenant satisfaction measures.	
8.02	FM explained that this is a new consultation implemented by the Regulator of Social Housing to enable residents to hold their social landlords to account.	

8.03	FM advised the panel that the Regulator will introduce a new regulatory consumer standard, called the tenant satisfaction standard, of which all providers of social housing will be obliged to comply with.	
8.04	The Regulator will be seeking feedback from various professionals in the sector, but most importantly from residents of registered social housing landlords across the UK.	
8.05	FM confirmed that the new standard will come into force on 1 April 2023.	
8.06	The content of the consultation will include 22 Tenant Satisfaction Measures (TSM's).	
8.07	FM advised that we'd like to have volunteers from both panels to lead the drafting of the response to the RSH consultation on tenant satisfaction measures, should any panel member be interested in getting involved they can email the get-involved mailbox.	
8.08	FM assured the panel that the Research & Policy team will support them in the drafting of the consultation.	
8.09	PL asked if the current performance reports will be replaced and how the new standard will affect residents	
8.10	FM confirmed that the new standard will come into force in 2023 and all registered providers of social housing will have until 2024 to provide their feedback and it will impact the kind of information and evidence we provide going forward.	
8.11	FM also added that it will mean we will be sending out satisfaction surveys to a wide range of residents giving them the opportunity to feed back to us on a broad range of topics, or services we provide.	
8.12	CR and PL stated that the deadline is tight for the volume of information needed.	
8.13	MM added that the deadlines are not implemented by Network Homes, but are set out by the government consultation	
8.14	PL asked what the next steps are	
8.15	FM will circulate a summary of the consultation to the panel. Panel members interested in being part of the consultation can make contact to opt-in	FM
9	Sustainability	

9.01	PB advised he is happy to take questions relating to agenda item 07: NH Budget Review	
9.02	PL asked if there are any plans to make changes to the budgets due to come in the next year or two- to cap spending that may impact residents	
9.03	PB revisited some of the pressures to the sector (non-NH specific), and how resources are allocated, and that they are subject to the Finance committee and the Board.	
9.04	PB expressed that any room for movement within current financial constraints is confined meaning our ability to do non statutory maintenance/work are affected by the pressures that have been displayed.	
9.05	PB updated the panel on the Sustainability standards and requirements.	
9.06	PL asked if we have a public Sustainability strategy/work plan and how frequently updates will be reported.	
9.07	PB confirmed that we do have a sustainability strategy that is already in its third version. It has a detailed plan focused on the 5 separate parts of the strategy.	
9.08	MIQ asked PB to confirm if there is a cap on the rents residents pay, to raise revenue.	
9.09	PB confirmed that most of our rented properties have a statutory cap, (measure of inflation) that is measured in September of the preceding year of when the rent increase is applied so we cannot increase rents to a higher level than the maximum allowed.	
10	Network Homes' Performance Report	
10.01	SA summarised the findings of the current performance reports and ratings.	
10.02	PL acknowledged that Oakray's score is 100%, and compared to another contractor's lower score.	
10.03	JR advised that Oakray are contracted to do a wide range of works from us so we will have more feedback for a contractor like Oakray, compared to others.	
10.04	JR also raised the trust score- which has been in action for a year and it doesn't always give us the information we need from it.	

10.05	AD added that when a resident has had a repair carried out, they will get a phone call asking them about their satisfaction but further on the repair may need to be recalled, changing the experience for the residents so follow up calls asking residents their satisfaction levels may provide more accurate feedback.	
10.06	AD asked why there was only a months' worth of data in the report	
10.07	SA advised that all these reports are produced monthly but he is happy to take the panels feedback and instead report to the panel quarterly to offer a longer period of satisfaction feedback-and compare it to the same quarter in the previous year	
10.08	PL asked why 'dissatisfaction' scores were very poor and why specific contractors such as T. Brown had such terrible low scores? and that cleaning and painting were '100%' completely dissatisfied on feedback scores	
10.09	ZH asked if NH was scared to engage with residents after repairs and go back to check if the resident was satisfied.	
10.10	SA said they were looking into a deep dive on the challenges of repairs within a certain timescale and feed back	SA
10.11	SA will investigate breaking down the numbers given in future reports on each listed element of rating to offer more context of how they ratings on each element of service are scored.	SA
11	Social Media Performance Deep Dive	
11.01	The report was introduced.	
11.02	SA clarified what the SLA (service level agreement is the time frame for a colleague to respond) for social media, SMS and portal interactions	
11.03	PL asked why the social media SLA is 4 hours, and the portal SLA is 48 hours	
11.04	PL asked why 67% of reviews are 1 star from a 5 star feedback from residents?	
11.05	SA advised that he would confirm why the response timeframes are different for social media queries and queries that come via the portal	SA

12	Resident Engagement Update	
12.01	MM advised that following providing an insight previously to the proposed current prospective resident consultation framework-it has gone to the Board.	
12.02	MM advised what the Board had asked for was a range of topics about which they would like us to provide them insights on resident's views.	
12.03	MM stated that in March 2022 the Board will inform the Resident Engagement Team of the topics they would like feedback on. They have asked for the panels to provide them with some suggestions on what those themes could be.	
12.04	MM asked the panel if they had any topics in mind that would be important to residents.	
12.05	PL responded that he'd like to suggest Estate Management & Repairs and Contactor performance.	
12.06	PL stated that should other panel members want to suggest a topic, they will be emailed to MM following on from the meeting.	
13	Panel Business	
13.01	PL advised that during the panel pre- meeting the topic of estate management came up and sent MM 11 questions regarding estate services to be answered.	
13.02	MM advised that she has been able to get answers for the questions put forward and provided the answers and gave an overview of how the estate services work.	
13.03	MM summarised a resident consultation that was taking place to review the estates policy.	
13.04	ZH advised that she attended the consultation meetings with one other involved resident- and feels that more members of the panel should have been there to offer more insight into the resident's voice on such a big issue.	
13.05	PL stated that there should be more knowledge of the estate officers, who they are, what area's they cover and have a plan to work together to move thing forward to succintly	

13.06	JR said it would be helpful to drill into the problems that we need to look at, as some of it gets lost in terminology (which residents shouldn't be required to understand)	
13.07	JR advised that the estates officer handle a multitude of issues in relation to grounds maintenance & cleaning in certain blocks. Other issues raised, such a fence panelling, are resident responsibility. Drainage issues are also not clear cut when it comes to the responsibilities of estate officers.	
13.08	PL asked how many estate officers cover the Hertford & Outer London area.	
13.09	MM and JR advised it is just one colleague at the moment - and two officers in the London region.	
13.10	PL proposed that the head of neighbourhood services for Hertford & Outer London, and the head of repairs & estate services, attend a meeting with the panel and address queries and questions raised on the various roles and their duties, so there's no confusion over the set responsibilities.	
13.11	MM re-iterated that if anyone has issues, to let us know and we can ensure the papers are visible	
	MM to liaise with JT and CD to arrange a date for them to meet the panel and discuss estate/communal repair responsibilities	MM
	AOB	
	As AOB, MM stated that she was aware that some had said they hadn't received the panel documents and advised that the papers are uploaded to Onboard 2 weeks before the panel meetings. They were published on 21 December 2021 due to the Christmas period	
	Building safety <i>For Information, not to be discussed unless so requested</i>	
	Housing Sector hot topics <i>For Information, not to be discussed unless so requested</i>	

Next Meeting Scheduled for 11 April 2022

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Chair

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Date