



**MINUTES OF THE LONDON RESIDENT PANEL MEETING  
HELD ON 14 APRIL 2020  
VIRTUAL MEETING VIA TEAMS**

<b>PRESENT</b>	FH  CJ AP CHB CB WS	London Panel Chair & Customer Services Committee Member London Panel Member London Panel Member Independent Panel Member London Panel Member London Panel Member
<b>IN ATTENDANCE</b>	Maria Moriarty (MM) Crystal Nicholson (CN) Philip Mears (PM) Jamie Ratcliff (JR)	Head of Resident Engagement & Customer Insight Resident Engagement Officer Complaints Manager Executive Director for Business Performance & Partnerships
<b>APOLOGIES</b>	TB IA SS GK BM	London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member
<b>NOT PRESENT</b>	VL RT DL AS RR	Vice Chair and London Panel Member London Panel Member London Panel Member London Panel Member London Panel Member <a href="#"><u>London Panel Member &amp; Chair of Continuous Improvement Panel</u></a>
<b>MINUTE TAKER</b>	Shauna Hutchinson	Resident Engagement Officer

<b>1</b>	<b>Welcome and Apologies</b>	<b>Action</b>
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	AP queried if panel members are able to turn off their cameras. SH confirmed this is possible.	
1.03	FH welcomed the attendees and requested the Teams chat room be used to notify the group of wishing to comment on a topic, available from the bottom of the screen on an iPad. FH requested members be patient if wishing to make a comment while we pilot the first virtual panel meeting.	
1.04	Apologies were received from: <ul style="list-style-type: none"> <li>• BM</li> <li>• IL</li> <li>• SS</li> <li>• GK</li> <li>• TB</li> </ul>	
1.05	FH advised there has been no contact from DL or AS so unsure if they will be attending.	
<b>2</b>	<b>Declarations of Interest</b>	
2.1	There were no declarations of interest made in advance or during the meeting.	
<b>3</b>	<b>Matters Arising – Action Log</b>	
3.01	FH commented due to current circumstances some actions may be more difficult to provide updates on.	
3.02	3.2 – FH suggested booking a Teams meeting once the upcoming meeting agenda is released to briefly discuss the subject matters as there has not yet been a formal decision made regarding pre-meetings for the future.	
3.03	<b>FH requested members contact him directly via email or using the WhatsApp group to share comments or criticisms of using Teams as a pre-meeting.</b>	<b>Panel Members</b>
3.04	9.16 - JR confirmed final budget was approved by the Board, via Teams, on 31 March 2020. JR informed the panel a charitable fund of £100,000 has been approved to support residents facing temporary periods of financial hardship and community activities. JR shared Network Homes has already made its first expenditure for the fund.	
3.05	FH commended the project and is pleased to hear it has progressed so quickly.	
3.06	4.7 - MM clarified the action is regarding a panel member taking part in an estate inspection. Due to the current situation, of lockdown procedures being in place, the team will revisit the action when we have more information.	
3.07	5.5 - PM has completed this action of providing a real-life complaints scenario that has been closely monitored as Agenda item 4.	

3.08	5.7 - PM has completed this action of explaining the advantages of a decentralised vs centralised complaints service as Agenda item 4.	
3.09	6.3 - MM has completed this action linked to Pop Up Events which will be discussed as per the report tabled as Agenda item 6.	
3.10	6.4 - 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. MM added the offer was promoted on Network Homes' website and social media.	
3.11	FH gave positive feedback on seeing the campaign promoted on the main screen of the website and hopes it encourages more residents to get involved.	
3.12	10.2 - MM advised the Recognition policy will be on the next agenda in July 2020, as feedback from the previous meetings and Hertford Panel Members has been used to create a draft.	
3.13	15.3 - FH commented the Readers Group has been an area of interest several members of the panel for some time but does not seem to have progressed. He queried if the group had faded away historically due to lack of interest or if closed down by Network Homes.	
3.14	MM confirmed in 2018 there were very few residents involved in the Readers Group so the Resident Engagement Team continued to work on revitalising the engagement offer. MM confirmed the Readers Group has now been taken off hold and advertised in the new campaign.	
3.15	CN is currently creating training plans for involvement opportunities so the Resident Engagement Team will be able to move forward in contacting the residents who expressed an interest in the opportunity and deliver training either face to face or virtually dependant on the current situation.	
<b>4</b>	<b>Complaints</b> <i>discussed after Agenda item 5 due to staff availability</i>	
4.01	The report was tabled. PM apologised for being delayed joining the call (18.42)	
4.02	PM confirmed an action for discussing the benefits of a decentralised complaints service at Network Homes in comparison to a centralised service was sent to Panel Members in February.	
4.03	PM provided a real example of a closely monitored complaint response to complete action 5.7.	
4.04	PM requested questions or comment from the panel regarding the report and supplementary papers.	

4.05	<p>FH thanked PM for the information as it was very useful. FH advised the panel was initially sceptical of the decentralised approach to complaints management, but the reports provided a helpful analysis. FH feels the reports showed how the current method, of a decentralised approach, seems logical to suit the structure of Network Homes.</p>	
4.06	<p>FH added the current format empowers staff on the front line and the Complaints Team has an adequate amount of information and networks to support the teams and encourage them to give progress updates to the Complaints Team during the process.</p>	
4.07	<p>PM was glad the report was useful to the panel. PM found the discussion helpful for his role as Complaints Manager to continuously review if the format is suitable for the business and feels the decentralised structure works for the size of the business at the moment. If the organisation was much larger, i.e 40,000 to 60,000 homes, it would probably be necessary to revisit the strategy to ensure the service can be effective.</p>	
4.08	<p>PM shared the importance of ensuring a service area remains accountable for issues and does not become divorced from the complaints process. A large team of Complaints Officers could negatively impact the value Managers place on the complaint if they have no responsibility for responding to or investigating them.</p>	
4.09	<p>FH noted contents of the report for closely monitored complaints state there had been several visits from Surveyors, where the diagnosis was initially categorised as a 'lifestyle issue' causing damp.</p>	
4.10	<p>FH raised concerns regarding a blame culture from contractors during repairs in situations where this is highly unlikely to be the case, such as severe damp caused by drying clothes indoors versus having an overflowing bath. FH asked if this report has given insight into this potentially being an issue.</p>	
4.11	<p>PM commented it could be possible for Surveyors to be sceptical of complaints as a result of extensive experience in the field of attending homes and seeing patterns of behaviour that could impact their diagnosis of an issue or choosing the simpler option. PM admitted under these circumstances it took a lot of effort from the resident involved to secure a forensic building survey; due to the tremendous amount of effort, time and money to investigate with this type of survey. The result was a defect from the point of construction which would not have been expected.</p>	
4.12	<p>FH referenced a personal experience of repeat reports of damp that were only rectified after involving other agencies due to the repeat diagnosis of a 'lifestyle issue' which Network Homes must be more aware of and treated with a higher priority to prevent further damage.</p>	

4.13	CB explained she hasn't been able to read the papers in as much detail as usual for personal reasons but agreed a culture change is required.	
4.14	CB explained there seems to be a level of variance in the people who attend residents' homes in terms of how they speak to residents regarding their homes.	
4.15	CB has experienced some very positive contact where contractors are polite and very helpful but some negative experiences where conversation is lacking in respect and bad attitude E.g You look after your home very well, you should see some of the places I go to.	
4.16	CB suggested training on interpersonal skills for all levels Network Homes representatives including contractors as this will impact how we build trust with residents.	
4.17	<b>SH to consider ways to share feedback regarding language used with Learning and Development Team.</b>	<b>SH</b>
4.18	PM agreed whoever is attending a resident's home should remember they are representing Network Homes and every contact is vital and first impressions are crucial. If people are meeting residents and portraying a bad attitude, it instantly undoes a lot of the hard work being done behind the scenes to make improvements.	
<b>5</b>	<b>Regeneration</b> <i>discussed prior to Agenda item 4 due to staff availability</i>	
5.01	The report was tabled.	
5.02	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.	
5.03	CN explained the purpose of the research and discussion to gain an understanding of the engagement methods panel members and other residents find the most useful, engaging and impactful during consultation.	
5.04	What engagement techniques stand out for you or do you find the most useful?	
5.05	FH responded he and other panel members find text messages are far more effective than letters as people often only receive letters for junk mail or bills. They are also more immediate and cost effective.	
5.06	FH added letters are not usually communications you look forward to receiving in the same way you would with a text message which could be from a friend or	

	<p>something you are more interested in. Most people keep their phones nearby so would be more likely to look at the message.</p>	
5.07	<p>FH also commented a combination of a more personal presence using face to face interaction can also appeal to people who would prefer this method. Letters should only be a last resort.</p>	
5.08	<p>FH said Network Homes should also use noticeboards in the buildings if possible as they can be seen by everyone in the block. We should be making better use of noticeboards by having them in all buildings and keeping them up to date. The use of noticeboards could be beneficial as they require minimal effort from the resident, are easily identifiable and feel more official as they would be managed by Network Homes.</p>	
5.09	<p>CB agreed texts are useful as she feels as a society 'we are velcroed to our phones', so the information is easily accessible. CB commented texts would be useful, but Network Homes must improve the language and tone in the messages. Archaic and patronising language can be destructive in terms of building trust.</p>	
5.10	<p>CB referenced her experience during the panel recruitment where she was reluctant to engage due to past experiences, but it is only through being involved that she has seen the sincerity from staff and authenticity in wanting to have a more trusting culture. CN noted there is a view this should come from 'the top-down' but commented the most difficult thing is to impact the staff on the ground to bring about change.</p>	
5.11	<p>CN thanked the panel for their feedback and suggested requesting the readers group review text messages first as we are aware of the importance.</p>	
5.12	<p>CB emphasised the language used needs to be respectful during consultation to encourage collaboration during a serious matter of their homes like regeneration to remove hostility and aggression. Network Homes need to think about how communication can be more compassionate and respectful when discussing matters of inconvenience to residents such as erecting scaffolding.</p>	
5.13	<p>WS also said other teams in the business need to be more aware of what is happening internally as often there isn't hand over or shared information between teams which make follow up calls very difficult.</p>	
5.14	<p>CN noted the information and shared the aim of the new strategic objective would be to have better internal communication to deliver a better service to residents.</p>	
5.15	<p>CHB shared WhatsApp groups are a new way for engaging with residents, who have already established themselves as a network, in a way that works for them. They have a collective voice to give feedback therefore giving the</p>	

	<p>organisation some confidence that they are communicating with the right people to share important messages. This can help build trust as people see there is consistency in messages being given to residents. CHB has found this very useful in the past weeks during the lockdown procedures.</p>	
5.16	<p>CN noted the feedback she has received already states we must recognise the shift in using technology more effectively to engage with residents but also be considerate for people who do not have a smartphone in 'hard to reach groups' by using a mixed method approach.</p>	
5.17	<p>AP explained on her scheme there are WhatsApp groups established for each building where one representative from each block is then selected to be involved in a community WhatsApp group. This helps to bring people together in the community and sharing their views and disseminating information.</p>	
5.18	<p>AP suggested Network Homes consider ways to consolidate the responses to residents so that we are sending the information to everyone at the same time in the group to reduce repeat enquiries for communal queries.</p>	
5.19	<p>CN echoed AP's comments that repeat queries can be less effective for staff and residents and gave an example of three members of staff working separately to resolve a repair query due to being received from several residents.</p>	
5.20	<p>CN confirmed the other questions were responded to in the panel members' previous comments. CN clarifies the additional question was What do you feel are the key principles in delivering effective engagement during consultation?</p>	
5.21	<p>FH commented the work carried out during creating the new strategic objective has also given insight into the principles already so this would be useful for CN to read.</p>	
5.22	<p>FH added the effective use of high-quality information, which will take time to develop but is a goal for the new strategic objective, will eventually make it slightly easier to have challenging conversations. This stems from residents eventually having a baseline of trust with Network Homes because there would have been a consistent approach and continued delivery of high-quality communication during the process.</p>	
<b>6</b>	<b>Resident Engagement Update</b>	
6.01	<p>The report was tabled.</p>	
6.02	<p>MM had distributed the Transparency and Resident Engagement Action Plan as Appendix 1 and asked if anyone had specific queries relating to it feel free to comment. MM added at the next meeting she will go through each action point.</p>	

6.03	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 with the previous body but was rejected so MM is seeking permission again. MM clarified any confidential information could be redacted and the Chair would have approval of the public minutes.	
6.04	CJ commented she thought the minutes were already included on the website.	
6.05	MM clarified the minutes historically were available on the website however they are no longer posted due to previous votes from the Panels. MM added we have had requests for minutes to be public we and in light of being more transparent we should consider changes.	
6.06	AP asked if the residents names could be redacted and kept confidential to include initials only.	
6.07	MM confirmed posting residents' initials in the minutes is possible.	
6.08	AP supported the view to publish the panel minutes and the process of the Chairperson having oversight of approving minutes to redact confidential or controversial comments with a request to be replaced with initials for panel members.	
6.09	CB and CJ agreed to publish minutes with their names posted as initials only.	
6.10	MM advised we have relaunched our resident engagement offer, and the website now has get involved menu at the top of the homepage and links directly to our new offer with explanations of each opportunity available to residents of varying involvement levels.	
6.11	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.	
6.12	MM informed the panel there are 34 people who have registered interest to get involved so far but is hopeful this will improve with further communications scheduled. We will contact all previously involved residents specifically and send a text message to all residents in the next few weeks. The information is also included on the Contact Centre phone lines.	
6.13	MM continued Training plans are to be created for each opportunity to support residents.	
6.14	MM gave an update on Pop Up events. MM feels London events went well, with contrasting levels of attendance across 9 dates but feels we had a good start on our new agenda and can use each event as a learning curve.	



6.15	MM was disappointed to have to postpone the Hertford Pop Up Events as she saw this as an opportunity to compare the attendance and levels of engagement.	
6.16	MM said the events made it clear improving residents' perception of Network Homes will be even more of a challenge than we expected as it was clear a lot of residents didn't attend the events due to the lack of faith in the events being worthwhile.	
6.17	MM agreed with FH's previous comment of having a dynamic plan for moving forward combining various methods of engagement to hopefully improve attendance at events.	
6.18	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.	
6.19	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.	
6.20	FH commented the 'You said, We did' document seems like a great idea as it will show we are trying to deliver on our actions and hopes to see it widely promoted.	
6.21	MM advised this is nearly complete however we are awaiting a progress update on one action so hope to upload the document by the latest of 27 April 2020 and we will use social media to further promote the follow-on actions.	
<b>7</b>	<b>Continuous Improvement Panel</b>	
7.01	The Continuous Panel report was tabled.	
7.02	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	
7.03	CB agrees this a logical change.	
7.04	FH agrees and sees this as positive as there would be a wider range of resident experience and a holistic approach to showing the differences in terms of	

	<p>geography and contractors so a Continuous improvement panel comprising of Hertford and London members could give a more rounded resident experience and be more effective.</p>	
7.05	<p>MM thanked the panel for their views and explained the services would be the same but maybe delivered by different contractors. The scrutiny calendar would consist of the same exercises but would need to be reviewed for the timeline.</p>	
7.06	<p>MM explained the gas review (same as hertford) MM gave update on why the last meetings were cancelled.</p>	
7.07	<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. As a result, the decision was made to focus on conducting the Task and Finish Group only.</p>	
7.08	<p>The Task &amp; 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>	
7.09	<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>	
7.10	<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>	
7.11	<p>FH asked if MM thinks the decision to focus on a Task and Finish Group which has a longer timeline than a Sprint Group may have impacted the level of interest for residents to get involved.</p>	
7.12	<p>MM agreed this is a potential factor. MM clarified we chose a Task and Finish Group for the Gas safety process as it required an in-depth review. Our intention was to compare the Sprint group's findings with the Task and Finish groups' outcomes as we had never done it before.</p>	
7.13	<p><b>MM to review timeline of scrutiny with CIP with feedback of Sprint vs Task and Finish groups.</b></p>	<b>MM</b>
7.14	<p>FH recognised there may be a difference in the depth of the review but some residents may not have the appetite to drill down to the same level of detail into a process in this way. FH added he understands the difficulty and</p>	

	<p>frustration that may come considering the amount of effort to support a successful Continuous Improvement Panel without a matched level of interest from residents.</p>	
7.15	<p>FH queried if incentivising the projects may help, but can see if the overall difficulty if residents' motives aren't based on service improvement. FH will continue to support the Resident Engagement Teams with suggestions.</p>	
7.16	<p>MM noted FH's comments on refocussing scrutiny from Task and Finish Groups to Sprint Groups instead as this would be a quick win to do a review and evaluate the resident feedback to see if we should adapt our strategy for scrutiny going forward.</p>	
7.17	<p>FH suggested a You Said, We Did after each Sprint Group to show the immediate results from involvement therefore encouraging resident engagement and service improvements.</p>	
7.18	<p>CHB referred to publishing panel meeting minutes and asked us to ensure there be context added to assist residents who are reading information where panel members are more familiar with due to their level of involvement.</p>	
7.19	<p>FH seconded the request to ensure information is easy to understand. He feels there may be topics, regularly discussed at Panel Meetings, that other residents may feel aren't important if lacking context and recognised this would be require a lot more effort.</p>	
7.20	<p>FH added residents may also notice there are topics, they have an interest in, that seem to be overlooked and would like to make it as easy as possible to send these to the panel for discussion. This will be beneficial for the new trust objective.</p>	
7.21	<p>SH suggested adding a glossary or resource area for the website which includes regularly discussed topics and explanations on jargon that may be used, to ensure the minutes are user friendly.</p>	
7.22	<p><b>SH to create a resource area for Network Homes website including a way to request topics of discussion from residents.</b></p>	SH
7.23	<p>FH and CJ suggested hyperlinks in the minutes that direct residents to relevant information on the website explaining topics that may require more explanation e.g resident involvement opportunities.</p>	
7.24	<p><b>Include specific hyperlinks for resource area on published minutes.</b></p>	SH

<b>8</b>	<b>Network Homes Performance Report</b>	
8.01	The Performance Report was tabled and discussed by JR	
8.02	JR explained the report is for performance up to the end of January 2020 and explained that the information would obviously be in a very different position due to the current situation.	
8.03	JR mentioned the highlights - 98% complaints responded to within the target date. JR appreciates the panel would expect 100% of complaints be responded to within the target date but wanted to commend the effort made to achieve this. JR noted the same period last year had a rate of 60%.	
8.04	JR added there would be the need to improve the quality of complaints responded to but taking the first steps to respond to complaint promptly allows us to do this.	
8.05	JR advised the second highlight was the Board approved targets for the new financial year at their last meeting on 31 March 2020. They intend on carrying forward targets that we were unable to meet in 2019/2020.	
8.06	There has been an increase in targets for complaints responded to within target to 95% and percentage of calls answered in the Contact Centre to 92%.	
8.07	FH suggested a glossary for context on the performance report for panel members to help understand metrics to understand if a target is reasonable and the meaning of some terms used such as What is Queuebuster? What happens if a call isn't answered by the Contact Centre? Does the call go to voicemail for a call back service?	
8.08	FH recognised further explanation on the reports, for panel, will be more effort but explained this will benefit the Local Panels in being able to understand if a metric is reasonable and discuss performance more effectively.	
8.09	JR clarified if a call isn't answered by the Contact Centre, the call is categorised as an abandoned call as the person has hung up before getting to the Queuebuster option requesting a call back.	
8.10	<b>Create a glossary for panels to supplement the performance report explaining targets and key terms often discussed.</b>	<b>SB</b>
8.11	FH queried the cause of performance of sprinkler testing being 88% on a target of 100%, considering the emphasis recently placed on building safety.	
8.12		

8.13	<p>JR clarified sprinkler testing is not a statutory compliance but it still very important. There is difficulty in setting a target for health and safety, similar to gas safety checks, which is why the target is set at the highest possible.</p>	
8.14	<p>JR advised prior to the current situation there was a clear programme of sprinkler testing and other preventative measures in place however this had to be paused to respond to the availability of Contractors being able to attend during the current situation.</p>	
8.15	<p>JR added we are continuing with gas safety checks with precautions in place but anticipate a lot of sprinkler testing will be delayed.</p>	
8.16	<p>FH commented on the reporting of customer satisfaction still being quantitative based on transactions and asked if there are plans to change the accuracy and meaning behind the customer satisfaction performance monitoring to hold more of a narrative of residents' experience, as previously discussed.</p>	
8.17	<p>JR commented we are looking at how we can measure customer satisfaction in more depth as we know performance based on transactional matters are normally of lower satisfaction levels than queries resolved by Contact Centre which are usually higher.</p>	
8.18	<p>JR added, for consistency, we do intend on still reporting transactional information to allow us to compare performance as this would need to sit alongside performance information to be truly meaningful.</p>	
8.19	<p>JR advised due to the current situation and ways we collect our data with different surveys for transactions and the Contact Centre we will see a change in information that comes through.</p>	
8.20	<p>Calls to the Contact Centre have fallen by one third and the number of repairs reported has dropped by 80% which will cause the average customer satisfaction to increase but we are aware the quality of service experienced by residents will</p>	
8.21	<p>JR added, in the interest of asking questions to obtain more in-depth information from residents we are now collaborating with nine other housing associations for a project which looks at residents' story mapping of their customer experience and sense of belonging in the community.</p>	
8.22	<p>JR explained these stories would be collated and qualitative insights gained by turning the information into data. This form of learning will allow us to select more questions to include in Voluntas surveys.</p>	
8.23	<p>JR advised the project was set to launch during summer and requested MM provide an update.</p>	

<p>8.24</p> <p>8.25</p> <p>8.26</p> <p>8.27</p> <p>8.28</p> <p>8.29</p> <p>8.30</p> <p>8.31</p>	<p>MM shared the next meeting is due to take place in May. The plan was to visit another Housing Association to further discuss the scoping and then roll out the project in the summer. The group are now discussing ways to adapt the launch to residents using face to face events, staff conversations, digital means and virtual meetings.</p> <p>MM advised the question will be very open to allow residents to share their stories naturally which are more personal in comparison to current surveys.</p> <p>JR thinks this should give us rich insight into what is seen as good or bad from a resident perspective without necessarily translating into a scorecard like we intend our trust data to. If we're able to carry this out effectively the scorecard may end up replacing our current performance indicators JR thinks it would be wise to keep this information for comparison purposes in the past.</p> <p>CB commented the project of looking at how we invest in meaningful communication and identifying different narratives of people's experiences sounds exciting. Listening to the story behind each person can bring forward a wider resident voice while showing their experience matters. Story gathering for data collection can add validity to the figures, which some people don't always believe as it contrasts with their own experience with Network Homes. This can help us build trust.</p> <p>FH agreed adding a personal touch in the form of stories can be more meaningful. FH commented when he was contacted for a survey for Network Homes the representative didn't allow him to elaborate on his experience as the comments were not in scope of the survey questions. This meant the feedback wasn't accurate and suggested his opinion did not matter.</p> <p><b>Provide updates on this Resident Story project.</b></p> <p>JR shared he has been vested in delivering this project in a variety of roles over the past 13 years but not had opportunities to do so. He is hopeful this project will be successful as it allows us to show the value of resident feedback and tells us what we need to focus on.</p> <p>JR sees residents who are willing to give us detailed feedback as 'incredibly valuable' so would like the business and all staff to treasure this so we can build trust and continue receiving this feedback to shape services.</p> <p>JR agreed with CB meaningful communication is imperative to build trust with residents and there will be a lot of work done internally to ensure colleagues are committed to this new objective.</p>	<p><b>MM</b></p>
<p><b>9</b></p>	<p><b>New Strategic Objective: Strengthening residents' trust in us</b></p>	
<p>9.01</p>	<p>MM tabled the report.</p>	

9.02	Some panel members were involved in the project. MM confirmed the document had not changed much since being approved by the project team other than some wording requested to be amended by the Network Homes Board. They were very happy with the work carried out.	
9.03	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.	
9.04	A resident blog has been used for internal communications as well to ensure staff are aligned to the new objective. Each staff member will have a performance objective in their upcoming performance review linked to strengthening residents' trust in us.	
9.05	MM explained that a meeting with CB last week sparked a discussion to make sure we use the portal to promote the new objective and think of ways to further benefit residents and the business.	
9.06	MM added the narrative is already for each team to feed into the objective but recognises some teams may still feel disconnected. MM will therefore put more emphasis on this for office function support services e.g MM will be attending I.T's team meeting next week to discuss and promote the new objective and how projects they are working on link specifically to the new objective and residents as she feels tailoring discussions will be more impactful.	
9.07	MM explained we are currently consulting with residents, using a survey, to ask residents what the meaning of trust is to them and how they think we should measure it. Feedback will then be used to create a matrix to measure our performance against trust objective as we are aware the sentiment of trust is difficult to measure as it is subjective.	
9.08	The survey closed on 29th March and is currently being analysed. There were 517 respondents which is a brilliant response rate. There is some confusion as the data is showing more than 1000 surveys, but this may be including uncompleted surveys. More information will be available in the next fortnight.	
9.09	Once we have completed the analysis we will be able to publish the information in a transparent format, showing the findings of the survey and explain how we intend to use the feedback to move forward in creating the matrix.	
9.10	FH asked if there are any highlights from the quick glance of the results.	
9.11	MM said looking at the results briefly she could see the comments were in line with what the panel members on the project team and other feedback has shown before. E.g keeping our promises, providing progress updates, being trustworthy, honest and reliable.	

9.12	FH was glad the feedback was similar to the residents' involved on the project team and looks forward to hearing more about the project.	
9.13	MM added from the initial view, the responses seem to be quite positive especially with the numbers of responses being of such a high level.	
9.14	<b>Share survey analysis from the Research and Policy Team with panels when available.</b>	<b>MM</b>
9.15	FH understands how staff members such as complaints managers etc may become jaded by negative feedback but feels the survey and objective demonstrates a sincere effort from Network Homes to start moving forward.	
9.16	FH commented the responses from residents seem to be an olive branch to allow Network to try again. The actions will eventually link up and show we want to deliver on our new objective for the right reasons.	
9.17	FH referenced publishing of panel minutes as evidence of wanting to take small steps to improve transparency and build trust even before being able to publish the survey results or having a formal action plan in place. He added there is clearly a changing mindset taking place that the Panels are feeding in to and evaluating choices previously made by the panel as there is new context and cause to think differently.	
9.18	CHB said this is brilliant level of engagement that we don't want to lose. When Network Homes publish the analysis for residents CHB suggested showing the road map or journey to keep people engaged and create curiosity so they can check back in for updates.	
9.19	MM agreed we would want to keep people engaged so they can follow the journey. We want to publish the analysis quickly but don't want to be too optimistic with the timeline. MM agreed sharing updates on the work required via social media could support this i.e thanking residents for taking part and explaining what we are currently doing with the responses.	
9.20	CHB agreed this would be positive and suggested sharing the numbers of responses as there's an opportunity in this topic they can see they're not alone – this is an area of such interest and you are part of a wider customer voice who can co-create the vision.	
9.21	FH added this also a way to create a sense of community as residents sharing opinions and having shared interest can see they aren't alone and can be listened to and feed into a change.	
9.23	FH commented there needs to be more done at Network Homes to prevent information being sent out to residents to be ingested passively. There needs to	



	<p>be more communication that has a call to action or direct people to further information if they want to read up on something from all areas of the business and can ask more questions for something that interests them.</p>	
9.24	<p>FH added it would be good for the Contact Centre to have visibility over the communications sent out by the business. This is so they are equipped with the information required to give updates on projects residents may be interested in. FH acknowledged we do this for letters but should also consider the various other ways we communicate with residents for a holistic approach. E.g texts, emails, events.</p>	
9.25	<p>MM confirmed for any mass communication that goes up to residents the contact centre are made aware but agrees we could give more information in case there are follow ups.</p>	
9.26	<p>MM asked panel members if they think it is too intrusive to send out mass communications to residents on a frequent basis to give updates on projects. For example sending out a text message to let people know the survey has now closed with a link to an area showing what we're doing this information is it too intrusive</p>	
9.27	<p>FH said it would be difficult to make that decision as a rule but suggested ensuring we let residents know in the initial contact that there will be a follow up. A potential method would be to have an automated response thanking people for their time and letting them know when we'll give an update by and people are opting in to receive the information.</p>	
<b>10</b>	<b>Panel Business</b>	
10.01	<p>FH advised panel business had been sent outside of the meeting by a member but should be responded to outside of the meeting as it contained personal matters.</p>	
10.02	<p>MM provided an update per request of the Chair of the Hertford Panel relating to support being given to residents during the current situation. Elizabeth Lill, Head of Income for Hertford, had presented information to the panel explaining what is being done to support residents in general rented homes financially.</p>	
10.03	<p>The Hertford Panel questioned what was being done to further support Leaseholders. Feedback is, the leaseholders are being signposted to their mortgage providers to see what support they can provide or look into Universal Credit. If they still require assistance due to losing their job, our Welfare Team are happy to assist them discussing options and further support.</p>	
10.04	<p>FH commended the work being done to support residents during this time but shared a previous discussion he had had with MM regarding concerns of residents being referred directly to the Department of Work and pensions.</p>	

10.05	FH noted contacting DWP is stressful process during usual levels of queries, based on his past experience for a family member. He suggested using inhouse services to provide information on welfare and support as the first point of contact. FH emphasised the narrative should not be 'are you worried about your rent, go and get Universal Credit'.	
10.06	MM responded she has been speaking to the Welfare Team Leader to gain an understanding of what the trigger and process is to refer residents to their team. The view would be to provide frontline staff with as much information as possible to be able to support residents and not considering the welfare team as a last resort.	
10.07	MM explained the challenge with directing all queries to the Welfare Team, is capacity. They are very small and may not be able to provide responses to an influx of residents as effectively as usual, in this current situation.	
10.08	<b>MM to meet with Welfare Team Leader to discuss triggers and processed for and provide update to panel.</b>	<b>MM</b>
10.09	JR praised the Welfare Team in saying they are some of the best people at Network Homes. They are passionate and compassionate when telling stories about people they help in financial hardship and the work they do to support is great.	
10.10	JR shared how the Network Homes Board were 'blown away' by Dianne Challis' team when explaining the work the team had been doing to secure additional income for residents and the additional rent they help Network Homes collect which is essential for continuing financial strength.	
10.11	SH suggested sharing the information the Hertford Head of Income had shared at the last panel meeting as it explains a series of steps taken to provide additional support for residents at this time.	
10.12	<b>SH to distribute update on support from Income Management to the Panel with the minutes.</b>	<b>SH</b>
10.13	MM tabled another item of panel business on behalf of TB, London Panel Member, who was unable to attend the meeting.	
10.14	MM prefaced the information upcoming she feels strange sharing the feedback and has joked she has not bribed the panel member for this feedback as it is about staff at Network. TB "wanted to send a special thanks to all at Network Homes for the long hours and dedication to ensure residents have been kept as safe as possible during this time of uncertainty. There has been a lot of commitment, support and care during this time"	

10.15	MM was also asked to table an item regarding neighbours failing to comply with Government guidelines which had been observed by the panel member. TB wanted to query if other Panel Members had experienced or heard of the same issues at this time.	
10.16	No other panel members have noticed issues in their local areas of residents not complying with Government guidelines.	
10.17	FH shared he had however noticed the canal, in his local area, is now more congested as people use it for their exercise. FH recognises everyone is in the same situation of needing a space for their allotted daily activity.	
<b>11</b>	<b>Minutes from the meeting of 14 January 2020</b>	
11.01	For Information, not to be discussed unless so requested.	
11.02	FH confirmed minutes were already approved.	
<b>12</b>	<b>Building Safety</b>	
12.01	For Information, not to be discussed unless so requested.	
<b>13</b>	<b>Any Other Business</b>	
13.01	FH started to close the panel meeting by thanking the panel members for relevant, useful and concise contributions in the first virtual meeting.	
13.02	CJ queried if panel papers could be emailed as she is unable to view papers and teams at the same time if using OnBoard.	
13.03	SH advised we are unable to send panel papers to panel members' personal email addresses for data protection purposes but suggested viewing the windows side by side which she could demonstrate or provide a walkthrough.	
13.04	<b>CJ to try using windows side by side function and contact SH for assistance if this does not work to view multiple windows.</b>	<b>CJ</b>
13.05	FH confirmed he is able to use the systems on his personal device to view multiple screens at once and asked CJ to see if this resolves the matter.	
13.06	Meeting closed 8.01PM	
	The next meeting is due to take place on 14 July 2020	

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.....FH....                    .....13/05/2020.....

Chair

Date