



**MINUTES OF THE HERTFORD AND OUTER LONDON RESIDENT PANEL MEETING  
HELD ON 11 APRIL 2022 AT HERTFORD CASTLE**

<b>PRESENT</b>	PL ZH Cllr SR Cllr CR AD DC	Hertford & Outer London Panel Chair Hertford Panel Member Independent Panel Member Independent Panel Member Hertford Panel Member Hertford Panel Member
<b>IN ATTENDANCE</b>	MM  TH OSB RY AB	Head of Resident Engagement and Corporate Experience Resident Engagement Officer Head of Business Transformation Research & Policy Manager Company Secretary
<b>APOLOGIES</b>	MIQ NR JR	Hertford Panel Member Hertford Panel Member Executive Director of People & Partnerships
<b>NOT PRESENT</b>	BS JH	Hertford Panel Member Hertford Panel Member
<b>MINUTE TAKER</b>	TH	Resident Engagement Officer

<b>1</b>	<b>Welcome and Apologies</b>	<b>Action</b>
1.01	The Chair welcomed the attendees.	
1.02	Apologies received from MIQ, NR & JR	
<b>2</b>	<b>Declarations of Interest</b>	
2.01	There were declarations of interest	
<b>3</b>	<b>Matters arising – Action Log</b>	
3.01	MM confirmed that as per action 4.07, we are still awaiting date form the Hertford Neighbourhood team, regarding an opportunity to meet with the panel	

3.02	MM advised that she will go back to the Neighbourhood team and confirm the dates and the meeting event	
3.03	PL queried action 4.10. TH advised DP means Data Protection team. TH to clarify what was being arranged previously discussed with the DP team and inform the panel	
<b>4</b>	<b>What the National Housing Federations 2020 Code of Governance means for Network Homes and the Local Panels</b>	<b>AB</b>
4.01	The presentation was introduced by AB	
4.02	CR asked how the impact of the effectiveness of the panels would be measured	
4.03	AB advised that she would like to work with the panels to fully understand them, especially with the new chairs. She will aim to meet and work with them to understand their performance in relation to our consumer standards	
4.04	PL asked if there is an expectation that the work that the panel does will change significantly from what it is now	
4.05	AB responded that she does envisage it changing, as it need to adapt to the needs of the consumer regulations. This is really about working with the panel and working out how the panels can support on meeting the standards.	
4.06	CR asked what the procedure for recruiting new members to the panel is	
4.07	MM advised that we conduct a recruitment campaign by communication to residents in any way we can that we have panel vacancies. There will be a recruitment application form and an interview stage. The interviews are conducted by a member of the RE team, along with the panel chair.	
4.08	DC said that he felt there is a disconnection between NH and residents with disabilities and feels that input from a resident with disabilities on the panel would be valuable	
4.09	MM advised that the panel is open to all residents, and that every effort would be made to accommodate any form of disability or otherwise, to ensure every resident has their say and is included	

<b>5</b>	<b>Government professionalisation review of social housing</b>	<b>RY</b>
5.01	RY introduced item 5 and welcomed questions from the panel on the government's review of professionalism in social housing.	
5.02	PL stated that he see's this as a very positive move, as it will aid maintenance of, and improve standards across the whole sector	
5.03	RY advised the panel that Network Homes had three options in how to respond to the government's proposal.	
5.04	RY asked the panel's views on whether we should <b>A)</b> proactively respond asap <b>B)</b> not respond and let the government work within their working group, or <b>C)</b> we take no action and look to provide some documents on behalf of the panels and NH when we have more information from the government and their workign group	
5.05	All panel members were in agreement that that <b>option C</b> would be the best way forward and await the outcome of the governments working	

5.06	<p>groups outcome-and then form a response with both of the panels involvement and feedback</p> <p><b>RY to share the findings of the governments working group outcome with both London and Hertford &amp; Outer London Panels to determine course of action</b></p>	RY
6	<b>Annual procurement plan</b>	MM
6.01	<p>MM introduced the panel item</p> <p>6.02 Maria advised the panel that there is a procurement plan which includes all of the procurement activities that will take place over the year. All of the procurement exercises surrounding services that directly involve or impact residents</p> <p>6.03 MM highlighted the activities included and asked the panel if they would like to get involved</p> <p>6.04 MM acknowledged that procurement exercises can be time consuming so it can be difficult for residents to partake, but every effort will be made to ensure that the process is as convenient and accessible as possible</p> <p>6.05 Panel members will email the get involved mailbox, or MM directly should they wish to be involved</p>	
7	<b>Business Transformation</b>	OSB
7.01	<p>OSB introduced the paper and summarised some of the main points</p> <p>7.02 ZH stated that she has noticed that the page within the portal where residents can change their password has been simplified and is happy with this change in the system</p> <p>7.03 OSB responded that she was pleased with this feedback</p> <p>7.04 OSB advised the panel that there have been some challenges to the team due to colleagues leaving their roles, due to the companies' stance on working from the office 2 days per week. Many people working IT like to work from home. This may affect the progress of the project</p>	

7.05	MM added that we currently do not have a two-tiered approach to home/office working. The same rule applies to all staff members	
7.06	PL stated that he is keen to see the portal up-to date and working effectively	
7.07	OSB advised that the most expensive part of the portal was to integrate it with our or contractors (Wates, MCP). This used a lot of the budget as it was complete customization and building it from scratch.	
7.08	OSB added that the positive side to this is that Network Homes is the only housing association to do this and it has allowed the system to integrate with the contractors	
7.09	OSB advise the panel that the integration with the chatbot is up coming and this particular project is starting soon. This will be a dual function, where one aspect would be a virtual chatbot and one element would be a real customer service advisor working behind the scenes	
7.10	OSB stated that the team would be happy for residents to test this 'virtual customer service agent' function	
7.11	ZH asked if this function would only be available during office hours	
7.12	OSB advised that the 'real advisor' would be available within the Contact Centre's operation hours and the virtual chatbot would be available 24hr a day	
7.13	ZH queried whether or not the system would be able to save residents queries, so that if a question/query isn't able to be answered by the chatbot, would it save the information and flag it so that the resident wouldn't have to call up the following day to ask the same question	
7.14	OSB responded that she is contemplating how this element could be designed within the system so that it would save the query to the correct resident's file/portal account- and how it could be saved to CRM	
7.15	OSB advised the panel that she and her team have a new director who will be devising anew strategy to ensure that all colleagues across the organisation get on board with the process on every system to ensure that resident information/case queries are added accordingly	
7.16	PL asked when the portal will be accessible to shared owners and leaseholders	
7.17	OSB acknowledged that there has been a delay in creating access for such residents. This is due to another system we use called 'Northgate'	

7.18	which produces a lot of the service charge statements. The way this system was configured involved a lot of 'human' manual intervention, when trying to release information from the system.	
7.19	OSB then added that when someone needed to draw information from the system, it had to be done manually, so it doesn't easily integrate with other systems.	
7.20	OSB advised that the team are currently looking to find a way for this to be tackled so that shared ownership and leasehold residents will have access to the portal to meet their needs, without human intervention	
7.21	OSB also told the panel that we are currently trialing a new project called 'Plentific'. This trial is repairs based and the purpose is to test a new contracting system. When a resident raises a repair, it will go onto a system where other professional tradespeople/companies, will be able to bid to take the repair on- rather than the repair going straight to our main contractors (MCP, Wates)	
7.22	OSB stated that several other housing associations are currently using this system, and all of the contractors on the system have been fully vetted, and clarified that the trial will last for 6 months	
7.23	ZH added that it sounds like a good system and will ensure that the right contractor attend the property to carry out the repair	
<b>8</b>	<b>Network Homes' Performance Report</b>	<b>MM</b>
8.01	MM opened the item in JR's absence and welcomed the panel's questions	
8.02	CR and ZH stated that the section of the report on ' <i>strengthening residents trust in us</i> ', they were unable to zoom in enough to read it, and questioned what the scores meant	
8.03	MM clarified that the way it is presented is our metric for calculating what the trust score is and broke down the demonisations of service and how the scores are devised	
8.04	PL asked about the measurements within the report that had no ticks and wanted to clarify when we can expect to see these scores around	
8.05	PL asked if the improvement of these scores is being discussed internally	
8.06	MM advised that PL is correct to ask us such questions and hold us to account and confirmed that such discussions are frequent internally, and	

8.07	<p>that the report that the panel see's is the same report that our executive team receives monthly. They will then challenge the appropriate teams on each denomination of score, and investigate where needed</p> <p>ZH stated that now the panel are getting a broken-down report in terms of its structure, the panel can see where the work most needs to be done and it is about professionalism and communication</p>	
8.08	<p>MM advised that we will be looking into doing some training with contactors (including the operatives that go into residents' homes), around our ethos as an organisation, customer service and trust.</p>	
8.09	<p>AD asked if residents usually get a phone survey following repairs being carried out in the property</p>	
8.10	<p>ZH answered that yes, this does happen, but it comes from a separate company on behalf of the contractors, so isn't always aligned with the progress of the repair in question</p>	
<b>9</b>	<b>Resident engagement update</b>	<b>MM</b>
9.01	<p>MM reminded the panel that we are currently recruiting for a new panel chair</p>	
9.02	<p>MM expressed a huge thanks to PL on behalf of all as the April meeting was the chairs last.</p>	
9.03	<p>PL said that he has enjoyed the panel chair tenure and asked when the new chair may be appointed</p>	
9.04	<p>MM stated that interviews will be coming up in May so the appointed chair should start at the beginning of June</p>	
<b>10</b>	<b>Panel Business</b>	<b>ALL</b>
10.01	<p>It was decided that for the next meeting a new location would be preferable-or sticking to Microsoft Teams until a new venue is found</p>	
10.02	<p>MM opened this up to the panel</p>	
10.03	<p>SR recommended the Ware Priory as a venue</p>	
10.04	<p>AD stated that hybrid meeting would be preferable to most panel members</p>	
10.05	<p><b>TH to look into Ware Priory as a future venue</b></p>	<b>TH</b>

<b>11</b>	<b>Minutes from the meeting of 05 January 2022</b> <i>FOR INFORMATION - Not to be discussed unless so requested.</i>	
<b>12</b>	<b>Resident engagement update</b> <i>For Information, not to be discussed unless so requested</i>	
12.01	No comments from panel members	
<b>13</b>	<b>Continuous Improvement Panel update</b> <i>For Information, not to be discussed unless so requested</i>	
13.01	No comments from panel members	
<b>14</b>	<b>Rechargeable light bulb project</b> <i>For Information, not to be discussed unless so requested</i>	
<b>15</b>	<b>Building safety</b> <i>For Information, not to be discussed unless so requested</i>	
<b>16</b>	<b>Housing Sector hot topics</b> <i>For Information, not to be discussed unless so requested</i>	
<b>17</b>	<b>Draft dates for 2022 panel meetings</b> <i>For Information, not to be discussed unless so requested</i>	

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Chair

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Date