



**MINUTES OF THE HERTFORD AND OUTER LONDON RESIDENT PANEL MEETING  
HELD ON 09 OCTOBER 2023  
MEETING HELD AT PRIORY HALL, WARE**

<b>PRESENT</b>	AD	Hertford Panel Chair and Customer Service Committee Member
	CR	Councillor & Independent Hertford Panel Member
	NC	Councillor & Independent Hertford Panel Member
	NA	Independent Hertford Panel Member
	BR	Resident Panel Member
	SF	Resident Panel Member
	NS	Chief Customer Officer
<b>IN ATTENDANCE</b>	MM	Head of Resident Engagement and Corporate Experience
	DG	Executive Director of Development
	TH	Resident Engagement Officer
	JM	Central Complaints Manager
	TH	Resident Engagement Officer
<b>APOLOGIES</b>	JJH	Resident Panel Member
	RH	Resident Panel Member
<b>MINUTE TAKER</b>	TH	Resident Engagement Officer

<b>1</b>	<b>Welcome and Apologies</b>	<b>AD</b>
1.01	The chair welcomed the panel to the meeting.	
1.02	Apologies sent to the chair by JJH and RH	
<b>2</b>	<b>Declarations of interest (declarations of interest to have been provided to the Chair)</b>	<b>AD</b>
2.01	Introductions given from the table to welcome new panel members and colleagues.	
<b>3</b>	<b>Matters arising – Action Log</b>	<b>TH</b>
3.01	TH summarised the actions on the log.	
3.02	TH advised the panel that actions, <b>3.05, 5.03, 5.05, 4.06, 4.07, 7.12, 7.10, 11.07</b> and <b>5.04</b> are now all complete	

3.03	TH advised the panel that actions <b>8.12 and 7.11</b> have been closed. This is because the complaints team will monitor and bring back into the agenda when appropriate (i.e. HOS have caught up)	
3.04	TH advised the panel that action <b>9.15</b> has been closed. This is due to this not being the most appropriate forum to gain this feedback. Action has been closed with permission from the panel chair.	
<b>4</b>	<b>Welcome to new Panel Members</b>	<b>AD</b>
4.01	LS introduced herself as the Chief Customer Officer at SNG and stated that she'll be working with the resident panel in her role.	
4.02	NC stated that he is a new counsellor at East Herts, and he covers the Sele area of Hertford in his role. NC also stated that he is happy to be on the panel.	
4.03	MM stated that the vice panel chair role is still vacant- there have been no expressions of interest, and nobody as put themselves for the role.	
4.04	MM and AD acknowledged that many of the current panel members are new but if they were interested, they would be fully supported.	
4.05	MM advised that it will be left open for now but any of the panel members are free to contact her outside of the meetings to discuss it. c	
4.06	AD asked if the vice chair role can be discussed further at the panel training day.	
4.07	MM responded that it would be included in the day's agenda.	
<b>4.08</b>	<b>MM and to confirm the details of the panel annual training day.</b>	<b>MM/AD</b>
<b>5</b>	<b>Panel Business</b>	<b>All</b>
5.01	The chair asked what they would like to gain from the annual training day.	
5.02	MM advised that it may be useful to go through the proposed new consumer standards as the panel feeds into them.	
5.03	AD stated she thought would be useful.	
5.04	SF and BR stated that they'd like some team building activities	
<b>6</b>	<b>September Customer Services Committee 60 second round up</b>	<b>AD</b>
6.01	AD gave a summary of the CSC meeting in September.	
6.02	AD told the panel that there are 4 more meetings in the Customer Service Committee calendar and following it there will be a decision on what structure will be in place moving forwards as SNG.	

6.03	AD advised that the new consumer standards were discussed- this will go into more detail at the away day.	
<b>7</b>	<b>September Board 60 second round up</b>	<b>DG</b>
7.01	DG provided a summary and advised the panel of the new SNG board structure. No questions from the panel	
<b>8</b>	<b>Complaints</b>	<b>JM</b>
8.01	JM opened the agenda item	
8.02	JM shared a case study (already provided to the panel in the agenda items supporting documents) and asked the panel to give their thoughts on the case and the response to the complaint.	
8.03	JM stated that we as an organisation we should not be beyond reproach- and therefore would like the panels feedback on what could have been done differently when the complaint was handled.	
8.04	SF asked what the standard procedure would be for a complaint such as this is the case study	
8.05	JM responded and advised that once a complaint is made it will be picked up by a complaints officer from the central complaints team. They will then contact the customer and endeavour to reach a resolution.	
8.06	JM then advised the Housing Ombudsman Service if the customer is not happy with the resolution	
8.07	Because the complaint in the case study was relating to a shed in the customers garden, AD asked what the guidelines are for customers who want to instal a shed.	
8.08	NA asked what the process is when we get a determination from the housing ombudsman.	
8.09	JM responded that there's an in-depth review of the complaint to work out what can be learnt from the handling of the case.	
8.10	No further questions form the panel.	
8.11	JM advised that the panel could send feedback to him via email as he is aware that they may not have had time to consider thoroughly during the meeting.	
<b>9</b>	<b>Budget 2024/25</b>	<b>DG</b>
9.01	DG ran through a summary of how the budgets are set for the financial year. He explained that we're halfway thorough our 2023/2024 but the budget setting for 2024/25 started a week ago.	

9.02	DG expressed that we're living through exceptional times and explained how the rise of inflation can impact the way the budgets are set- such as the cost of electricity, building materials etc.	
9.03	DG stated that he could come back to the panel in 2024 and share with the panel the forecasted budget for 2024/25 to get the panels views.	
<b>9.04</b>	<b>DG will share the 2024/24 budget forecast with the panel in January 2024</b>	<b>DG</b>
9.05	AD acknowledged that having to cut back on other areas of service is inevitable and this would be a concern for residents.	
9.06	DG responded that there needs to be a way of knowing what issues to prioritise- building new homes for people who need them (who may be in temporary accommodation, eg) or retrofitting existing homes to make them more energy efficient.	
9.07	NA stated that she thought it was good that DG would like to inform the panel pf what the challenges are and be honest and transparent about budget forecasting.	
	NC asked how much difference there is in the allocation of budgets in the different regions under SNG.	
9.08	DG responded that in terms of 'stock profile' there is a big difference which is why it's so important to hear the voices of resident panels.	
9.09	DG continued that the budget in different geographical regions can go towards very different elements, whether it's planned maintenance, day to day repairs and surveys. The London region has far more high storey blocks than in the Hertford & Outer London region- and the issues are different in such cases.	
9.10		
<b>10</b>	<b>Integration Plan</b>	<b>DG</b>
10.01	DG opened the agenda item.	
10.02	DG explained the new executive board structure of SNG and advised the panel that there is an integration model in place that runs from 1 October 2023- 1April 2025. DG also explained thi swill bring together the best parts of both previous organisations.	
10.03	AD asked NS if she knows how her role will fit into the new structure.	
10.04	NS advised that she now lead the RE Team. She will have responsibly is how the integration effects the customer- not just in terms of resident engagement, but also complaints and how it can piece together as a wider team with structure.	
10.05	NS stated that as we move further into the process, the teams will work out what the new Resident Engagement structure will look like. NS also advised	

10.06	that this week an approach will be presented to the board- and this will detail a timeline of when the involvement structures can be reviewed.	
10.07	NS said this could take about 6 months, and all involved residents will be asked their views. NS also mentioned that agenda items for panels throughout the SNG involved resident's database could have possible alignment.	
10.08	NS also stated that its crucial to keep the voice of residents from the various regions, so maintaining a local voice.	
10.09	DG advised that there will be changes throughout this period. Som of these may concern internal systems that we use, contacts and maintenance.	
10.10	DG added that this will have very minimal impact on residents.	
10.11	Both DG and NS reiterated that our service to customers remain priority.	
	No further questions from the panel	
<b>11</b>	<b>Resident engagement update</b>	<b>MM</b>
11.01	MM opened the agenda item and asked what the panel thought about the merger consultation- having taken the papers as read.	
11.02	AD asked how the feedback form the consultation went, and how it was used	
11.03	MM advised that we wrote reports that went to the board (at the time went to Network Homes). This went onto due diligence and was taken into consideration.	
11.04	AD asked if ther will be further opportunities for residents to provide more feedback as we go further through the merger process.	
11.05	MM stated that we'll still be seeking customer and resident feedback as we go through the integration of services.	
11.06	SF asked how many responses we received from the resident consultation.	
11.07	MM replied that 361 Network Homes residents and there were 2000 from Sovereign customers.	
11.08	NS stated that although the sample size of resident respondents were different form Sov residents and NH residents- the feedback form both groups was very similar.	
<b>12</b>	<b>Panel meeting dates 2024</b>	<b>MM</b>
12.01	MM advised the panel that the 2024 meeting dates have been set.	
<b>12.02</b>	<b>TH advised these dates are now in our calendar and will be shared with panel.</b>	<b>TH</b>

<b>13</b>	<b>Any Other Business</b>	<b>All</b>
13.01	TH advised the panel that an email was sent to advise that we now have the licenses we need for our document platform, OnBoard.	
13.02	TH advised that she'd try and organise a session to show panel members how to use and navigate the system and asked for the panel for their availability.	
13.03	AD suggested that OnBoard training could be covered at the panels annual training day.	
<b>13.04</b>	<b>MM agreed that OnBoard training would be an efficient way to do it and will be added to the agenda for the day.</b>	<b>13.04</b>
<b>14</b>	<b>Minutes from the meeting of 10 July 2023</b>	
	<i>For Information, not to be discussed unless so requested</i>	
<b>15</b>	<b>Network Homes' Performance Report</b>	
	<i>For Information, not to be discussed unless so requested</i>	
<b>16</b>	<b>Continuous Improvement Panel Update</b>	
	<i>For Information, not to be discussed unless so requested</i>	
<b>17</b>	<b>Building Safety (remediation programme)</b>	
	<i>For Information - Not to be discussed unless so requested</i>	
<b>18</b>	<b>Housing Sector hot topics</b>	
	<i>For Information - Not to be discussed unless so requested</i>	

**Next Meeting Scheduled for 08 January 2024**

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Chair