

NOTES

- Meeting title:** Residents' Panel
- On:** 12 November 2019
- Held at:** Davison House (green meeting room)
- Present:** Cheyenne Greaves, Martin Mewton, Lilian Birchall, Ann Humphries, Frances Rainey, Celia Rowe, Steve Southwell
- In attendance:** Clive Cavanagh, Community Development Manager, Ruth Pollard, Resident Involvement Officer, Simon Anderson, Head of Customer Services

Action

1 Apologies

- 1.1 Received from Dave, Lilian and Carol.

2 Minutes of last meeting and matters arising

- 3.1 ASB Scrutiny - completed.
- 9.1 Cleaning contract - Clive stated there was no movement on this.
- 10.1 KPIs 10.1, 10.2, 10.3 and 10.4 Simon said he will cover the actions raised about the KPIs later in the meeting.

3 ASB scrutiny – update

- 3.1 Steve and Cheyenne presented an update on the ASB scrutiny. If anyone would like a copy of the presentation to let Ruth know. The recommendations for the ASB scrutiny are as follows:
- 3.2 WH to look at how to work with residents to manage expectations and ensure people fully understand what WH can do: what is the law, what is the role of the NHO and what part the resident plays.

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- 3.3 A specific leaflet about ASB highlighting the partnership approach of WH and its residents should be created. The scrutiny group also thought that tougher penalties for fly tipping may act as a deterrent.
- 3.4 Greater coordination with the Police to eradicate drug usage in WH housing, perhaps with a particular month long campaign to raise awareness which would show users that WH are going to get tougher on their drug habits due to the impact in communities.
- 3.5 Where feasible new NHOs or others involved should have a proper handover of all significant cases, so that the new member of staff can be sure to read up on cases sufficiently and address issues effectively in ongoing cases.
- 3.6 Regular checks and contact with people experiencing ASB, a phone call conveys that they are not forgotten and that WH are interested and do care. It also ensures that they continue to contribute to their case by making diary notes etc (a number of residents said they had stopped making diary notes because they didn't feel anyone was interested). Regular phone calls can keep open communication and highlight at an early stage any changes in the ASB or new things staff need to be aware of.
- 3.7 The scrutiny group noted that WH had increased the number of NHOs which went a long way to addressing issues around staff numbers and ratios to tenant numbers during the scrutiny work.
- 3.8 The scrutiny group believed that the signing up of new residents is an opportunity to talk to them about responsibilities as a WH resident and the need to be aware of others and their needs. This could be part of a wider introduction to the WH community, which would seek to get people engaged in wider Worthing Homes' (WH) initiatives and activities.
- 3.9 Anonymous 'good neighbour' cards have proven to be very helpful for other HAs. This removes the need for people to confront someone face to face. Whilst it does not work on all occasions, it could reduce some of the minor ASB or nuisance behaviour which is otherwise reported. 'Good neighbour' cards should also be available through the website to download and print. Steve mentioned that there was a lack of understanding on the part of residents as to what ASB is and what WH can do. Simon said that balance has to be struck between asking

residents to talk to their neighbours and asking WH to do it. It was also noted that this has to be specific to the case and Steve gave an example where he had written a polite letter to his next door neighbour about noise and it had worked and WH didn't have to get involved.

- 3.10 Offering advice on how to approach your neighbour on our website and in the residents' handbook.
- 3.11 A specific area should be created on the WH website devoted to ASB and how to tackle it thus providing people with a tool box of things they can use for themselves which heightens understanding of how to deal with ASB and also helps to manage expectations.
- 3.12 WH should look to put more emphasis on ASB in the handbook. This piece should be more thorough and also identify what is ASB as opposed to nuisance behaviour.
- 3.13 The new customer portal should have information and advice about ASB.
- 3.14 The website should be redesigned with navigation at the top of the webpage and the designated ASB area easy to find. It should also help people to identify if the issue is a Police or housing matter. This may manage expectations and reduce calls to the housing teams.
- 3.15 A campaign to create wider awareness and ownership of ASB issues amongst residents. That reporting the issue to WH is not the end of the process but the beginning and that on occasions this may need people to work together in their community to address the issue working with the housing teams. If WH were to provide a range of tools to address the issue this could be very useful for residents but also make them aware of who does what in ASB cases, including their role. Strong follow up could also be a key part of the process.
- 3.16 Simon mentioned managing expectations, it is difficult as we want to explain the process and that this might not be done quickly. Cheyenne and Steve commented that in their experience some residents they have spoken to had very unrealistic expectations. Simon said that sometimes WH involvement can make things worse or escalate the problem, every individual has a different expectation. Ruth suggested putting a couple of the 'good neighbour' cards in the next Home News magazine and will pursue.

4 Chair and membership of Residents' Panel

- 4.1 Clive informed everyone that Cheyenne has served as chair for the last 2 years and wondered how everyone felt about extending the term to 3 years to be in line with the WH Board. Everyone present was in agreement so Cheyenne will serve another year as chair of Residents' Panel and this will be reviewed in November 2020. Clive also mentioned that there were only 5 members at the meeting and he was interested in ideas to increase membership. Clive praised the group and said their work was invaluable. If anyone knows of residents interested in joining please talk to Clive.

Clive/Ruth

ALL

5 Residents' Conference

- 5.1 The Residents' Conference will be held on 15 November at the Windsor Hotel, Windsor Road, Worthing from 9.30am-1pm. Clive explained that conference this year will start with what has been implemented since the last conference and then cover what WH will look like in 5 years' time. This will be followed by an exercise on the Contractors Charter and will ask: Are WH and its contractors living up to the Charter?

6 Board update

- 6.1 Celia started by saying that the Board is losing one of the resident board members, Amy Dewey and that interviews are shortly to be held to replace her.
- 6.2 Celia also mentioned that RedAssure has now been sold to Appello and all telecare is now dealt with by them. The Board have recently had their away day where amongst other items they discussed tenancies and top of the list was maintenance. Clive mentioned that we had a staff conference and conversation was very much around what we will be doing in the next 5 years. One of the things WH will be doing is undertaking a review of our repairs service. Simon explained that we have appointed a consultant FFT to review the repairs service and FFT have met with colleagues, residents and contractors as WH wants to continue to give an excellent service.

7 Performance reports

7.1 Simon explained that WH senior management team meet monthly with the executive team to monitor how the company is performing they also discuss health and safety, new staff etc. The reports sent out to panel members take you up until the end of September 2019.

7.2 Simon went through the reports starting with the quarterly managerial repairs report. Simon informed everyone that WH has a new piece of software which generates a text or email to the resident, when they respond it comes straight back to WH, if there is negative feedback it gets flagged up and the CET are on it straight away.

On page 1 under 'did the contractor show ID' 71.6% said yes and 28.4% said no. Management meet with contractors either monthly or bi-monthly, feedback is anonymized and most feedback is good.

7.3 **Report 8a** looks at customer experience performance and it was noted that there is a difference between no. of calls answered and no. of calls not answered. Simon explained these calls are 'dropped' this means the customer has terminated the call before WH have got to answer it and Simon explained that ringing back a customer is quite a resource heavy job.

7.4 Under 2 'reason for visiting Davison House' it was noted that the footfall was quite high and it will be worth seeing if the footfall drops off once the portal is live.

7.5 **Report 8b** – (arrears performance) Simon informed everyone that on the overall arrears % table the most important figure is the rent arrears – current excl HB%.

7.6 **Report 8d** – (repairs performance) Simon told everyone that £1.2M a year is set aside for repairs and that repairs are performing well and WH have not done as many repairs this year.

7.7 Simon mentioned that BSW field calls separately which is why they are not listed, residents ring them direct. For all other repairs WH raise a job ticket and Simon can give the stats for BSW if panel members would like to see them. Under 'other' on the contractors list, this covers a variety of other contractors for example roofing, flooring, lifts, pest control.

7.8 Under 'average number of days per repair' Simon informed that post Brexit parts are likely to be more expensive and Simon gave the example of lift parts which will be coming from Europe but informed that we have already started discussions with our contractors.

7.9 **Report 8e** – ASB performance – Simon informed everyone that priority D is to offer advice and is the category for one off ASB eg noise, parking, hedges.

7.10 **Report 9** – Welfare reform – Simon informed everyone that we have 30 Universal Credit (UC) claimants a month now and we have over 500 claimants in total.

8 Customer portal update

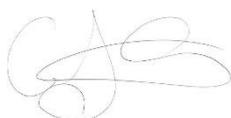
8.1 Simon informed everyone that the portal is nearly ready and is currently being tested by an external company to ensure residents' personal information is safe.

9 AOB

9.1 There was no other business.

Date of next meeting: the next meeting is in Tuesday 14 January 2020.

Signed:

A handwritten signature in blue ink, appearing to be 'C. A. S.', written over a faint circular stamp.

Dated: 7.01.20