



**MINUTES OF THE LONDON RESIDENT PANEL MEETING  
HELD ON 19 APRIL 2022**

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| <b>PRESENT</b>       | FH<br>RT<br>CJ<br>BM<br>RR<br>IA<br>TL<br>AS | London Panel Chair & Customer Service committee Member<br>London Panel Member<br>London Panel Member<br>London Panel Member<br>London Panel Member<br>London Panel Member<br>London Panel Member |
| <b>IN ATTENDANCE</b> | JR<br><br>OSB<br>AB<br>RY<br>EC              | Executive Director of Business Performance and Partnerships<br>Head of Business Transformation<br>Company Secretary<br>Research & Policy Manager<br>Resident Engagement Officer                  |
| <b>APOLOGIES</b>     | MM   | Head of Resident Engagement and Corporate Experience   |
| <b>NOT PRESENT</b>   | VL<br>DL<br>GK<br>WS                         | London Panel Member<br>London Panel Member<br>London Panel Member<br>London Panel Member   |
| <b>MINUTE TAKER</b>  | EC   | Resident Engagement Officer  |

| <b>1</b> | <b>Welcome and Apologies</b><br><i>For information</i>   | <b>Action</b> |
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| 1.01     | The chair opened the meeting and welcomed all in attendance  |               |
| <b>2</b> | <b>Declarations of interest (declarations of interest to have been provided to the Chair)</b><br><i>For information</i>  | <b>FH</b>     |
| 2.01     | There were no declarations of interest   |               |
| <b>3</b> | <b>Matters arising – Action Log</b><br><i>For information</i>  | <b>FH</b>     |
| 3.01     | Agenda item not discussed  |               |
| <b>4</b> | <b>What the National Housing Federations 2020 Code of Governance means for Network Homes and the Local Panels</b><br><i>For discussion</i>   | <b>AB</b>     |
| 4.01     | The reports were presented by AB and will be circulated to all panel members.  |               |
| 4.02     | FH relayed that this topic was discussed in the pre-meeting. A question that came to mind was regarding recruitment, we have struggled in both Hertford and London, are there any plans to help with that? |               |

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| 4.03     | AB has noted this and will be asking for the help of the panel when advertising to residents, any suggestions from the panel will be welcomed.   |            |
| 4.04     | FH asked whether we anticipate any structural changes to how we operate?   |            |
| 4.05     | It is more about strengthening what we do have rather than making changes, the panel is one of the ways we hear the voice of our residents, and they want to retain that voice, so not major anticipation of structural changes. |            |
| <b>5</b> | <b>Government professionalisation review of social housing</b><br><i>For discussion</i>  | <b>RY</b>  |
| 5.01     | The reports were presented by RY and opened a discussion to members about professionalism at Network Homes.  |            |
| 5.02     | FH noted that this was discussed at the pre-meeting and one of the main points raised was regarding the professionalism of contractors and sub-contractors.  |            |
| 5.03     | IA noted that Network Homes has some great values however this is often not passed down to their contractors and subcontractors.   |            |
| 5.04     | JR and RY confirmed this will be reviewed and considered when delivering training to contractors and sub-contractors.  |            |
| 5.05     | FH noted that there is an interest in contributing to the review and would like to be involved in the training when it is delivered.   |            |
| <b>6</b> | <b>Annual procurement plan</b><br><i>For discussion</i>  | <b>JR</b>  |
| 6.01     | JR tabled the report.  |            |
| 6.02     | FH noted there was lots of interest at the pre-meeting. What if any crossover is there?  |            |
| 6.03     | JR noted that an options review is being carried out and presented to the Customer Services Committee in May.  |            |
| 6.04     | OSB advised that Network Homes is trialling a new contracting system called Plentific. One of the benefits it is bringing is opening the conversations we are having with our contractors to ultimately improve our service.     |            |
| 6.05     | FH advised that another hot topic in the pre-meeting was surrounding the planned works.  |            |
| 6.06     | JR noted this is to be picked up on the next meeting agenda.   | <b>JR</b>  |
| <b>7</b> | <b>Business Transformation</b><br><i>For discussion</i>  | <b>OSB</b> |
| 7.01     | OSB presented the report and emphasised the most important points.   |            |
| 7.02     | FH noted the percentage of people who have access to the portal is quite high yet the percentage of those who engage with the portal is low, do we have any statistics on how people are using the portal?                       |            |

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| 7.03     | OSB explained that Network Homes is currently looking into this and how we measure the engagement levels and how we can promote the portal more within the Contact Centre to ensure everyone is using the portal as intended.  |           |
| 7.04     | CJ asked if there is any intention of reducing staff in the Customer Contact Centre? When the review was done previously it was noted that a lot of the calls into the Contact Centre were to do with issues of miscommunication between residents and contractors, if this is resolved would you need to act as there would there be a natural reduction? |           |
| 7.05     |  |           |
| 7.06     | OSB noted that prior to the Resident Choice Survey Network Homes analysed the calls the Contact Centre received and 70% of the call volume was related to repairs, there definitely is a call to reduce this.  |           |
| 7.07     | OSB also noted that when producing the strategy, we looked at the amount of people it would take to carry out what was proposed, if there were a reduction of people in the Contact Centre it would be over a model of time and attrition, assuming we are able to support this.   |           |
| 7.08     | FH asked how much of the work is surrounding technical capabilities and how much is a behavioural change?  |           |
| 7.09     | OSB explained that technical access is not an issue, the issue we are finding is everyone understanding how the quality of the data they input affects the utilisation of the system.  |           |
| 7.10     | IA noted that Network Homes requires it's staff to be in the office 2 times a week, and asked if Network Homes has considered moving to a remote-first model?  |           |
| 7.11     | JR explained that since we have a mixture of resident facing, many that can't be done from home 5 days a week, and office roles Network Homes feels it is important to have a model that supports consistency and our culture, we therefore have implemented a flexible 2-3 working from home days which includes site visits.                             |           |
| <b>8</b> | <b>Network Homes' Performance Report</b><br><i>For discussion</i>  | <b>JT</b> |
| 8.01     | JT presented the report and emphasised the most important points.  |           |
| 8.02     | FH relayed that this topic was discussed in the pre-meeting.   |           |
| 8.03     | FH asked that in future can any cases where MCP have been given a job that Wates have not been able to complete in future be in a category of their own.   | <b>JT</b> |
| 8.04     | FH noted that from the report we can see that Wates is not performing and asked what the best possible outcome could be?   |           |
| 8.05     | JR explained we are looking at ways of managing this, there is the option to end the contract however for this to happen there must be another plausible   |           |

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|           | contract in place. We are also currently working with Wates to improve the service they are providing.  |            |
| 8.06      | BM ask what the contingency plan regarding the economical state of the world and the potential poverty that will come as a result?  |            |
| 8.07      | JR relayed this was a strong topic of conversation at the last board meeting at the end of March. The chair of the board noted that we're not the government and are unable to mitigate the cost of those increases.  |            |
| 8.08      | Currently, we have the charitable fund as well as the Welfare Advice Team who can offer support. The board are pulling together a paper for the next board in May to review the options on how we can seek to mitigate the impact on our residents.   |            |
| 8.09      | FH noted that the panel would like to review the current policy surrounding the missed appointment fees.  |            |
| 8.10      | FH stated there was a query in the pre-meeting surrounding complaints handling and reporting, noting the difference between responding to a complaint and closing a complaint to the residents' satisfaction. FH asked if in future we could see the time gap from when Network Homes receives a complaint to when the complaint is closed. |            |
| 8.11      | FH noted there was a concern raised in the pre-meeting that some complaints are being handled outside of the complaints process and residents can feel they feel they are being steered away from making a complaint.   |            |
| 8.12      | JR noted the housing ombudsman was very focused on this and as a result Network Homes has carried out training with frontline staff to ensure that if a resident wants to make a complaint they can do so.  |            |
| 8.13      | FH asked whether it is possible to have a report detailing the practical steps taken to raise a job and how the information is passed onto contractors and sub-contractors.   |            |
| <b>9</b>  | <b>Resident engagement update</b><br><i>For discussion</i>  | <b>JR</b>  |
| 9.01      | Agenda item not discussed due to time.  |            |
| <b>10</b> | <b>Panel Business</b><br><i>For discussion</i>  | <b>ALL</b> |
| 10.01     | Agenda item not discussed due to time.  |            |
| <b>11</b> | <b>Minutes from the meeting of 18 January 2022</b><br><i>For information – not to be discussed unless so requested</i>  |            |
| <b>12</b> | <b>Building Safety</b><br><i>For information not to be discussed unless so requested</i>  |            |
| <b>13</b> | <b>Housing sector hot topics</b><br><i>For information – not to be discussed unless so requested</i>  |            |
|           | Meeting closed at 20:50pm   |            |

**The next meeting has been scheduled for 12 July 2022**

Chair .....

Date.....