**Meeting notes for Extra Care Residents Forum**

**Date:** 29th October 2024

**Time:** 13.00pm – 15.00pm

**Chair of meeting:** Ian Devereux

**Attendees:** Ian Devereux (ID), John Simmonds (JS), Tracy Jones (TJ),

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| **Title of agenda item** | | **Summary of discussion** | **Actions agreed including assignments and deadlines** |
| **1.** | **Introductions** | Introductions around the meeting room of who’s who. ID informed the group that comments and feedback is appreciated. Meeting is being recorded on Microsoft Teams and minutes taken by Extra Care Coordinator. |  |
| **2.** | **Actions from Last Meeting or Update** | JS stated that a new guidance/toolkit will be given to resident association chairs. JS invited the group to attend the meetings in December for Health & Safety and Fire Safety. Resident gave an input in the contents of policies recently. ID was impressed of the quality of feedback and the level of resident experience made to the policy changes and commented that it was nice to be listened to. ID congratulated JS on receiving awards on behalf of Housing 21. ID stated that ‘everyone’ was talking about the same thing at the National annual conference relating to Industry awareness of accommodation for older people, except for the Government. | JS will liaise with the policy owners to provide feedback on what policy changes have been made because of resident engagement. |
| **3.** | **Service Charge Update** | TJ reviewed the discussion points from last time and the resident document guide has been improved to show clear separation of the service charges and rent charges. Documents for residents can be printed off by managers on court. Managers will have a ‘CRIB’ sheet of frequently asked Questions & Answers from the service charge launch on 23rd September. Posters will be displayed in courts soon. A resident consultation will be offered about the draft budget. Residents who attend will be invited to complete an evaluation form which contains three questions. TJ, answering a resident’s question, explained that the manager’s ‘CRIB’ sheet will show why decisions have been made relating to each of the charges. A discussion took place between TJ and residents about the well being charge and local variations for external care suppliers, in particular Kent pays directly to Local Authority rather than being included in Housing 21. Some decisions were made over 6 years ago with generic descriptions for items. TJ responded to resident question about the changes in budget proposal layout taken from feedback about simplifying the language used. A discussion took place about the budget comparisons from previous year to form the projected budget. | TJ will review third party care service charges specifically to Kent.  Sophia Nakhooda will attend the next Forum meeting to discuss Core Support Charges  TJ to ask Richard Lawton to answer specialist budget questions relating to high variance projected costs. |
| **4.** | **Extra Care Head of Service Update** | From 14th October, Operational employees have been planning to visit residents in their home by appointment to discuss repairs meeting the housing standards, and will include a well-being check. The visits will be conducted within the next three months, by the end of December, and will then be carried out on an annual basis going forward. TJ explained that all properties including leaseholders will be offered a People and Property Visit (PPV).  A discussion took place about the new ‘Birdie’ system, the next stage to be rolled out soon. Laura Firth who leads on the project gave an update to TJ that ‘Birdie’ is successful and 12 new schemes will go live soon. An audit is being conducted to highlight some small technical issues around rostering and people getting used to the new system.  Sophia Nakhooda is looking at the Core Support Charges with the purpose of standardisation, insofar as is possible.  The repair dashboard is going live in November to managers. Managers will be able to view contractors’ performance of first time fix for high satisfaction and look at value for money.  A discussion took place about the recent Resident Satisfaction survey process. Acquired property sites surveys will be completed by January, following which point the organisational performance scores will be released.  TJ responded to a resident question explaining that employees completed a separate satisfaction survey with a 90 % increased response rate, with overall employee satisfaction of 82 % remaining the same as previous years.  TJ informed residents that workshops will be conducted around managers time and their capacity within their job roles, including managers responsibilities and resources available.  Residents fed back as to their experience of the Resident Survey, with some not receiving theirs until late on in the process. A discussion took place about the use of Royal Mail in their poor service of not delivering or not collecting some of the surveys, despite a tracked service. JS apologised that some residents had not had an optimal survey experience and said that he had been collating a lessons learned document so as to review how the process is conducted in the future.  A resident raised a concern that the Care Survey and Satisfaction Survey were delivered simultaneously. In these instances, only the person in receipt of care is required to complete the first, whereas the Satisfaction survey is per household. JS explained that the Regulator requirements state one satisfaction survey per household. He noted that running more than one survey concurrently could have ethical concerns and has included as part of the lessons learned.  TJ informed the group about the Helping Hands Fund running events on 5th November and 3rd December. | LF to give feedback on the data from the ‘Birdie’ audit.  JS to review the survey campaign and its associated challenges. He will report back to this Forum with an update. |
| **5.** | **Forum Structure** | ID suggested encouraging all other Housing 21 resident associations to join the forum to give a stronger voice representing residents views. It was agreed that the current forum should meet every 6 weeks and for the meetings to last no more than 2 hours.  ID suggested that members of the Forum seek involvement in other engagement groups and use the regular Forum meetings to feedback on activity in those areas. | JS & ID to provide a list of sub groups and circulate to the main forum.  JS will write to other networks for representation on the Forum.  JS will put contact details on a directory for Heads of Service – H21 employees that run networks |
| **6.** | **AOB** | No comments. |  |
| **7.** | **Campbell Tickell: Reviewing how Residents’ Voices are Heard** | *Closed to H21 employees* | ***Closed to H21 Employees*** |