

Meeting notes for Extra Care National Forum

Date: 6 March 2025

Time: 2pm – 3.30pm

Chair of meeting: Ian Devereux

Attendees: Housing 21 Representatives: John Simmonds (JS), Resident Engagement and Experience Manager; Tracy Jones (TJ) Head of Operational Development; Angela Hill (AH), Projects and Change Manager; Lucy Nixon (LN), Resident Communications Manager, Sophia Nakhooda (SN), Head of Strategic Projects & Business

Housing 21 residents: x5 Resident Attendees

Title of agenda item		Summary of discussion	Actions agreed including assignments and deadlines
1.	Introductions	<p>*JS explained that the meeting will be recorded. The recording will be circulated to the Managers in Extra Care.</p> <p>ID introduced himself as chair of the meeting, and the resident member for the Extra Care board committee.</p> <p>JS introduced himself resident engagement and experience manager at Housing 21.</p> <p>JO introduced herself as Extra Care Coordinator, who is in attendance to take minutes of the meeting.</p> <p>The five residents in attendance introduced themselves and spoke a little about themselves, where they reside and some of the forums & networks they are a part of.</p> <p>LN introduced herself as the Resident Communications Manager for Housing 21. LN joined Housing 21 in November last year. She is hoping to get out and about more to visit residents all over the country.</p>	

		<p>TJ introduced herself as Head of Operational Development and explained that she is primarily responsible for all of our acquisitions coming into the organisation and also head up on quite a lot of the projects, working very closely with ID and TL in terms of how we can make our systems better, to get better value for money in particular for residents.</p>	
<p>2.</p>	<p>Actions From Last Meeting</p>	<p><i>JS provided an update as follows:</i></p> <p>The Disability Forum has relaunched and had it's first meeting for 2025 in February. An update to follow shortly from a member of the Residents Association Disability Forum.</p> <p>The Resident Service Charge Forum had an excellent session a few weeks ago. The terms of reference are currently being typed up. The forum is going to meet on a monthly basis following the internal service charge project group meeting. We are all very enthusiastic about the benefits of that it is going to bring.</p> <p>Alicia Wheeler, Health & Safety Manager, has taken the feedback from this group to form some terms of reference for a new Resident Fire Safety Group. She has written up the terms of reference and that has to go to the safety forum for review at the end of March, at that point, she is going to be looking to recruit some membership for that group.</p> <p><i>ID provided an update as follows:</i></p> <p>ID spoke at the last meeting about the desire to make these forums more high level meetings and put the detailed work down at the subgroup level, where people can spend more time talking about specific subjects.</p>	

		<p>ID went on to say that the initial service charge meeting with TJ is exactly what we should be doing and how we should be doing it - detailed groups that are concentrating on one subject, such as digital inclusivity, disability, service charge, etc. It is a more efficient way of making use of our time and making sure that stuff is done in the right way.</p> <p>ID has spoken to Kris to get some feedback on the regulator from their last visit, not much was disclosed but ID got the impression that it went well and favourably.</p>	
3.	Disability Network Update	<p><i>SL provided an update as follows:</i></p> <p>Respect and Inclusion Policy – positive that we get a chance to comment on the policy and make sure that we think about as many people as possible.</p> <p>Accessibility Survey - important that we flag it up and make more people aware of the access side of it. SL used an example from her own court regarding Braille. SL has recently found out the Braille is located in the bottom corner of signage, but was concerned that if you didn't know where it was, you would struggle to find it. SL feels that the more people are aware the better, so that they are able to assist others on site with visual impairments.</p> <p>ID has spoken to Mabel, she's in the process of pulling together the results of the survey, which can hopefully be discussed at the next meeting.</p> <p>TL added that he found the last disability meeting to be professionally presented, everything to the point and moving forward rapidly.</p>	

4.	Resident Service Charge Network Update	<p><i>TL provided an update as follows:</i></p> <p>Ongoing problems with understanding service charges. Going forward, the group will be working with Tracy and Richard to simplify how service charges are presented in the future.</p> <p>A leap forward was made last year in the budget presentations and the way in which they were presented, there's a still a lot of work to do, figures can be daunting, do people really understand what they're paying for? Do they understand that they're getting value for money and what they're actually paying for - we need to establish that. The work that Tracy and her team did at the back end of last year really has paved the way.</p> <p><i>TJ added the following:</i></p> <p>The first subcommittee group went really well, we've started to establish the aims and objectives which were absolutely fantastic. That's gives us a great starting point to future improvements for service charges and where we can go forwards. We've got some really great feedback from the paperwork that we've put in place, the documentation and this year's improvements. Going back to some of the regulator comments from the group that they attended, they felt that it brought to life what we do with residents and how we've listened and heard, and how we actually take those things on board, they were very impressed in terms of that.</p> <p>TJ is looking forward with what's to come and looking at how we can really further improve the processes, particularly getting training in place for the management teams and those frontline operations to be able to support.</p>	
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5.	Resident Communications	<p>LN explained that we have been collecting feedback on our publications, some of the group kindly got involved towards the end of last year in providing feedback, which has been fantastic.</p>	

		<p>Alongside that, we have opened it up for wider feedback from both retirement living and extra care residents through a survey, looking at getting feedback on key areas: newsletters, notice boards, the quarterly online sessions, the coffee catch ups that happen online, and feedback on the website. Results wise, we haven't done any analysis yet. This is just some early observations.</p> <p>The survey went out for a month and the results so far are as follows:</p> <p>Feedback on core channels including:</p> <ul style="list-style-type: none">• Newsletters (printed, email and audio)• Noticeboards (traditional and SMART TVs)• Quarterly Online Sessions 'Coffee Catch-ups'• H21 Website <p>Communications Survey closed, total of 168 responses</p> <ul style="list-style-type: none">• 107 online responses• 61 physical copies <p>Early Observations:</p> <ul style="list-style-type: none">• Resident value the option to complete a physical copy• But physical copies can be difficult to process<ul style="list-style-type: none">• Handwriting and resource• We need more time <p>Results indicate...</p> <ul style="list-style-type: none">• High percentage of positive feedback on local newsletters and noticeboards <p>Low percentage of our residents gave feedback on:</p>	
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		<ul style="list-style-type: none"> • Website • SMART TVs (acting as noticeboards) • Newsletters in audio or email • Quarterly Online Sessions 'Coffee Catch-ups' <p>Next Steps:</p> <ul style="list-style-type: none"> • Complete comprehensive analysis • Share results internally and externally • Agree recommendations for changes • Implement change and monitor • Run focus groups to address specific themes <p>Launching our new Housing 21 Website:</p> <ul style="list-style-type: none"> • Building pages and running testing workshops • First workshop held (05 March) at Willowfields, Dudley • Further workshops being held throughout March <p>It looks like a lot of people have positive feedback on the newsletters and their notice boards locally, but we had quite a low percentage of residents who gave us any feedback on our website, the smart TV's, which some people have got which act as notice boards, newsletters which are in the different formats, and the coffee catch ups with Kris.</p> <p>There was concern from a member of the forum who had not received the survey, LN explained that it should have been included in the newsletter, and there should have been a poster on the notice board to advertise the survey. A discussion was had regarding alternative options, such as email, Whatsapp, etc as alternative ways to distribute the surveys going forward. LN said that she will speak to Jessica Ettridge, who is</p>	<p>Discuss alternative ways of sending out surveys with Jessica Ettridge</p>
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		<p>leading on our Digital Inclusivity group regarding this.</p> <p>Mabel is currently doing the analysis from the survey, we will share the results both with the internal stakeholders and externally, as well with our residents and hopefully that will then lead us to make some recommendations for change, which we will then do and hopefully run some focus groups. We are expecting there to be some key themes that come out of the survey, and we can then pick those up within a focus group environment.</p> <p>We are launching our new website, LN has been building the resident section, we had our first workshop this week, we are doing really rigorous testing on the new website. On the website it's really clear how you can get involved and we can start to use that new website to our advantage. We're planning on launching it towards the end of April, LN hopes to attend the next Extra Care Residents Forum to talk about the website in more detail.</p>	
6.	People and Property Visits	<p>AH introduced herself as Housing 21's Project & Change Manager and explained that she works on a lot of new projects across extra care.</p> <p>AH has attended today to talk about the people and property visits, which were launched in Autumn last year.</p> <p>AH explained that the People & Property visits were introduced for a couple of reasons. Housing 21 wanted to dedicate some time to resident well-being and reaching out to those residents that we don't have as much interaction with. Housing 21 also wanted to combine a number of existing property checks and visits that were being carried out sporadically throughout the year. This will allow us to check things that we</p>	

		<p>were obliged to check in one single visit to make that bit more convenient, and also to get in and have a look at the condition of some of our properties to make sure that we are picking up things like potential damp and mould issues or repairs before they progress into something more serious.</p> <p>The People and Property visits have got two elements to it - the people element which is very much around things like the person-centred Fire Risk Assessment, checking in with residents on their health, well-being, financial issues, safeguarding concerns, additional support needs and having that proactive conversation with people so we can pick up anything that we perhaps wouldn't have otherwise.</p> <p>The other element is the property side of it, which is around inspecting, looking for hazards, any damp or mould, hoarding issues, doing our test of the pull cord, adaptations and/or furnishing requirements.</p> <p>They were launched in October, the first ones for most of our properties are now complete, we've done 94% of the visits that we were due to do in extra care. Training has been rolled out to managers to ensure that the experience is a good one and it's thorough.</p> <p>The outcomes of the visits are being tracked and monitored, as well as any actions that come out of them. We have a number of reports that we're able to then use to review how well are we doing against our intended roll out of them.</p> <p>We've had a small number of residents who are unavailable or who have refused the visit to take place, we have got to revisit those.</p>	
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		<p>receive information through various channels, such as the WhatsApp communications project. We're using it as an opportunity to get some enhanced data.</p> <p>ID asked if it would be possible to produce a breakdown of the things that have been discovered, that require action, and possibly publish these findings to raise awareness to other residents. It might encourage other residents to speak more about those sort of things if they are made aware.</p> <p>AH agreed and explained that we are at the very early stages of having data at the moment. We need to do some real poking around in it and figuring out what it is actually telling us, what the benefits are and that will help inform what we do next with it. It would be worthwhile publishing something with what some of those high-level outcomes are and that's something we can work with Lucy on.</p> <p>TL fed back on his personal experience from the People & Property visit that he had at his property. TL spoke about what a positive experience it was, and the benefits of it being a one-to-one dedicated visit, rather than meeting in a group setting, which might not be suitable to all residents as some prefer a more personal approach.</p>	<p>Look into producing a breakdown of what has been discovered, and look to publish this to other residents</p>
7.	<p>Heads of Service Update</p>	<p><i>TJ provided an update as follows:</i></p> <p>Environmental Awareness Group – started this week with some of the residents, it was really positive, we are going to be looking at saving residents money, one step at a time.</p> <p>TJ expressed thanks to the residents from this group and across the other groups of the</p>	

		<p>organisation, including retirement living, that are feeding, into and coming to support with the involvement of this, that's what's helping us to be able to drive this excellence & improvements forward. We are going to try and get it into the residents events and employee events this year. TJ has asked Kris and Pam, hopefully they are going to try to fit that into some of those agenda items for us.</p> <p>Resident surveys - the results are due to go out very soon. We've had to survey the Midland Heart and the rooftop acquisition that came over this year, which has delayed the results going out slightly, but we have got a top line figure for extra care, we have gone up to 90% from 87% last year, so a 3% increase, which is really fantastic and that includes all of the acquired sites that have come over as well.</p> <p>We are getting our action plans into place in terms of resident satisfaction. We will have had/ will be having those meetings to formulate what those actions look like.</p> <p>We've got a lot of things coming in for residents satisfaction this year, with lots of new tools being introduced.</p> <p>Court Performance Tool - one of the things TJ is working on is the Court performance tool. We showed you how we report on all of our performance and what that looks like. It launched a year in June and we said we'd review it. Some of the things that have come from the review, from an internal perspective, was that it needs to be a live tool, as currently it only reports on three years worth of data, and as it is static, it doesn't move, and for us and particularly for residents, we want to see live data, we want to be really transparent all the time. We should have a draft</p>	
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		<p>by the end of May and then we are going to produce a resident owned version of it for the new resident websites. TJ is working with Katrina and her team on that at the moment, we are looking at a fully interactive tool for those people that want to go in and have a look at anything they want to, to do with a service, patch or region. It will be a live interactive tool that will give residents every bit of information that you need. We have got to be a little bit careful about some of the data due to data protection. We will work with you in terms of what is it you think is important to see on that tool, what will give you or a prospective new resident the best information about becoming one of our residents, but also that information of you being able to live at the property and see that transparency as well. That's going to come this year.</p> <p>Specialisms - We are increasing some specialisms within extra care and retirement living and those will be around complaints processes, specialist resources around tenancy, sustainment and complex needs, resident engagement, repairs. We've got some new regional support roles coming in which will really support to embed the great stuff that we're doing where we haven't had the capacity to really get down to do that nitty gritty stuff.</p> <p>We will be implementing some of the enhanced approaches to ASB and domestic abuse. We want to really make sure that we're out in the services delivering some of this and really embedding it right the way down.</p> <p>Residents Satisfaction Fund – it's been really successful this year. As of the end of February, we've spent approximately £151,000 across 61 applications. That shows that it really did go to good use. There is still a bit coming in, we won't</p>	
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		<p>have full figures until we do the end of year financials, but some great stuff and hopefully people have got some great things out of the resident satisfaction fund for the services.</p> <p>That an overview of where we're at, what we're going to be doing as well as some of the things that we've achieved. Without the residents on this call and without you really helping to feed that into us with your feedback, we just couldn't do it, a big thank you to everybody for coming along and sparing your time for us.</p> <p>ID asked if the RSF is a rolling fund now, TJ said she's not sure what's been put in the budget for next year but does believe there will be something but cannot confirm exactly what at this moment. ID will take up with Kris next week</p>	<p>ID to speak to Kris re Resident Improvement Fund going forward</p>
8.	Outwardly Promoting Extra Care	<p>ID and TL have been discussing promoting extra care and what is it all about, what are housing 21 are about, and how we can promote that to the broader community.</p> <p>ID spoke about an open day held at King Edward Court where they invited Social Services and the Local Authority. They were given a tour of the Court, and a few residents opened up their flats up to let people come in and look around and talk to them about what they get out of living there and the type of people that really benefit from extra care.</p> <p>ID spoke about how there is a consensus that Housing 21 is a care home, rather than independent living, we need to bring awareness to the larger community about what Housing 21 really is. King Edward Court will now be holding annual open days to bring this awareness.</p> <p>ID spoke about how other Courts could be doing the same, holding annual open days and inviting the wider community, Social Services, the Local Authority, etc, in a bid to promote what Housing</p>	<p>ID to produce and circulate write up following Court open day</p>

		<p>21 really is. ID will be doing a brief report on this to circulate to other courts as he said its such a simple yet powerful thing to do.</p> <p>TL spoke about how the local community get involved in activities at Box Tree Court, for example between 50%-99% of the group attendees are from the local community. TL described it as a centre where people can come and enjoy themselves.</p> <p>TJ agreed that open days are a great idea and way of promoting who we are, TJ encouraged ID to write the paper and put it through to the Exec Team and to the Board, especially now that we're increasing capacity, particularly around those operational support roles, that might be something that they get involved and support managers to do across the country with additional support from Lucy and the Marketing & Communications team.</p>	
9.	AOB	<p>Promoting the Residents Forum – TL feels that the forum is not being promoted as well as it could be. TL said that at his court the minutes from the forum are read out at the residents coffee morning, which can cause residents to switch off or become disinterested as there is no explanation of what is behind the discussion. TL said we have to find a way of marketing and communicating how great these forums are and promote that they are for the residents. TL feels it is a golden opportunity when you've got residents together in resident meetings or coffee mornings, but it needs to be done in a more interesting, inviting and encouraging way.</p> <p>JS explained that when he sends the minutes out it is more of a summary of topics that were covered, rather than the full discussion. JS was not aware that the full minutes were being read out at residents meetings / coffee mornings.</p>	Forum members to send quotes promoting the Residents EC Forum to JS and LN

		<p>JS suggested, that as well as the summary, it would benefit from the voice of the resident forum members – JS asked the group for comments on the forum – what has been enjoyable about it, actions, achievements, etc. JS can put that in in quotations and use that as voice to read aloud, it would be great to have different voices from each session so people see the range of people that are attending.</p> <p>TJ suggested the Residents Extra Care Forum have a whole page in the newsletter, possibly on a quarterly basis, with the forum members taking it in turns to contribute to it.</p> <p>LN took the opportunity to invite the forum members to send her some quotes for the website and Instagram page about the resident engagement groups. These could be about why people signed up to the group, actions from the group, encouragement, etc. Please send to LN directly.</p> <p>Annual Report - Sophia Nakhooda – SN introduced herself and explained that she works for Kris Peach in extra care alongside Tracy and the other Heads of Service. She is not an operational lead, but a projects lead who supports with business improvements, and quality and compliance. SN has quite a wide range of roles that she supports with. One of the things that SN does each year, for Kris and the team, is write an annual plan for extra care, and what that allows us to do is think about what our strategic themes and priorities should be for the year ahead. It enables us to get focused on what we want to deliver, apart from our business as usual activities. It allows us to manage our capacity and commitments, hold ourselves to account and set some measured targets as well. We look at what we've already got in the pipeline that needs to</p>	<p>SN to send ID the documentation. ID to publish the documentation on the Forum Facebook page. Agree a date to meet and discuss / feedback</p>
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		<p>carry on into next year, Birdie for example, the care system, but we also look at feedback from residents and employees and what you want us to be doing, what your priorities are and what changes you want to see us make, and we ask our internal governance frameworks, our leadership teams and our extra care committee that ID is a part of. We are at that stage, as we approach the end of the financial year, of looking at what we've achieved, looking at what we think we can achieve for next year and setting some goals. SN would love the groups input around them. SN has a draft which went to the Extra Care Committee a couple of weeks ago. They gave it a bit of a shake around and gave us some feedback, which is being built in.</p> <p>SN suggested arranging a meeting where she can show the group a little bit more about it, potentially sending them some documents in advance, then meet to have a chat and feedback.</p> <p>ID asked SN to send the documents to him, and he will publish it on the forum on the Facebook page so that people can look at it and then in conjunction with JS, they will set up a date to review and discuss.</p> <p>SN would like to have something ready by the start of the new financial year if possible, but more importantly, SN would love the groups input, so if that takes a bit longer then that is not a problem.</p> <p>Complaints Panel - JS reiterated that the Complaints Panel is continually looking for members - get in touch with JS if you are looking to join Housing 21's Residents Complaints Panel. It is a more formal scrutiny group. It tracks and measures the progress of Housing 21's performance against complaints at quarterly reviews.</p>	<p>Contact JS if interested in being part of the panel.</p>
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		<p>Resident Engagement - A new form of resident engagement has been trialled on a national scale of projects in recent weeks, which has been a great success.</p> <p>We used the connect 21 schemes, those schemes that have smart TV's, to conduct some engagement where a project team was looking for resident questions to take to a new emergency call monitoring provider. We are going out to contract to get a new emergency call monitoring provider and we hooked into about 20-25 different schemes through smart TV's.</p> <p>Project leads made a presentation and then took questions from the residents in attendance to be relayed to those call monitoring providers at that session. The call monitoring providers that are bidding to win that contract have just made their own videos, they are going to be sent to those schemes that took part so that they can assess what they thought of the suppliers through the use of a feedback form.</p>	
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Date of next meeting: TBC

Time of next meeting: TBC