

Meeting notes for Extra Care Residents Forum

Date: 09/09/24

Time: 13.00pm – 16.15pm

Chair of meeting: Ian Devereux

Attendees: Ian Devereux (ID), John Simmonds (JS), Mabelle House (MH), Tracy Jones (TJ), Richard Wheeldon (RW), Vicki Volante-Hurd, (minutes) x 8 residents

Title of agenda item		Summary of discussion	Actions agreed including assignments and deadlines
1.	Introductions	Introductions around the meeting room of who's who.	None
2.	Actions from Last Meeting or Update	<p>Following on from MH discussion regarding the last tenant satisfaction measure survey and the terminology that was used. JS confirmed the comments were taken on board and that a full guidance for employees and residents will be sent explaining what the questions mean.</p> <p>A discussion has also been held within H21 about data protection and the pitfalls around GDPR. Sonia Hawley who attended the last meeting is ensuring that our employee training is up to date and that we have an eLearning package on data protection that every employee must complete. She will also be looking to gather some real-life case studies to support the training which is relevant to social housing.</p>	<p>The language is set by the regulator for the surveys, and this has been raised as feedback to the regulator to change some of the language. JS/MH to follow up</p>

		Addressing concerns from the previous meeting, where residents were concerned that their personal details were out of date, JS updated that there is a tenancy support visit project launching imminently. Amongst the many aims of this project, one of the critical checks will be to ensure that resident data is accurate and up to date.	
3.	Resident Associations Updates	<p>JS conducted a presentation to the group relating to an ongoing project regarding residents' associations. A survey was released to identify which schemes have one, but also what concerns residents have in setting one up.</p> <p>TL contributed to the updates that the representation of the courts with the local authority and the relationship resident associations have with other organisations in the area has not been mentioned. MR also raised some points as to where to get funding to support the residents' associations.</p>	<p>JS will reach out to residents from the network for examples of their Residents' Associations and their benefits. Information on how to establish an Association will be made available on the H21 website, and the supporting guidance for H21 employees will be made more person-centred and comprehensive.</p>
4.	Service Charges	TJ confirmed with the residents that they had received the literature relating to the service charges and gave a brief overview of the 4 documents that were sent. TJ has requested for feedback off the residents before the documents are finalised and if anything needs changing to make	

		<p>the service charge information more comprehensive.</p> <p>TJ confirmed they haven't finalised all the action points from the last meeting in relation to explanations around service charge, rents and what's included and reviewing the service charge process.</p> <p>RL shared the service charge literature with the residents on Teams and explained how the budgets are split down on the statements issued.</p> <p>Through correspondence, a resident raised that they were dissatisfied with the standard of graphic design on the proposed documents. It would be preferred to have a range of options to choose from.</p> <p>A resident requested for the information to be displayed on the communal televisions in the service charge meetings in addition to the paperwork provided so the information is clearer and easier to follow. TJ also suggested linking a service charge specialist into the meetings remotely to answer any questions.</p>	<p>TL, TJ, and RL will take on board the feedback from this network. They will work to ensure that the supporting guidance for scheme managers, who are delivering the updates, is comprehensive. They will consider introducing drop-in sessions that can be attended by residents for additional detail, or to answer questions that scheme managers are uncertain of.</p> <p>RW will feed this back to the Communications team, who manage the relationship with the graphic design agency.</p> <p>TJ and RW to move this suggestion forward and add this into the guidance and template for Local Housing Managers to follow.</p>
<p>5.</p>	<p>Accessibility survey</p>	<p>ID gave a brief explanation to the group of what the survey entails.</p>	<p>Survey will be launched in December.</p>

		<p>The survey is to find out the things that we do not know or think about. An example was given about a lot the guest rooms not being disabled accessible and that they are only equipped for family and friends who may not require support.</p> <p>MH followed on from ID's brief explanation confirming the survey is in the pipeline and will be launched in December to Local Housing Managers and residents. More detail was given about the questions that will be asked in the survey.</p>	
6.	AOB	<p>A resident raised concerns about the evacuation procedure for schemes, whether the materials that have been used are fire resistant and concerns that the doors do not fit the door frames tight, it is a stay put policy. This discussion was mainly around a specific scheme.</p> <p>ID confirmed that at his scheme they do fire training at least twice a year, a fire survey was carried out about 2 months ago.</p> <p>JS advised that all schemes have strict fire safety compliance measures and will be able to evidence these upon request. It was confirmed that it has been measured under the tenant satisfaction measures under the new regulatory powers of the</p>	<p>JS will highlight anxieties around fire safety as a priority for scheme managers to discuss at upcoming scheme meetings. JS will also connect the attending resident that raised the matter with the national policy lead for fire safety.</p>

		<p>Regulator for Social Housing. All schemes should have a designated fire safety manager (which is usually the scheme manager) and list of compliance checks which they must carry out including fire alarm tests, escape routes, emergency lighting.</p> <p>The resident that raised the concern hasn't spoken to the Local Housing Manager but confirmed that they would raise following this meeting.</p>	
--	--	---	--

Date of next meeting: Tuesday 29th October

Time of next meeting: 13:00 – 15:00