

Extra Care Forum Meeting minutes

Date: 26 January 2026

Time: 2pm

Housing 21 Lead: Jamie Lindon-Lewis - Director of Extra Care

Resident Lead: Ian Devereux

Housing 21 Representatives:

Vanessa Pritchard-Wilkes - Head of Research and Influence

Jennifer Owen - Tenancy Sustainment and Arrears Advisor (Extra Care)

Lucy Nixon – Resident Communications Manager

Maddie Kelly-Morrow - Complaints Lead (Extra Care)

Amber Crick – Resident Engagement Coordinator

Housing 21 residents: AA, DD, DB, GD, JY, RB, SM, TL and SMcG

Apologies: Michael Rose

Next Extra Care Forum – 5 March 2026 at 2pm

To view upcoming sessions, visit our calendar -[here](#)

Title of agenda item	Summary of discussion
<p>1. Welcome and Introductions</p>	<p>The Chair welcomed all attendees. New introductions were made, including:</p> <ul style="list-style-type: none"> • Jennifer Owen, Tenancy Sustainment & Arrears Advisor (Extra Care) • SMcG, Resident <p>Housekeeping reminders were given regarding muting microphones and use of the hands-up function.</p>
<p>2. Minutes & Actions from Previous Meeting</p>	<p>Jamie confirmed a full refresh of the Forum’s ToR will be undertaken jointly by:</p> <ul style="list-style-type: none"> • Director of Extra Care (Jamie) • Forum Chair (Ian) • Retirement Living Forum Chair • RL Director <p>Draft ToR will be brought to the next Forum meeting.</p> <p>Meeting Documentation Format The new combined “meeting book” format was endorsed by residents. All future meetings will use a single consolidated pack.</p> <p>Forum Promotion and Resident Participation Ian and Lucy will meet to explore improved promotion of the Forum, including understanding what motivates residents to attend and how best to advertise opportunities.</p> <p>Shared Events Calendar Work is ongoing, complex due to system constraints. Updates to follow.</p>

<p>3. Complaints Performance Review</p>	<p>Presenter: Maddie Kelly-Morrow, Complaints Lead</p> <p>Purpose</p> <p>Maddie introduced a series of performance “deep dives”, beginning with complaints.</p> <p>Performance Data (Quarterly Report)</p> <ul style="list-style-type: none"> • Highest complaint categories: employee conduct and repairs. • Complaint outcomes: mix of upheld, partially upheld and not upheld. • Common themes: communication and follow-up, continuity, master key use, and policy consistency. • Improvements underway to template responses for more clarity and empathy. <p>Resident Feedback and Key Issues Raised</p> <p>Residents provided extensive examples and observations, including:</p> <ul style="list-style-type: none"> • Lack of clarity between service requests and complaints. • Variable practice by court managers; some take complaints personally. • Need for clearer timeframes, more frequent updates, and acknowledgement of receipt. • Desire for more face-to-face discussions when complaints are raised. • Concern that raising a complaint about a manager requires complaining <i>to</i> that manager. • Need for a “buffer” or alternative route for raising issues. • Requests for periodic communication of complaint outcomes to resident groups (without breaching confidentiality). • Lack of visibility around progress of repairs and complaints handling.
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		<p>Outcomes Maddie will reflect all feedback in the ongoing service improvement work and will report on progress at the next meeting.</p>
<p>4.</p>	<p>Arrears Process Leaflet – Resident Feedback</p>	<p>Presenter: Jennifer Owen Jennifer presented the draft “Helping You Stay on Track with Your Rent” leaflet. Key Feedback Themes</p> <ul style="list-style-type: none"> • Remove or alter language such as “threat” and “formal letter”. • Emphasise financial support and welfare advice from Stage 1, not later stages. • Clarify rent in advance, especially for mixed weekly/monthly billing patterns. • Avoid jargon (e.g., “arrears”); consider plain English or definitions. • Provide translations for residents whose first language is not English. • Explore online resident account access for rent balance checks. <p>Jennifer will revise the leaflet with Communications and will present an updated version at the next meeting.</p>
<p>5.</p>	<p>STAIRs legislation and what it will mean to you.</p>	<p>Presenter: Vanessa Pritchard-Wilkes Overview Two components were outlined:</p> <ol style="list-style-type: none"> 1. Publication Scheme – due October 2026 (H21 aiming for March implementation). 2. Access to Information Scheme – due April 2027 (early adoption planned). <p>Key Requirements</p>

		<ul style="list-style-type: none"> Residents may request information in writing; H21 must assist if needed. Acknowledgement within 48 hours; response within 30 days. Some exemptions apply (excessive time, unclear applicant, offensive requests). Information must relate specifically to management of social housing. <p>Accessibility Issues Raised Residents highlighted digital exclusion. Vanessa will work with Communications to design both digital and non-digital access routes and return with proposals at the next meeting</p>
6.	Any Other Business	<p>Communication Across Schemes There was strong feedback that communication from H21 to residents is inconsistent. Issues raised included:</p> <ul style="list-style-type: none"> Reliance on local managers to cascade information Lack of alternative formats for non-digital residents Need for translated materials Potential value of onsite screens or visible noticeboard updates <p>Catering / Bistro Provision Residents from multiple schemes described challenges including:</p> <ul style="list-style-type: none"> Inconsistent opening times

		<ul style="list-style-type: none"> • High prices • Lack of consultation on operator changes • Vulnerability of residents unable to cook for themselves • Variation between schemes (some very successful, some struggling) <p>Jamie explained:</p> <ul style="list-style-type: none"> • Caterers operate under a light-touch licence model, not a full contract. • Historically, a “condition of tenancy” meal-contribution model has proven most stable (e.g., PFI schemes), but residents previously rejected expanding this. • Jamie will revisit historic work, consider alternative options, and bring findings back to the Forum. <p>Resident Association Contacts</p> <p>Amber is undertaking a full mapping exercise of all scheme-level resident associations and social committees.</p> <p>This will form the basis of a consistent communication network for future information sharing.</p>
7.	Summary of Actions	<ul style="list-style-type: none"> • Draft revised Terms of Reference - Jamie, Ian, RL Chair and RL Director • Improve promotion of Forum and engagement strategy - Ian & Lucy • Implement complaints improvement actions incl. clarity on service request vs complaint - Maddie

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| | <ul style="list-style-type: none">• Develop “resident update promise” (timeframes for communication) - Maddie• Revise arrears leaflet (language, translations, support info) - Jennifer• Finalise STAIRS publication accessibility plan - Vanessa• Provide catering model review update - Jamie• Complete mapping of resident associations – Amber• Present H21’s communication improvement plan at the next meeting. - Lucy |
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