

## Meeting notes Extra Care Resident Forum meeting

**Date:** 13 November 2025

**Time:** 2:00pm – 3:00pm

**Chair of meeting:** Ian Devereux

**Attendees: Housing 21 Representatives:**

- Kris Peach - Chief Operations Officer.
- Sophia Nakhoda - Head of Strategic Projects and Business Improvement
- Lucy Nixon - Resident Communications Manager
- Amber Crick – Resident Engagement Coordinator

**Housing 21 residents:** TL, SL, MR, GD, SM, DB and HL.

**Apologies – JY**

**Date of next meeting: 22 January 2026**

**Time of next meeting: 2pm**

Title of agenda item	Summary of discussion
<b>1. Welcome and Introductions</b>	<ul style="list-style-type: none"> <li>• Attendees introduced themselves.</li> <li>• New members welcomed.</li> <li>• Roles and responsibilities briefly outlined.</li> </ul>
<b>2. Actions From Last Meeting</b>	<ul style="list-style-type: none"> <li>• <b>Resident Engagement Strategy and Forum Participation: Sophia, Lucy, Amber, and Kris</b> provided updates on the development of a new resident engagement strategy, discussed efforts to increase forum participation, and addressed questions from <b>HL</b> and others about managing larger online meetings and supporting residents' digital access.             <ul style="list-style-type: none"> <li>○ <b>Resident Engagement Strategy Development: Sophia</b> explained that <b>Sarah Herrington</b> is drafting a new resident engagement strategy, which will cover both engagement and broader resident experience. Residents' input is being sought for the strategy, and a first draft will be brought back for further feedback. <b>Kris</b> emphasized that this is a key priority for completion within the calendar year.</li> <li>○ <b>Forum Participation Campaign: Lucy</b> described plans for a campaign to attract more residents to participate in forums, with a focus on increasing diversity. The campaign is scheduled to launch in January, after the holiday season, and will be supported by the newly appointed director, <b>Kate McArdell-Broome</b>, who brings experience in resident engagement.</li> <li>○ <b>Digital Access and Support: Lucy</b> addressed <b>HL's</b> concerns about residents' digital skills by outlining ongoing efforts to support digital access, including using local managers' offices and equipment, providing digital skills support, and ensuring connectivity in communal lounges.</li> <li>○ <b>Managing Large Online Meetings: TL and Ian</b> responded to <b>HL's</b> concerns about managing larger meetings by sharing experiences from previous large online gatherings, emphasizing</li> </ul> </li> </ul>

the importance of etiquette, hand-raising, muting microphones, and potentially splitting into subgroups if numbers grow significantly.

- **Forum Structure, Leadership, and Communication:** **Kris, Ian,** and **MR** discussed the need for clear forum structures, the introduction of resident and Housing 21 leads for subgroups, and the importance of two-way communication and feedback loops between groups and the main forum.
- **Resident and Housing 21 Leads:** **Kris** and **Ian** proposed appointing both a resident lead and a Housing 21 lead for each subgroup to ensure effective partnership, coordination, and that actions and outcomes are communicated back to the main forum.
- **Two-Way Communication and Feedback:** **MR** highlighted the importance of maintaining two-way communication, ensuring that issues and feedback flow both upwards to the main forum and back down to residents, with **TL** and **Ian** agreeing that the new lead structure would help keep themes circulating.
- **Forum Naming and Simplification:** **Ian** and **Kris** discussed ongoing efforts to clarify and simplify the naming and terminology of forums and groups, aiming for consistency and better resident understanding, with input from **Jamie** and others expected in future meetings.
- **Potential Forum Consolidation:** **MR** and **Kate**, the new director of Retirement Living, are considering consolidating some forums to reduce duplication and improve feedback mechanisms, with **Amber** expected to support these changes.
- **Service Charge Communication and Training:** **TL, Tracy,** and **Sophia** updated the group on efforts to improve residents' understanding of service charges, including new training materials, surveys, and the need for ongoing feedback to assess the impact of these initiatives.
- **Service Charge Training and Materials:** **TL** explained that new training and materials have been developed to help residents and court managers better understand service charges, emphasizing transparency and simplicity, and moving away from superficial explanations that generate further questions.

		<ul style="list-style-type: none"> <li>○ <b>Survey and Feedback Mechanisms:</b> <b>Sophia</b> noted that a survey was conducted to assess the effectiveness of the new training, and <b>Tracy</b> will be asked to share the results at a future meeting to evaluate local impact and identify further improvement opportunities.</li> <li>○ <b>Challenges in Explaining Service Charges:</b> <b>TL</b> highlighted the complexity of service charges and the difficulty for court managers and residents to fully understand all aspects, suggesting that while complete understanding may not be possible for everyone, efforts should focus on clarity and transparency.</li> </ul>
<p><b>3.</b></p>	<p><b>Q2 resident voice themes</b></p>	<ul style="list-style-type: none"> <li>• <b>Resident Voice Themes and Thematic Analysis:</b> <b>Sophia</b> presented the latest quarterly resident voice themes, showing increased participation and identifying key themes such as local communications, communal areas, and facilities, while <b>Ian</b> and others requested earlier access to data for more meaningful discussion.</li> <li>○ <b>Quarterly Resident Voice Data:</b> <b>Sophia</b> shared that feedback from extra care schemes more than doubled from quarter one to quarter two, with the majority of comments relating to local communications, followed by communal areas, gardens, and staffing.</li> <li>○ <b>Sentiment Analysis of Feedback:</b> Analysis showed that over half of the comments were positive, about a quarter were neutral, and 20% were negative, with negative feedback focusing mainly on communal areas and facilities.</li> <li>○ <b>Request for Early Access to Data:</b> <b>Ian</b> requested that resident voice data be shared with forum members a week or two before meetings to allow time for review and preparation of questions, which <b>Sophia</b> confirmed could be arranged.</li> <li>○ <b>Clarification of Local Communication:</b> <b>Sophia</b> clarified for <b>GD</b> that 'local communication' refers to informal and formal interactions between residents and managers, such as coffee catch-ups, resident meetings, and visits from regional managers, with feedback from these interactions feeding into the resident voice process.</li> </ul>
<p><b>4.</b></p>	<p><b>Better Definition and Terminology of Name</b></p>	<ul style="list-style-type: none"> <li>• <b>Forum Terminology and Independent Living Definitions:</b> <b>TL, Sophia, and Kris</b> discussed the confusion around the terms 'independent living' and 'extra care,' the impact of</li> </ul>

		<p>terminology on public perception, and the need for clearer definitions and communication, with <b>Jamie</b> expected to provide further input.</p> <ul style="list-style-type: none"> <li>○ <b>Terminology Confusion:</b> <b>TL</b> raised concerns that the term 'extra care' leads to the misconception that schemes are care homes, suggesting that clearer definitions and community engagement could help address misunderstandings.</li> <li>○ <b>Allocation and Nominations:</b> <b>TL</b> also questioned the allocation process for high, medium, and low-need residents, noting the challenges faced by court managers in panel meetings and the importance of having clear figures to support decision-making.</li> <li>○ <b>Ongoing Review:</b> <b>Kris</b> and <b>Sophia</b> confirmed that <b>Jamie</b> is prioritizing a review of terminology and allocations, with input from residents to be sought and updates to be provided in future meetings.</li> </ul>
<p><b>5.</b></p>	<p><b>Feedback on the new quarterly performance reporting</b>  <b>Findings and recommendations:</b>          from resident survey and focus groups</p>	<ul style="list-style-type: none"> <li>● <b>Performance Reporting and Resident Accountability:</b> <b>Lucy, Kris, and Sophia</b> introduced new quarterly performance reports for residents, discussed distribution methods, and encouraged feedback to ensure the reports are accessible, relevant, and support residents in holding Housing 21 to account.</li> <li>○ <b>Quarterly Performance Reports:</b> <b>Lucy</b> described the new quarterly performance reports covering investments, vacancies, rent, repairs, complaints, safeguarding, and resident voice, designed to be easy to read and understand for all residents.</li> <li>○ <b>Distribution and Accessibility:</b> <b>Lucy</b> and <b>Kris</b> outlined the use of multiple channels—website, newsletters, notice boards, local managers, and YouTube—to distribute the reports, while <b>TL</b> and <b>GD</b> raised concerns about actual resident engagement and the challenge of reaching those less interested in broader organizational performance.</li> <li>○ <b>Feedback and Focus Groups:</b> <b>Lucy</b> announced upcoming focus groups to gather resident feedback on the reports, acknowledging that many residents are primarily interested in scheme-level issues, and plans to entice participation with incentives like mince pies.</li> </ul>

		<ul style="list-style-type: none"> <li>○ <b>Future Improvements and Scheme-Level Reporting:</b> <b>Sophia</b> shared that work is underway to provide more detailed performance reporting at the scheme level, with <b>Tracy</b> expected to update the group on progress in future meetings.</li> <li>○ <b>Advance Distribution and Agenda Setting:</b> <b>Ian</b> and <b>Kris</b> agreed that performance reports should be distributed to forum members ahead of meetings to allow for focused discussion, with residents encouraged to highlight areas of interest or concern in advance.</li> </ul>
6.	<b>AOB</b>	<ul style="list-style-type: none"> <li>● No other business from the group</li> </ul>
7.	<b>Follow-up tasks:</b>	<ul style="list-style-type: none"> <li>● <b>Shared Public Diary and Library:</b> Report back on progress of the shared public diary and library for engagement activities and meetings at the next meeting. <b>(Ian)</b></li> <li>● <b>Resident Strategy Draft:</b> Bring the first draft of the new resident strategy back for more input and shaping with the group when ready. <b>(Sarah Herrington)</b></li> <li>● <b>Resident Forum Recruitment Campaign:</b> Launch the campaign to attract more residents to participate in the forums in January, with an emphasis on increasing diversity. <b>(Amber, Lucy)</b></li> <li>● <b>Survey Results on Service Charge Training:</b> Share the results of the survey on the impact of service charge training with the group at the next meeting. <b>(Tracy)</b></li> <li>● <b>Resident Voice Themes Data Sharing:</b> Distribute resident voice themes data and analysis to group members at least a week or two before meetings to allow for review and question preparation. <b>(Sophia)</b></li> <li>● <b>Forum and Group Naming Clarification:</b> Continue discussions and bring back proposals to clarify and simplify the names and definitions of forums and groups for resident understanding. <b>(Jamie, Ian)</b></li> </ul>

