**STRATEGIC TENANT AND RESIDENTS’ PANEL MEETING**

Wednesday 26th July 2023

6.30pm-8.30pm

Walthamstow Town Hall (May Suite)

Hybrid

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| MINUTES | ACTION |
| Present:  **STAR Panel Members**  Bert Morris (Chair) (BM)  William Wood (WW)  Juli Ozer (JO)  Heather Gardiner (HG)  Hajah Fofanah (HF)  Linda Cambridge (LC)  **Officers**  Jane Martin – Divisional Director of Housing Operations (JM)  Shahid Mallam – Head of Engagement and Insight (SM)  Yasmin White – Housing Engagement Manager (YW)  Masuma Begum – Housing Engagement Officer (MB)  Farzana Kahair – Housing Engagement Officer (FK)  Richard Tomkinson – Independent Mentor (RT)  Gary Rigby - Housing Strategy & Implementation Officer (GR)  Mark Rodgers - Programme Manager (MR)  Apologies:  Arsalan, Lesley, Tomasso (no longer a Waltham Forest resident) |  |
| 1. **WELCOME AND INTRODUCTIONS** |  |
| BM opened meeting and invited everyone to introduce themselves.  As this meeting was hybrid, BM apologised to those who preferred the meeting in person.  Apologies were noted as above. |  |
| 1. **MINUTES OF LAST MEETING AND MATTERS ARISING** |  |
| No questions or comments. |  |
| 1. **HOUSING STRATEGY** |  |
| GR introduced himself as Housing Strategy & Implementation Officer.  GR: The previous Housing Strategy is expiring therefore we are introducing new Housing Strategy.  There will/will be a Steering Group meeting with 2 members from STAR panel, who have already been identified.  The recent Housing Commission included consultation and feedback obtained helped inform the content of the strategy. This included engagement with stakeholders and residents.  The first part of the new strategy includes:   * New Regulatory Standards and legislation * Address the need for more social housing in WF * New strategic Housing Market Assessment   Proposed Structure of Strategy  The 4 priorities are:   1. **Preventing Homelessness** -underlying causes, prevention, providing temporary homes and supporting older people living independently.      1. **New homes in the borough -** identifying the barriers to build new affordable homes, increasing supply of rent/buy. New buildings, supporting sustainability, working with Sixty Bricks, ensuring new supply by working with WF partners. 2. **improving our existing stock –** cost of living crisis**,** retro fitting and help with fuel poverty, eliminating Damp and Mould. 3. **Improving standards in private rent sector (PRS)** – moving to a position of regulation for PRS, collaborating with landlords to help address poor standards. Safe and well-maintained homes, and retrofitting. Tackling ASB in PRS. Shortage of available PRS in the WF as, Portsmouth University new campus may increase demand. Affordable rents in PRS.   Key threads will form the key priorities.  GR: Tonight, we need to get your thoughts on if these priorities are right.  JL Question: Council budgets are squeezed, so if this impacts the strategy, Is there a plan B?  GR Answer: Priorities will not change due to budgetary issues.  JL: That is optimistic.  GR: This will be looked at in detail and then an action plan will be developed to deliver - a delivery action plan.  SM: it’s 5-year Strategy - e.g., last year’s rents were less so we had to revise the strategy accordingly. External pressures may mean that targets might need to be amended.  WW: This is a set of aspirations which includes everything. It’s a wish list at the moment.  JL: It looks good on paper.  GR: at this point it is setting out priorities, no details of costing etc. simply to present the aims of the strategy. This is the beginning of the process.  Looking to finalise strategy in December.  Meanwhile lots of consultations, work into a tangible plan.  More detail will be available as we progress.  HT: You asked HAVE we covered known priorities, are they in order of importance? Also, can we have a copy of the report?  HR: It is not laid out in order of priority and all targets are equally important. It is worth noting that Homelessness is a legal requirement.  **Action:**  HR – Not sure if the report is in the public domain but need to check if the copy of the report is available and ready for circulation.  HT: There is one on the website but don’t believe it’s the full report.  BM: How do you know the numbers of homeless in the Borough? You need to know figures before you put people in Independent Living.  GR: We did a homelessness review and do have a number from various sources.  I can not give the stats tonight, but I do have available, the number of rough sleepers in WF.  BM Question: Is Morgan Sindall and Astons Group involved in this?  GR Answer: Yes, Managers are liaising with them and will be looking at satisfactory repair times. Working with contractor on this issue  BM: The quantity of incomplete repairs is being looked into.  JM: In addition to the HS strategic high-level document, we are already working on housing transformation work. MR is working on repairs costs and processes.  SM: Case Study: PRS resident living in poor quality, is reflected in the strategy.  BM: The Council struggle to get people into property, hope it clears up these situations.  GB: PRS is a key priority now and will get attention unlike other councils.  Focus on targeting and dealing with poor landlords.  JO: Will you give an update in December?  GR: Yes, will do forums and consultations with residents, you will hear more from us. | GR |
| 1. **RESIDENT SCRUTINY DESKTOP** |  |
| RT stated that the focus of the review was not levels of tenant satisfaction but how WF listen to and act on it. The review took some time due to information collection issues and the sad passing of Su Gomer. Also, the newly involved residents dropped out of the panel.  Training of new interested residents will take place and the Engagement Team will undertake a recruitment campaign.  Suggestions to improve High, Medium and Low Priority Recommendations  High:  -Review the role and function of the various core groups and develop the current approach to considering tenant satisfaction/sentiment data, ensuring that service actions and improvements are documented to demonstrate to residents a ‘you said, we did’ approach.  -Housing Assets to develop a communications schedule to publish regular updates about service priorities, performance and service changes/improvements as a result of tenant feedback.  Medium:  -Include consideration of location and demography in the development of a transactional survey.  -Undertake more detailed qualitative research to understand what is driving satisfaction/dissatisfaction.  -Issue satisfaction surveys/rant and rave where communal repairs have been reported by customers of the housing service.  -Review how the service will report against the technical requirements of TSM RP02 – Repairs completed within target timescale (emergency and non-emergency).  -Assess the feasibility of reintroducing a call back option to improve call waiting times.  RT suggested “call waiting times”- used to have call back option try to reintroduce. Assess feasibility or alternative method.  Low Priority:  -Develop a communications plan to promote the opportunities for tenants to engage in social value and corporate social responsibility projects and activities and to celebrate the outcomes being achieved.  -Undertake Cllr engagement to empower Cllrs to be advocates for Social Value opportunities in their communities.   -Commend staff at both contractors for their engagement in this review.  -Consider collecting Rant & Rave sentiment analysis for individuals’ full end to end customer journey.  -Develop a Power BI dashboard and roll out to all staff’s desktops  MSPS collect Rant & Rave analysis but not one resident’s end to end journey.  Microsoft Power BI dashboard can get live performance information which can motivate staff. Use tool to roll out to all staff not just senior staff.  Monitoring & Reporting is ongoing twice a year and full report on website.  Next Steps:  Housing Asset to come up with actions.  **Action:**  Suggestion to develop 20-day improvement plan for next STAR meeting  Special STAR Panel Meeting date to be set to choose the next review.  August not a good date, push it to September.  RT asked if there’s any comments to share to panel from scrutiny team.  HG: Question: didn’t understand what a transactional survey was?  RT: STAR survey is a perception survey of a service without using service.  Transactional survey is someone who actually used a service.  WW: Tenants always supportive of “The Call Back” function.  Greatest benefit to tenants and gives you a feeling of being considered.  BM: MSPS doing social value for a long time, used to have residents’ fun days at the college. Good as people were able to see officers.  WW: On the issue of reporting back following a scrutiny action plan being agreed, we don’t always get feedback promised.  RT: You can determine how to get your progress update.  RT: Member of STAR Panel can be the champion of the review, remind staff about progress updates.  MR: spent time at MSPS listening to calls as a resident.  Call back function makes sense and will take a look at it.  MSPS customer resolution is better than WF but call numbers are bigger than WF.  JM: Thanked the Scrutiny team for preserving on the challenging topic.  Feedback is useful and really timely.  We are developing improvement plan and Mark will be totally focused in this area. Personally pleased to see communal repairs feature as we need to improve in this area. Pleased to hear recommendations of focus groups and TSM measures.  Eoin Quoiry is drafting new repairs service standards and we will be measuring against this in future. | BM/AT/HG |
| 1. **AOB** |  |
| Chair – discussion.  If anyone would like to step forward to be Chair of the STAR Panel they should express an interest on Basecamp. The TOR need to be reviewed as they are not clear on the Chair Election process.  **Action:**  Engagement Team to send a reminder on Basecamp, as some members not present.  HG: Show of hands at the future meeting?  RT: due to issues around personal discomfort expressing a preference in public, the Chair position will be decided before next meeting.  STAR Panel also need to choose someone to be the Champion for the repairs review.  JL: Volunteered to be the Champion.  WW: Managing green spaces could be better and will go to Martin Buddery to discuss improvements on grounds maintenance. green spaces and wildlife. Getting tenants involved in area.  SM: Flagging Social Housing Regulation Bill is an Act/Law. New Consumer Standards for housing providers are currently being consulted.  Visit <https://www.gov.uk/consultation-on-the-consumer-standards>  **Action:**  SM will put the link up on Basecamp.  HT: when’s the deadline?  RT: October 17th/27th  YW: We developed a tenant training program/ New Consumer Standards.  RT running sessions on ‘Holding your landlord to account’. Tenant Training Programme details will be sent to STAR Panel members.  **Action:**  YW to send copy of tenant training program on Basecamp.  HG: Don’t receive Residents News.  SM: haven’t sent one in 6 months but it is on the website.  FK: Monday 4th September 2023 Morgan Sindall site visit, and new blocks visit is on Wednesday18th October 2023. |  |
| 1. **DATE OF NEXT MEETING AND CLOSE** |  |
| Wednesday 18th October 2023 |  |