

**Residents' Panel Virtual Zoom Meeting
Tuesday 19th July 2022**



Minutes and Actions

Attendees

Members	Role
Amina Rahman (AR)	Leaseholder (Chair)
Corry Blades (CB)	Leaseholder
Gibran Afzal (GA)	Tenant
Yasmin Begum (YB)	Tenant
Sahra Mire (SM)	Tenant
THH	
Ann Lucas (AL)	Chair of Tower Hamlets Homes Board
Staff	
Gulam Hussain (GH)	Head of Regulatory Assurance and Neighbourhoods
Lesley Owen (LO)	Business Development Manager
Nojmul Hussain (NH)	Senior Resident Scrutiny Officer

Actions	Action Owner		Status/ Date
1. Forward update on learning from complaints handling during Q1.	GH		
2. Investigate why emergency calls are not being logged during transitional period between the out of hours and day time call centre	GH		
3. Explore the use of iconography to assist residents understand the complaints handling process	GH		
4. Follow up with the contact centre to ensure residents receive an email confirming any repairs being booked rather than relying on SMS from Mears alone	GH		

Item No	Description	Action	Status/ Date
1.	Introduction and Welcome		
1.1	AR chaired the meeting in the absence of JW and CW who was not present during the start of the meeting.		
1.2	Apologies was received from James Wilson, Chris Weavers and Simon James.		

2.	Minutes from the previous meeting and matters arising		
2.1	Members agreed the May 2022 minutes as an accurate record.		
2.2	NH outlined the action progress report. GH explained the status of current actions. This included the TMO update to be postponed as the lead officer Simon James was unable to attend this meeting. In In meantime, GH reported that consultation is still being undertaken in some areas, including Chicksand estate, and the TMO has gone live in some parts. The other actions have been added on the November agenda.		
2.3	The complaints learning for Q1 is not ready at present, GH agreed to send an update this month. The Panel received an update of performance at the end of Q1. ACTION: GH to forward update on learning from complaints handling during Q1.		

3.	THH Board update		
3.1	AL provided the following updates; <ul style="list-style-type: none"> The Board is focusing on mapping our performance against the existing consumer standards preparing to embed the new Tenant Satisfaction Measures set by the Regulator THH has secured a growth bid to employ an Environmental Health Officer (working within LBTH) to do enforcement work which will focus on sub-let properties on THH estates Ann Otesanya is the Acting Chief Executive, Beverley Greenidge is the Acting Director for Neighbourhoods and 		

	<p>Gulam Hussain is the Head of Regulatory Assurance and providing temporary cover as Head of Neighbourhoods. A new Director of Asset Management. Michael Killen, has also been appointed and has now joined.</p> <ul style="list-style-type: none"> • The Housing Ombudsman attended a THH Board discussion session to outline their expectations on compliance. The session was also attended by the Managing Director of the National Federation of ALMOs who set out some of the emerging regulatory changes. • New board members had been nominated by the new administration with some of the members joining the last board session. Induction for the newly elected members is due to take place soon 		
3.2	GH provided additional information on new regulatory requirements. This includes an expectation for social landlords to have emergency evacuation plans; this requires identifying individual residents that are more vulnerable and who would need assistance from the London Fire Brigade in the event of an emergency.		
3.3	THH is undertaking electrical safety checks for tenanted homes and will be upgrading some smoke alarms/heat detector installations in line with new regulations. GH also highlighted new requirements for inspecting doors that lead to communal spaces.		

4.	Complaints Handling Code		
4.1	GH delivered a presentation on the Complaints Handling Code (presentation slides was circulated to members). The presentation outlined the national context, following the Grenfell Tower fire, which resulted in the government producing the social housing white paper and giving further powers to the Housing Ombudsman to intervene where social landlords fail to meet adequate standards.		
4.2	GH explained THH local complaints handling process, the Ombudsman's power to issue failure orders and refer landlords to the Regulator for Social Housing.		
4.3	Information around how THH is complying with the Regulator's requirements was outlined, including areas under the '2022 revision'.		
4.4	GH also informed Panel of the upcoming Tenants Satisfaction Measures, which the Regulator will introduce in March 2023, and that THH's performance will be measured against these.		

<p>4.5</p> <p>4.6</p> <p>4.7</p>	<p>AR recommended that THH adopts iconography on its website to help people understand the complaints handling process. GH explained that this was explored, however due to the level of details it was difficult to produce. AR proposed providing a step by step process using iconography.</p> <p>AR also enquired what THH is doing to have a cultural shift within its own organisation to ensure its staff are resident focused.</p> <p>ACTION: GH to re-explore the use of iconography to assist residents follow the complaints handling process on its website.</p> <p>GA enquired what steps are taken to ensure Mears staff are equally customer focused as quite often calls to THH are transferred to Mears. GH said calls were transferred to Mears as a short term measure in order to help reduce the high call volumes. GH emphasised that Mears should have staff on board that are customer centric.</p> <p>GA stated that THH does not contact residents once they arrange a time slot for Mears to carry out repair work. GH agreed to speak to Housing Service Centre in regards to this.</p> <p>ACTION: GH to speak to HSC in regards to contacting residents to inform them of the time slot allocated for Mears to undertake repair work</p>		
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<p>5.</p>	<p>Performance update</p>																	
<p>5.1</p> <p>5.2</p>	<p>LO provided an update on performance for June 2022.</p> <p>Table 1 below shows, for all the indicators, performance compared to target.</p> <p>Table 1: Status June 2022 – all indicator</p> <table border="1" data-bbox="233 1599 1161 1850"> <thead> <tr> <th>Trend</th> <th>Red</th> <th>Amber</th> <th>Green</th> <th>All</th> </tr> </thead> <tbody> <tr> <td>No. of indicators: June 22</td> <td>9</td> <td>4</td> <td>3</td> <td>16</td> </tr> <tr> <td></td> <td>57%</td> <td>25%</td> <td>19%</td> <td>100%</td> </tr> </tbody> </table> <p>Table 2 below shows, for the monthly indicators only, the direction of travel compared to the previous month.</p>	Trend	Red	Amber	Green	All	No. of indicators: June 22	9	4	3	16		57%	25%	19%	100%		
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	Table 2: Direction of Travel from the previous month – monthly indicators							
	Trend	Weakened	No change	Improved	N/a			All
	No. of indicators: June 22	4 40%	0	5 50%	1 10%			10 100%
	Table 3 below shows, for all the indicators, the direction of travel compared to the previous year.							
5.3	Table 3: Direction of Travel from June 2021 – all indicators							
	Trend	Weakened	No change	Improved	All			
	No. of indicators: June 22	9 57%	0	7 44%	16 100%			
	SM raised a concern that emergency calls are not logged during the transition period between the out of hours and day time call centre. GH agreed to investigate. ACTION: GH to investigate whether emergency calls are not being logged during transitional period between the out of hours and day time call centre							

6	Any other business						
6.1	No further issue was discussed.						

7	Date of next meeting						
7.1	Tuesday 20th September 2022, 6pm – 8pm. Normal business meeting will be replaced with a best practice workshop.						