

Partners' Residents Open Forum Meeting 19 May 2022

Partners' staff: Katrina Dalby, Service Improvement and Engagement Manager, Michelle O'Toole – Communication and Complaints Manager

Islington Council staff: Eileen Abbott – Contract Improvement Manager

3 resident attendees

Discussion Item	Response if applicable	Actions
<p>Partners update</p> <ul style="list-style-type: none"> The PFI2 contract ended on 4 April. Partners have received positive feedback from the Council on the information that was transferred to them and staff that we've spoken to who TUPE'd to the Council have said that things are going well. All Partners staff are based at Colebrooke Place apart from our Home Ownership Team and our Gas and Repairs helpdesk staff. The next edition of Partners Gazette has been finalised and should be with residents in the next week or so. 		
<p>Resident Engagement Consultation</p> <p>We are reviewing our resident engagement strategy and would appreciate resident's ideas on what resident engagement should look like.</p> <p>Currently we have Resident Engagement Register which is a list of residents who have expressed an interest in getting involved. They tell us what they're interested in, and we contact them when opportunities which match their preferences are available. We have the Open Forum, and we share information from 3rd parties.</p> <p>How do you think we should gather resident feedback and get residents involved in helping us with service improvements?</p> <p>Do you have experience from any other setting that works well?</p> <p>How can we increase the number of residents on the engagement register?</p>	<p>Resident feedback included:</p> <ul style="list-style-type: none"> Zoom and email are a great way to interact with Partners Create a 'suggestion box' on the website/email address where people can submit suggestions. Have a focus on specific activities and invite people to get involved. Include an article about the benefits of engagement in Partners Gazette and encourage people to get involved. Use the Gazette for surveys When residents contact us for other reasons, at the end of the call invite them to participate in xx survey etc. Dedicate forum meetings to a specific theme. Talk about preventative action rather than problems. Have a problem-solving agenda at Open Forum meetings. Think about hybrid meetings with online/in person options. People give more when they feel valued. 	<p>Partners to consider feedback as part of the resident engagement strategy.</p>

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<p>Partners' Annual Service Plan</p> <p>We're also working on our Annual Service Plan. This sets out our plans for the year in addition to the contractual requirements and we want to know what residents think our priorities should be.</p> <p>We're following a different process this year. Traditionally we talk to managers first but this year we're starting with our officers. We're trying to talk to representatives from every team at Partners and are asking them:</p> <ul style="list-style-type: none"> • what do we do well? • what could we do better? • if you had a magic wand, what would you do. <p>We'll review the feedback, decide what we can include and then turn this into tangible actions which we can implement. We've had a couple of staff sessions so far and the contribution has been really positive. Feedback around communication, the importance of talking to each other, reviewing the tenant sign up pack, increasing the size of paper we send section 20s to leaseholders on for example.</p> <p>Part of the process includes resident feedback. We've included an article in the Gazette asking for residents to contribute and we want to consult with you here. Do you have any ideas about what we should include? Where do you think we could do better?</p>	<p>Resident feedback included:</p> <ul style="list-style-type: none"> • Repairs service is always good. It's nice to see familiar faces. • Staff could show their ID cards more consistently • Staff should take the time to talk to residents, explain what work they've done and check that residents are happy with it. 	
<p>Tenant Satisfaction Measures – Presented by Eileen Abbott</p> <p>The regulator for social housing is looking at services provided by social landlords. They want to ensure that landlords are listening to residents and are looking to introduce new satisfaction measures from April 2023.</p> <p>The Council will have to provide performance information on:</p> <ul style="list-style-type: none"> • Satisfaction with your landlord 	<p>Residents noted the information.</p>	

Discussion Item	Response if applicable	Actions
<ul style="list-style-type: none"> • Satisfaction with repairs • Satisfaction with safety • Satisfaction with complaint handling • Satisfaction with being listened to and acting on residents' views • Keeping you informed • Being treated fairly and with respect • Satisfaction with your neighbourhood <p>The Council are preparing for the new requirements and putting measures in place to process resident feedback. They will have to feedback to government and their performance will be compared with other councils.</p>		
<p>Red Boxes A resident asked about building safety and whether the Council would be installing 'red boxes' on the outside of homes which include personal escape plans for anyone in the building with vulnerabilities.</p>	<p>New regulations are due to be implemented in the coming months and a team at the Council are reviewing the requirements for Council owned properties. The Council will share more information with residents when we understand the final position.</p>	<p>Updates to be provided when available.</p>
<p>Repairs' Satisfaction Calls A resident was telephoned and asked to complete a repairs' satisfaction survey. Because they couldn't remember the appointment off hand, they were told that they couldn't complete the questionnaire. They said that given some time they would have been able to recall the appointment.</p>		<p>Partners to check whether call backs are an option for residents.</p>
<p>Kitchen replacement A resident was in the process of having her kitchen replaced by Partners. She was very pleased with the process and kitchen but felt she had lost some cupboard space. She was also disappointed that she was expected to change the strip lightbulb.</p>	<p>If a resident is unable to change their light bulb, they should contact us and we will check whether they are eligible for a discretionary repair. This is where we carry out a repair for a resident, which under their tenancy agreement or lease, is their responsibility. Reasons for this could include having a disability or being a pensioner.</p>	<p>Partners to remind Repairs staff of the discretionary repairs process. Partners to contact resident outside of the meeting to discuss the kitchen replacement.</p>



Date of next meeting – Thursday 21 July 2022– via Zoom