

Notes from September Meeting

Date and Timing:	Tuesday 17 th September 2024, 6pm-8pm
Location:	City Hall, 64 Victoria Street, SW1A 6QP
Chair:	Lareen Muhammed – Resident Chair
Cllr Attendees:	N/A
WCC Attendees:	<p>Sarah Warman – Strategic Director of Housing and Commercial Partnerships</p> <p>Zelda Wolfle - Director of Housing Services and Resident Engagement</p> <p>Claire Barrett - Director of Assets, Investment & Standards</p> <p>Andrea Luker - Head of Housing Innovation and Improvement</p> <p>Sarah McCarthy - Resident Engagement & Advocacy Manager</p> <p>Henry Roffey – Resident Engagement Manager</p> <p>Elsbeth Brown - starting soon as Head of Repairs</p> <p>Gary Lea – Chief Surveyor</p> <p>Debbie Clancey - Repairs Complaints Manager</p> <p>Gary McFarlane – Partnership Director (Morgan Sindall)</p> <p>Tamara Robertson – Head of Compliance</p> <p>Cigdem Guner- Resident Engagement Officer</p> <p>Trudy Brown- Resident Engagement Officer</p>
Residents in attendance	28 residents

Key Topics:

- Introduction and general service updates, performance information and Annual report:** The meeting began with updates and discussions on ongoing projects and regulatory changes in housing by Sarah Warman & Andrea Luker. This included discussing and sharing current performance on tenant satisfaction measures. Residents queried the sample size for the surveys and Andrea shared this information during the meeting explaining that the method is set by the regulator of social housing to ensure the data collected is comparable across different landlords.
- Resident Voice – participation in procurement:** A resident shared her recent positive experience of participating in the procurement process. She spoke about not having any prior knowledge or experience in procurement, the training being convenient and helpful, and how interesting it was to be involved. She strongly encouraged other residents to take part when future opportunities come up.
- Update on Repairs, inc. meeting the new repairs team:** The new Repairs leadership team introduced themselves including Elsbeth Brown (starting soon as the Chief

Repairs Officer), Gary Lea (Chief Surveyor), and Debbie Clancey (Repairs Complaints Manager). Gary McFarlane from Morgan Sindal also introduced himself.

Claire Barrett updated residents on three new repairs policies (Repairs Policy, Damp and Mould Policy, Window Restrictor Policy), and a new Repairs Charter. She spoke about the drivers for these new policies including compliance and service improvement. She spoke about the consultation that had helped shape the policies. Claire confirmed changes to the Repairs 'urgent' category moving to a within 7-day priority. Claire also updated on a range of other changes, pilots and projects within the Repairs function. When talking about new contractors adding capacity to support the winter programme residents queried which contractors these were, and Claire answered this question in the meeting (Regen and Lakers). Claire also shared an update on the work of two new teams that are supporting vulnerable residents with their repairs (Customer Advocacy Team and Care and Support Team).

- **Feedback from the Repairs Task & Finish Group:** Residents who had been involved spoke about having a positive experience, collaborating with officers, being heard, feeling listened to, seeing and taking satisfaction on the impact of their work. Gary Lea shared some of the work happening in response to the Repairs task and finish group recommendations. Residents asked when all the points shared would be implemented, they were positive about the ideas shared but some said they had not yet seen the impact of the changes. Participants also mentioned the importance the task and finish group outcomes being widely communicated.
- **Group conversations on next task and finish groups:** Residents were very engaged during a 30-minute conversation generating ideas around the next task & finish groups. They discussed the following questions.
 - What should the key aim of each task and finish group be?
 - Who should be involved?
 - What information do you think the review group will need to see?
 - What visits should the review group carry out?
 - What difference would you like to see as an outcome from the review?
 - How should the group report back?
 - Could you make the commitment involved in one of these groups?

Resident feedback from this session was collected on whiteboards and will be used to help set the scope and approach for the next two task and finish groups. Key points from resident's feedback received during the exercise included:

- **Residents said the complaints task and finish group should look at:** compliance with the Housing Ombudsman's guidance, transparency and communication, coordination and case management to resolution, the way we learn from complaints, and ways to prevent complaints.
- **Residents said the lifts task and finish group should look at:** communication, support for vulnerable people, wait times for parts, how

we decide to repair or replace, preventative maintenance to avoid breakdowns.

- **Resident said that when facilitating task and finish groups WCC should:** ensure tenure balance, provide worthwhile incentives for participation, involve operational officers (and where relevant contractors), share the outcomes in a report that provides a quarterly delivery timeline and with colour coded progress (e.g. a RAG rating).

Actions:

1. Repairs task and finish group

- **Lead:** Repairs Team
- **Action:** Promote the outcomes of the repairs task and finish groups and next steps for the repairs service
- **Timeline:** next month / ongoing

2. Organise Task and Finish Groups:

- **Lead:** Resident Engagement Team
- **Action:** Recruit residents and finalise the group structure for investigations into lifts and complaints. Use the feedback from this session to inform the scoping session on each of these reviews.
- **Timeline:** Two months.