**Tenant Communication & Support Group**

**Minutes**

**Thursday 18 April 2024**

**19:00-21:00, MS Teams**

**Attendees**

**Tenants:** Cathy Combs (CC), Loraine Darmon (LD), Sarah Boycott (SB)

**Staff:** Emilie Hildreth (EH) Tenants & Communities Manager, Rebecca LeCaille (RL) Tenants & Communities Officer, Paula Tuck (PT) Director of tenants and Insight

**Apologies:**

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| **Agenda Item** | **Discussion Points** | **Actions** |
| **-Apologies**  **-Agree last Minutes**  **-Declarations of interest** | Vicky Baxter  The minutes from the last meeting were agreed. All actions were completed.  There were no declarations of interest. |  |
| **Value for Money Strategy** | PT gave an overview of the Value for Money Strategy. There has been no Tenant Engagement for this strategy yet. PT will speak to the Group about how they can have input into the delivery of this strategy. Board Business plan and Inspiring Saffron Strategy align to the strategy. Service Improvement Framework introduced (February 24) and is led by insight , performance and themes identified. Core group and guest attendance by colleagues to ensure we have the right people in attendance. We will be asking tenant group members to attend when tenant facing issues are being discussed. A deep dive is conducted to see where the root cause issues are coming from. There are also cases as well where there has been a service failure.  The evidence of the learnings coming out of the SIF will go to the SQC and Exec.  Going to create a VFM sub-committees. The objectives are tenant centric and there is a large piece of work that tenants can get involved with. How are we going to share with tenant and comms plan. How will it be embedded evidence a VFM framework in everything we do to ensure we are driving efficiencies and cost savings. Teant journey mapping – look at all areas of the business for efficiency and be tenant focused.  CC seems unclear. As a Tenant Group they want to be involved in things with hard outcomes. PT hard outcomes would be KPIs will be the drivers for delivering overall strategy.  SB asked about whether tenants were involved in the Inspiring Saffron strategy. PT November exec JF asked for feedback Saffron Community Members and the three tenant board members.  CC sees their input than less then saffron in the strategy. PT went through the VFM Strategy and discussed the content with the group.  The group discussed complaints handling, and how the SIG would be a good mechanism to see where we can use the SIG to look at areas of concern.  SB Independent East idea behind complaints can be dissatisfaction not always a complaint. PT agreed not always want to make a complaint, and there are other ways to raise concerns, but the feedback needs to be logged and done something with.  PT The group can get involved with helping us shape the complaints service.  Tenant Journey mapping – want to look at an annual census to understand what information we have on tenants and understand their needs and can make reasonable adjustments and contact them in the right way and support them. This will help understand our neighbourhoods too.  Inspiring Community is around how much we have committed to free up money to reinvest. EPC ratings are one of our KPIS.  New homes commitment  Stock rationalisation understand what service tenants receive from contractors versus our own craft workers. Focus on core area and invest money in this area and also look at the stock to assess whether we should consider selling to reinvest the money.  CC asked what the current amount is. 2022-23 17p in the pound and 23-24 22p in the pound. CC asked if the 25p included grant money from the Government. RL amount for grant funding was separate.  CC how many homes instead of a percentage does the 67% mean and are we improving and are we replacing disposed stock with like for like properties.  CC asked if we are disposing of a property are we removing service charges on the sold properties or will they be included once sold. Because the service charge amount would be redistributed between remaining tenants.  SB loose properties through RTB how they are replaced. PT will find out how these impact stock levels. We are governed by regulator about how many we build and dispose of.  LD what criteria is applied and who makes the decision to dispose of properties. PT will find out.  Inspiring organisation  Salary and also how we look after staff in the right way. Best companies sent to all colleagues and covers eight areas such as leadership, wellbeing etc. colleague satisfaction which is also important to drive the business. Looking to introduce performance management system so staff understand how they all play a part to deliver the strategy. The fair pay and reward make sure we invest in staff, and they are trained adequately to deliver the best service and work in a smarter way.  EDI for all that we do. Ensure that Equality impact assessments are carried out.  PT asked how the group thought they could contribute to the VFM.  CC want to redefine and re-structure. CC does not feel that the VFM strategy comes under TCSG group and may be a stream that could come under the future structure, but it was not something that the group would want to get involved with. At the moment the group wants to go through the Tpas process to define what the group does, and it will be up to the other tenants involved. CC felt they get labelled with everything else that isn’t scrutiny. The group needs to evolve, and Scrutiny could deep dive into some issue.  Consultation procedure and Tenant Engagement Toolkit will drive engagement at an earlier point to co-design services.  SB the difference they are making needs to be more tangible and outcome driven, and these are made clear to the group. There is a current disconnect. There needs to be clarity about what the group does and how they can help staff do their jobs better.  Co-creating from the start and having an annual programme of engagement so tenants and residents engaged would know what key things are coming up.  Think tenant - “nothing about us without us”  CC asked how tenants could contribute to the strategy. Cocreation – strategy has been signed off however it could be influenced by tenants to identify how we deliver service and how we scrutinise. Tenant journey mapping everyone can be involved in, and SIF can be involved in. The comms to input into the design of the strategy, what does it look like how it can work for colleagues and tenants and how can it be communicated out to tenants. CC felt just playing to the group as it is now.  CC sees a role of tenants be part of SIF to help shape service. In regard to comms until there is concreate benefits to tenants within the strategy you shouldn’t put it out to tenants. CC asked LD and SB  LD will be disregarded if it goes out in paper form. PT will not be paper form. Agree lot of links to strategy but how do we measure success and it needs defining. SB need outputs. CC what is the purpose of all in the strategy – once that’s defined tenants can help you define it more. PT asking for an action plan with timescales and accountability.  It was identified we should share where we are and what we are doing. CC there is a lack of communication so can newsletters be more utilised to tell tenants more useful information.  SB broader indirect benefits should be made aware for residents such as shared owners who do not benefit from some of the strategy.  The group discussed what type of communication should be shared and the concern of tenants around scammers.  CC service standards are more meaningful to tenants rather then VFM strategy.  CC pointed out the Board minutes are not on the website; PT will look into.  The actions from the meeting will be logged on the SIG action log. |  |
| **Additional Support for STFG** | RL asked what saffron could do to support the group with their Facebook page, but would it be better if we change the type of information we share with tenants as discussed. CC agreed that would help. |  |
| **Update on TPAS Project** | The first two Task and Finish Group have taken place. Procedure subgroup took place yesterday and will feedback into the main task and finish group. The engagement structure will be next to review. Need to confirm dates first with the chairs. Tenant group members will be involved along with Board Members and other staff. The final part will be the staff training for staff.  All reviews are 2-5pm Fridays face to face. 17th June, 5th July, and 12th July. |  |
| **AOB** | CC asked about Service standards. PT final drafts will be shared with the group. A gap analysis will be carried out to see if services are missed. All teams are tasked with calculating how they measure and evidence how they are performing against it. PT will share these with the group.  The meeting finished 20:35 pm |  |