

**Freebridge Tenant Panel Meeting Notes
Friday 14 June 2019 at 9.45 am in the Barn**

Present	Richard Maun (Tenant Panel Facilitator); Governance Coordinator; Anne Manning, Sandy Peckover, Frances Fox, Stephen Lamprell, Annette McGivern. Charlotte Beck and Mick Harpley.	
1	<p>Welcome & Introductions and Apologies for absence There were apologies from Zana Balcuiniene.</p> <p>The Tenant Panel Facilitator reviewed the group contract with the Tenant Panel and it was noted.</p>	Action or Added Value?
2	Declarations of Interest – None.	
3	<p>Minutes of last meeting – April and May (Away Day) 2019 – The minutes were read and agreed as a true record.</p> <p>Matters arising</p> <ul style="list-style-type: none"> • Planters at Schemes – The Governance Coordinator advised that the Placeshaping team were going to take the suggestion forward and review the planters that were on schemes that had no plants in them. • The Governance Coordinator advised that the information regarding a development pipeline from the Director of Property will be incorporated into his next visit to the Tenant Panel in October. • The Governance Coordinator had updated the May quarterly update to Board with key messages, she advised that the Vice Chair would be attending the Tenant Panel in July and would provide some feedback. 	
4	<p>Work Programme and Draft Meeting Dates for 2019</p> <p>The work programme for 2019 was noted and the meeting dates presented were agreed for 2019. The Governance Coordinator noted the following to be included in the work programme where possible - Out and Abouts, Tenant Promises Survey Data Review and Anti-Social Behaviour.</p>	
5	<p>Communications Business Partner</p> <p>The Communications Business Partner attended to provide an update on the following:</p> <ul style="list-style-type: none"> • Communications Strategy (Community Projects/New Builds and Other News Balance); • Customer Satisfaction Update; • Complaints Process (and Discuss Designated Person) • Annual Report to Tenants <p>The Communication Business Partner shared that the Panel had previously looked at the Communication Strategy and it since had been signed off by the Board. The Communications Business Partner thanked the Tenant Panel for their input. A Tenant Panel Member complimented the Communications Business Partner on the 'get involved' part of the Freebridge website which included information about focus groups and workshops. The Communications Business Partner shared that the Tenant Panel had requested comparative data for customer satisfaction figures and shared the previous three years. He shared that Management Team set the targets that the Board agree. He also shared that 100 surveys were carried out</p>	

Added Value

	<p>each month by the First Contact Centre so that at the end of the financial year Freebridge would have asked 1200 people making the results statistically viable. Following a query from the Panel he shared that it was possible to look at the data from the surveys geographically.</p> <p>Following a query the Communications Business Partner advised that the FCC survey focused on repairs as they were a major driver of satisfaction. Following a query from a Panel Member, the Communications Business Partner shared that operatives used to hand tenant's feedback cards following the completion of a repair, but it was felt it was not a realistic way for tenants to respond with an employee present. A Panel Member commented that Freebridge could perhaps send a survey as a text. A Panel Member commented that during Out on Abouts there were occasions where tenants visited had not reported repairs. Another Panel Member commented that tenants sometimes didn't wish to report repairs as they felt they didn't want to 'bother' Freebridge and therefore didn't report issues.</p> <p>The Communications Business Partner also attended to discuss the annual report and shared that this year Freebridge were thinking of displaying the information as an infographic instead of text. The Tenant Panel shared that they felt vulnerable people and those who didn't have good reading skills would find it more accessible and it would be aimed at a wider audience particularly where English was not a first language. The Tenant Panel suggested that the colours of the document be chosen carefully and that the final document should be made available on the website. The Tenant Panel thought it was a good idea and much better than a text heavy version. The Communications Business Partner advised that he was gathering information and if the Tenant Panel had any further views to email the Governance Coordinator.</p> <p>In regard to discussions regarding the Complaints process, the Tenant Panel felt that with repairs driving customer satisfaction, the complaints process was an important issue and they felt the process did require review because it was stressful for both Freebridge and for the customers involved, as well as the time taken by Board members, Tenant Panel members and officers. It was also felt that it was a large responsibility given to the panel of two board members and one panel member. The Communications Business Partner noted the comments. It was agreed for Panel members to email the Governance Coordinator should they have any ideas or comments in regard the review of the complaints process for it to be focused on again in July. The feedback from July would be provided to the Communications Business Partner after the meeting.</p> <p>The Communications Business Partner left the meeting and the Tenant Panel members thanked him for attending.</p>	<p>Added Value</p> <p>Added Value</p> <p>Added Value</p> <p>Added Value</p> <p>Added Value</p>

7	<p>First Contact Centre Team Presentation –Tenant Panel Development</p> <p>As part of the Tenant Panel Development Plan for 2019 the First Contact Manager attended to provide a presentation to the Tenant Panel on their service area, there was a slide presentation. The following was highlighted in the presentation:</p> <ul style="list-style-type: none"> - They were developing information regarding different type of homes and equipment. - They were embedding new procedures and learning to diagnose repairs from calls - From May 19 the team had been involved in dealing with the complaints process at the early stages. It was important to get jobs right the first time and dealing with complaints to try and resolve on first point of contact. Early resolution meant that it was hoped a response could be provided by the end of the next working business day. - Due to GDPR the FCC were now asking identification verification by asking for a tenancy reference number. - They were hoping to development the web chat service. <p>The Tenant Panel thanked the Customer Services Manager for their presentation and agreed to forward any further queries to the Governance Coordinator.</p>	
8	<p>Draft Tenant Panel Quarterly Update Report To Board</p> <p>The Tenant Panel approved the text within the report and wished to include the following key messages:</p> <ul style="list-style-type: none"> • The Tenant Panel would like feedback following attending a Complaints Panel to round a process off. For those Tenant Panel Members who don't sit on a Complaints Panel information regarding the outcomes from complaints would be useful to review. The Tenant Panel would like to be informed of the outcomes of complaints panels, so they can see what the end point of the process was. • The Tenant Panel would like another joint session with the Board. The Tenant Panel valued the previous joint session with the Board and would like another joint session with them this year. • The Tenant Panel would like to be reminded of the overall repair strategy and what progress has been made to deliver it. <p>The Tenant Panel was happy for the rest of the report to go to the Board for their July meeting.</p>	Added Value
9	<p>Any Other Business</p> <ul style="list-style-type: none"> • The Governance Coordinator advised that the Tenant Panel Terms of Reference, Code of Conduct and Recruitment Procedure would be reviewed further and discussed again prior to the November Board for approval. 	Helen

	<ul style="list-style-type: none"> • Following feedback at the May away day the Tenant Panel Facilitator advised that from July there would be a session on Panel Reflection and Development to allow the Panel general time together. • The Governance Coordinator asked that the Panel consider the themes shared from the Business Plan by the Chief Executive, and bring ideas to the July meeting and raise under AOB, for areas felt should be focused on during the next year. • The Tenant Panel discussed meeting together in-between usual meetings to have time to discuss issues more in-depth. • The Tenant Panel agreed that a session on Anti-Social Behaviour would be useful when possible, with information on how Freebridge deals with different categories of this behaviour. • The Governance Coordinator agreed to follow up regarding external communal lighting being set with daylight and sunset times. The Tenant Panel felt that as the Tenants were charged for the lighting that they needed to be set accordingly. The Tenant Panel wished to understand what the policy was and what guidelines they were working to. The Tenant Panel wished to have better response on their request to set the external communal lighting in accordance with daylight and sunset hours. The Governance Coordinator agreed to find out what the issue was and why this was yet to be actioned. <p>A Panel member shared that the day of the meeting was the date that the Grenfell Disaster had happened in 2018. The Tenant Panel observed a minutes silence in remembrance of those who lost their lives.</p>	<p>Helen</p> <p>All</p> <p>Helen</p> <p>Helen</p>
<p>10</p>	<p>Meeting Review – What did we do well?</p> <ul style="list-style-type: none"> • Controversial • Customer Engagement • Informative • Time conscious • Thought provoking. • Poignant discussions. • Insightful and engaging. • Busy and enjoyable. - 	
<p>11</p>	<p>Next Meeting Date</p> <p>Friday 19 July 2019 from 9.45-1.45 pm in the Barn.</p>	