



Tenant Board

27th September 2025

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ Chair vote/ nominations (15 mins)
- ▶ Terms of Reference review (15 mins)
- ▶ Decommissioning sheltered housing consultation update (15 mins)
- ▶ Aids and Adaptation Policy (15 mins)
- ▶ Scrutiny projects (20 mins)
- ▶ Any other business (5 mins)

Declaration of interest

- ▶ Advising on the Aids and Adaptation process



Action from last meeting



- ▶ RL to return to tenant board to update about the de-shelter consultations
- ▶ GM and KL to understand the progress on the grass cutting consultation

Annual General Meeting



- ▶ Re- vote chair and vice chair
- ▶ Review Terms of Reference
- ▶ Tenant Influence budget to be reviewed next session to give us more time to collate the information for board to review.



Chair Vote

Any recommendations or self nominations?

Chair/Vice Chair Vote

- ▶ Every September we re-elect the Chair of the Tenant Board, the role of the chair is:
- ▶ To have the deciding vote when a vote is split equally.
- ▶ Occasionally help with statements and content on behalf of the Tenant Board, for example writing an introduction in the Annual Report to Tenants.
- ▶ From this year we would like the chair to have more responsibility with leading/running of the Tenant Board meetings
- ▶ Help and guidance will be given to support the chair with this.
- ▶ Any recommendations or self nominations?

The Vice Chair steps in with the above when the Chair is unavailable



Terms of reference



- ▶ Any comments from the Tenant Board on how we can improve?

Decommissioning sheltered: Consultation with tenants

Robert Longfoot- Head of Housing Management





Aids and Adaptation Policy

Amma Antwi-Yeboah- Head of Housing Solutions
Georgia Mecoy- Tenant Engagement Co-Ordinator

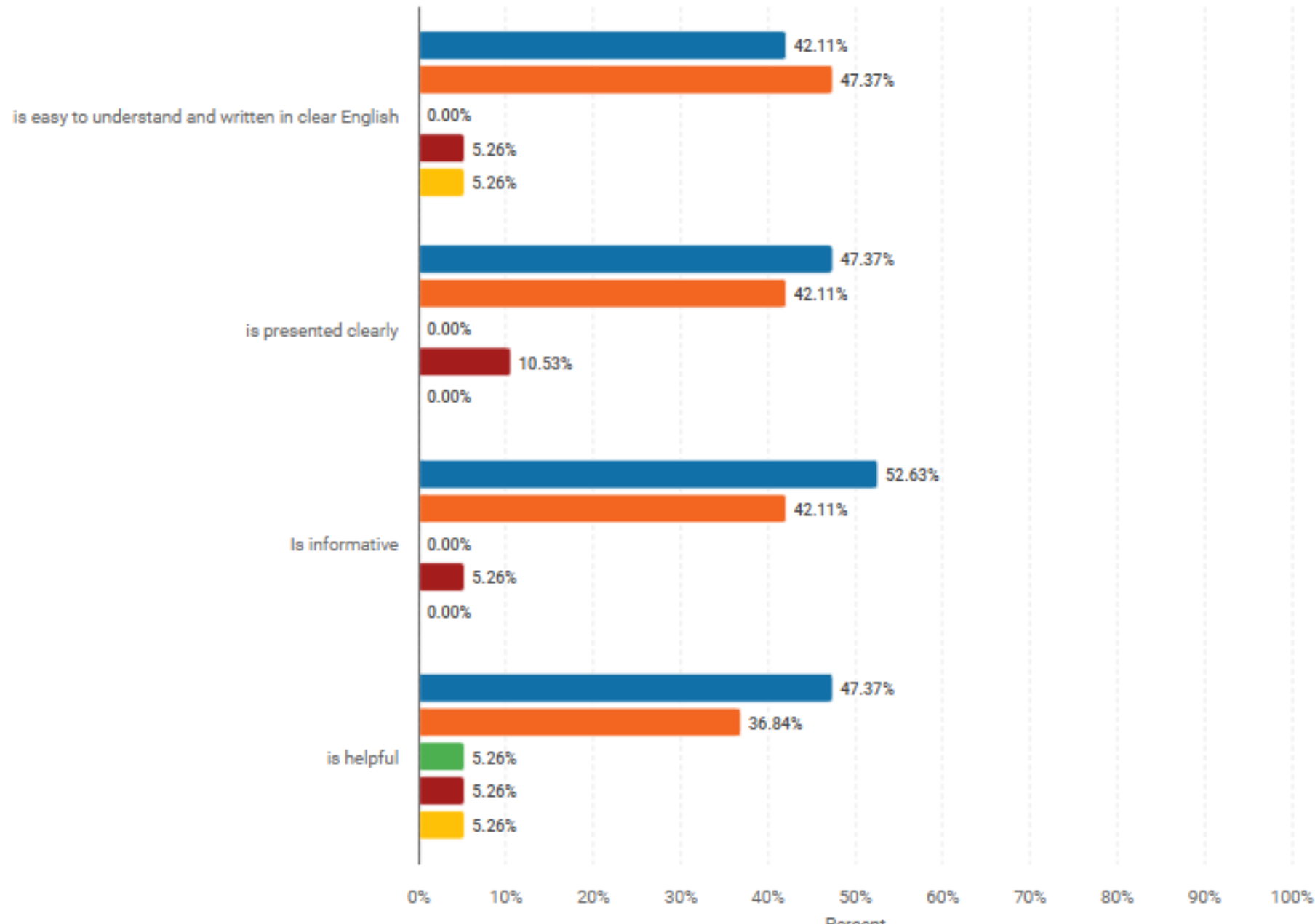
Aids and Adaptations Policy review



Resident Readers provided their feedback on the Aids and Adaptation Policy

- ▶ To ensure the Aids and Adaptation Policy is clear to understand and written in clear English.
- ▶ To understand tenants' views on the content of the Aids and Adaptation Policy.
- ▶ To understand if we could any further information into the Policy.

To what extent do you agree with the following in regards to the draft Aids and Adaptations policy? The Aids and Adaptations Policy....



If you have answered Disagree or Strongly Disagree for any of the above, please explain your responses below.



- ▶ *Comments from the survey responses.*
 - ▶ *“Why are you doing this when you are unable to deal with anything”*
 - ▶ *“There is not assessment for vulnerabilities that are have not yet been diagnoses. Timescales for adaptation that are not an emergency are very slow”*
 - ▶ *“See response below” (Response 3 below)*

Please let us know if you believe anything was missing from the Aids and Adaptation Policy

- ▶ 1) *“Nothing Missing”*
- ▶ 2) *“Ramps at the rear of properties as well as the front.”*
- ▶ 3) *“Application Process*
- ▶ 1. *Initial Assessment: The tenant or their representative contacts Suffolk County Council on 0808 800 4005 for OT to carry out an assessment so they go through the front door and will help with customer service. To request an adaptation. An initial assessment is conducted by an Occupational Therapist (OT) to determine the need and scope of the required adaptation.*

Concerning line 3, words 2 What door, who's door?”



- ▶ 4) *“As I currently have no need of aids or property adaptations I don't believe I can fully appreciate what might be missing from the A and A Policy. This is also the reason I will not be joining the October workshop.”*
- ▶ 5) *“It seems the assessment is to be directed by an occupational therapist however if the residence concerned is in sheltered housing where there is a warden they too should be strongly involved as they will be much more familiar with a particular resident who they have come to know through regular visits and particular needs i.e. both physical and mental health they will have built up a strong relationship whereas the assessment might be the first time the resident has actually met such an occupational therapist. Likewise their local surgery and practitioner will be very much more familiar with residents needs and support over a long period of time so although hospital discharge and aid is to be put in place as aids are urgently needed for a limited period it should be a case whereby all who have built up a relationship and got to know the resident follow up regularly thereafter. That does not seem to be made completely clear. Elderly people in sheltered accommodation want familiarity and trust they hate change of personnel in particular perhaps something of reassurance can be given as policy that those who have given their support will not be taken away as the changes in their surroundings take place. Likewise for those who have befriended i.e. family or volunteers it should be made clear there will be no change and they can be part of the decision making”*



- ▶ 6) *“Maybe an alternative form of contact to access an OT. I sat waiting for over 40 mins in a queue to speak to someone. I gave up in the end. Maybe a answering system to leave details for someone to return your call when it becomes your turn in the queue. e.g. A call back service.”*
- ▶ 7) *“I think 9 weeks to adapt for urgent cases seems a long time when someone is suffering”*



Tenant Board involvement



- ▶ Is there anything further than needs to be changed/ clarified
 - ▶ Once these have been changed would you be happy to approve this policy?
-
- ▶ Next Steps- hold and Aids and Adaptation Process workshop with residents who have experienced the service in late October.



Complaints Scrutiny Recommendations

Kerry Lecomber

Theme: Integrity



Insight	Recommendation/Action	Current progress	Who
<p>Clear understanding of complaint and what outcome the customer is looking for</p> <p>Timely response and evidence of actions</p> <p>Manage and meet expectations</p> <p>Think outside the box and consider alternatives</p> <p>More consistent approach to handling complaints</p> <p>Ask the right questions</p>	<p>Recruit to Tenant Complaint Experts involvement role and implement regular complaint response audits to be carried out by Tenant Complaint Experts</p>	<p>Role description in development.</p>	<p>KL</p>
<p>Single point of contact so take responsibility</p>	<p>Ensure when a complaint requires actions across teams, we have a dedicated officer to take responsibility of these actions.</p>	<p>In revised policy and new system auto-generates names and contact details.</p>	
<p>Learning from complaints is embedded</p>	<p>Implement lessons learnt from complaints template being implemented at complaints task force.</p>	<p>About to be started.</p>	<p>Complaints Taskforce</p>
<p>Providing reasonable adjustments for vulnerability and escalating works if it becomes more urgent</p>	<p>Ensure staff are aware of and using the vulnerability toolkit, launch the toolkit at complaints task force and ensure tenants are aware of it. Wording on website under complaint pages about us needing to consider vulnerabilities etc.. Add a checklist to the toolkit.</p>	<p>Part of the complaint form now. Raise issue at next Complaints Taskforce.</p>	
<p>Pay compensation first - argue later</p>	<p>Review compensation policy to make it clear that we follow up with third parties about claiming compensation back if we have found cause to pay it out through our investigations, but it isn't necessarily our fault.</p>	<p>DW to add amendment to policy.</p>	<p>DW</p>

Internal Communication



Insight	Recommendation	Current Progress	Who
Improving communication internally	Monitor / Track and report on CRM response times by teams to help drive up performance.	To be linked to the Comms scrutiny.	All
Better use of CRM			

External Communication



Insight	Recommendation	Current Progress	Who
Clearly state what is being investigated and how using clear and simple language	Implement regular complaint response audits activity to be carried out by Tenant Complaint Experts (see 1)		KL / GM
Explore suitable methods of communication based on Tenant data			
Keeping tenants up to date on their complaint and actions associated			
Making tenants aware of our service standards when they report works. E.g. this job should be done within 24 hours	As part of the customer service call and response audits already carried out by CAP ensure they are tracking response times were given and made clear to tenant.	Completed - Added to Golden call template.	SL
Tenant portal could be used to show your communication and journey	Not possible with current system.		

Empathy



Insight	Recommendation	Current Progress	Who
Personal touch - empathy not corporate – apologise firstly for having to complain	Implement regular complaint response audits activity to be carried out by Tenant Complaint Experts Role.		GM/KL/JH
Tone of voice			
Use senses when apologising - I'm can see / hear etc.			
Meaningful response - genuine and human - person not process - understand the stress	Implement lessons learnt from complaints template being implemented at complaints task force.	About to be implemented.	ALL
Trust and listen to make sure we're treating the cause not the symptoms			

Professionalism

Insight	Recommendation	Current Progress	Who
Contract management	Ensure all contract management meetings have an agenda item of complaints.	Request evidence from recent contract meeting. Add to lessons learnt from Complaints Taskforce.	
Recharge for contractor incompetency			
Having policies in place to manage expectations – agreed timescales for appointments	Create a list of Service standards to ensure tenants are aware of the minimum service they can expect to receive.		
Checklist for when we are speaking to a tenant on what information we need to be collecting- training for new staff and re occurring training on what we need to collect and why	Should already be happening (could link to vulnerability toolkit action.)		
Appointments at suitable times	As part of the new job management system all tenants are now offered appointment slots for most day to day repairs. (am, pm, all day, avoid school runs Monday to Friday)	Completed	
More inspections of work carried out including when void and hold contractors / DLO to account	Voids currently inspected on 100% basis by Surveyors as new contract. Before and after photos are also supplied. Repairs will be inspecting 10% going forwards and SRO's will carry out.	Photos are supplied before jobs are approved for payment so 100% of jobs have a desktop post inspection. Currently carry out physical inspections if a complaint is raised. Currently carry out inspections on all high value jobs.	





Communication Scrutiny Methodology

Georgia Mecoy

Before we start

- ▶ What do we think about the evidence?
- ▶ Telephone Transcripts
- ▶ Live Chat
- ▶ Email chain



Proposal

- ▶ Desktop scrutiny- can be done from the comfort of your home!
- ▶ Feedback is returned via email/ telephone call

Scrutineers to review the following:

- ▶ Statistics on customer services and Customer Relationship Manger logs (e.g completed call backs)
- ▶ Information on our holding messages and the amount of time this message is repeated
- ▶ 5 telephone transcripts
- ▶ 5 live chats
- ▶ 5 emails
- ▶ 5 customer journeys where customer services has not been able to answer their query and has been passed on to a different team
- ▶ The evidence will demonstrate a mix of communications/ queries e.g repairs, allocations, tenancy, ASB etc
- ▶ We could do this in groups, so one person isn't looking at everything, but a mix of all evidence
- ▶ Feedback is then sent to the Tenant Engagement Co-ordinators
- ▶ Tenant board reviews report based on the feedback and produces a list of recommendations or requests for further scrutiny to take place



Any Other Business

- ▶ Tenant Board 1-2-1's
- ▶ Overview and Scrutiny- 13th October, Endeavour House from 10am
- ▶ Website testing- 26th September @ Endeavour House 10:00-11:30

