FAMILY HOUSING ASSOCIATION (WALES) LTD
Minutes of the Tenants Panel Meeting held on 17th October 2016

PRESENT:

Mel Rayner Tenant Panel Chair
Jo Ashford Tenant Panel Member & Chair, Scrutiny Panel
Jennifer Howells Tenant Panel Vice Chair
David Place Tenant Panel Member
Mark Daniels Tenant Panel Member
Christine Fowler Tenant Panel Member
Sue Longhurst Housing Services Manager
Darrin Davies Head of Property Services
Ryan Harris Hazel Court Project Manager
Farid Ali Governance & Business Improvement Manager
Shelley Edwards Administrator (Minutes)

APOLOGIES:

Karen Dusgate Chief Executive
Jean Owen Tenant Panel Treasurer
Paul Wiemers Tenant Panel Secretary
Carol Johns Tenant Participation and Digital Inclusion Officer
Roy Raven Tenant Panel Member
John Owen Tenant Panel Member
Leighton Fowler Tenant Panel Member

<table>
<thead>
<tr>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPM0592 Minutes of Previous Meeting</td>
</tr>
<tr>
<td>Agreed as a true and accurate record.</td>
</tr>
<tr>
<td>TPMO593 Matters arising (not covered elsewhere on the agenda)</td>
</tr>
<tr>
<td>None</td>
</tr>
<tr>
<td>TPMO594 Chief Executive’s Feedback</td>
</tr>
<tr>
<td>The attached report was circulated previous to the meeting.</td>
</tr>
<tr>
<td>Noted that Richard Batt has taken voluntary redundancy, the group asked to send their thanks and goodbyes.</td>
</tr>
<tr>
<td>TPMO595 STAR Survey Update</td>
</tr>
<tr>
<td>FA confirmed that the survey is in the process of being sent out so all should receive within the next week. Noted that survey is in both English and Welsh, in large print to those required and with options to complete online, by phone or to send back with pre-paid envelope. Form also has direct contact details for the company dealing with for queries for those who do not wish to approach FHA with them. Deadline to complete is 06/11/2016 and FHA should receive a draft report within 4 weeks from this date.</td>
</tr>
<tr>
<td>JA reminded TP members to speak and encourage other tenants to complete.</td>
</tr>
</tbody>
</table>
DD confirmed that it is what FHA does with the information captured that matters, and that we now have included more focused questions with additional questions to capture both positive and negative feedback.

**TPO596 Property Services Update**

DD spoke on the two current schemes in development, Hazel Court North & Scurlage and that progressing well. Circulated attached architects impression of Hazel Court North, and advised that Hazel Court North has been pushed to August 2017.

DD reminded panel members of 2 working groups:
- Repairs & Maintenance – MR to email DD with list of interested tenant names.
- Customer Information – Confirmed that Rebecca Murphy, Senior Housing Officer in the Income Recovery Team will be leading. DP asked to be involved and requested future appointment info.

DD confirmed that Ceri Thomas has returned.

**TPMO597 Housing Management Update**

SL outlined various figures for the Team:
Profiling – 81.5% completed – advised that staff agree that very unlikely to get a total of 100%, but upcoming Customer Information working group will address this further.
Former tenant arrears are increasing, but due to no arrears being written off and not currently being worked on. Hoping to employ a temporary staff member to concentrate on these.
Universal Credit claimants – currently 31 tenants receiving UC and figure will rise. Advised IR team has been having difficulties with getting information from DWP. Confirmed that all new claimants will get UC.
10x Tenants affected by the Welfare Cap, all of which are now in credit and doing well due to hard work by Phil and the IR team.
Under 35’s event on Thursday with Gwalia – 14 tenants have been identified to be affected and invited to the event.
Anti-social behaviour - 61 new ASB cases in the last quarter. Average time to resolve is 50 days against 45 days, although noted that 60% of these cases have been resolved within 45 days.
Advised voids are increasing, and average time to let is 62 days although this figure includes the hard to lets and extra care schemes. An example was given of a property taking over 300 days to let which has contributed to the overall figure.

SL asked group if interested in different staff members attending to give an outline of what they do i.e. a day in the life of… MR confirmed that a member of staff from the WISH project will be attending the next meeting and will discuss further then.

DD asked group if interested in figures for Property Services, and will prepare for next meeting.
### Scrutiny Report
JA advised that communication report now completed and given to KD for comments. Once approved will then be published and circulated for discussion. JA confirmed group are looking for next project and to recruit new members.

### Secretary Report
PW absent – no updates.

### Treasurer Report
JO absent – no updates.

### Discussion about future Tenants' Panel Meetings
To follow this meeting (panel members only).

### Reports from Tenants' Groups/Conferences/Work Streams
MR & JA attended the Welsh Tenant conference. Noted that WT and TPAS may have to compete for funding which may mean that one may cease to continue to operate.

MR & JA advised that during previous Board away day, confirmation of changes within the Association are happening.

Noted that more staff members are now involved in workstream groups and are working well together with more contribution and collaboration.

### Tenant Participation Officer Update
Confirmed that CJ is now on phased return and is doing very well. Once back properly will then catch up.

### Any Other Business
None

### Date, Time and Location of Next Meeting
Monday 21st November 2016 at 11:00am, in Hazel Court meeting room.
CEO Update to the Tenant Panel – October 2016

It's been a really busy and productive few weeks. On 28th September, Board and Senior Managers met to consider the key challenges and opportunities for FHA. Everyone recognised the significant progress that has been made in a relatively short period of time and felt this provided a good foundation to build our ambitions from. We talked about our ambitions to continue to develop new homes and services, how we will work to ensure tenants are at the heart of our services and how we will build, develop and sustain our workforce and our workplace. There were lots of ideas and we will share these and work them up with you over the coming months as we review and develop our business plan. Both Mel and Jo played an active role in the entire day.

Following the away-day agenda Board had their monthly Board Meeting where they considered the following:-

Development update - good progress being made on the Scurlage development which is still on schedule for handover early in 2017; there has been a delay of approximately 10 weeks on Hazel Court North and it is anticipated handover in June 2017.

Treasury Management & Financial trends - Andrew provided an update and confirmed that all measures were compliant.

Calendar of Meetings for Board & Audit & Risk Committee were approved for the next 12 months.

30 year Business Plan - we had a really good discussion on this during the away-day and agreed we wanted to do some more financial modelling around the impact of LHA (local housing allowance) and to see how we could further strengthen our 'base plan'. This will be brought to the October Board meeting for approval prior to submission to Welsh Government by the end of the month.

Terms & Conditions Review – there was a lot of discussion on the feedback received from staff and Board agreed changes that would be discussed with the Union and taken forward with staff.

Authorised Signatories - Board reviewed and updated the list of approved signatories for Banking and Welsh Government documentation.

For information reports were considered in relation to: - Permitted Benefits - allocation of a property to a relative; Exceptional Circumstances Allocations; Outcome of Carmarthenshire CC Locality tender for support services; the WISH Project Annual Performance Report; Compliance Calendar; Use of the Seal; Tenant Panel Minutes.

The in camera section of the meeting considered the feedback received on the Re-Structure. Feedback was received from a couple of teams and a few individuals. It was largely supportive of the intent of the proposals whilst recognising and acknowledging the impact on individuals; there were a couple of comments that indicated people felt it would happen anyway. There was one proposal submitted that the structure should not change at all and the resource earmarked should be invested in developing existing staff. Having considered the feedback and the alternative, the Board concluded that the objectives were best achieved by implementing the proposed restructure. The HR Team will be progressing the recruitment process next week; however, Board has agreed a two stage process. Stage 1 will involve a Board Panel, a Staff Panel and a Tenant Panel interviews; Stage 2 will involve a group exercise and a final Panel Interview. I know it goes without saying; we need to be considerate of the fact that, whilst the structure change is being progressed for positive
reasons, we have colleagues, who have had a significant impact on the Association and who are affected by the proposals.

On Friday, 7th October, Richard Batt notified colleagues, the Board and Members of the Tenant’s Panel of his intention to take voluntary redundancy and that Friday was his last day with FHA. He wished everyone well and I am sure the tenant Panel will want to send their warm regards to Richard and wish him well in his future career.

We are slightly ‘tweaking’ our structure for the next few months to ensure staff have clear reporting lines and are receiving both support and direction as we progress the implementations of our staffing structure changes. Throughout this process we have received support and feedback from members of the Tenant Panel as well as active involvement in the recruitment processes.

Family GIFT Days – Emma Morgan and Vicky Nicholas have been reviewing our GIFT days; Emma has written a blog for staff to highlight the wider social, community and economic impact our work has. Our tenants are telling us they want us to be more visible and our colleagues are saying we need to be working more collaboratively across teams. A couple of weeks ago colleagues several teams came together to transform an area of garden at Princess of Wales Court with the tenants. Feedback has been really positive and even before this took place Emma had grabbed the baton and was running with an idea to extend this - Emma is encouraging colleagues to get involved to volunteer and with ideas, so know if you would like to get involved and if you have ideas we could consider please let her know.

Keep on Supporting People - the whispers are that Supporting People funding is likely to be cut in the forthcoming Welsh Government Budget, possibly by between 10%-15%. We know the impact of this on our services, staff and tenants won't be positive. We are working now to raise awareness of the impact and outcomes on changing lives - the Wales-wide 'Keep on Supporting People' campaign is looking for examples of the life changing impact of such services and their website highlights some of our work. If you have ideas, stories etc, please can you let Mark and Jason know so that they can coordinate the development and promotion of this.

MacMillan Coffee Mornings & Afternoons - finally, a massive thank you to everyone involved in organising, baking, eating, drinking and donating. Yet another wonderful example of the hidden talents across the organisation and the difference we make, in a different way! It has been amazing to see the partnership between staff and tenants raising awareness and funds on these occasions.

Karen Dusgate
10.10.2016