

Present:

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Objectives	Strategic Plan – Great Customer Experience	Actioned by
Utilise New Technology	<ul style="list-style-type: none">• Check that the website is up to date• My Tenancy – what is its capacity, what can it do, what happens to X tenants, are they removed from My Tenancy when ended on Omni?• Look into promoting digital offer• Investigate older people engagement• Is there Wifi at sheltered?• Think about perhaps having a console that was there for all residents to use? In both LLO and STA?• JS to attend a coffee morning to see what IT requirements are required• Identify the older tenants in General Needs – the Tenancy Audits will help with this.• Next Year (2021) look at different Housing Management Systems	JS
Tenancy Sustainment	<ul style="list-style-type: none">• Kate & Joanne to look at this and identify the most vulnerable• Also consider as part of the Tenancy Audit those tenants that rarely contact us• Aiming for 50% of tenants to be visited next year• JS working on a plan re Tenancy Sustainment – looking at mediation, early intervention, victim support and sharing case studies• Need to investigate tenant verification – should be following the DWP list of ID• We have affordability calculator that Kate can use but JS to look at other/additional options	JS
Listen and reflect on Customer Service	<ul style="list-style-type: none">• Customer Survey – need to add additional questions re new staff and how service has been affected	JS
Develop customer engagement & participation strategy	<ul style="list-style-type: none">• RHS early adopters of Together with Tenants - https://www.housing.org.uk/globalassets/files/together-with-tenants/together_with_tenants_revised_plan_july_20192.pdf need to look at the plan and decide next steps forward eg relationships with tenants, committees – thinking about the geography of our properties and perhaps creating ‘zones’ so 1 tenant representative from each ‘zone’, 1 committee in each ‘zone’ so not duplicating• Board to be aligned to a committee that is tenant led• Think about a Scrutiny Panel – we have a Customer Service Committee• To consider a ‘tenant can speak to CEO on-line’ event. Think about inviting tenants to speak with CEO. Consider by Teams.	JS

	<ul style="list-style-type: none"> • JS to look at a plan for 3/6/9 months or 6/9/12 months to hi-light 'quick wins'. • Contact other HA's to see what success they have had with Together with Tenants – Sophie Higgins at Sutton Housing • Contact Sarah Holden at TCHG re resident scrutiny panels 	
Review and Strengthen our Policies	<ul style="list-style-type: none"> • This is an ongoing process – spreadsheet held detailing policies, who is responsible for each and their review dates 	FO/ALL
	Strategic Plan – Deliver Good Quality Homes	
Adopt a more strategic approach to Asset Management	<ul style="list-style-type: none"> • We have new Asset Manager and Trainee Repairs Officer 	JS
Identify opportunities for future development	<ul style="list-style-type: none"> • Identify high-spend properties and disposal opportunities 	NW/JS
Review our procurement options	<ul style="list-style-type: none"> • Rob to look at Repairs & Maintenance contracts and procurement options • Need to look at Chequers and notice periods generally • If going to terminate a contract need to look at this process at least 3 months before ending • Check SE Consortium – its free! • Just Ask do ground maintenance – check them out 	JS
Maintain a comprehensive and accurate property base	<ul style="list-style-type: none"> • Omni is being kept up to date and Integrator is being used 	JS
	Strategic Plan – To value and invest in our people	
Review and develop a new competency framework for appraisals and development	<ul style="list-style-type: none"> • 1-2-1's by NW and JS, using appraisal forms and matching objectives to corporate objectives • DD will select KPI's relevant to each role – to underpin individual roles and responsibilities • 6/12 month appraisals • Monthly 1-2-1's • Those on probation to move onto appraisal process September 	DD/NW/JS
Encouraging and facilitating personal and organisational learning	<ul style="list-style-type: none"> • This will be looked at in 1-2-1's and appraisals 	DD/NW/JS
Embed new values and behaviours	<ul style="list-style-type: none"> • Need to promote our values with our staff – good use of staff/team meetings 	DD/NW/JS
Redesign our services, building upon a new staffing structure	<ul style="list-style-type: none"> • Review the organisational/staff structure next year – especially when Customer Survey results are in • Customer Survey – need to add additional questions re new staff and how service has been affected 	DD/NW/JS

Invest in our staff, processes and systems	<ul style="list-style-type: none"> • Look at the potential of staff – good that Max is being trained to do EPC's – review his role in 12 – 24 months' time as current title is 'Trainee Repairs Officer'. • Look at Future Leaders re junior staff members • Look at Staff Away Day for 2021 	DD/NW/JS
	Other	
Breach of Data	<ul style="list-style-type: none"> • To check the Policy, to remind all staff and request that any breaches are reported to FO so a list can be kept 	FO