

MEETING SUMMARY

Independent Living Group



**Tuesday 24
Sept 2025**



**1.00pm
to 3.00pm**



**Microsoft
Teams**

Attendees	Adrian Flanagan – Customer Campaigns Manager Babs Trainer – Customer Callie Lancaster - Customer Engagement Manager Chris Lynn – Customer (Vice-Chair) Jo Gallagher – Head of Customer and Community Engagement Kim Tinneney – Specialist Housing Manager Lizzy Robinson – Specialist Housing Manager Lyn Nelson – Customer (Chair) Lynne Whalley – Customer Marie Strike – Customer Tanya Scott – Head of Specialist Housing
Apologies	David Ryder – Customer Donna Muir – Customer Lynne Nicolson – Customer Michael Crook – Customer Pauline MacGregor – Customer Susan Sellers – Customer
Agenda Item	Led by
Welcome and Introductions	Lyn Nelson
<p><u>Lyn</u> opened the meeting and lead the introductions around the virtual room. Lizzy did a special introduction as a new member of the Specialist Housing team, and Lyn and Chris said a few words about their new role as chair and vice-chair.</p>	
Accent Update	Tanya Scott
<p><u>Tanya</u> shared updates on the annual "Big Conversation" initiative, including the number of properties visited, doors knocked, and conversations held, and how colleagues focusing on general discussions rather than data collection. She highlighted successes and challenges, especially for specialist housing and will be putting in a recommendation for next year, to spread the activities over multiple days for better coverage.</p> <p><u>Tanya</u> discussed attending an event on low-tech solutions for independent living, mentioning prototypes like communication-enabled TVs and dementia-friendly adaptations. She plans to explore these further for future opportunities.</p>	

Tanya mentioned the new continuous improvement manager roles and how they're assigned to specific business areas to streamline processes and reduce duplication, with a focus on customer involvement supporting with these improvements.

Tanya reported a significant reduction in arrears for specialist housing, from nearly 3% to 0.85%, attributing this to changes in the service model, staff upskilling, and a focus on supporting residents to maximise their income, such as through pension credit.

Tanya explained that well-being plans are being developed and tracked for all eligible residents in specialist and independent living schemes, with the aim to report the percentage in-date to the board and draw useful themes from the data.

Action: Tanya to present performance information at the next meeting.

ILS Tailored Info Packs	Adrian Flanagan
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Callie explained why this topic was on the agenda. Tailored Damp & Mould information for Independent Living schemes (to support understanding and ease any stress around the topic) was a recommendation that came out of the scrutiny workshop which took place in August. This is on Adrian's action plan for complete before Awaab's Law comes into force on 27 October and was invites to gather feedback on his proposal.

Adrian presented plans for tailored information packs. He confirmed there would also be a 1-page easy read document which explains what the changes. Topics in the info pack were how to report damp and mould, what we will do and what our promise is, what customers can do themselves for low-risk mould, tips on managing moisture and condensation, health advice, how to report complaints and extra 'winter ready' incentives and support.

Feedback from customers: Customers are happy with the content covered in the information pack and had no further recommendations of topics to add.

All Members and Accent colleagues discussed the distribution for this info pack.

Decision made by customers: For Independent Living schemes, the Info packs will be distributed in the bi-monthly resident meeting (next one taking place in October) and Specialist Housing Partners will post copies through the doors of customers who couldn't not attend.

Lyn mentioned pulling some of the content of this info pack into the customer welcome pack.

Tanya gave an update on the welcome pack. It is currently at the early stages of being redesigned. There will be a standard welcome booklet for all customers with scheme specific inserts. There will be opportunities for customers to shape what this looks like.

Adrian confirmed that all information about damp and mould will be updated by October 27th in line with the requirements of Awaab's Law.

Lynne W raised the challenges and safety considerations around mobility scooters, battery charging, and related facilities. It was suggested the policy needed to be communicated better and any schemes which required improvements needed to go into the scheme improvement plans.

Action: Kim and Lizzy to discuss the Mobility Scooter Policy in the next operational meeting and provide an update on progress at next meeting.

'Pen Pictures'	Kim Tinneny
<p><u>Kim</u> introduced "pen pictures" (scheme audits) which are in place to assess scheme quality, aesthetics, and community feel. The goal is consistency and identifying quick wins for improvement.</p> <p><u>Tanya</u> discussed her envisage of having a consistent 'feel' like you would if you were going into a Premier Inn (for example) including standardizing signage, communal area decor, and prioritizing budget for scheme improvements based on audit findings and resident input.</p> <p><u>Kim</u> confirmed these would not be carried out by the Scheme Managers but by colleagues and customers who do not see the scheme on a day-to-day basis.</p> <p>All members on the call offered to support with carrying out Pen Pictures in their areas.</p> <p>Action: Kim to contact members to organise their attendance at Pen Pictures.</p>	
AOB	ALL
<p><u>Lyn</u> would like to get to know group members so has suggested members send her 2 topics of interest and common themes could be discussed at future meetings.</p> <p>Action: All group members to send Lyn two topics of interest (excluding repairs and personal issues) to lyn.c.nelson@gmail.com</p> <p><u>Babs</u> challenged why there is no signage to stop customers abusing Accent colleagues and there needs to be visible anti-abuse messaging to protect staff.</p> <p><u>Tanya</u> gave an update on the 'no excuse for abuse' campaign. Colleagues are currently completing a health and safety survey which will help shape what the next steps are.</p> <p>Action: Tanya to provide an update on progress with the 'no excuse for abuse' campaign.</p> <p><u>Lynne W and Marie</u> raised how younger customers are not attending community events as many of them still work therefore may feel excluded.</p> <p><u>Kim</u> mentioned how Accent could be more flexible to encourage a wider range of customers to come together on schemes.</p> <p>Action: Kim and Lizzy to look at piloting a weekend community event and update on progress at the next meeting.</p> <p><u>Marie</u> asked for an update on the Specialist Housing Principles which Andrew brought to the last meeting.</p> <p><u>Kim</u> explained that most of the principles were already happening in most schemes but it was about putting 'things' in place to make sure its happening consistently. Still working on how the daily calls are going to work.</p> <p><u>Lyn</u> asked members if they wanted to move the next meeting to after Christmas and they agreed.</p> <p>Action: Callie to move the meeting to Wednesday 7th January.</p>	
Actions	Action Owner
Bring performance information to the next meeting	Tanya Scott

Organise the distribution of the tailored information packs with Adrian and Specialist Housing colleagues.	Kim Tinneny/Lizzy Robinson/Adrian Flannagan
Discuss the Mobility Scooter policy in next operational meeting and how we can improve communication and understand customer need. Update to be provided at next meeting.	Kim Tinneny/Lizzy Robinson
Kim to contact customers who were in the meeting and invite to Pen Pictures in their areas.	Kim Tinneny
All members to send Lyn 2 topics you're interested in exploring, excluding repairs or personal issues. Email to Lyn by the end of October to allow time for planning next meeting. Lyn email: lyn.c.nelson@gmail.com	All Group Members
Tanya to provide an update on progress with 'No excuse for abuse' campaign	Tanya Scott
Share group member details with Lyn and Chris	Callie Lancaster
Organise a pilot community event at a weekend. Update on progress to be provided at next meeting.	Kim Tinneny/Lizzy Robinson
Change next meeting from 17 th December to 7 th January	Callie Lancaster