

Abbeyfield National Residents' Panel

Minutes 02/06/2026

Present:	Resident Engagement
SP (SP)	Abbeyfield Resident - Esk Moors Lodge, Whitby
AK (AK)	Abbeyfield Resident - Esk Moors Lodge, Whitby
CH (CH)	Abbeyfield Resident - Abbeyfield House, Garstang
BS (BSA)	Abbeyfield Resident - Privett Farm House, Gosport
AE (AE)	Abbeyfield Resident – Downing House, Manchester
JG (JG)	Abbeyfield Resident - High Lane, Stockport
RG (RG)	Abbeyfield Resident - Salisbury
RS (RS)	Abbeyfield Resident – Girton Green, Cambridge
SF (SF)	Abbeyfield Resident - Girton Green, Cambridge
Jon Earnshaw (JE)	Complaints Manager - Abbeyfield
Paul Tennant (PT)	CEO - Abbeyfield
Justin O'Brien (JO'B)	Resident Engagement Manager - Abbeyfield
Apologies:	
MN (MN)	Abbeyfield Resident – Abbeyfield House - Ulverston
AO (AO)	Abbeyfield Resident - Esk Moors Lodge, Whitby
BS (BST)	Abbeyfield Resident – Ivy House - Somerset
MB (MB)	Abbeyfield Resident – The Old Vicarage, Somerset
PB (PB)	Abbeyfield Resident - Carnarvon House, Nottinghamshire
PH (PH)	Abbeyfield Resident - Poplar Lodge, Isle of Wight

	ITEM
1.	Welcome, Introductions and Apologies: Apologies received from: PH MN The panel were advised that PH had stepped away from the panel temporarily for personal reasons and thanked him for his contribution to the work of the panel. It was noted that PH hoped to return in the future. A welcome was extended to RS, attending his first meeting as a panel member and the panel welcomes Paul Tenant - CEO
2.	Minutes of Previous Meeting: The minutes of the meeting held on 12 May 2026 were reviewed.

	Resolved: The panel agreed that the minutes were an accurate record of the meeting.
3.	Action Log: The panel reviewed the action log and received updates on actions arising from the previous meeting, including: • Confirmation regarding the status of the Salisbury properties. • Sharing of the new repairs transactional survey. • Development of an action plan following the panel's annual self-assessment survey. No further comments or questions were raised.
4.	Chief Executive Officer Update Paul Tennant, Chief Executive Officer, joined the meeting for an open discussion with the panel. Paul reflected on the challenges facing both the housing and care sectors, including increasing pressures on funding and service delivery. He emphasised that expectations of housing providers had changed significantly over time and highlighted the importance of resident engagement and listening to residents' experiences. Paul noted that Abbeyfield's approach is based on working with residents rather than making decisions for them and acknowledged the important role the Resident Panel plays in influencing services and driving improvements. Panel Discussion The panel discussed the importance of communication and resident involvement. Members highlighted that some residents can feel apprehensive about technology and stressed the importance of ensuring communication remains accessible and that residents continue to be supported to participate in surveys and engagement activities. The panel discussed the value of understanding Abbeyfield's governance and management structures and suggested that visual information explaining how the organisation is structured would be helpful to residents. The panel also discussed opportunities to strengthen links with community organisations such as the University of the Third Age (U3A) to encourage social connection, learning opportunities and resident wellbeing. A discussion took place regarding the terminology used across the housing sector, including terms such as "independent living" and "sheltered housing". Members commented that the language can sometimes be confusing for residents

	and prospective residents. It was noted that this is a wider sector issue and not unique to Abbeyfield. The panel thanked Paul for attending and for taking time to meet with them.
5.	Complaints Update Jonathan Earnshaw, Complaints Manager, presented the Quarterly Complaints Update covering January to March 2026. The panel noted: • 42 formal complaints had been received during the quarter, an increase from the previous quarter. • The most common complaint themes related to food, other service issues and maintenance. • Four complaints had been referred to the Housing Ombudsman following completion of Abbeyfield's internal complaints process. • Work continued to strengthen complaint handling, local ownership of complaints and organisational learning from complaints. • The organisation had also received 52 compliments during the quarter. Panel Discussion The panel confirmed that they had received and reviewed the report in advance of the meeting. A panel member asked about Wi-Fi availability within their house and highlighted ongoing connectivity difficulties. The panel sought to better understand the scale of Anti-Social Behaviour (ASB) across Abbeyfield's services and how ASB cases were being monitored and reported. A panel member queried references within the report to "Safety Culture" and suggested that it should be presented more clearly as the name of an electronic system. Jonathan explained that Safety Culture is Abbeyfield's electronic reporting system used to record complaints and identify trends and themes across services. It was noted that future complaints reports would include additional information relating to ASB, including trends, examples and learning where appropriate.
6.	ASB Working Group

	The Panel were updated on progress of the Anti-Social Behaviour (ASB) Working Group. It was explained that Abbeyfield had identified opportunities to improve the way ASB cases are recorded and managed and that a cross-organisational working group had been established to review policies, procedures and training arrangements. The panel was advised that the work included: • Reviewing the ASB policy and procedures; • Developing processes for reporting and managing ASB cases; • Considering staff training requirements; • Exploring arrangements for partnership working with external organisations such as local authorities, police and social services. Panel Discussion Members discussed the complexity of ASB and highlighted that cases can arise for many different reasons and may require different approaches. The panel discussed: • The difficulties of managing ASB within small communities; • Concerns that some residents may feel reluctant to report issues for fear of becoming a target themselves; • The importance of recognising situations where changes in health conditions may affect behaviour; • The need for robust evidence gathering and clear recording of incidents. The panel agreed that ASB should become a standing agenda item while the working group remains active. The Chair will act as the link between the working group and the panel, providing updates and relaying resident feedback.
7.	LGBTQ+ Housing Pledge The panel were provided with an update on progress towards achieving the LGBTQ+ Housing Pledge. The panel was advised that: • The next Pioneer Forum meeting would take place on 24 June 2026; • Residents were welcome to attend alongside the Chair;

	Staff training relating to LGBTQ+ inclusion had been identified through Abbeyfield's learning platform and would support evidence gathering for the pledge. The panel noted the update.
8.	Policy Review – Residents' Personal Finances and Valuables The panel considered the revised Residents' Personal Finances and Valuables Policy. Members acknowledged that the policy covered a broad range of circumstances and recognised the importance of maintaining clear professional boundaries when dealing with residents' finances and gifts. The panel discussed the importance of ensuring residents understand the policy, particularly around giving gifts to staff members. Positive feedback was provided regarding the policy's approach to supporting residents experiencing financial difficulties. It was suggested that information relating to gifts and financial boundaries could be included within resident information and welcome materials to improve awareness. Resolved: The panel supported the revised policy and requested that feedback regarding resident information and communication be shared with the policy owner.
9.	Forward Plan The panel noted the agenda items planned for the next meeting on 7 July 2026, including: - Housing Quality Audit Report; - Resident Accounts information; - Attendance by Board member Mike Turner; - Six-month review of the Resident Hub; - Progress update on the "You Said, We Will" action plan.
10.	AOB Procurement and Resident Involvement The Panel were advised that a new windows contractor had been appointed and that residents would be invited to attend an online presentation from the supplier following a factory visit.

	It was also advised that the Out of Hours Service contract would shortly be retendered and invited residents to participate in the procurement process. The panel discussed the value of resident involvement in procurement activities and recognised that residents bring important lived experience and can help identify practical issues from a user perspective. The following panel members expressed an interest in participating in the procurement process: • AK • SP • RS Legacy Leaflet The panel was invited to provide feedback on the proposed legacy leaflet previously presented by colleagues. No additional comments were raised and the associated action was closed. Use of Communal Freezers A panel member asked whether residents could store personal items in communal freezers where space permitted. It was acknowledged that arrangements may vary between services and that decisions would likely need to be considered locally on a case-by-case basis. CCTV and Wi-Fi Connectivity The panel heard that residents at one house had requested CCTV to improve security following concerns about items going missing. However, ongoing Wi-Fi connectivity issues had affected implementation. The comments were noted and agreed to follow up further if required.
11.	Next Meeting: Tuesday 7 July 2026 at 2.00pm via Microsoft Teams.