

Abbeyfield National Residents' Panel

Minutes 07/07/2026

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 (BST)	Abbeyfield Resident – Ivy House - Somerset
PS (PS)	Abbeyfield Resident – Isle of Wight
MB (MB)	Abbeyfield Resident – The Old Vicarage, Somerset
Mike Turner (MT)	Chair of the Board - 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
PB (PB)	Abbeyfield Resident - Carnarvon House, Nottinghamshire
PH (PH)	Abbeyfield Resident - Poplar Lodge, Isle of Wight
AE (AE)	Abbeyfield Resident – Downing House, Manchester
JG (JG)	Abbeyfield Resident - High Lane, Stockport
SF (SF)	Abbeyfield Resident - Girton Green, Cambridge
RG (RG)	Abbeyfield Resident - Salisbury
RS (RS)	Abbeyfield Resident – Girton Green, Cambridge
BS (BSA)	Abbeyfield Resident - Privett Farm House, Gosport

	ITEM
1.	Welcome, Introductions and Apologies: Justin welcomed everyone to the meeting and introductions took place. PS, who was attending her first National Resident Panel meeting introduced herself. PS explained she had recently moved into an Abbeyfield home on the Isle of Wight and had previous experience in patient and public involvement, research and the voluntary sector. Members welcomed PS to the group. Apologies as listed
2.	Minutes of Previous Meeting: The minutes of the June meeting were reviewed.

	The minutes were agreed as an accurate record.
3.	Action Log: Justin updated members on outstanding actions. Complaints Reporting Jonathan Earnshaw will include Anti-Social Behaviour trends in future quarterly complaints reports. Organisation Structure Chart This remains outstanding and will remain on the action log until completed. Resident Accounts Information Justin advised that Rachel Boardman would no longer attend as she was not responsible for decisions regarding resident account information. Instead, Meg Broome (Head of Customer Experience) will attend a future meeting to discuss the information residents receive about service charges and rent breakdowns. Wi-Fi Improvements It was advised that improvements had still not been completed at Wellington and residents had been informed installation difficulties remained because cabling could not be installed through ceilings. Justin confirmed Rob had been asked for an update and would continue to monitor progress.
4.	Chair of the Board Discussion Mike Turner, Chair of the Board, introduced himself and spoke about: • joining Abbeyfield almost five years ago • becoming Board Chair three years ago • the significant organisational changes over recent years • his experience in housing, asset management and governance. Members were invited to ask questions. Living in an Abbeyfield Home Mike confirmed that he would be happy to live in an Abbeyfield home, explaining that Abbeyfield's sense of community and caring staff were major strengths.

	He acknowledged that some buildings require further investment but highlighted that Abbeyfield is investing more in its properties than ever before. Visiting Homes Mike explained he had visited a wide range of Abbeyfield schemes across the country and intended to continue visiting more homes. Members invited Mike to visit Esk Moors Lodge and Ivy House in the future. Challenges Across the Estate Mike discussed the challenges of managing such a diverse property portfolio, explaining that every scheme is different, making consistent investment and service delivery more complex. He stressed that Abbeyfield's greatest strength remains its staff, whose commitment consistently overcomes many operational challenges. Wellington The uncertainty experienced during the previous closure review at Wellington and the importance of understanding independent living schemes was discussed. Mike explained the difficult financial position facing Abbeyfield several years ago and the need to make challenging decisions to secure the charity's future. Sustainability It was asked whether sustainability could become a future discussion topic. Justin confirmed he was attending the organisation's Environmental Sustainability Working Group and would provide an update to the Resident Panel at a future meeting. The Panel thanked Mike for attending and for taking questions.
5.	"You Said, We Will" Housing Action Plan Justin presented the new Housing Action Plan developed from the Tenant Satisfaction Measures survey. Priority themes include: • Repairs communication • Wi-Fi improvements • Food and menu planning • Local complaint resolution • Resident communications

	• Community engagement • Staff quality Justin explained that progress meetings would now take place internally every month, with updates being reported back to the Resident Panel. Members agreed that reviewing the action plan quarterly would provide sufficient oversight. Discussion Food and Menu Planning Staff at Wellington were complimented, explaining that residents are regularly consulted about menus and particularly during periods of hot weather. It was advised that residents at Garstang still receive little advance notice of menus, creating difficulties for both residents and agency staff. Alertacall Members discussed the increased use of Alertacall. The panel highlighted some usability issues with the tablet interface but felt it remained a useful communication tool. It was also felt Alertacall was not yet being used to its full potential and suggested greater use for informing residents about contractors and planned works. Justin confirmed Alertacall use across the organisation was increasing. Community Engagement It was suggested greater investment in community engagement activities could improve awareness of Abbeyfield within local communities. Justin agreed that strengthening community links aligned closely with both Resident Satisfaction feedback and Consumer Standards. Decision The Panel agreed to review the "You Said, We Will" Action Plan every three months.
6.	Resident Policy Review Process Justin presented proposals for formally involving the Resident Panel in policy consultation. He explained that resident-facing policies would be circulated alongside: • the full policy

	• a resident-friendly summary • a summary of significant changes. Because policy consultation periods are generally two weeks, Justin proposed consultation primarily by email rather than waiting for monthly meetings. Members supported this approach. Brian requested paper copies where possible. Justin explained that the master policy register could not be shared due to permissions but agreed to produce a separate list of relevant resident-facing policies. Mike suggested prioritising policies into high, medium and lower priority categories to ensure the Panel focused on those with greatest resident impact. Members supported this suggestion. Decision The Panel agreed that: • policy consultations will normally take place by email; • meetings can be arranged where discussion would be beneficial; • Justin will ask Governance to formally include the Resident Panel within the corporate policy consultation process.
7.	LGBTQ+ Housing Pledge Justin and Brian provided feedback following attendance at the recent LGBTQ+ Housing Pledge Forum. Key updates included: • over 100 organisations have now signed the Housing Pledge; • examples were shared of organisations strengthening inclusion through community engagement; • members were reminded that residents are welcome to attend future quarterly forums.
8.	Forward Plan Justin outlined the proposed agenda for August. Items include: • Resident Hub review

	• Meg Broome - Resident accounts information • Terry (Board Member) • Pete Davis - Housing Quality Audit update • Policy review Members were happy with the proposed programme.
9.	Any Other Business It was suggested the Panel consider user-focused monitoring approaches used elsewhere to capture more qualitative resident feedback and help shape services. Justin invited PS to share further information, which would be circulated to members and considered for a future agenda item.
10.	Next Meeting: Tuesday 4 August 2026 2.00pm Microsoft Teams