

RESIDENTS' FORUM ANNUAL STRATEGY AND PLANNING MEETING – 24 MAY 2017

AGREED MINUTES

Members Present: Martin Hughes (Chair); Blossom Shakespeare; Sylvia Donaldson; Sonia Dobson; Lindsey Malcolm; Wendy Jackson; Geraldine Grant; Eunice Sinyinza; Phil Williams; William Crilly; Lloyd Gale-Ward (Vice Chair); John Rymell.

Observers: Kevin Brown; Africa Alconchel-Guido

Staff & Board Present: Steve Hitchins, Board Member; Bill Henderson, Housing Services Director; Annette Morrison (Quality Manager); Tom O'Malley, Head of Business Improvement; Karen Orr, Senior Resident Involvement Officer (minute taker).

Apologies: John Sadeghipoor; Tonu Miah

1. WELCOME, INTRODUCTIONS

- 1.1. The chair welcomed all participants and introductions were made. It was noted that Kevin and Africa were attending as observers who were interested in joining the Forum. It was announced that Ruth Cadby had resigned.

2. RESIDENTS' FORUM CONSTITUTION

- 2.1 Martin and Lloyd, as Chair and Vice Chair, signed the Constitution and photos were taken.

3. KEY PERFORMANCE INDICATORS (KPI's) FOR THE FORUM

- 3.1 Lindsey and Karen introduced the balanced scorecard format as a possible way of presenting KPI's to the Forum in future. The balanced scorecard looks at key "perspectives" which are seen as interdependent and tracks these through a small number of KPI's for each one. Lindsey asked members to choose four perspectives from a suggested list of six which was handed around. These were contact; repairs; neighbourhood; asset management; efficiency and money.
- 3.2 After much discussion about the merits of the six options, it was agreed that contact; repairs; neighbourhood and asset management were the perspectives that will be reported to every Forum. It was also agreed that there should be a degree of flexibility so that reporting on exceptions could be included. Exceptions were defined as abnormal positive or negative performance that the Forum should be informed about.
- 3.3 A list of possible KPI's for the chosen perspectives was handed out and members circled a maximum of five for each that they thought were the most important. There was a discussion to clarify the definitions of some KPI's. It was agreed that Karen would collate these after the meeting and report back to members and Tom O'Malley, Head of Business Improvement.
- 3.4 Tom showed the Forum two possible formats for a balanced scorecard. He explained that members would receive a single page copy in their papers as usual, which would provide a top level view. When they attended the Forum, a digital version would also be available for them to drill down into and get more detail about performance. Such as look at performance for a specific KPI over a longer period, a target line or look at the manager's current comments. It was suggested that if members wanted more information they could let

Newlon know before the meeting to ensure the detailed information about this would be available digitally at the meeting. Including being able to compare performance and the trend lines between the current/previous years for comparison. Members expressed satisfaction with this new format and process.

- 3.5** There was also a discussion about how much of the performance data was live and whether for openness and transparency it should be published on the website. Tom explained that much of the data was manually recorded. Noted that it would take some time for Newlon to achieve fully integrated digital systems. Steve thought however, that it would be a worthwhile aspiration to publish on the website.
- 3.6** **ACTION:** Agreed to adopt a balanced scorecard format, for reporting Newlon's performance to the Forum using contact; repairs; neighbourhood and asset management as the "perspectives".
ACTION: Agreed that there will be flexibility in performance reporting so that exceptions can be included. Exceptions are defined as abnormal positive or negative performance that the Forum should be informed about.
ACTION: Agreed Karen will collate and send to members which KPI's they have collectively chosen for each perspective. Then Tom will prepare the first paper and digital report on this for the July meeting, during which the Forum will review how this works for them and discuss if any changes are needed.
ACTION: Agreed also that for the paper performance report an explanation of the traffic light system and definitions of KPI's will be provided.

4. NEWLON'S UPDATED 10 YEAR CORPORATE VISION

- 4.1** Bill took members through the current 10 year Corporate Plan which had been updated this year. Newlon's two top priorities for the year are to build more new homes and improve services to residents. There was a discussion about the frequency/length of Forum meetings and it was noted that attendance was better. Agreed five meetings a year was about right but the length should be reduced to two hours. Steve suggested the Forum could consider meeting elsewhere occasionally. There were other venues that Newlon had that could be used, such as the two community centres. Another suggestion was to have a tour of Newlon homes or combine with a meeting. There were mixed views on how this could work or if it would work. It was agreed that a way forward was to ensure that the Forum was invited to all openings of new developments as a way of meeting new residents there.
- 4.2** Also considered was the ability of the Forum to meet up with other residents groups at Newlon and for Martin to be part of a chair's group. Noted that the Resident Involvement team was investigating ways of facilitating this type of networking. For the discussion about the number and type of topics the Forum would like to discuss it was agreed that the agenda should have flexibility to include other important topics if and when they arise. Topics discussed could range in length depending on what was needed and the current standard items on the agenda will continue.
- 4.3** Bill led the meeting through a selection of actions for different teams and departments from the Corporate Plan which the Forum may also be interested in choosing as agenda topics. In response to a question, Bill said that Newlon would be interested in the possibility of residents managing contracts if local residents collectively raised this suggestion themselves. Noted that Queensland Road residents are looking at the possibility of managing a communal area where they have a garden project. Bill asked if members wanted to suggest any other agenda topics. Wendy bought up the amount of bulk rubbish Newlon deals with and wanted something positive done about it. Africa suggested energy

saving and sustainability issues and asked if Newlon currently address these, Bill replied that Newlon does not, although they had looked at them about 10 years ago.

4.4 ACTION: Agreed that the Forum meetings will reduce from the current two and a half hours length to two hours but keep to the six o'clock start. The current quarterly meetings plus an additional annual strategy and planning one will stay the same.

ACTION: Agreed that the Residents' Forum will be invited to all new development openings.

ACTION: Agreed that the Resident Involvement team will facilitate networking between residents' groups/involved residents.

ACTION: Agreed that Forum agendas will cover two main topics, have flexibility to include others when needed plus include all the current standard items.

ACTION: Agreed that potential agenda topics from the Corporate Plan included IT portal for repairs updates and communal repair reporting - to come to the Forum early in the process; review most expensive contracts and reprocure or respecify; publish clear communal repair process, standards, timescales and communications. Other suggestions from members included dealing with bulk rubbish and energy saving/sustainability issues.

5. PLANNING THIS YEAR'S AGENDA

5.1 Following on from the Corporate Plan discussion, Lloyd led on an interactive exercise for members. They chose topics from this year's Residents' Services Committee quarterly agendas as further potential topics for the Forum to assist in forward planning their agendas.

5.2 ACTION: Agreed that Karen will collate the results of this interactive exercise and send to members.

ACTION: Agreed that from the Corporate Plan discussion and the interactive exercise a running list of potential Forum agenda topics will be created to forward plan the quarterly agendas. In addition, members will choose their next agenda at the end of each meeting. This would assist with the flexibility they also wanted.

6. LOOKING BACK OVER THE LAST YEAR – HOW WELL DID THE FORUM DO?

6.1 Another interactive exercise was carried out where Forum members individually scored the work of the Forum for 2016/17.

6.2 ACTION: Agreed that the results of the interactive exercise about scoring the Forum will be collated and sent to members.