

RESIDENTS' FORUM – 25 April 2018

MINUTES OF ANNUAL PLANNING AND STRATEGY MEETING

Members Present: Martin Hughes (Chair); Blossom Shakespeare; Sonia Dobson; Lindsey Malcolm; Lloyd Gale-Ward; Eunice Sinyinza; Wendy Jackson; Kevin Brown; Ben Roe; Geraldine Grant; John Rymell.

Staff & Board Present: Karen Orr, Senior Resident Involvement Officer (minute taker).

Apologies: William Crilly; Sylvia Donaldson; Phil Williams.

1. WELCOME & INTRODUCTIONS

1.1. The chair welcomed all participants.

2. NAMING OF “VIRTUAL PANEL”

2.1 There was a long discussion about the new virtual panel and what it does. From this, agreed that a clear explanation of the panel and what it does is needed to encourage other residents to join. Noted that only Geraldine has joined so far but that other Forum members would.

2.2 After discussion about the proposed names for the panel, suggested by Geraldine, it was agreed to name it the “Resident Think Tank”. It was suggested that perhaps the list of Think Tank members could be held on CRM and residents could join via the customer portal

2.3 **ACTION:** Agreed that “Resident Think Tank” will be adopted as the name of the new residents’ panel. Also that promotion of the Think Tank to residents will provide clarity about what it does.

ACTION: Agreed to look into whether the list of Think Tank members could be held on CRM and new members sign up via the customer portal.

3. REVIEWING THE BALANCED SCORECARD

3.1 Lindsey led the discussion reviewing the balanced scorecard format that is used to report housing and property services performance to each Forum. This format had been adopted at the 2017 strategy and planning meeting. Members had decided then that the four perspectives most important to them were Contact; Neighbourhood; Repairs and Asset Management.

3.2 Various comments during the discussion included:

- Is the last 12 months approach a better one (the old system of performance reporting to the Forum)? Does anyone read the scorecard?
- The figures should be explained at the meeting
- Don't believe the figures
- It's better to have the explanation at the meeting
- There should be bullet points at the front to highlight anything important – good or bad (note after meeting – this was the original intention, that anything exceptional in performance – good or bad – would be highlighted on the scorecard.)
- It would be better to know the number of ASB cases and how many of those were surveyed for the ASB figures. Similarly for the % of estates of good or fair standard estates – how many does this relate to?

- For ASB KPI's, how are the numbers arrived at and how many cases reported?
- Then noted that some of this information about how KPI data is collected is included in the glossary provided with the scorecard
- There is missing Meta data. How is the ASB data collected and how many people didn't respond?
- What happened to the idea, mooted at the Forum two years ago, of residents painting communal areas themselves with Newlon providing the paint?
- Noted that a recent complaint had been about patchwork painting

3.3 It was noted during the discussion that Newlon will not be doing cyclical decorations this year but there had been no information telling residents about this change.

3.4 **ACTION:** Agreed that all Forum members would take responsibility and ensure that they look at and study the scorecard before they attend meetings.

ACTION: Agreed to ask Newlon to consider providing a session for the Forum on how the KPI data for the scorecard is derived. During this, the scorecard perspectives would also be reviewed.

4. INDUCTION FOR NEW FORUM MEMBERS

4.1 After a discussion, agreed to keep the induction process much as it is at the moment with some new suggestions. New members should have access to previous Forum minutes and information about the make-up of Newlon residents; keep the informal chat with Karen about the Forum and how it fits together with Newlon and other resident involvement. There was no need to introduce a formal mentoring system for new members. It was suggested that new members could visit some Newlon homes, this was then widened to include all Forum members. In addition, to say something to introduce themselves to the Forum.

4.2 **ACTION:** Agreed to keep the current induction process with the addition of providing access to previous Forum papers and information about Newlon residents. In addition, the Informal chat with Karen will include how the Forum fits together with Newlon and Resident Involvement.

ACTION: Agreed Karen to organise a tour of Newlon homes for members. Before the tour, to provide information about schemes/blocks that will be visited.

ACTION: Agreed that new members will be asked to introduce themselves, their interests and skills at the first meeting after being accepted onto the Forum.

5. IMPROVING THE FORUM PAPERS

5.1 Members were generally happy with the Forum papers as they are. A few suggestions for improvements were made. Such as provide information about surveys of residents that have been carried out since the last meeting– how many; what they were about and the results. It was also suggested that these resident survey results should be published on the website.

5.2 Some frustration was expressed with the way the actions update report was currently presented to the Forum. It was therefore suggested that improvements could be made by using a traffic light system to indicate which actions from previous meetings had been completed (green); in progress (yellow); not completed (red). To be uploaded onto the website for a wider distribution. Staff responsible for red actions will be reminded. The actions update could act as a tracker and actions not fully completed would stay on the list until they were.

- 5.3 Members then discussed how best to promote the Forum and its work. They were in agreement that individual member profiles and photos should be uploaded onto the website.
- 5.4 **ACTION:** Agreed Karen to provide information about recent resident surveys in the Forum papers. This could be included as part of the Resident Involvement report.
ACTION: Agreed Karen to provide an *ongoing* actions update for all future meetings using a traffic light system of colours to show progress. The update will be uploaded onto the website.
ACTION: Agreed Karen to contact members before the next meeting and ask them to write their own profile and arrange a photographer for the May meeting. The profiles and photos to be uploaded onto the website.

6. PRIORITIES FOR THE FORUM'S 2018/19 AGENDA

- 6.1 Lloyd and Martin led an interactive exercise where each member identified their priorities for the 2018/19 agenda from a list based on the RSC agenda plan. The new Forum agenda is shown on the next page.
- 6.2 **ACTION:** Agreed the Forum agenda for 2018/19 to be distributed to members.

7. DATE OF THE NEXT MEETING

- 7.1 It was noted that the next meeting will be held on Wednesday 30 May from 6pm.

RESIDENTS' FORUM AGENDA PLAN 2018/19

30 May 2018

Newlon Standards (not on original list but already pencilled in as reviewed annually)

Annual Major Supplier Review

Asset Management and Plan Review for 2017/18 & Last Repair Satisfaction
& Wates Contract move to Price per Property

25 July 2018

Enforcement Service Annual Review

Review of Complaints – to include something about learning from complaints and what changes are taking place as a result of learning

31 October 2018

Tenancy Policies

Communal Repairs & Repairs Satisfaction CRM App

TBC February 2019

Annual Review of Service Charges

6 monthly Review of Complaints