

NOTES

Meeting title: Residents' Panel

On: 10 March 2020

Held at: Davison House (green meeting room)

Present: Cheyenne Greaves, Martin Mewton, Lilian Birchall, Celia Rowe, Steve Southwell, Frances Rainey, Carol Gatford, Jacqueline Burke, Roman Begashaw. Observers Siobhan Capella, Michael Burke, Steven Cragg

In attendance: Clive Cavanagh, Community Development Manager, Ruth Pollard, Resident Involvement Officer, Simon Anderson, Head of Customer Services

Action

1 Apologies and introductions

1.1 Received from Dave, Ann Humphries, Nik Bedwell, Steven Cragg.

2 Minutes of last meeting and matters arising

3.1 Ruth was asked about progress of the Good Neighbour card. She informed the group it would be in the next Home News.

5.1 It was noted that Scrutiny Groups met on the 28 January and subsequently on the 4 February.

9.2 Shawn could not attend for compassionate reasons. Ruth asked Ian who asked what it is that we want to know about BSW. Cheyenne said that the Panel really wanted more information around BSW generally.

3 Pet Policy

3.1 Simon introduced representatives from Turning Tides who are looking to discuss the benefits of dogs being allowed in flats.

- 3.2 Dog Trust noted that there are 40% of the population with dogs nationally. Dogs trust gives guidance on how to be a responsible dog owner and introduced the Lets with Pets Campaign Website as a place that give more information about owning animals in rented accommodation.
- 3.3 It was noted that Adur Homes are more discretionary on their policy than WH. Luke stated he felt it was a community issue and that there are positives for the wide community. Simon is attending a meeting on Friday with a number of other organisations in relation to pets in our accommodation. Turing Tides representatives felt that some people are excluded from tenancies unfairly when they are responsible dog owners.
- 3.4 Following the departure of the Turing Tides representatives discussion followed. Steven Cragg, though not present, had noted that the policy would be difficult to police.
- 3.5 The general feeling was that the approach presently in force was reasonable and no further action was required.

4 Scrutiny Update

See slides (attached with notes).

5 Resident Empowerment: Panel training and events

- 5.1 Clive introduced this by noting that we are looking at training for volunteers and particularly for Resident Panel members because we want volunteers to feel valued and that they are learning something whilst volunteering and this would also help their input to the Resident Panel. Steve gave a presentation on the potential of training for the work of the Panel Scrutiny Group.
- 5.2 By training we could be looking at an increasingly cohesive and informed Residents' Panel giving more in depth reports on aspects of Worthing Homes work. Clive noted that he and Ruth would look to develop this but that if any member of the panel saw something they thought they or members of the group might benefit from they should contact Ruth.

Clive

6 Acceptable behaviour policy

- 6.1 Simon presented the policy looking at how we look at behaviour which we view as challenging or threatening. This has only been used occasionally but we have at times had to restrict access to services because of an individual's behaviour. Simon opened the discussion out to the group to look at the policy and whether the policy deals with issues in the appropriate way.
- 6.2 Jacqueline asked where the policy was – can residents see this policy? She felt this policy should be reduced to standard operating procedures if we are going to publish it. It is sent when we are writing to a customer regarding an issue.
- 6.3 Steve asked if this could include tenant behaviour towards others on social media. Simon agree this could be possible.

7 Alert Policy and Procedure

- 7.1 A process most housing associations have in place which has a list of people which have an alert marker next to them. It is usually a person they have to be aware of because the individual might be dangerous or would prefer only female visits or they are slow to the door as they are old or hard of hearing or if they have people in their flats we don't want to be too near.
- 7.2 People are not on there for life with the policy and the list being reviewed annually.
- Simon opened it up for discussion.
- 7.3 Cheyenne asked - does anyone posing a risk coming to see the volunteers - do we let the volunteer know. Clive said he would ask Janet for sky guards.
- 7.4 Does this include mental health? Simon said yes we would keep information for a short time but not for long periods.
- Cheyenne edited the document.
- 7.5 Simon noted that contractors are not privy to information from the alert list.

8 News from the Board

- 8.1 Board congratulated the team on getting further funding through Big Lottery.
- 8.2 Increase in rents for the first time in 5 years.
- 8.3 Looking at having an external consultant to look at the existing stock to see if we can get them to carbon neutral.
- 8.4 Clive spoke briefly about the climate change conference at the Assembly Rooms.

9 AOB

- 9.1 Martin Mewton: suggested bin collection changes and the impact> Ruth said we could put this on the agenda but there is a limit to what we can expect the council to do.
- 9.2 Ruth informed the group about the costs of the Resource Centre and the Lovett hub. RPI in September was 2.9%
- 9.3 Steven asked if a letter could be sent to block reps to ask them not to go through bins as this could be dangerous also GDPR issues and potential confrontation with other residents.

Ruth

Date of next meeting was in May, however due to Covid-19 the meeting was cancelled.