

## NOTES

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- Meeting title:** Residents' Panel
- On:** 14 January 2020
- Held at:** Davison House (green meeting room)
- Present:** Cheyenne Greaves, Lilian Birchall, Celia Rowe, Steve Southwell, Nik Bedwell. Observers: Jacqueline Burke, Steven Cragg, Roman Begashaw
- 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, Carol, Ann, Martin, Frances and also Michael Burke and Siobhan Capella (observers). We welcomed Jacqueline Burke, Roman Begashaw and Steven Cragg to the meeting as observers.

#### 2 Minutes of last meeting and matters arising

3.1 – no one has requested a copy of the presentation.

3.16 – good neighbour cards - these will be going in the next Home News.

4.1 – Ruth has diarised review of chair to be reviewed in November 2020.

4.1 – Three observers to this meeting and hopefully all will wish to join the Residents' Panel.

### **3 Feedback from the board on ASB scrutiny work**

- 3.1 Cheyenne and Steve attended the board meeting where Steve presented the ASB scrutiny. Cheyenne went through the recommendations and informed everyone that the report was well received from the board and some of the recommendations have already been implemented. Steve told everyone that members of the board asked if he had a wish list what would be at the top of it, Steve told everyone it would be an ASB tool box and to produce the 'good neighbour card'. Ruth will look into this. Steve C said we should change the words anti-social behaviour to something more positive. *Post meeting: the good neighbour card is being produced and will go out with the spring Home News.*

**Ruth**

### **4 Corporate Plan 2020-2025**

- 4.1 Simon had sent everyone a copy of the draft corporate plan, which was going to the board, the plan is an important document as it informs everyone what we are about and what we want to achieve over the next five years. The corporate plan has been drawn up by capturing key themes that have come out of conversations following the board away day, staff conference, residents' conference and other managers meetings. Simon welcomed comments and thoughts from the panel.

### **5 New scrutiny project - discussion**

- 5.1 Clive spoke about the next scrutiny which will be around our regulators (The Homes and Communities Agency) Tenant Involvement and Empowerment Standard, do we evidence what we do, how do we engage with residents and how do we get younger residents involved. Steve S asked if feedback is incentivised for example could we offer a bunch of flowers to encourage interaction with a small reward. Clive informed everyone that we don't want this to be a tick box exercise we want to make this feel quite personal.
- 5.2 The Panel looked at all the standards and noted that some like 1.1 (b) customer service choice and complaints that they had already looked

through this previously and also noted that these deliberations had been used as part of Worthing Homes' identification and achievement of the standard by WH. Clive mentioned that we have already gone through the complaints policy and under 1.2 (e) involvement and empowerment you have drawn up the contractors' charter. So some of this was ground they will be familiar with but we would be looking at this work from a different perspective.

- 5.3 Clive asked who would be interested in taking the lead of the next scrutiny and who wanted to be involved. Steve S offered to lead and Lilian, Cheyenne and Nik offered to be involved. Clive to set up an initial meeting for 28 January. The Scrutiny Group also met on the 4 February as part of its preparation for the work.

**Clive**

## **6 HQN conference – feedback**

- 6.1 Steve S provided a presentation on the HQN conference he and Cheyenne attended in December where, amongst other things, they discussed the future of civil society about people doing things together, where do we belong, being proud of where we live, proud of identity, the need for places and spaces to meet together, and the erosion of human connection. 'Home' does it really matter. Under new approaches to power Steve said the key thing was the landlord used to have the upper hand but now the resident has the power. Under working together = power, if something is not working it's about having the power to say so. Under power and trust, Steve said he was given a sheet of paper and asked to draw what power and trust look like to him and the reason for this is that trust is all about building relationships (copy of presentation available if anyone would like a copy).

## **7 Residents' Conference - feedback**

- 7.1 Everyone has had a copy of the feedback collected at the conference and Clive mentioned that there was lots of feedback to work through. Clive went through the Bin, Bank, Build, Start areas highlighting the only bin item was the cleaning contract. Clive mentioned that some of the actions have fed into the corporate plan and will also feed into the scrutiny.

## **8 Board update – Celia Rowe**

- 8.1 Celia thanked Cheyenne and Steve S for the presentation on the ASB scrutiny they had done at the last board meeting.
- 8.2 Celia mentioned that the main areas from the staff conference were around IT systems, working environment, resident empowerment, community development and assets.
- 8.3 At the board away day the board looked at items under three headings 'Home' - a balance between existing homes and new homes. 'Develop' - our own standard across all homes. 'Increase investment in sustainability issues and people' - demographic changes and impact on services and employment practices.
- 8.4 Areas discussed from around the residents' conference were improving cleaning and grounds maintenance. Improve communication about what is happening in sheltered services.
- 8.5 The board agrees that there needs to be improvements to the existing contractors charter particularly where sub-contractors are involved.
- 8.6 The senior leadership team want us to be known for good quality affordable housing, work in community, efficient assessable services and delivering on green issues.
- 8.7 Clive noted that one of the growing areas of concern from regulators is how we put our customers at the heart of what we do. Do we listen to what you tell us and do we act when told. Clive stated that WH wanted to be leading the way on resident empowerment and to effect change; that we are recognised as more than a just a landlord.

## **9 Performance Reports**

- 9.1 Simon explained to the observers how WH receives feedback.
- 9.2 In the last meeting members of the panel asked to see some stats and feedback from BSW. Simon told everyone that Shawn could be invited to the next meeting to talk about the BSW stats. Ruth will invite Shawn. The KPIs were sent out with the documents for the meeting.
- 9.3 Cheyenne did comment that feedback is not automatically triggered if it is a communal repair. Jackie mentioned that it would be nice if

**Ruth**

residents in a block knew if a repair was being done on a day, for example if the drains were being unblocked then every resident would receive a text to let them know.

9.4 Simon mentioned that in the past residents will have received a rent increase letter in February. This year if you rent a garage or buggy store as well this will be detailed in the same booklet rather than being separate. Those residents who pay their rent weekly will have two rent free weeks this would have be week commencing 6 April and Christmas week.

9.5 Steven said in the new brochure are we advertising the portal as there are some spare pages, Simon replied we may do. The portal will have a link to the AllPay app but eventually we will have our own. Simon welcomed feedback on the new look rent increase booklet.

## **10 AOB**

10.1 There was no AOB.

Date of next meeting: the next meeting is on Tuesday 10 March 2020

Signed:

A handwritten signature in blue ink, appearing to be 'C. J. E.', written over a faint circular stamp.

Dated: 28.2.20