

Resident Panel

Strategic Planning Day 2017



Time : 10.30am

Venue Residents Zone

Tuesday 14th February

Present:

Jan Harris (In the Chair)
Mark Gibbons
Edna Lewis
Toula Pearson
Rose Matthews
Christopher Byrne
Clive Jenkins
Lyndon May
John Whythe
Richard Bird

Apologies:

In Attendance:

John Lewis
Caroline Morgan

	Owner	Action
Housekeeping: CM updated everyone on housekeeping	CM	

<p>Welcome and Introductions:</p> <p>Jan welcomed everyone to the Planning Day.</p> <p>Jan confirmed it was an opportunity to review what had been done during the year and plan for the coming year.</p> <p>Paula Kennedy, Melin’s new Chief Executive called in briefly at the start of the meeting to introduce herself to the Panel.</p> <p>She also called in lunchtime to have an informal discussion with Panel members</p>	<p>JH</p>	
<p>Minutes of the meeting of 16th February 2016</p> <p>Jan went through the minutes of the meeting. Mark proposed and Edna seconded that the minutes were correct</p> <p>Review of the Year</p> <p>Jan went through the main highlights of the year for the Panel, outlining the</p>	<p>All</p> <p>JH</p>	

<p>grants given, policies discussed, visits made and the impact that the Panel has had (see Appendix 1)</p> <p>Presentation on Value for money-Tom Broadhead Assistant Director of Communities and Enterprise</p> <p>Tom delivered a presentation on Value for Money, explaining what Value for money is, why it is important for Melin to ensure that it is at the heart of the work that we do, whether through procurement, contracts etc. Value for money doesn't mean that we go for the cheapest options but those that provide good value. The Panel has a role in this by scrutinising the services that Melin provides and ensuring that Value for Money is core to what we do. Training on Value for Money will be provided to the Panel to enable them to achieve this.</p> <p>A copy of the presentation will be sent around to all Panel members after the meeting</p> <p>Review of the Terms of Reference, Constitution and Standing Orders (copies sent before the meeting)</p> <p>The Panel discussed the documents and agreed the following amendments:</p>	<p>CM</p>	<p>1/3/17</p>
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Terms of Reference:

The Aim of the Panel:

The first sentence needs to be looked at for clarity-Panel members to feed back to the next meeting

Role and Scope of the Panel

Paragraph 2 add “and Leaseholder Group”

Constitution

Aims of the Panel section 7:

Add “non-sectarian” after “non-political”

Membership

Item 7 add “once they have attended at least three committee meetings”

Finance

Item 2-change to “the Treasurer shall keep proper accounts of the finances of the Panel. The opening and maintenance of the Resident Panel bank account shall be facilitated through Melin”

Dissolution

Remove items 2 and 3

<p><u>Standing Orders</u></p> <p>Disciplinary Procedures</p> <p>Item 10-remove “has been expelled” and “the expelled member”</p> <p>The above changes will be made to the documents and will be made available to all residents so that they may be agreed at the AGM.</p>	<p>CM</p>	<p>1/3/17</p>
<p>Getting Residents Involved</p> <p>Sam Muftuoglu came in at this point.</p> <p>The Panel discussed getting more information out to residents and our communities about the work that the Panel does and how they can become more involved. Sam talked to the Panel about Melin News, Twitter, and Facebook (including having another live Facebook session). CM agreed to look at some stands/freebies that the Panel could use</p>	<p>CM</p>	<p>April 2017</p>

<p>whilst out and about in Community Events.</p> <p>The Panel will update the “Why Should I get Involved” leaflet</p> <p>CM agreed that she will email the Panel when Communities Team arranges events that the Panel may be interested in taking part in.</p>	<p>CM</p>	<p>Ongoing</p>
<p>The Panel still wants to invite Residents Associations into the office to talk about what they do and what is important to them. The Panel also agreed that they would see how they could be more flexible with their meetings, they could take them out into the community, change dates and times to suit residents. Residents will be asked in Melin News whether they would be interested if meetings could be held in their area. Jan also suggested developing a brief survey for residents to gauge their opinions. Jan and John would also be visiting Sheltered schemes over the next few months talking to residents about the Panel.</p>	<p>JH/JL</p>	<p>May 2017</p>
<p>The Panel were informed that Melin were currently arranging celebrations for its 10th Anniversary and asked the Panel if they would like to be involved which they confirmed. More information on the</p>		

proposed activities will be available at the Panel meeting on 7th March.

The Panel discussed competitions that they would like to run for residents in the coming year following on from the success of the Christmas drawing competition. They will include:

- An award for Young Carers
- The Good Neighbour Award
- A gardening competition for individual households
- Another Christmas drawing competition.

The Coming Year-Adrian Huckin Director of Communities and Enterprise

Adrian outlined several themes from Melin's new Business Plan which included:

- Value for money
- Melin's existing Vision and Values- these will remain unchanged
- What matters to residents?
- Governance arrangements
- Monitoring performance against service standards

Adrian asked the Panel to look back at how Melin and the Panel have developed in the last 10 years and how they would

All

envisage both in the next 10 years whilst deciding their objectives.

Resident Panel Objectives for the coming year

The Panel discussed their objectives for the current year and how far they had come in achieving them.

Following a discussion the Panel agreed their objectives for the year 2017/18:

1. To use the results of STAR to highlight areas of dissatisfaction for residents, using this information to inform the Customer Service Group so that areas of service may be scrutinised
2. To work with Communities Team in order to engage with residents in a more flexible way
3. To promote the work of the Panel wherever possible, highlighting outcomes and the difference that the Panel makes for residents
4. The Panel will support the existing Customer Service, Disability and Youth Forum Groups and encourage the development of the Leaseholder Group and Resident Forum.

5. Develop new relationships with both like-minded groups and third sector organisations
6. The Panel will continue to monitor performance against service
7. The Panel will ensure that they will use Value for Money principles in their work during the year.

Budget

Jan highlighted the main points of the budget and informed the Panel that almost 60% of the budget had been spent to date.

Following the Board decision on the new budget award Jan will speak to the Panel in April to finalise the new budget headings.

Training Requirements

The Panel discussed some of the training that they received last year and also the TPAS conference that most of them attended in November. It was agreed that Panel members would not be attending the conference this year but would attend training courses where relevant and also arrange for trainers to come in to speak to them about such issues as Value for Money.

<p>Review of the Day</p> <p>Panel members agreed that the day had gone well as they had had an opportunity to reflect on the work that had been done last year but also to have a clear focus about what they want to achieve in the coming year.</p>	CM	17/2/17
<p>Any other Business</p> <p>The residents of St Stephens requested £170 for compost, shrubs and admin costs. The Panel requested that CM get clarification on what the money would cover.</p>	CM	1/3/17
<p>Residents at Waterside Court requested £100 for wool as they were knitting hats and scarves for several charitable causes. The Panel suggested looking at alternative funding routes for the Group and to discuss the matter at the next meeting.</p>	CM	7/3/17
<p>Date of the next strategic Planning meeting:</p> <p>Provisional date set for Tuesday 13th February 2018</p>		

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