

Resident Panel

Strategic Planning Day 2018



Time : 10.30am

Venue Residents Zone

Tuesday 13th February

Present:

Natalie Gardner (In the Chair)
Mark Gibbons
Edna Lewis
Richard Bird
Christopher Byrne
Clive Jenkins
Lyndon May
John Whythe
Toula Pearson (invited guest)

Apologies:

Lyndon May
Rose Matthews
Jan Harris (invited guest)
John Lewis (staff)

In Attendance:

Dave Cook
Joanne Kirrane, Justin Wigmore, Owain Roberts (over lunch)
Alice Smith
Caroline Morgan

	Owner	Action
Housekeeping: CM updated everyone on housekeeping		

<p>Welcome and Introductions</p> <p>Natalie welcomed everyone to the Planning Day.</p> <p>She confirmed that it was an opportunity to review what had been done during the year and plan for the coming year.</p> <p>Review of the Terms of Reference and Constitution</p> <p>Natalie reminded Panel members that at the meeting in November they requested that “an amendment be added to the Constitution giving the Panel the opportunity to allow a further year to the Vice Chair’s term of office if agreed by all members”. She asked whether this was still the case and overwhelmingly the Panel confirmed it was. The amendment will now be put to residents to be ratified at the AGM.</p> <p>No other amendments were proposed.</p> <p>A discussion took place around the AGM; a provisional date for the AGM is 16th October. A decision around whether individual invitations are sent to all residents will be made closer to the date.</p>	<p>CM</p>	<p>13/3</p>

<p>Review of the Year</p> <p>Natalie went through the main highlights of the year for the Panel, outlining the grants given, policies discussed, visits made and the impact that the Panel has had.</p> <p>She also discussed the work of the Customer Service Group, Disability Group and the Volume.</p> <p>Budgets</p> <p>The Panel were provided with an up to date budget position and were told that the figures did not account for accruals.</p> <p>Panel members were asked if they were happy with the budget headings and confirmed that no changes were to take place.</p> <p>Natalie drew the Panel's attention to the budget for clothing and requested that samples be provided for the Panel to choose appropriate clothing going forward.</p> <p>Panel members were asked whether they were happy with the amount of grant funding in the Resident Support budget; after discussion it was agreed that the budget would be available for individual vulnerable residents plus for projects that</p>	<p>CM</p>	<p>13/3</p>
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<p>support wider Melin communities. All applications will be subject to Panel scrutiny and approval.</p> <p>The Disability Group was discussed and it was felt that the Group would be spending more money this year as its Terms of Reference changed and possibly became wider.</p> <p>There was a discussion around the TPAS Conference and whether the Panel would attend this year; it was agreed that the Panel would wait to see the content of the conference before making a final decision.</p> <p>Panel members were informed that Melin had to make a decision around whether to support the Growing Spaces project for the next year. Members of the Panel who had had the benefit of the service each gave their impression of the service and any impact made; this feedback will be used whilst making the final decision.</p> <p>An application to the Board for the continued sum of £30,000 to support Panel activities was agreed.</p> <p>Dave Cook-Where we are, Where we are going</p> <p>Dave gave a presentation to the Panel on the work of his Team, drawing the Panel's</p>	<p>CM</p> <p>CM</p>	<p>31/3</p> <p>31/3</p>
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attention to Headline Figures, Drivers for Improvements, Priorities, the Root and Branch Review of Maintenance and a brief overview of the STAR outcomes.

The presentation was made available to Panel members.

Natalie thanked Dave for taking time to speak to the Panel.

Getting Residents Involved

Natalie led a discussion around how the Panel can get more involved with residents. Suggestions were:

- More publicity around the work that the Panel does
- The Panel visiting areas and inviting residents to their meetings
- Looking at having the meetings at different times
- Taking part in Community events
- Encouraging residents to work with them on a more informal basis, either through occasional informal meetings, through giving feedback to documents by email/telephone
- Supporting Community groups

**STAR Survey Results-Alice Smith,
Business Improvement Officer on behalf
of Daniel Lewis**

Alice went through a PowerPoint presentation of the main outcomes from the survey, drawing the Panel's attention to headline figures and how they had altered over the last few years.

She explained how Melin will be looking at the figures to ascertain how they can work with residents to improve them.

Natalie thanked Alice for coming to speak to the Panel.

Resident Panel Objectives for the coming year

- 1.0 The Panel will seek ways to engage with residents to get their views and support communities
- 2.0 The Panel would like to work more closely with Melin Board so that they may have influence over decisions made.
- 3.0 The Panel will take account of STAR and work with Melin to identify the service reviews that Customer Service Group undertake.
- 4.0 The Panel will support the development of the Residents Forum and Leaseholder Groups

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| <p>5.0 The Panel will continue to support the Disability Group and the Volume Youth Group.</p> <p>6.0 The Panel will continue to monitor performance against service.</p> <p>7.0 The Panel will ensure that they will use Value for Money principles in their work during the year.</p> <p>8.0 The Panel will engage with other representative groups and network where possible.</p> | | |
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Training Requirements

The Panel discussed training requirements. The following training was requested:

- Introduction to Housing Associations
- Digital training (tablets in particular)
- Training on mental health issues

Review of the Day

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>Any other Business</p>	<p>CM</p>	<p>13/3</p>
<p>The residents of St Stephens requested £200 for compost, shrubs and fertiliser. The Panel requested that CM get clarification of the last time the residents had applied for funding before a decision is made.</p>	<p>CM</p>	<p>13/3</p>
<p>Residents at Waterside Court requested between £1200-1400 to fund a wooden gazebo in the communal garden. The Panel asked for further information on the application before it is considered.</p>		
<p>Date of the next strategic Planning meeting:</p>		
<p>Provisional date set for Tuesday 12th February 2019</p>		

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