

**MHP National Residents Group meeting
Saturday 24 October 2009 (09:30 to 17:00)**



MINUTES

Venue **Methodist International Centre – Euston, London**

09:30 Start

1. Introductions and apologies

Elspeth Anderson, Michael Barron, Mary Burt (left at 15:30), Terry Curtis, Terry McLoughlin (from 10:00), June Thomson and Anne Travers.

Apologies - Daniel Happi, Stephanie Mathias and Alan Jones

Others:

Barbara Roche (Chair of MHP 09:30 to 13:00) and Howard Webber (chair of the CFC 11:30 to 13:00)

Francis Brazil (Resident Involvement Strategy Manager – all Day), Priya Mitchell (Equalities Advisor 16:00 to 18:00), Michael Downie (AD Community Investment 10:30 to 12:00), Corinne Seymour (Head of L&D 10:15 to 12:45) and Matt Hart (L&D Resource Officer 09:30 to 12:00).

2. Barbara Roche – Chair of MHP and plans for the future

All introduced each other to the Chair of MHP, Barbara Roche. Anne gave Barbara a short presentation on what the NRG had been doing in the last year.

Barbara then gave the NRG details of what she has been doing since she became chair of MHP. She talked about visits to out to the business and included Canalside and Clapham Park Homes. She then went on to speak about the recent MHP board away-day and their discussions about the credit crunch and what affect it was having on MHP. She explained that the board had not much appetite for expansion or merger at the moment and wanted to make sure that the present services were up to speed. The emphasis for the board is to support the CEO, Bill Payne, and his senior team including Guy Record and to help push forward change.

As part of this she has appointed David Hoy, a MHP Board member, as her deputy and his role will be to convene a committee of all of the chairs of the partnership businesses. Here they will be able to discuss issues of concern to them outside the normal meeting structure e.g. maintenance contracts, the main aim will be to drive through improvement throughout MHP.

Barbara has also introduced an agenda item to board members where a member of frontline staff gives them a presentation on what it is really like working in MHP and what the highs and lows are. She also said that the board have been discussing such things as the offices that MHP require and had taken into consideration; hand held devices for staff to use on visits, home working etc. The board has increased its skill base and has more people with expertise on finance and auditing as well as adding to those already existing with a resident background. To that end there has been 15 new board members recruited throughout the partnership in the latest recruitment round.

Barbara finished off by saying there was huge task ahead, however wanted to make sure her commitment to the NRG and Francis will pass on her mobile and e-mail to them in order for them to contact her immediately on any concerns.

Mary wanted to point out that she was involved in the Out of Hours contract (OOH) and felt that the company that is going to be awarded was actually the least favourable by the panel that picked it. A long discussion took place about the contractors who have a long relationship with MHP in other contracts. Barbara asked that Francis write to Neil, Arianna, Sheila and Steve Richards pointing out this and ask them to check before the contract went any further.

A further discussion then took place about the personalisation agenda for service users and how contracts will be maintained. Barbara assured the group that this has been discussed at every level of the organisation.

Anne then suggested that as well as frontline staff presenting to the board that there also could be residents. Barbara was very much open to this and asked Francis to arrange for the first board meeting in 2010 with up to 3 residents from different parts of MHP. The discussion then turned to some meetings excluding residents because of timings and in particular for those residents who work, whether staff should work after 17:00, papers not received, poor VC facilities and complex items not been explained. ASP was particularly mentioned however ACE 4 Homes also had problems. Francis will write to Barbara, Steve Lamb (chair of ASP) and Christine Cotton (ASP admin) highlighting the problems and hopefully solutions will be forthcoming.

The conversation briefly turned to agency staff being replaced with permanent and Barbara pointed out that putting in place procurement team will slowly improve on loads of cost savings etc.

Francis then asked Barbara if the NRG could have access to the training that the 15 new board recruits will be having in December as they were future board members. Barbara was happy for this to happen and Corinne who is setting up with Caroline Wilson will let them know the details'.

3. Resident access to MHP's learning zone – Corinne Seymour and Matt Hart from L&D

Corinne gave a presentation on the plan to open up the e-learning and other material to residents. This will consist of 3 phases – Launch of Residents Learning zone straight away, phase 2 Access portal 2010 and some time in the future, phase 3 integrated media use and access.

Terry Mc wanted to be assured that the e-learning, in which information on complex subjects were discussed, needed to be blended with workshops where it could be discussed in more detail etc

Knowledgebase will be accessible to residents as will job descriptions. Matt showed the NRG the live version to date on the overhead screen and fielded questions.

Buying in modules not only costs money but may not always be completely appropriate. So MHP are developing modules in-house. However this does require some commitment. The module prepared by MHP on Fire hazards was shown and was very impressive. If it had been bought in it would have cost £60,000 and possibly not as good. Other organisations are showing an interest in modules produced by MHP.

There is a difficulty in providing modules to all residents. If the modules are bought in there is a licence fee and the fee for 36,000 users would be substantial. The solution is to provide portals and a fee would be paid for each portal.

It was agreed that the NRG and up to another 90 involved residents will test the learning zone. Corinne and Matt will be in contact with launch.

4. Proposals for Community Involvement governance – Michael Downie

Michael gave a presentation on proposal for creating a residence 'governance' structure to CI decisions.

He said funds are only provided for Development on condition there are plans to develop the community. Leverage was the big thing. So, for £1m it was possible to obtain £2.5 investment. Grants would be provided on the basis that other bodies would also provide grants and also MHP could provide value in kind. Hence the leverage. In addition a good example was provided by the sports program. Young residents had had the opportunity to do NVQs in sport and themselves become trainers.

A Community Investment Group had been formed of which Neil Mawson was Chair. In addition Michael Downie wanted to set up a group of residents consisting of Champions from each Board plus NRG, which he could email with proposals and ideas. The members of that group would be free to engage with Michael Downie on a 1:1 basis or as they wished. A member of the group who wished to consider the strategic aims as distinct from how to implement or initiate specific projects could sit in on the Community Investment Group.

The NRG were invited to sign up to an e-newsletter on CI and Michael will return to the NRG when the proposal for governance is firmed up.

After Michael left a discussion took place about the NRG representative on CI. Terry would like to take on the role and HM Policy is split as follows:

Maintenance theme:

- Voids - Michael
- Strategic Repairs (including gas and core group) – Michael
- Income Group (inclusive of rents) – Mary
- Asset Management (overall approach) – Terry C
- Out of Hours – Alan and Mary

It was noted that none of the members have been to or knew about the HM sub-group. It was agreed that all of the group are to write up their JD's, either updating the original or from scratch, and all of the above are to write ones for these particular roles.

When the CI role is finally confirmed then Terry's part in HM will be taken over by someone else.

5. Customer First Strategy - Howard Webber

Francis gave a brief outline of the strategy and why it exists along with details on the Customer Focus Group. Howard then explained the Customer Focus Committee and how that came about by giving a history of the Q&A. The CFC has 3 board members, 2 NRG members and has just selected 2 new resident members. There is now a proper route to work with CFG and ensure that suggestions and recommendations from CFC are realised. The ethos was to do locally what was best done locally and to do centrally what was best done centrally, and to learn from best practice. For example MHO had a good complaints system, and the task was to see how this could translate across MHP. Barbara Roche gave as an example of what should be looked at whether Sheltered Housing fulfilled the same role to-day as it did 10 years ago. There is a question whether MHP could, or should, compete in terms of price with commercial operators

6. Agree the NRG Disciplinary procedure

Francis had written a disciplinary procedure as follow up to the review of the ToR. Most of the content was agreed with and Francis is to further look into the appeal section, discussing with Caroline Wilson and Sarah Keaney and possibly linking into the complaints procedure.

7. Report back on outcomes of Trafford Hall 02-04 October

Francis had written up the report and included all of the details and 'How was it for you' results. Francis pointed out that one person had scored 'something will change' with a 5. This is fine and what the cards are for however Francis pointed out that in this case he could not see why the score would be this. A discussion took place and the person was asked to let the group know some time in the future what the problem was. The cards will continue to be anonymous as this works well.

Barbara and Howard then took part in a discussion about the type of communications received by residents and in particular the new Everyone. All the NRG felt that it was now irrelevant and felt like something to throw away. Barbara asked Howard and the CFC to work with Mary Dowling and come up with some alternatives.

NRG members can claim £10 per night when staying at Trafford Hall.

The report was agreed in full and will be circulated to relevant staff and residents.

8. MHP RI IA 2009/10 – first draft

Francis has prepared a draft to date. The NRG discussed the content and ideas about future parts. It was agreed as the first draft.

9. Report back on outcomes of NRG interviewing 09/09/09

A report was circulated showing the scoring for the 3 candidates that eventually turned up for interview out a shot-list of 6. None were from Spirita. The panel did not appoint anyone as per the statements circulated.

10. Quarter 2 BART (due next month) and RI PI quarterly

The quarter Jul September for the RI PI's was circulated and discussed.

11. Review the Resident Involvement policy and leaflet 2006

This was discussed briefly. The NRG to look at the leaflet over the next few weeks and come back to Francis by 18 November with suggestions. Francis will then collate the responses for the next meeting.

12. Communication: magazine articles/ website including own needs

As Stephanie is not available at the moment Anne will take over the Communications brief for now.

The forum on the NRG website was discussed again and Francis pointed out that no one was using it. It was agreed to clear the 4 discussions at present and put in one; 'the communications to customers from MHP are not up to scratch: discuss'.

Francis had purchased his own touch screen 'Sony Reader'. It has more capabilities than the old model and it was agreed that Terry, Anne and Mary will purchase this to review for the group.

There was a discussion about "Everyone" magazine, (which had advertised the vacancies) its quality and distribution. Mary Burt will raise matter at next Customer 1st meeting. Francis Brazil pointed out that some Registered Providers did one magazine but with 20 variations. Anne Travers had received reply from communications, which she would forward to Chair, MHP. *See section 7 above for more on Everyone.*

13. Budget 2008/09 / spend to date

An updated expenditure and budget report was circulated. The NRG continue to be within budget.

14. Conferences & conferences attended (CIH resident membership)

This was circulated and noted.

15. Meeting Impact form 05/09 and 'How was it for you' results x 2 (writing skills)

Noted and agreed. The 'Action and Impact' form will change to the corporate group report. This will type up requests/ recommendation by the group and then will be assigned to the Housing Management sub-group, Housing Operations group and the Customer First Group. The NRG will receive back reports directly from these groups.

16. Minutes of the meetings on 05 September 2009

Agreed. Matters arising were that the TSA proposal had not been accepted.

17. Agenda for December 05 meeting

- Pm training,
- Involvement policy
- HIV aid policy
- Business plan
- 121s 2010
- RI Conference

18. MHP/NRG RI Awards 2009 – agree criteria, planning and dates

Other than some minor changes previously discussed the criteria will be open to all groups with a relationship to MHP.

19. Equality and Diversity training – Priya Mitchell

As part of their commitment to ensuring up to date on equality issues Francis had arranged that Priya would do an hour session. The NRG members attacked role-play with great enthusiasm and continued the session until 17:45.

20. Any other business and complete 'How was it for you'

Future meeting dates – 05 December 2009 prov MIC, 09 January 2010, 20 February 2010, and 10 April 2010

18:00 Finish