

**MHP National Residents Group meeting
Saturday 10 April 2010 (09:30 to 17:00)**



MINUTES

1. Introductions and apologies

Elsbeth Anderson, Anne Travers, June Thompson, Michael Barron, Terry Curtis, Mary Burt, Terry McLoughlin and Alan Jones
Francis Brazil (RISM), Sheree Russell Resident MHP Board member, Louise Craven, Resident Involvement Admin, Helen Sewell, PA, 11am –2 pm, and Pat Goldfeather, Customer Services Development Manager am
Apologies – Daniel Happi, Stephanie Matthias

Anne Travers presented Francis Brazil with a pen as a farewell gift from the NRG and said there was always a position with the NRG if he got bored with Australia.

2. MHP RI

Final draft agreed.

3. NRG ROLES

Sheree Russell said the NRG was the only resident body that looked at the whole of the Partnership and she saw the NRG as the scrutinising body, which should be consulted at the earliest moment. She felt the NRG should be benchmarking MHP against other organisations.

NRG members wanted to maintain a link with the MHP Board but pointed out that there had been a promise of the NRG seeing the Board minutes. Francis Brazil said it might be possible to obtain the action points early.

June Thompson said Customer 1st spent most of its time examining bARTS. She had been designated Customer 1st Champion on ASB but this never arose at Customer 1st meetings.

4. BART looked at. Sheree Russell felt the NRG could play a more active role in considering bARTS. However NRG felt this would overstretching their resources and it was not clear that this would enable NRG to play a productive role. Rather the NRG wished to select particular issues to initiate investigation, such as ASBOs. June Thiompson said Customer 1st in fact concentrated on looking at the BARTS.

5. IMPLEMENT 6 TSA STANDARDS

To be discussed with Kate Russell 22 May.

6. RESIDENT INSPECTORS AND NRG LEADING

Pat Goldfeather described the experience of the Resident Inspectors taking the NRG through the process with the intention that the NRG will in future determine what topics be inspected. She stated that resident inspectors had given better value than consultants who had been used previously, and that the customers were the best

critics. They provided a short-term inspection process. To begin with some officers had thought they would get an easy ride, but by the second day of an inspection they realised they were taking part in a real inspection. The report was agreed with the section being inspected and should be fed back to the relevant resident panel. NRG members doubted whether this was always done.

At present decisions on what to inspect were taken on performance figures as indicated by BARTS, and taking views of Customer 1st into account. It was envisaged that the NRG would determine the priorities. There was some discussion as to whether BARTS provided a realistic basis for determining priorities. Customers might well see other topics as worthy of greater priority . It as not clear how to introduce reality checks.

Helen Sewell was introduced. She will assist the NRG in establishing training needs.

7. INVITE TO BARBARA ROCHE SEPT

NRG to consider what are the objectives for this meeting. Terry McLoughlin suggested discussing overview of MHP.

8. PLANNING FOR 3 NEW MEMBERS

In addition to Elspeth Anderson and Alan Jones, Clare Orange will assist in the interviews.

9. NRG BUSINESS PLAN 2010/11

Agreed.

10. REPORT FROM COMMUNICATINS ON RESIDENT PACK DESIGN

The NRG struggled to know how to approve the proposal for the new Welcome Pack production without an example to look at. Appendix 1 made it clear that some residents preferred an A4 format but that feedback from other customers suggested an A5 format was preferred.

11. COMMUNICATIONS

Since the meeting at Trafford Hall NRG members had been communicating with one another to a far greater extent. The best reply was Alan Jones' but he would not be getting a prize due to lack of competition.

12. BUDGET

NRG kept well within budget over year. This was as a result of meetings being transferred from Milton Keynes.

13. CONFERENCES & CONFERENCES ATTENDED

It was agreed to have a stall at TPAS, 23 – 25 July, after last year's success. Stall to be manned by Anne Travers, Elspeth Anderson and Terry McLoughlin. Terry Mc may

attend Friday night or Saturday morning.

14. CORPORATE REPORT

Noted.

15. MINUTES 6 MARCH & TRAFFORD HALL 19-21 MARCH

Agreed

16. REVIEW WORKPLAN

Agreed

17. AGENDA 22 MAY

The topic of what resident involvement should be, plus what is happening with Community Investment were added to agenda.

2 Resident Investment Managers are to be invited to establish liaison.

18. AOB

Francis Brazil was again thanked for his work.