

Event - NRG meeting 05/12/2009

Event arranged for	Edit
Members of the group National Residents Group	

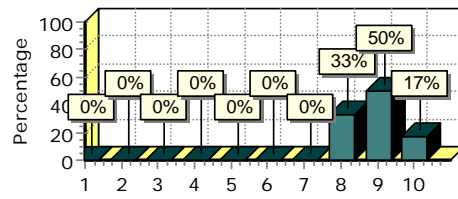
Event Details	Edit
Lead officer:	Francis Brazil
Business:	Metropolitan Housing Partnership
Name of the Event:	NRG meeting Date: 05/12/2009
Officer who filled the form:	Francis Brazil
Purpose of the Event:	Consult and get input from the lead MHP customer group
Event Frequency:	Series of Events
Attendance	6 MHP residents
How many filled in the card:	Event Satisfaction: 6
	Equal Opportunity: 6
	Didn't: 0
Staff at the Event:	RISM - all day Mark Sharman - 2 hours
Residents' Influence:	The NRG are the premier customer group in MHP and are consulted on key policies and strategies as well as being visited by senior managers.
What would have made the Event better:	No comments noted
Event Cost:	a. Volunteer Expenses: £640
	b. On Costs: £300
	Total: £940
	Staff hours at the Event: 10
Other Comments:	NRG continue to develop in their role and have uped their ante considerably. MHP needs to continue to rise to this challenge and ensure that information is transparent and forthcoming.

Event Aim:- Residents Involvement

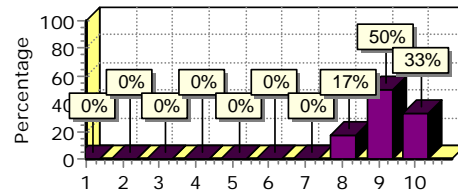
Objectives	Edit
Objective: 1	Input and agree the RI policy draft and design for leaflet
Objective: 2	Feedback on proposals for ACE from Keith Robertson
Objective: 3	Feed into the MHP reply on the TSA's 6 standards for regulation
Objective: 4	Input and agree the draft HIV policy
Objective: 5	Do development training including Mark Sharman on 08/09 accounts

Outcomes	Edit
Outcome: 1	The group went through the RI polciy and agreed for it to go to RIWG. Agreed design for new leaflet
Outcome: 2	Group were unhappy on prioritisation of ACE and wondered which customers agreed this. Keith to reply
Outcome: 3	The group fed in response to TSA standards and agreed to look into doing a response themselves
Outcome: 4	Agreed the HIV policy and have sugested an awareness campaign which will be passed back to staff
Outcome: 5	Got detailed account of MHP financials and got involved in detailed

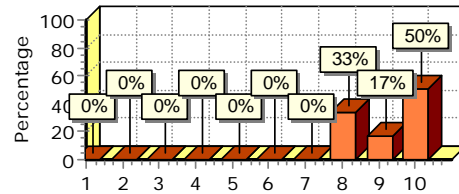
How well did this event meet your expectations?
(6 responses)



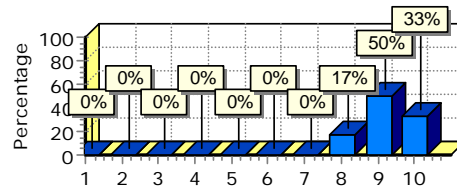
How satisfied were you with the way the event was organised and conducted?
(6 responses)



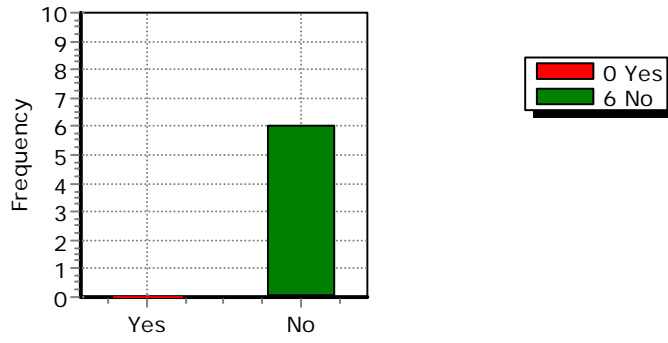
How confident are you that something will change because of your input into this event?
(6 responses)



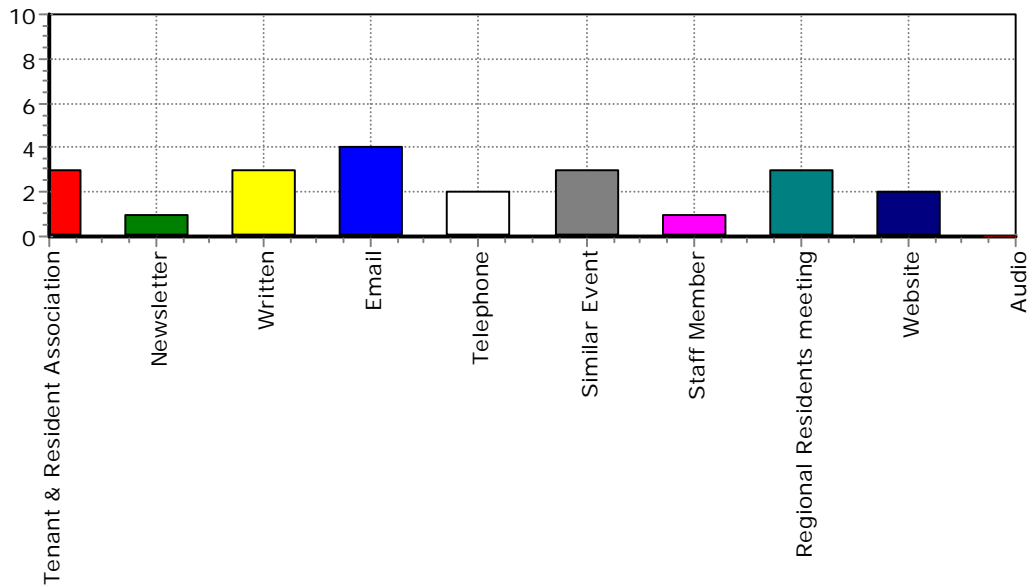
How well were your views listened to at this event?
(6 responses)



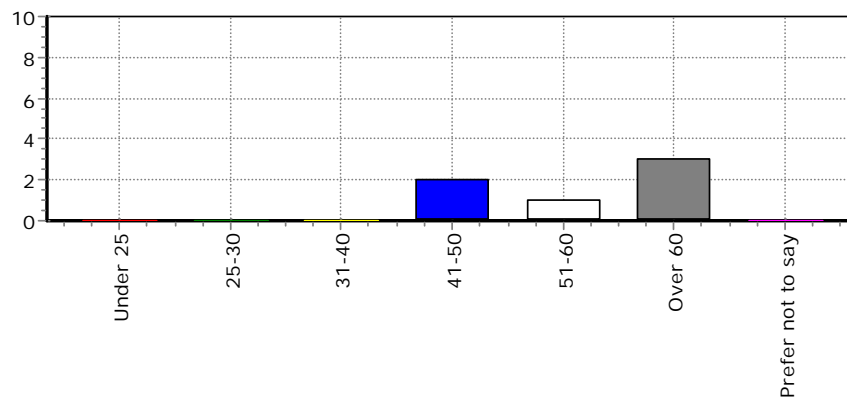
Could we improve on a similar event? (Please see comments for improvement at the end of the report)
(6 responses)



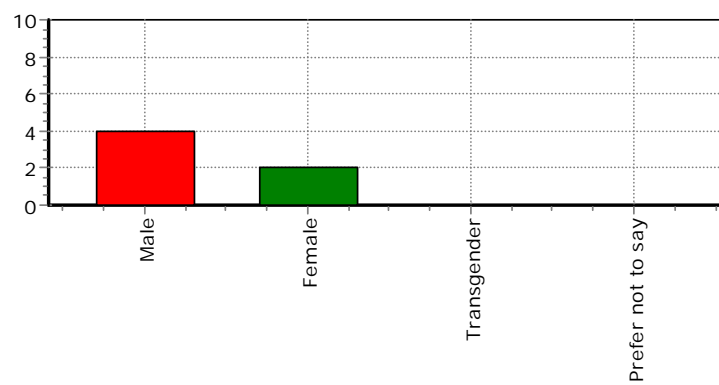
What is your required method of communication from us?
(More than 1 option allowed)



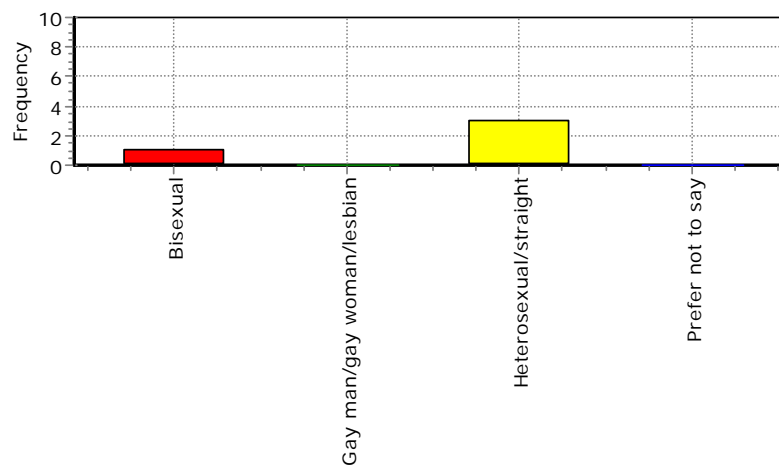
What is your age band?
(6 responses)



What is your gender
(6 responses)

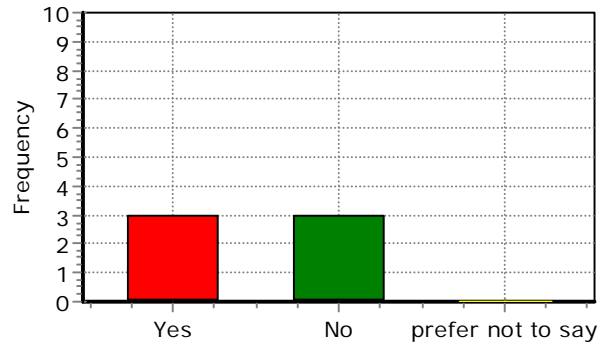


What is your sexual orientation?
(4 responses)



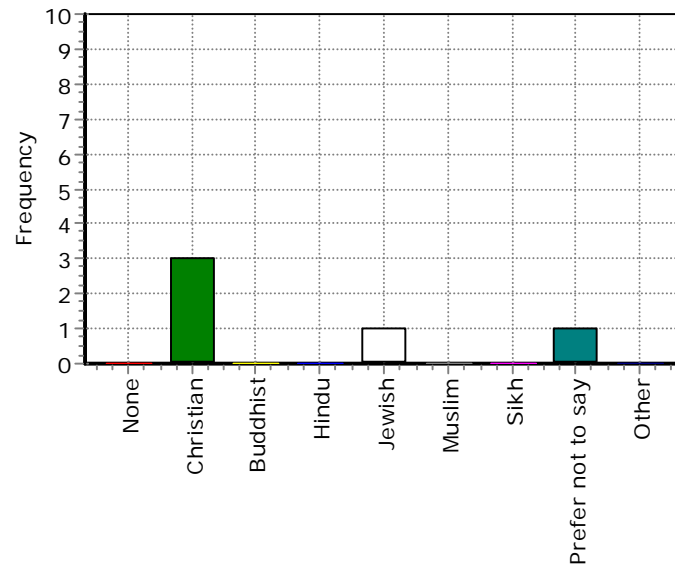
Do you consider yourself to have a disability?

(6 responses)

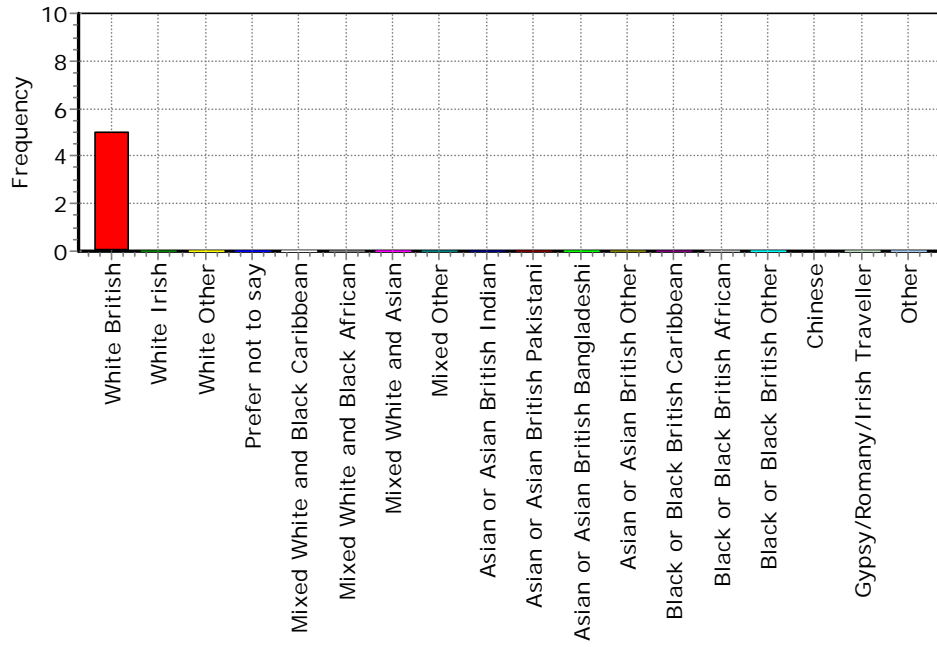


What is your religion or belief?

(5 responses)



What is your ethnic group?
(5 responses)



comment