

**MHP National Residents Group meeting  
Saturday 20 February 2010**



**MINUTES**

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

**1. Introductions and apologies**

Elsbeth Anderson, Anne Travers, Mary Burt, June Thompson, Michael Barron, Terry McLoughlin, Terry Curtis and Alan Jones  
Francis Brazil (RISM) and Jayne Boote (Engage Associates) pm only  
Apologies – Daniel Happi, Stephanie Mathias and Louise Craven (MHP)

**2. Announcement by Francis and plans for 1-2-1 report 2010**

Francis informed the group that he was leaving MHP; his last day will be Tuesday 14 April. The future of customer involvement in central services will be discussed over the next couple of months and the NRG can talk directly with Bill and Kate at their next meeting on how they will be service in the future. Francis encouraged the group to discuss among themselves over the next couple of weeks what they would like to see happen.

Francis also informed the group that Louise would also be finishing at MHP on 4 May. The group wished both well.

It was agreed that Francis will write up the 1-2-1 report setting out where the NRG are now and recommendations for the future. He will agree with each member a meeting time for a 1-2-1 interview.

**3. Quarter 3 BART and RI PI quarterly**

The RI BART of the 4<sup>th</sup> Quarter 2009 Oct-Dec – The group looked at the amalgamated report for the performance indicators taken from 'How was it for you' cards. A total of 32 events were recorded with 236 residents in attendance with 193 cards completed. 113 staff attended the events and a total cost of £8,559.33 was recorded. None of the 4 PI's achieved a 70% very good score (9-10) and the group noted their disappointment with one of the member organisations results which were significantly below any of the others. It is hoped that these will be improved when a full team is in place.

Housing Service BART – Dec 09 – The group went through the BART concentrating mainly on the customer service side. There was a long discussion about the results of satisfaction with repairs with the group feeling that the higher results do not reflect the reality. The discussion centred on the questions asked by the telephone surveyors and the feeling that they were loaded or centred on the process rather than the outcome. The group also felt that the person receiving the repair should be contacted immediately after the repair and not months afterwards when the detail is forgotten. The group would also like to see the questions for other 'satisfaction' scores and asked that they are involved in forming them.        **(Action P&P, MSG)**

Francis reminded the group that Kate was attending the meeting on 6 March in part to discuss how the NRG would like to see the statistics and that they should consider

what they would like it to look like. Michael suggested the example of the sustainability report which is a lot easier understand and is based on the 4 cornerstones. The group would like to see some examples and Francis suggested that they should do some research on how other organisations report them. Francis will let Kate know about the discussion. **(Action Francis, Kate)**

#### 4. MHP NRG awards 2009

Francis displayed the results of the awards. There was a mix of types of involvement although not as many as we would have liked and in two of the areas there was no competition. Despite this the winners in each of the areas deserve the £1,000 community benefit for their efforts of the last year.

Four NRG members (who were not nominated) were e-mailed all of the nominee applications and a score sheet, they then scored individually. The scores were then collated on the final score sheet circulated. The winners were:

MHT London (this includes the regen estates) - Mary Burt (who also had the highest overall score) for her work in numerous local and MHP national groups as well as mystery shopping, interviewing etc. Nominated by Francis Brazil;  
Spirita - Michael Barron for his work on the Repairs Operation Group and his representation on behalf of customers, nominator Claudette Gordon-Howell;  
MST - Daniel Happi for his work on the NRG and representing service users, nominator Francis Brazil;  
CPH - CPP Women's Group for providing activities for women in the CPH area, nominator Victoria Robinson;  
Granta - Terri-Lee Lewis for her volunteering work on the Crambourne estate, nominator Pat Daniels.

All five will receive £1,000 to spend on a community benefit. Louise will be in contact with them shortly to discuss what they would like to receive (final approval will be by the NRG).

#### 5. NRG Business Plan – agree work from individuals, Chairs report, communications plan, budget/expenditure and Plans 2010/11

Francis had done a lot of work on this in order to show the amount of work that the group had done over the year. Anne will send in the Chairs report and will also update the communications section. The budget will be added once it has been agreed. All others to update their blogs, only 2 received so far. The group will work on the plans for 2010/11 at the meeting on 6 March. **(Action Anne and ALL)**

#### 6. Report back from Anne, Mary and Michael on visit to MHP Board 02/02/10

The presentation went well and the three attendees felt that the board were very much in line with the NRG's thinking. The Chair of MHP has requested reports to the board on allocations and the role of choice based lettings and communications in general within MHP, both of these were raised by the NRG. Anne will write to the Chair and Bill asking for a follow-up visit in 6 months time. The three remained for more of the meeting and found the process very interesting and was good to see the board working so hard. **(Action Anne)**

#### 7. MHP RI IA 2009/10 – continuous review

Francis had worked on this and due to shortage of time the group will go into more detail at their meeting on 6 March.

8. Begin planning for selection of new group October 2010

It was agreed that Anne will do an article reminding customers that selection will be taking place over the summer. The same process, selection through existing member organisation customer involvement structures, will apply and leaseholders can also take part. Francis will write to RI officers asking them to place on the appropriate agendas. **(Action Anne and Francis)**

9. Communication: magazine articles/ website including own needs - be aware of NRG communication plan

Anne has produced some articles for Spirita news and Anne has agreed to do an article on the NRG presentation at the board meeting for Twin Peaks, the staff newsletter. This will help show staff the groups' importance.

Francis encouraged the group to start writing articles again. He showed the NRG website through the projector and how articles are stored and there is huge amount of space. A discussion took place about the forum and Francis again showed the group how to use, all should have passwords and if need it again let Louise or Francis know. The forum will take off for the group if everyone starts to use it and advertise it at their groups etc. **(Action ALL)**

10. Budget 2008/09 / spend to date

The group is within budget. Mary requests that all put in expenses by end of March in order that they come out of this years budget.

11. Conferences & conferences attended (CIH resident membership)

Mary and Anne are attending the CIH SE conference on 4/5 March. All are encouraged to research conference and training and also utilise the 'links' section on the NRG website which has information on a lot of the social housing providers. Alan has seen a couple of things he would like to attend, he will send into Louise.

**(Action Alan, ALL)**

12. Corporate report 05/12 and 'How was it for you' result

This report has gone to most of the corporate groups however there has been little action. Terry C will research and follow up the Chairs of these groups to get action on the items concerned. **(Action Terry C)**

13. Minutes of the meetings on 05 December 2009

2. RI policy should be making its way through customer groups and will come back to RIWG on 4 March and then final sign off at CFG. Francis will then work with Comms to do a leaflet. RSU training is being updated and therefore no dates yet.

14. Anne has now got Mary's sony reader and will report back to the group on its usefulness. Terry has yet to purchase one.

14. Agenda for 06 March 2009

Francis displayed the proposed agenda. An item will be added to discuss with Bill and Kate the proposed future arrangements for the group and what is happening with regard to the conference. **(Action Francis)**

Francis circulated the TSA's 'credit card' information on the proposed standards and reminded the group that Kate was discussing this on the 6 March meeting. The group should do further research and be up to speed at the meeting. **(Action All)**

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

Francis read out the results of the 'How was it for you' at the 05/12 meeting and will circulate later. Overall results were good and there were no comments. **(Action Francis)** There was no other business.

16. Year 2 of Development Training – Jayne Boote

- RI Structure in MHP
  - Details of the RI structure in MHP
  - What RI structure would you normally expect to see in a group structure and how does MHP match up to this? Are the NRG the only type of national organisation?
- Housing inspection
  - A look at MHP's resident inspectors and what they do and compare to the role of the Audit Commission and SNI's, what they expect and what are they outcomes
- Importance of PI's

This is some flipchart notes:

#### NRG DISCUSSION ON SCRUTINY AS PROPOSED IN TSA STANDARDS

It was felt certain parts of Partnership DO scrutinise but some more than others & some more effective than others.

Need partnership wide policy on Scrutiny to ensure uniformity of services and standards across group.

Does the NRG scrutinise? No. This would need control of not just the agenda but for NRG to decide significant items to be discussed and scrutinised. Scrutiny itself should be an agenda item.

Policy likes NRG because we provide feedback.

Arguable local panels should scrutinise. Perhaps a Scrutiny Panel from each area to nominate issues with the NRG deciding which issue to scrutinise. Not officer led.

**16:00 Finish**