

**Minutes of Residents' Forum meeting  
Tuesday 19 April 2011  
At Solon Housing Association, 1 Newfoundland Street,  
St Paul Street, Bristol, BS2 8AN at 6pm.**



**Agenda  
Item**

**Action**

**2. INTRODUCTIONS:**

**Residents:** SL (until 6.40pm), VH, SG, TG (chair).

**Staff:** Leanne Sowersby (minutes), Darryl Harkin, Jenny Hair

**APOLOGIES:** AW, AL, Sarah Wilde

**3. Minutes of last meeting:** SL feels that the recording of his comments under item 9 are broadly fair although they are worded in a way that makes him look bad.

Otherwise agreed as accurate.

**Matters Arising:** SL said that the minutes of the previous meeting had not been corrected by anyone (a point he had made was not recorded, he was not present at the following meeting to correct it himself) and this demonstrates that he is the only one who corrects the minutes and therefore will always be left in the position of correcting the minutes.

**4. Resident Involvement in policy development:** LS explained that this has previously been discussed and agreed at the Forum and this is the process we are proposing to use (see extract from Strategy & Policy Policy and example form)

SL asked how effective consultations are and how useful the responses are. LS explained that it varies from project to project and there is a great deal of variation in the quality and usefulness of responses. We do get a good deal of useful information.

JH said that the Status survey, of all our residents, is very useful. Also, with things like Anti-Social Behaviour, it is useful to talk to people who have had experience of the service – qualitative information rather than quantitative.

**5. Community Cohesion Strategy:** JH explained what the Community Cohesion Strategy is and discussed some of the terms used (see Resident Consultation Form). A question was asked about how we can help people with debts etc. JH explained that we can provide some support to people in debt and raise awareness of the help available.

Proposal to target certain groups for consultation – use tenancy audit data, information about anti-social behaviour etc. to identify priority areas, where we have the most properties and residents in greatest need. For example, we might target Somali communities as we have a significant number of Somali residents, or younger people.

SL feels there will be a great deal of 'noise' in a quantitative survey that would make it difficult to see the real issues and would therefore favour qualitative types of consultation.

JH suggested that residents could potentially get involved in helping to consult with people and interviewing people. TG commented that it would be good if people from the communities we are targeting could get involved.

Those present agreed the proposal to target communities and interview people.

SL left the meeting – the meeting is now not quorate

6. **Recharge Policy:** DH explained what the policy is and what it covers (see Resident Consultation Form) – it covers charges made to residents where they have deliberately damaged their property or have repeatedly not been available for contractor appointments.

There is an issue where residents say they were in and the contractor say they arrived and the resident was not there.

Could be quite difficult to consult people who have been taken to court as they may well be against the policy for their own sake.

DH pointed out equality issues – where residents need particular types of communication we must ensure we are aware of this and act on it.

Those present agreed that they would like to have a longer discussion about this issue themselves, as well as a survey sent by e-mail to those residents we have e-mail addresses for.

**This decision will need to be approved by the rest of the Forum**

**Forum**

7. **Suggestion Box:** Bonnie has suggested that a notice could be put in reception saying that if people would like a hot drink, they can ask for one and we will make one. Agreed by those present to do this in the short term and review if demand is high.

**This decision will need to be approved by the rest of the Forum**

**Forum**

Echo Pen suggested by SL – this is a pen, costing £130, that will record discussions and SL suggested its use to reduce errors in minutes taking. Agreed to postpone this discussion until more members present.

**LS**

8. **Future Agenda Items:** LS suggested the idea of the Resident Forum having an ‘away day’ where the Forum could focus on discussing issues that are important to the Resident Involvement service (such as Resident Scrutiny, TPAS Accreditation and the resident training plan). This could perhaps be a Saturday morning (or full day!). Those present felt it was a good idea – LS to contact other Forum Members to explore further.

**LS**

Single Equality Scheme - October meeting

Annual Report Plan – could be an away day item or the June meeting

Communication Strategy – to discuss when appropriate.

**This decision will need to be approved by the rest of the Forum**

**Forum**

9. **Any Other Business:** None

**Prize Draw:** Not done as so few people present

**Date of next Meeting:** Monday 9<sup>th</sup> May – Maintenance Forum  
Monday 13 June – Resident Forum