

Minutes of a meeting of the **Tower Hamlets Homes** Resident Panel

Held on **Thursday 21 October 2010** from **6.30pm – 8.40pm**
in the Wyn Garrett Resident Resource Centre, Raynham House, Massingham
Street, E1 4EB

Members Present:

Mike Nulty (Chair)	-	Chair
Allison Charles	-	Vice Chair (AC)
Jackie D'Arcy	-	Treasurer (JD)
David Ali	-	Resident Panel member (DA)
Margaret Cox	-	Resident Panel member (MC)
Andrew Robinson	-	Resident Panel member (AR)
Pamela Haleuwa	-	Resident Panel member (PH)

Officers Present:

Paul Allen	-	Head of Engagement (HE)
Gavin Cansfield	-	Chief Executive (CE)
Susan Carr	-	Governance Assistant
Sukkanya Siva	-	Board member – Resident Engagement Champion
Radojka Miljevic	-	Campbell Tickell (RM)

Item No	Description	Action	Status
1	Welcome and Apologies		
1.1	Apologies for absence were received from Ian Campbell. The Chair welcomed Gavin Cansfield (CE) and waved the usual rules given the special circumstances of the meeting. The Chair also introduced Jo Lambert who was at the meeting to take photos of panel members and Sukkanya Siva who is the Resident Engagement Board Member Champion.		
1.2	Minutes of the previous meeting held on 21 September 2010 were agreed as a correct record. [Chair – I don't remember this]		
2	On Being Resident Led		
2.1	HE introduced Radojka Miljevic of Campbell Tickell who had prepared a report 'On Being resident Led' to present to the Resident's panel.		
2.2	It was noted that only 2 members of the panel had had chance to read the report as it had been circulated too late, so it was agreed that any detailed discussion was impossible.		
2.3	The CE stated that he had been asked to come along to this meeting as it was a critical time with the inspection coming up. He also stated that the Board have been focused on the inspection and		

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	<p>were now looking beyond that. The main points being:</p> <ul style="list-style-type: none"> ○ What does THH want to do in the next 3 to 5 years; ○ How can THH demonstrate that it has a clear focus. 		
2.4	The CE stated that Radojka had been with THH for 3 years and the Board had asked Campbell Tickell to write the report and to get the resident's view on it.		
2.5	<p>RM presented the report to the resident's panel with the question 'What does Being Resident Led mean?' RM directed the panel's attention to the summary in Section 6 of the report. Suggested key features were:</p> <ul style="list-style-type: none"> ○ Being customer orientated ○ Consulting with residents ○ What do young people need <p>AR commented that these features should be in the DNA of the organisation, not treated as an add on.</p>		
2.6	Chair stated that they were recruited to match tenants; leaseholders and ethnic minorities to form a group. It was thought that it would take at least 9 months for them to gel together as a group. PH felt that there was a big gap in training, learning and internal empowerment.		
2.7	The Chair and other panel members expressed their concerns regarding the way that documents were being presented to the resident's panel in that they did not get enough information; no involvement in decisions were ever brought to the meetings and many items they are asked to look at always comes to the panel too late to be able to have any influence or input.		
2.8	AR commended THH on improvements in the area of Repairs – reference was drawn to the satisfaction surveys. AC suggested that the surveys were misleading as they excluded Leaseholder input, and leaseholders also received a different lever of service than tenants, GC agreed stating Leaseholders received Communal repairs only.		
2.9	AC also used this example to highlight failures around resident engagement, this anomaly had		

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	<p>been addressed several times previously at the LFG. AC suggested that whilst opportunities to engage residents were evident there was little demonstration that residents were actually being heard. CE agreed and discussed on going plans and development initiatives designed to encourage and improve resident engagement throughout THH.</p>		
2.10	<p>It was suggested that the board and residents panel form a subgroup together to discuss how the RP and the Board could work together. This will need to be discussed between the RP Chair CE.</p>	Chair	
2.11	<p>It was noted that the CE and the panel have the incentive to move forward but this has not happened throughout the organisation. The main points raised were:</p> <ul style="list-style-type: none"> ○ What is the resident's role with the Board ○ Establish board approved remit for the Residents Panel and their role. ○ Bullet pointed issues of how the residents and Board can interact ○ Have workshops with the Board and residents ○ What does the Board do? ○ The residents need to make a connection with the Board. 		
2.12	<p>It was suggested that:</p> <ul style="list-style-type: none"> ○ The Chair to meet with the Chair of the Board ○ Open Chairs' Forum where the Chair and Vice Chair of the resident's panel attend with SIG Chairs. ○ Annual strategy event – to look at shared agendas ○ The panel to attend other resident's meetings. ○ Need the Board to agree the role of the panel. ○ Inviting some of the panel to join the Board working groups. 	PA/ Chair	
3.0	Board Working Groups		
3.1	The RP was informed that there are to be three		

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	Board Working Groups: <ul style="list-style-type: none"> ○ Scrutiny Group ○ Customer Insight ○ Governance Facing Outwards 		
3.2	Panel members raised the questions of when and where will these Working Groups will take place. Emails will be sent to the panel when these have been arranged.		
4.0	Actions		
4.1	The Chair requested that Radojka come to the residents' panel as a trainer and this would be put on the agenda for a future meeting.	Chair	
4.2	It was suggested that Sukkanya Siva and 1 other Board member get together with the Chair and Vice Chair of the panel to collect information on: <ul style="list-style-type: none"> ○ How does the Board connect with the residents ○ How do the residents know about the decisions the Board make. ○ Bring together a shared agenda. ○ Chase THH for information that the panel have asked for and have not received. 	Chair	
4.3	The Chair and panel thanked Radojka and Gavin for attending the meeting. AR asked if Redojka could be hired to advise the residents panel. GC suggested the THH would pay for this.		
4.4	Another meeting to be arranged within the next 2 weeks to go through the agenda items omitted from this meeting as time run out.	PA	
4.5	The meeting concluded at 8.40.		

Mike Nulty

Date