

**Borough of Poole & Poole Housing Partnership  
Housing Options Appraisal  
Residents' Panel Meeting**



**MINUTES OF THE MEETING OF THE RESIDENTS' PANEL**

**HELD ON WEDNESDAY 14<sup>TH</sup> JANUARY 2009 AT 1730HRS**

**AT BEECH HOUSE**

The meeting commenced at 1730hrs and finished at 1940hrs

**Present:**

**Panel Members:**

Ray Aggett	Helen Ross	Dee Knights
Georgina Aggett	Andy Ross	Linda Moore
Brian Jones	Ann Deacon	Ann Sorge
Norman Farenden	Ali Khan	Jean May
Harry Martin	Julie Bagwell	John Tyrrell
Audrey Creed	Sheila Evans	Maureen Churchill
Chris Mood	Norma McLaughlan	Barry Grant
Eric Peel	Chandra Nair	Margaret Hubbard
Ali McGrail	Lou Knigh	Rod Wood

**Staff/others in attendance:**

Bill Shaw (PHP) Carmelina Brown (PHP) Marie Stopford (PHP) Claire McKenna (PHP) David Mullany (Project Mgr)
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**Apologies:**

Rob Saunders Mrs C Heald Lloyd James Mrs M Williams	Marie-Antoinette Murdoch Mrs Bardsley Joe Logan
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<b>1.0</b>	<b><u>MINUTES FROM THE MEETING HELD ON 10.12.08</u></b>	
1.1	Para 5.1 – appointment of Specialist Resident Advisor Helen Ross volunteered to be part of the selection panel. DM to send HR the relevant documentation.	
<b>2.0</b>	<b><u>LOGO AND BRAND</u></b>	
2.1	DM shared a <u>draft</u> leaflet, which illustrated the logo, colour scheme and strapline. The leaflet will be used at a series of events to introduce the project to residents.	
2.2	The Panel were asked to read the leaflet, and phone Claire McKenna with any feedback.	
2.3	The Panel liked the colour scheme and logo but asked that the partnership logo be produced in a white box.	
<b>3.0</b>	<b><u>APPOINTMENT OF SPECIALIST RESIDENT ADVISOR</u></b>	
3.1	DM reported that the specification has been developed and the tender documents sent to 5 companies which had been recommended.	
3.2	The deadline for the return of the tenders is Monday 19 <sup>th</sup> January.	
3.3	The selection panel will shortlist the tenders on Wednesday 21 <sup>st</sup> January and interviews will be held on Tuesday 27 <sup>th</sup> January.	
<b>4.0</b>	<b><u>RESIDENTS' SURVEY AND PRIORITIES</u></b>	
4.1	Bill Shaw delivered a presentation which summarised the results from the recent satisfaction survey (attached).	
4.2	The results included a summary of residents' priorities for the future.	
4.3	The priorities for general needs residents were: <ol style="list-style-type: none"> <li>1. Improve security of homes and neighbourhoods</li> <li>2. Ensure anti-social behaviour is tackled effectively</li> </ol>	
4.4	The priorities for sheltered residents were: <ol style="list-style-type: none"> <li>1. Provision for walk-in showers</li> <li>2. More help with decorating</li> <li>3. Tidy up grounds after grass and hedge cutting</li> <li>4. Better maintenance of grounds including shrubs, trees and grassed areas</li> <li>5. Install digital TV aerials</li> <li>6. Restrict use of car parks by non-residents</li> </ol>	
4.5	DM asked the panel if they felt that the results from the survey accurately reflected the priorities of residents.	
4.6	There was general agreement.	
4.7	DM stated that the first stage of an options appraisal project is to get the views and priorities from residents. DM explained that this information has already been gathered.	

4.8	The Panel were asked to break into two groups; general needs and leaseholders, and sheltered housing; the groups were tasked with identifying any other priorities for services in the future.	
4.9	The groups fed back: General Needs residents and Leaseholders (in no particular order) <ol style="list-style-type: none"> <li>1. Boundary fences</li> <li>2. Window improvement and cleaning</li> <li>3. External repairs and maintenance</li> <li>4. Rubbish clearance (occasional skip provision and improved caretaking services)</li> <li>5. Communal bins and bin stores</li> <li>6. Car park provision (off road?)</li> <li>7. Tenant support services (not all vulnerable people live in sheltered housing)</li> <li>8. Gardening services (volunteer led?) for elderly/disabled residents</li> </ol>	
4.10	Sheltered residents (in no particular order) <ol style="list-style-type: none"> <li>1. DDA compliance – access and lifts to first floors and above</li> <li>2. Level access showers – need to address adaptations policy for flats above ground floor</li> <li>3. Energy efficiency</li> </ol>	
<b><u>5.0</u></b>	<b><u>WEBSITE – WWW.YOURPHP.ORG.UK</u></b>	
5.1	<u>Future for PHP</u> DM showed the Panel how to navigate to the 'options appraisal' site within the PHP website.	
5.2	DM focussed on the 'frequently asked questions' section which asks and answers questions about the options appraisal project. DM showed the Panel how to post a question using the website and invited members to review and comment on these.	
5.3	It was agreed that a hard copy of the frequently asked questions and answers would be made available in every EPD common room, for those without access to the internet.	
5.4	DM will be holding meetings at various venues within the Borough as the project moves forward.	
<b><u>6.0</u></b>	<b><u>RESIDENT REPRESENTATIVE ON COMMUNICATIONS WORKING GROUP</u></b>	
6.1	DM reported that 7 members of the Panel had volunteered, and that Andy Ross had been selected by those volunteers to represent residents on the communications sub group. Rod Wood will act as Andy's deputy.	
6.2	DM reported that Dee Knights, Norma McLaughlan and Ann	

	Deacon will be involved with sheltered housing meetings; and all volunteers joined the Reading Group so they can review draft literature and contribute feedback.	
<b><u>7.0</u></b>	<b><u>FUTURE OF RESIDENTS' PANEL MEETINGS</u></b>	
7.1	After discussion, it was agreed that the Panel would wait until they have met the Specialist Resident Advisor before agreeing how meetings will be structured in future.	
7.2	DM was asked when the project would start.	
7.3	DM explained that a lot of work had started behind the scenes including financial analysis and stock condition surveys, and that the project was underway.	
7.4	DM was asked if budget had been set-aside for scheduled works that had not been undertaken because tenants had refused improvements in the past.	
7.5	DM confirmed that it had.	
7.6	DM was asked if training would be available for residents. DM stated that the Specialist Resident Advisor will collate training needs of the Panel and deliver or organise this.	
7.7	BS shared an article called 'Route Finders' which was published in a recent edition of 'Inside Housing.' The article gave details of other ALMOs in the same situation as PHP, and the routes that they are following.	
7.8	It was acknowledged that the Government is in the process of reviewing the subsidy system and that the outcome of its review will be considered as part of the appraisal process.	
<b><u>8.0</u></b>	<b><u>RESIDENTS' PANEL REPRESENTATIVES ON OPTIONS APPRAISAL WORKING PARTY</u></b>	
8.1	The Residents' Panel elected Rob Saunders and Ray Aggett to represent them on the Working Party.	
8.2	DM thanked all concerned for their continued interest and support.	
<b><u>9.0</u></b>	<b><u>DATE OF NEXT MEETING</u></b>	
9.1	Wednesday 11 <sup>th</sup> February 2009 at 1730hrs	

## **APPENDIX 1**

### **SCHEDULE OF KEY DECISIONS MADE**

**14<sup>th</sup> January 2009**

- **Andy Ross selected by interested volunteers to represent residents on Communications Sub Group Group. Rod Wood selected to act as deputy**
- **Ray Aggett and Rob Saunders elected to represent residents on the Working Party**
- **Logo, strapline and colour scheme for project brand approved**
- **Residents' priorities agreed by Residents' Panel and refined**

**10<sup>th</sup> December 2008**

- **Brian Jones, John Tyrrell, Ali Khan, Helen Ross and Ray Aggett to form panel for selection of the Specialist Resident Advisor.**
- **'Your Home, Your Decision' approved as strapline for the project**