



Summary of Resident Panel meeting held on July 13 2022 at Cloudesley Street and Teams

Residents Present: Janice and Rachel

Staff/Board: Susan French (SF) Patrick Penny-Annang (PPA), Vivienne Astall (VA)

1. Welcome, introductions and apologies

Apologies were received from Liam.

2. Minutes of last meeting

The minutes were agreed to be an accurate record of the previous meeting held on 21st April 2022

3. Independent chair for the Resident panel

SF asked the panel to re-introduce Nancy Korman as an independent chair for the resident panel meetings. Residents agreed to this.

This will go to the next board meeting to approve.

4. Morland Mews top-site

Janice requested an update on the recent top site consultation.

Patrick responded we are waiting for the design concepts to be drawn up.

Susan highlighted key findings from the consultation and consultation with 'Take Stock Exchange'.

Residents have asked for a place where community activities can take place and a space for residents. Residents during a focus group suggested a new community space on the Lofting Road pitch.

BHA will rethink the proposal for the community room on the garage redevelopment and consider a new community space on the Lofting Road pitch.

Janice expressed disagreement with the potential decrease of play space.

Rachel responded the pitch is bigger than standard 5-a-side pitches and there are bigger pitches nearby at Barnard park.

Susan added BHA will enhance the space and make it more accessible to other residents.

Rachel suggested cutting down the noise on the pitch by adding sound absorbing panels to reduce the noise.

5. Resident Engagement Strategy

PPA presented the Resident Engagement strategy

Rachel asked about Tenant Resident Associations within BHA

Patrick added the Morland Mews TRA haven't met recently and Highbury View TRA have met on a monthly basis in the last 3 months.

Janice mentioned how we can involve other BHA schemes like Beech Tree Close to make sure they feel closer to BHA.

Susan suggested what if panel members could join Estate Walkabouts it's a good way for BHA staff to meet residents.

Patrick highlighted BHA offering financial incentives to improve resident engagement where viable.

Janice commented engagement should not come with financial incentives and residents should want to get involved to support the community.

Patrick agreed this is a motivator for some but not for all, financial incentives have been proven to increase resident involvement.

Rachel added it's a good strategy but her only concern is how to get more residents involved.

6. Consultation on Policies: Hoarding

VA updated the panel on changes to the hoarding policy.

BHA have a low amount of Hoarding cases. The importance is the balance of health & safety of the individual and whether can they use their room for the intention. For example, Kitchen can be used for cooking.

BHA have to consider the risk to the person and the people surrounding the person. The changes give tangible steps on how BHA access and looks at risk.

BHA work with the Hoarding panel at Islington council.

BHA has ran Hoarding training with front-line staff to improve knowledge and reassure staff and contractors to report Hoarding cases.

Janice suggested using a different term for 'disturbance in the functioning of, the mind or brain.'

VA agreed to change the wording.

Rachel mentioned the trust between contractors and confidentiality issues that come from reporting.

Contractors and staff have the duty to report any concern they may see.

7. Consultation on Policies: Safeguarding Adults & Children

VA commented we don't have a duty to investigate but we have a duty to raise concern.

Rachel mentioned the importance of staff being professional curious.

VA informed the panel it is BHA's job to identify, raise concern and work with partners.

VA added residents typically won't come to us directly, it is usually reported by a neighbour.

VA has registered BHA staff to Safeguarding training through Islington council.

Rachel commented the terminology to describe adult at risk has changed to 'Adult with care and support needs' under the Care Act 2014.

VA agreed to change the wording.

8. Consultation on Policies: Pet Policy

VA set out changes to Pet policy.

The view of Pets within the sector has changed, the sector recognises the health and wellbeing benefits of looking after a pet.

BHA does not receive complaints regarding pet related nuisance.

BHA would expect residents to be sensible when considering pet ownership.

Janice mentioned cat flaps on fire doors.

VA replied the policy mentions cat flaps on fire doors.

BHA will expect residents to check with BHA before installing a cat flap because this may comprise the door.

9. Other issues from residents

Janice gave a compliment to the contractors working at Barnsbury Street.

The next resident panel meeting will be held on 1st September.

Minutes are published on BHA's website:

<https://barnsbury.org/get-involved/resident-panel/>

For information on the panel please contact Patrick Penny-Annang
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