

Resident and Community Panel Meeting summary / actions

Date: Tuesday, 12 May 2026

Time: 6:00 PM – 8:00 PM

Location: Online (Microsoft Teams)

Chair: Sian Humphreys (BCC)

Transcribe: Henry Murray (BCC)

Attendees:

Panel members: 11 panel members in attendance

BCC Officers: Sian Humphreys, Lesha Wilson, Mark Kempt, Amy Hughes, Henry Murray, Imogen Oxley, Richard James, David McNulty.

1. Welcome and Introductions

Sian welcomed everyone to the meeting, explained the purpose of the session, and outlined the agenda. David McNulty the new Executive Director of Housing introduced himself to the panel.

2. Apologies and declarations

- Housing & Scrutiny Panel representative absent – apologies given.
- Apologies also given by Fiona Lester and 1 resident panel member
- No declarations of interest recorded.

3. Actions from the last meeting

- Actions were reviewed collaboratively, with Lesha and Mark providing updates and confirming completion of several items (see separate action log).
- Members acknowledged progress, particularly on transparency (webpage publication) and engagement (working groups).
- The panel Terms of Reference & Code of Conduct are completed and published on the council website.
- Working group invitations action is completed; Recent working groups sessions held on:
 - Estate walkabouts
 - Customer service & communications

Q&A

Panel Member Question: Update requested on advert/biography.

BCC Response: To be shared alongside report to committee on 29 May.

Action: Share independent chair advert via committee report (Mark).

4. Community Notice Board (CNB)

- Four CNB items were received from a panel member
- Group agreed that issues may arise during discussion and can be revisited later.
- Panel member queried timing of this item and a decision made to move it to the end of the agenda going forward.

5. Working Group Updates

Resident Voice Strategy Working Group

- Imogen presented updates on Resident Voice Strategy, highlighting how it has been shaped by resident feedback:
 - Stronger focus on culture change and resident-centred services.
 - Improved plain language and reduced jargon.
 - Enhanced digital inclusion (offline options included).
- Discussion focused on improving clarity, accessibility, and embedding culture change.
- General agreement that the strategy had improved significantly
- Strategy to be shared before committee submission.

Panel Question: Is there final opportunity to give feedback?

BCC Response: No further formal feedback stage, but final version will be shared for awareness.

Panel Question: How can the council take learning from panel feedback on the Resident Voice Strategy in a way that avoids residents having to repeat the same feedback across future documents?

BCC Response: We will create a standard feedback framework (one-pager) for future use.

Action: Create a standard feedback framework (one-pager) to inform future strategy/policy design (Lesha).

Estate Walkabouts Working Group

- Estate walkabouts discussed and purpose detailed as joint inspections with residents/officers to identify priorities and environmental improvements.
- The panel expressed strong support for visibility, engagement, and accountability.
- Agreement of need for better promotion and turnout of walkabouts.
- Concerns raised by panel members about low turnout and poor awareness previously.

- Panel made suggestions to improve:
 - Use of SMS, website, and local networks
 - Engagement with PCSOs and community groups
 - Leveraging WhatsApp/community networks

Panel member question: How will residents know about Estate Walkabouts?

BCC Response: Planned communication campaign (website, SMS, etc.).

Panel member question: Can PCSOs/community partners attend?

BCC Response: Yes, where available.

Panel member suggested: BCC should contact Avon and Somerset Community Liaison Team to request PCSO engagement in estate walkabouts – (contact information shared by resident member)

Panel member question: Can community groups/WhatsApp networks be used?

BCC Response: Yes, we will reach out the VCS members to see how we can utilise local networks.

Hate Crime policy review

- Hate Crime Policy following panel feedback which has been incorporated. Specifically updated age-related harassment section.

Customer service and communication working group

- Customer Service Standards are being redrafted and will be shared once finalised.

Asset Management Strategy workshop

- Asset Management Strategy still in early stage – feedback recorded and will shape next phase.
- Members acknowledged that panel feedback had been taken seriously and incorporated.

Panel Member Question: Was wording around ageism included in Hate Crime Policy?

BCC Response: Wording not verbatim but content was incorporated.

Action: Share detailed walkabout plan and separate briefing session prior to summer launch (Mark).

6. Housing & Scrutiny Panel update

Update provided by Lesha:

- The Housing Scrutiny Panel held a special meeting in May to focus on consumer standards performance.
- They have an upcoming scrutiny boot camp on antisocial behaviour on 19 May, with open participation to wider residents.

Panel member Question: *What are the panel currently working on?*

BCC Response: Consumer standards and ASB performance review.

Actions:

- **HSP representative to be invited to next meeting (Amy)**
- **Continue as standing agenda item (Lasha)**

7. Mental health support for residents

- Residents wanted more information about how the Council is supporting residents with mental health.
- There was consensus that current provision is reactive rather than preventative and the council could do more.
- Resident suggested need for community specific and culturally appropriate support services.
- Resident suggested a need for structured support for vulnerable tenants post-tenancy.
- Resident suggested localised community support maps to be provided in new tenancy packs.
- Resident suggested that there is a lack of ongoing support for tenants with mental health needs.
- Community organisation member suggested the need for holistic, wraparound services (housing + health + community).
- Risks of tenants being:
 - unsupported
 - falling into arrears or tenancy breaches
 - isolated or stigmatised.
- Officers acknowledged:
 - Gaps in provision
 - Need for cross-council coordination
 - Importance of staff training and awareness

Questions:

- **Panel member Question:** What support is available currently?
BCC Response: Tenancy sustainment services exist but often triggered at high need levels.
- **Panel member Question:** When does tenancy support intervene?
BCC Response: Support available, but more proactive intervention needed.
- **Panel member Question:** Is there a priority services register?
BCC Response: Partial systems exist; formal register to be developed for heat networks.

Key Suggestions by panel:

- Develop early intervention / prevention approach.
- Create tenant wellbeing/mental health officer model.
- Provide community-based support directory in tenancy packs.
- Improve cultural competence in services.

- Strengthen links to local voluntary/community organisations.
- Use green spaces and community activity for wellbeing.
- Explore feasibility of improved referral pathways
- Consider community support mapping for new tenants.
- Introduce a priority services register

Actions:

- **Provide summary of current support services and share case studies from tenancy sustainment (Mark).**
- **Continue discussion in future sessions. Separate workshop to be organised (Leshia/Amy)**

8. Housing and Consumer Standards Programme update

Richard James presented the Council's 4-stage improvement programme to address failures against Social Housing Consumer Standards. While Milestone 1 (Oct 2025) is signed off, Milestone 2 (Dec 2025) remains incomplete and later milestones are behind schedule.

Key Points from the presentation

- Milestone 1 focused on understanding the failures, improving data, and establishing foundations (including new resident engagement structures).
- Progress has been undermined by implementation of the new IT system (NEC), which affected data quality and processes that were still being embedded following the completion of milestone 1.
- Milestone 2 includes backlog repairs and damp & mould work
- A major focus going forward is culture change and service transformation.

Resident feedback

- Strong challenge that Milestone 1 has been “achieved”. Residents highlighted the ongoing inaccuracies in repairs data and the large volume of unresolved repairs.
- Residents said there is a gap between reported progress and residents lived experience describing repairs service as poor and raising concerns about:
 - Repeated missed or duplicated repairs
 - Lack of responsiveness and communication
 - Culture issues, including not listening to residents and lack of accountability

BCC Response:

- BCC acknowledged feedback as valid and representative of current issues.
- Confirmed that Milestone 1 reflects foundations, not service improvement and acknowledgement that residents are not yet feeling improvements. That the progress made for milestone 1 was still fragile when the move to the NEC

system took place.

- Confirmed IT rollout has set progress back, milestone 2 is not signed off, and further foundational work and cultural change are required

Next Steps

- Reassessment of Milestone 2 and overall programme
- Incorporation of resident feedback into a programme refresh (July Committee)
- Increased focus on repairs performance, data quality, and culture change

Action: Continue regular consumer standards updates to the panel (Richard)

9. RCP update report to Homes and Housing Delivery Committee

- Update report covering last six months of panel activities has been drafted and circulated to the panel for input.
- The report includes:
 - Panel activity summary
 - Independent chair recruitment

Action: Report to be submitted and presented at committee on 29 May (Lesha).

10. Community Notice Board

Support for mental health item discussed other items deferred to next meeting.

11. Any other business

No additional formal AOB recorded

Summary of Actions

Action	Responsible	Deadline
Share independent chair advert via committee report.	Mark Kempt	May
Create a standard feedback framework (one-pager) for future use when designing housing strategy/policy design.	Lesha Wilson	June
Share detailed walkabout plan prior to summer and arrange separate briefing session before rollout.	Mark Kempt	June
Housing Scrutiny Panel update as standing update.	Resident Engagement Team	Ongoing

Provide a summary of current support services, share case studies of tenancy sustainment. Separate workshop to be organized.	Mark Kempt/Lesha Wilson /Amy Hughes	July
Continue regular consumer standards updates to the panel.	Richard James	Frequency to be agreed
RCP report to be submitted and presented at committee on 29 May.	Lesha Wilson	29 May