

Resident and Community Panel

Draft meeting summary / actions

Date: Tuesday, 24 February 2026

Time: 6:00 PM – 8:00 PM

Location: Online (Microsoft Teams)

Chair: Fiona Lester (BCC)

Transcribe: Henry Murray (BCC)

Attendees:

Panel members: 11 in attendance

BCC: Fiona Lester, Mark Kempt, Lesha Wilson, Amy Hughes, Sian Humphreys, Nicola Knowles, Imogen Oxley, Yasmine Makin

1. Welcome and Introductions

Fiona welcomed everyone to the meeting, explained the purpose of the session, and outlined the agenda.

2. Apologies and declarations

Apologies were noted from Tammy Richards, Councillor Parsons, Shaban Ali, Jeff Monzon and Mark Williams

3. Actions from the last meeting

- **Resident Voice Strategy working group:** Working group met in December; update included on the agenda.
- **NEC working group:** Working group met in January; update on the agenda.
- **Training and induction programme:**
 - Lesha and Amy have developed a training plan based on panel feedback.
 - Plan is nearly finalised and will be sent to members shortly.
- **Revised Terms of Reference:** Updated to include a mechanism for addressing community issues; item is on the agenda for approval.
- **Independent Chair recruitment:** Recruitment process to be launched; proposals included on the agenda.
- **Forward plan:** Draft forward plan included in the meeting pack.
- **Panel name suggestions:** Members were asked to submit ideas; this will be picked up during the meeting.

4. Community Notice Board

- A new Community Noticeboard will be added as a standing item on each agenda.
- Its purpose is to share community-level issues and emerging themes but not individual complaints.
- Items can be submitted a few days before meetings to help manage agenda time.
- **EP** raised concern about time pressure if resident issues and organisational updates share the same space; suggestion to consider separating them.
- Lesha clarified:
 - Voluntary/community sector (VCS) organisations can contribute, however to help keep the agenda manageable, were advised to share updates such as upcoming drop in/support sessions with panel members by email.
 - The noticeboard is not for individual complaints or personal issues—those have separate channels.
- Agreement reached to trial the Noticeboard approach, reflect on how well it works, and adjust if necessary.

5. Working Group Updates

a. Resident Voice Strategy working group – Imogen Oxley

- The Corporate Policy & Communications team are leading on the development of the Resident Voice Strategy, which was informed by the Resident working group held Dec 2025 and data from tenant satisfaction surveys.
- Objectives include:
 - Better access to information & participation.
 - Clear, respectful communication.
 - Ensuring resident feedback drives change.
 - Internal culture shift to value and share learning.
- Next steps:
 - Continue refining the draft.
 - Improve design for accessibility.
- Residents will review final draft before completion.
 - Seek committee approval in May.

Discussion Points

- Need for offline engagement and access options for My Bristol Housing system (raised by **IQ**).

- Concerns were raised around digital exclusion for residents that prefer using paper or telephone systems.
- Imogen asked panel for feedback based on slides.
- Importance of accessible, jargon-free documents highlighted by resident.
- Desire for real examples of how the strategy will work in practice.
- Panel to send any additional comments by email.

ACTION: Mark Kempt will come back with a finished draft of strategy for panel to review.

b. NEC Resident Portal working group update - **Sian Humphreys**

- Reporting repairs for properties other than your own is not yet possible via the portal (email/phone continue).
- A repairs diagnostic tool is in development; resident testing expected around April.
- Tool will use picture prompts to aid accurate repairs reporting.
- An internal version being tested by surveyors before resident rollout. Once we know the tool working, we can start to design what the front end looks like for residents.

Concerns Raised:

- difficulty giving feedback when repairs are incomplete; poor contractor performance; need for clear feedback routes.
- major issues with My Bristol Housing system, including:
 - Login difficulties.
 - Loss of key information (banding, effective dates).
 - Exclusion of vulnerable residents due to digital requirements.
 - System worse than previous version.
- **Fiona** responded:
 - Media reporting is inaccurate but problems acknowledged.
 - IT project was too ambitious; significant resource now committed to fixes.
 - System upgrades due in March and June are expected to resolve major issues.
 - Commitment to bring IT & homelessness leads to next panel meeting for detailed update.

ACTION: Fiona to come back to IQ and group with update on new home choice system with NEC.

ACTION: Sian to come back with a clearer picture for panel about potential co-

design of the new repairs diagnostic tool for resident use.

Discussion emerged around how residents can influence Council decisions on service contracts (e.g., cleaning, grounds maintenance).

- Residents raised concerns about:
 - Poor contractor performance (e.g., Bristol Waste).
 - Lack of accountability or service level agreements (SLA).
 - Need for residents in shaping service standards.
- **Fiona** responded:
 - SLAs are now being introduced or strengthened across Council services.
 - Renewals will include scrutiny of value for money.
 - Residents may be involved in future SLA development and oversight.

6. Housing & Scrutiny Panel

- Proposal: To have a representative from the Housing Scrutiny Panel attend future meetings to update and share learning.
- Panel agreed.
- suggested reciprocal representation and an annual joint session with senior leaders (“liaison committee” idea), which was wellreceived.

7. Terms of Reference (ToR) & Code of Conduct

- Revised ToR presented
- Panel voted to approve them.
- Code of Conduct accepted as part of ToR package

Next steps: Publish to panel webpage

8. Recruitment of panel chair

Two options were presented:

Option 1 – Targeted Recruitment through Professional Housing Networks

Quick, cost effective, Bristol-centric, but smaller candidate pool.

Option 2 – External Governance/Recruitment Specialist

More independent, larger pool, but costlier.

Panel Discussion

- Mixed views initially due to misunderstanding option 1.
- After clarification, majority voted for **Option 1**, with the option to move to option 2 if unsuccessful.
- Panel will help shape the role profile and take part in shortlisting/interviewing.

ACTION To write up bio request for ad for new chair (Mark Kempt)

9. Resident Engagement structure

- Diagrams shared showing how all engagement groups fit together.
- Feedback: simplify wording, add clearer “what does this mean for residents” explanations.
- Panel approved diagrams subject to these changes.

ACTION: Updated version will return for final review. (Lesha Wilson)

10. Panel name & forward plan

- Draft plan presented showing meetings and suggested workshops for the year.
- Members broadly happy; comments welcomed by email.
- Meetings will remain Tuesday evenings.
- Two optional working groups announced:
 1. Customer Service & Communication Standards (March workshop)
 2. Hate Crime Policy Review (email-based)

Panel name options discussed:

- *Change Makers*
- *Challenge and Change Group*
Agreement that name should clearly reflect purpose.
- No consensus reached; item deferred to next meeting.

10. Any other business

- Asset Management Strategy going to committee in May; The supporting Housing Investment Plan will come to the panel later in year as it will require substantial resident input.
- Meeting closed shortly after 8pm.

Summary of Actions

Action	Responsible	Deadline
Fiona to come back to Ian and group with update on new home choice system with NEC	Fiona Lester	
Sian to come back with date for when involvement with panel can take place.	Sian Humphreys	
To write up bio request for ad for new chair role	Mark Kempt	
Publish terms of reference and code of conduct on panel webpage	Lesha Wilson	
Invitations to working groups to be sent by email	Lesha Wilson	

Distribution:

To: [Names]

CC: [Names]