

Resident and Community Panel

Meeting summary / actions

Date: Tuesday, 1 September 2026

Time: 6pm – 8pm

Location: Beira Room, City Hall

Chair: Fiona Lester (BCC) before introducing Alun Davies (independent chair).

Transcribe: Henry Murray (BCC)

Attendees:

Panel members: 11 panel members and Housing Scrutiny Panel representative in attendance

BCC Officers: Fiona Lester, Lesha Wilson, Amy Hughes, Henry Murray, Richard James, David McNulty, Darren Smith.

Apologies: Community members from Housing Matters, Caring in Bristol, Nichola Knowles (BCC) and Councillor Parsons.

1. Welcome, apologies and declarations of interest

Fiona Lester welcomed panel members and staff, while highlighting some of the panel's recent activities and influence. Fiona then introduced the new independent chair Alun Davies and handed over to him as chair for the remainder of the meeting.

- Panel members, directors and BCC staff introduced themselves
- Apologies given
- Resident Housing Scrutiny Panel (HSP) representative present
- No declarations of interest recorded.

2. Actions from the last meeting

Lesha Wilson gave an update on how the panel's feedback on the resident portal has been incorporated into its development:

- Since the workshop, the NEC team have updated the guidance for residents on how to use the portal. This is in the process of being published on the council website [MyBristolHousing](#)

[User Guide for applicants.](#)

3. RCP independent chair

Alun Davies introduced himself and thanked the panel for the opportunity to chair the RCP. Alun emphasised the influence on housing policy and material change the panel should have and ensured members that his job will be to facilitate this to the best of its ability. Alun requested that as chair they meet with each panel member individually.

Action: Resident Engagement Team to organise 1-1 meetings with Alun and panel members.

4. RCP one year anniversary

- A resident member of the panel presented their reflections of the panel over the last 12 months. They thanked the panel and highlighted how the purpose of the panel has been a positive driver in their personal life over the last year whilst also highlighting areas of concern.
- Concerns included agenda items being set at a corporate level and the slow pace of change. They urged members to place their concerns formally onto agendas of meetings as a meaningful way of pushing for change and putting the members at the front and centre of the panel.
- Other panel members echoed these concerns and added others: deteriorating housing stock, lack of progress, outstanding major repairs.
- Panel members also echoed reflections that they have enjoyed the process of learning and found this process enlightening about the workings of the council.
- Other points raised:
 - Same issues being raised in each meeting
 - Residents feel that housing officers are “gatekeepers” to higher levels within the council.
 - The same issues appear across Bristol no matter where you live
 - That one year is not enough time to fairly judge the progress of the panel and it's unrealistic to expect any major results after only a year.

Lesha reminded panel members that they can send reflections privately if they would prefer to resident.engagement@bristol.gov.uk

ACTIONS:

- Alun suggested a review of the work plan at the next panel meeting in November.
- Alun suggested a development day in addition to the quarterly panel meetings.
- Alun requested a panel member's support with organising the development day.

5. Anti-Social Behaviour against Women and Girls

Technical issues at City Hall prevented the presentation of this agenda item. The Resident Engagement Team will arrange for this item to be presented at a future meeting.

6. Housing Scrutiny Panel (HSP) update

HSP representative introduced themselves to the group. They mentioned the HSP had recently carried out Scrutiny Bootcamp and as this is the first time attending the RCP they would observe and provide a further update at the next meeting.

7. Housing and Consumer Standards Programme update

Richard James presented an update on the Housing and Consumer Standards programme including the refresh of the Housing Consumer Standards Improvement plan and associated delivery milestones. Questions were encouraged from the panel.

Questions:

- **Panel member question:** What's the plan for ensuring that the voice of tenants is at the absolute heart of what you feed back to the inspectors?
- **BCC response:** BCC will take on board the resident voice from this meeting and a summary of the panels feedback would be included in the September Homes & Housing Delivery Committee Housing Consumer Standards update. The panel were advised that the Regulator is already aware of the challenges BCC face in relation to response repairs, as well as the need for continued progress with resident engagement. It was confirmed that the regulator will hold a session with a number of residents during their time in Bristol in mid-November. Panel members will be given an opportunity to take part in this.
- **Panel member question:** Asked if it might be helpful to cite a resident with a direct quote in any report submitted to regulator
- **BCC response:** Richard explained that the Regulator will also be engaging directly with residents. Representatives from the Regulator are scheduled to attend resident meetings, including the HSP meeting on 8 September, and will also meet residents during their on-site visit to Bristol in November. As a result, the Regulator will have opportunities to hear residents' views first-hand.
- **Panel member question:** What is meant by "on site visit"?
- **BCC response:** This refers to representatives from the Regulator meeting council officers, elected members and residents face to face.
- **Panel member question:** In response to inspections, the new regulation of housing and the rating system. "So what?" what is the intention/purpose, what will happen?
- **BCC response:** BCC officers provided an overview of the purpose of the inspection taking place, including the context of new regulations following Grenfell, the Regulator's new standards for social housing landlords and how

BCC is working to meet them. Following the inspection, the Regulator will issue Bristol with a judgement rating which will be published on the Regulator's website.

Post meeting note:

Following the meeting, an error was identified in the presentation. The presentation stated that the target completion date for the Consumer Standards Improvement Strategy milestone 3 was 31 December 2026. This was an error and the milestone 3 completion date should have been 31 March 2027. The revised target date for milestone 2 is 31 December 2026.

8. Asset Management Strategy

Richard James presented the draft asset management strategy which has been informed by the stock condition surveys completed to date. Richard asked the panel to comment on the strategy and progress update.

- **Panel member question:** Why does the council not focus more on prevention? Resident cited example of mould in their property that is cleaned and treated without getting to the source.
- **BCC response:** Agreed that the council should be focussing on a more proactive approach and acknowledged that in some cases, issues are being addressed without resolving the underlying causes. Richard highlighted that the third asset management strategy objective includes a focus on preventative maintenance.
- **Panel member question:** Why is the council spending so much money on response repairs and not providing a good enough service.
- **BCC response:** The point was acknowledged, with recognition that the current approach is often reactive which is inefficient rather than proactive.
- **Panel member question:** Asked if there is a unit cost monitoring and if there is a single source of truth as a standard to work against. Suggested that the objectives are written in quite a technical way and not always easily understandable. Suggested some specific performance measures and targets are developed against each objective.
- **BCC response:** Acknowledgement of comments and agreed that performance measures should be in place to help set clear expectations and standards for services delivered to residents. This will include more information on financial performance and what is being delivered for the money. It was agreed that some further work will be done on the strategy to simplify some of the language. A resident friendly version will also be developed along with a short video explaining the strategy. Noted that while some objectives can be measured through performance indicators, others relate to culture change.
- **Panel member question:** What are the risks and obstacles that the council has calculated that face the strategy? Cited aging tower blocks. How are you going to evaluate what residents want from this strategy?

- Suggesting a pot of money that addresses residents' desires directly,
- **BCC response:** The main risk would be that the council cannot afford to do what it wants or needs to do, which is why the council needs to be transparent about why and how it is spending money. Acknowledged that investment plans need to be brought to resident panels for oversight, influence and scrutiny.
 - **Panel member question:** Suggested that the objectives feel like déjà vu. What is the difference between these objectives and others set in the past? How is this document different to other documents they have seen before?
 - **BCC response:** Acknowledged resident concerns. It was stated that the strategy has been developed to respond to what has been identified through the stock condition survey, feedback from residents and other known service improvement priorities. It was explained that the key difference is the increased focus on delivery, accountability and resident involvement in monitoring progress.

Richard explained that he wanted residents to have the opportunity to influence and be involved in the next phase of the Asset Strategy. This would involve RCP members in shaping investment priorities, further discussion on the points raised at this meeting and contributing to the development of a Resident Influence Plan.

ACTION: Alun suggested that actions and responses noted from this meeting should be considered in the November work plan review.

ACTION: To hold a separate RCP workshop on the housing investment priorities and resident influence plan.

9. Community Notice Board

Panel members agreed to forego this item due to time constraints and instead send any notice board updates via email.

10. Any Other Business

No items raised.

Close.

Date of next meeting: Tuesday 24 November 2026

Summary of Actions

Action	Responsible	Deadline
Henry and Amy to organise 1-1 meetings with Alun and panel members.	Resident Engagement	Before next meeting
Alun suggested a review of the work plan at the next panel meeting in November.	Alun/Resident Engagement	Next meeting
Alun suggested a development day separate to quarterly panel meetings and requested a panel member to assist with organising.	Alun/Resident Engagement	Next meeting
Hold a separate RCP workshop on the housing investment priorities and resident influence plan.	Richard James	TBC