

## COMMUNITY VOICE

### MINUTES OF MEETING

**Date:** 1<sup>st</sup> August, 2011

**Time:** 1pm

**Venue:** Kingsway Centre, Scunthorpe

**Present:** Janine Mee – Warley Road (Chair)

Mary Southgate – Tenant Rep (Vice-Chair)

Danny Moore – Market Hill (Treasurer)

Alison Highlands – Geographical Rep (Secretary)

Terry Chatwin – Tenant Rep

Sue Brown – New Holland

Joan Long – Healey Road

Rukhsana Gul – BAME Rep

Ron Weller – South Killingholme

Mo Weller – South Killingholme

Don Robertson – Hillside

Pat Cowdell – Hillside

Julie McNulty – Warley Road

Jo West – Scrutiny Panel Rep

Victoria Fernandez – LBG Rep

Ken Willey – Swinburn Road

Edna Moore – Market Hill

Jim Newcombe – Healey Road

Steve Dale – Crosby Park

Ian Mortimer – NLH, Resident Involvement Manager

Debbie Evans – NLH, Contractor & Planning Officer (Observer)

Steve Wardrope – NLH, Director of Corporate Services

Louise Usher – NLH, Policy & Performance Manager

Brendan McMahon – NLH, Service Improvement Manager

Chris Baker – NLH, Community Involvement Co-ordinator

## **1. Welcome, Apologies & Housekeeping**

Janine welcomed everyone to the meeting and explained housekeeping items.

A card of condolence from Community Voice members has been sent to Richard Leach regarding his family bereavement.

Apologies were received from: Richard Leach, Barbara Cross, Maria Havercroft and Steve Taylor.

## **2. Accuracy of Previous Minutes & Update of Action Plan**

Ron asked if it would be possible to receive 2 sets of minutes in future for himself and Mo. The reply was that this would be done.

The minutes were proposed by Ken and seconded by Ron as a true record.

### **Update of Action Plan**

The next date for training is the 26<sup>th</sup> August, 9.30-12.00 titled Getting Your Voice Heard at Meridian House.

Mears contractors have been in touch with tenants who had reported issues, who are now satisfied that these have been resolved. The ground works posters initially produced for Market Hill were intended to be small scale. Larger posters will be produced prior to and during the commencement of the actual works itself.

A meeting has been arranged for the 2<sup>nd</sup> of August to discuss the problems brought up regarding Board membership. The outcome of the meeting will be brought to the next meeting.

The menu of options review will be put onto the next action plan.

## **3. Reminder of Enquiry Log – Janine Mee**

Janine reminded everyone of the enquiry log.

### **Discussion Items**

## **4. Resident Involvement Report – Ian Mortimer**

Ian gave a presentation of the report including a change of date for the Community Voice AGM. Due to the date of the NLH Operations Committee meeting being held after the Community Voice meeting in September and the changes to the constitution needing prior notice to residents the Community Voice AGM will now be held in October.

Ian then asked for any questions.

It was suggested that in future different venues be used for NLH fun days.

**Action Plan** – It was proposed that a steering group could be set up to look into this.

It was suggested that in future members of Community Voice who are attending the TPAS Conference should stay for 2 nights instead of 1, as due to travelling they were not able to digest all the information given at their workshops due to them being tired. Ian replied that the reason why it wasn't done on this occasion was down to a number of factors such as the cost, location of conference etc.

It was suggested that members who attended the conference would do a presentation for the next meeting.

**Action Plan** – Mary will do a report and present it at the next Community Voice meeting.

It was noted that although previously requested, minutes from the Board and a calendar of future dates have been asked for by Community Voice and not received. Ian replied that this would be seen to in the future.

**Action Plan** – To circulate a calendar of future dates and the minutes from the Board to all Community Voice members.

## **5. Resident Involvement Strategy Action Plan – Ian Mortimer**

Ian gave an up-date of the action plan then asked for any questions.

It was suggested that 3 members of Community Voice and equal numbers from the wider menu of options should make up a focus group to go through this in more detail.

**Action Plan** – To send out invites to members of Community Voice to make up the focus group.

## **6. Participatory Budgeting – Chris Baker**

Chris gave a presentation of the report then asked for any questions.

It was asked if bidders could re-apply the following year. Chris replied that they could but it would have to be for something different.

It was asked if this was just for Resident Associations. Chris replied that it is for all community groups not just Resident Associations.

Chris stated that the successful bidders are monitored to make sure that the money is used for the reason in which they applied and that it benefits the whole community.

It was stated that all applications for funding were project, not group based..

The most any one group can apply for at the next event is £5,000, with a total of £40,000 being allocated for the whole event.

### **Information Items**

#### **7. Profile Information – Ian Mortimer**

Ian gave a presentation of the profile information then asked for any questions.

Ian stated that at the moment it was important that resident involvement structures reflected all sections of the community and there are a number of ways in which the Resident Involvement team were trying to engage groups and individuals that are not normally involved e.g. Black, Asian and Minority ethnic and young people through using twitter and face book pages.

#### **8. Performance Information (April-June) – Louise Usher**

Louise gave a presentation of the report then asked for any questions.

It was asked if satisfaction cards were still being used. Louise replied that the cards have been stopped since February but NLH are looking at different ways to get satisfaction reports from tenants. Hopefully this will be up and running within the next 12 weeks.

Louise stated that in future spot-light reports would be brought to Community Voice and a full report would be seen at the end of the year. All the issues raised by the scrutiny panel are being looked into now.

#### **9. Complaints Information – Louise Usher**

Louise gave a presentation of the report then asked for any questions.

Louise stated that the complaints raised in the report are on NLH services not individual tenant complaints.

The out-of-hour number for NLH now includes anti-social problems as well as repairs.

#### **10. Service Improvement Reporting – Brendan McMahon**

Brendan gave a visual presentation then asked for any questions.

It was asked how long his contract with NLH is to ensure that NLH provides better services in the future. . Steve replied that Brendan's role is a permanent position.

#### **11. Reminder of Board Observers – Janine Mee**

Janine asked for observers for the next Board meeting which will be held on the 3<sup>rd</sup> of August at 5pm. The following names were put forward – Ken Willey, Mary Southgate, Janine Mee and Jo West.

#### **12. Any Other Business**

The Gas draw was taken and number 400 was chosen.

It was asked why support officers were being laid-off and then re-employed as part-time workers. The reply was that this would be raised at the next Community Voice meeting as the following item will be put onto the agenda – 'What is the role of a support officer'.

It was stated that the next service to be reviewed by Brendan will be Customer Care.

It was asked who is responsible for painting new fencing. The reply was to e-mail Pat Byrne to find out the answer.

#### **Date of Next Meeting**

Friday 9<sup>th</sup> of September, 9.30am at the Baptist Church.