

COMMUNITY VOICE
MINUTES OF MEETING

Date: 9th September, 2011

Time: 9.30am

Venue: Baptist Church, Scunthorpe

Present: Janine Mee – Warley Rd (Chair)
Mary Southgate – Tenant Rep (Vice-Chair)
Danny Moore – Market Hill (Treasurer)
Alison Highlands – Geographical Rep (Secretary)
Terry Chatwin – Tenant Rep
Ken Willey – Swinburn Rd
Edna Moore – Market Hill
Maria Havercroft – BME Rep, Ulceby
Ron Weller – South Killingholme
Tony Sanderson – Warley Rd
Steve Dale – Crosby Park
Pat Stephenson – Beechway
Victoria Fernandez – LBG Rep, Barton
Andy Orrey – NLH, Chief Executive
Steve Evans – NLH, Head of Housing Management
Steve Wardrope – NLH, Director of Corporate Services
Ian Mortimer – NLH, Resident Involvement Manager
Wendy Britcliffe – NLH, Senior Resident Involvement Officer
Andy Bond – NLH, PR Officer
Karen Cowan – NLH, Customer Services Manager
Louise Usher – NLH, Policy & Performance Manager
Denise Raine – Director of Feedback Services

1. Welcome, Apologies & Housekeeping

Janine welcomed everyone to the meeting and explained housekeeping items.

Janine informed everyone of the unfortunate resignation of Jim Newcombe from his resident association, therefore he will no longer be able to attend future Community Voice meetings. Thanks will be passed onto Jim for his involvement at previous meetings.

Apologies were received from: Mrs Gul, Don Robertson, Sue Brown, Barry Pridmore, Mo Weller, Richard Leach, Toni Mosley and Steve Hepworth.

2. Accuracy of Previous Minutes & Update of Action Plan

It was noticed that an item regarding the make-up of the Board membership had been left out of the last set of minutes.

The minutes were approved by Terry and seconded by Steve as a true record with the above amendment.

Update of Action Plan

The next set of dates for training are as follows:

- 20th September – Effective Signposting. 1pm-4pm
- 28th September – Exploring Websites, 1.30pm-3.30pm

Both events will be held at meridian house.

The report from the menu of options review will go to the executive management team for approval by the end of September. Confirmation of the approval will be provided at the AGM meeting in October.

A suggestion was made to form a steering panel to discuss future venues for the annual NLH fun day. This will be arranged nearer the time when planning this event for next year. Letters will be sent out to all CV members asking for names of people interested.

Mary gave a brief presentation of the TPAS conference she attended with 5 other members of CV. Mary stated that it was a good idea that everyone travelled down together by mini-bus but suggested that for future conferences they travel a day earlier and have an overnight stay. If the cost was this was too high then fewer members from CV should attend.

Mary stated that one of the workshops she attended was very good. It was called – dealing with difficult people. Everyone who attended the conference received a bracelet which was a memory stick and included all the information of every workshop which could be put into a computer and downloaded.

The Board minutes & calendar of future meetings will be produced and sent out with the next set of CV minutes.

Two separate workshops were held to discuss the Resident Involvement strategy action plan. Changes were made and the action plan was updated.

It was proposed that when a member of CV cannot attend any training available then this be offered to another committee member of their association.

3. Reminder of Enquiry Log – Janine Mee

Janine reminded everyone of the enquiry log.

Discussion Items

4. Presentation on Group Structures – Steve Wardrope & Andy Orrey

Andy gave a presentation of the structures which NLH are looking into at the moment. A full consultation exercise will be carried out with customers once the Board have agreed which option to take. A working group will hold its first

meeting at the end of September to discuss the process. Andy then asked for any questions:

It was asked where would tenant Board members fit in to this new structure. Andy replied that there would not be a decrease in numbers of the tenant board members but hopefully an increase.

Steve stated that things would only change with the agreement of both NLH and the tenants. The changes would only be made if it will benefit both.

If this structure goes ahead will tenants be at the forefront of everything. The reply was that residents will be fully involved.

Steve stated that whatever the working group decides it will be taken to the Board in December. If the Board agree then a full consultation exercise will be carried out before a decision is made.

The first meeting of the working group will be held on the 29th of September.

Action Plan – Following discussions regarding waiting lists it was decided that this would be included as an agenda item to look at how to reduce the waiting lists in the future.

Action Plan – an update on the progress of the structures for NLH to be included as an agenda item for future CV meetings.

It was stated that we have to stop the rumours being passed on from NLH staff and workmen. Steve replied that CV members will be kept informed and also NLH staff so this should hopefully avoid any further un-founded rumours being passed on.

It was asked if NLH are putting money into the new structures would existing services be cut. The reply was that existing services would not be cut.

5. Resident Involvement Report – Wendy Britcliffe

Wendy provided an update from the report highlighting the involvement activity which had taken place since the last CV meeting.

The following meetings have taken place: Tenant Inspectors, Annual Report, RI Strategy Action Plan, Leaseholder and Repairs Panel.

Tenant volunteers have been involved in the following training: Role of Housing Officer, Getting Your Voice Heard and Participatory Budgeting.

NLH also held their fun day which was a huge success yet again. It was stated that in the future the CV stand should have more information to hand out. CV members are to be responsible for deciding what they will provide at future events.

Terry stated that at the last repairs panel meeting they were taken on a tour of the new stores. This was really good and staff deserve a 'pat on the back' for their good work.

The photos of the garden competition are now on the NLH facebook page and information of the successful winners will be advertised in the next edition of Key News.

The second Participatory Budgeting event is being held on Saturday the 24th of September. Wendy stated that there are a total of 28 groups which have been short-listed and members of CV are invited to attend as observers.

Wendy then asked for any questions. There were none.

6. Performance Indicators for Caretakers – Steve Evans

Steve provided information on performance indicators to be used for the Estate caretaking Service. These indicators will be used to: Performance manage NLH estate caretakers, Benchmark performance against other housing providers, Provide timescales to customers when NLH receive a request for service.

The timescales are detailed in the handout provided and Steve stated that any feed back should be sent to Andrea Morley (Senior Housing Manager) by Friday the 16th of September.

7. Annual Report – Andy Bond

Andy provided copies of the final report for CV members to look through and explained that this will be sent out with the next issue of Key News. Andy then asked for any questions.

There were none. Congratulations were given to Andy and the Panel for their involvement in producing an excellent looking report.

Prior to the break taking place Wendy handed out leaflets to promote the Gas safety week which is being held from the 12th until the 18th of September.

8. Resident Association Accommodation Review – Ian Mortimer

Ian updated CV members on the findings of an internal review which looked at the support provided by NLH for suitable meeting venues. Ian then asked for any questions.

Ian stated that the Resident Involvement Officers are in constant contact with their Resident Associations and can therefore highlight any problems with venues.

A member of CV stated that the annual grant given to Resident Associations should be used for expenses to cover the hire of venues.

Decision Items

9. Compensation Policy – Louise Usher

Louise provided information on the revised Compensation Policy and asked for approval by CV so that it can be taken forward to the Operational Committee on the 26th of September. Approval was given for this to be taken forward.

Information Items

10. Status Survey – Denise Raine

Denise gave an update from the status survey that had been carried out and provided a handout which included feedback from the questions. Denise then asked for any questions.

It was asked how many of the surveys had been returned. Louise stated that 50% of the surveys had been returned which was a good response.

It was asked why there is a difference between NLH and the local paper showing the wages for residents. NLH is £300 per wk and the paper is £500 per wk. Denise replied that in the paper it would cover the whole of Scunthorpe but NLH only covered their tenants and leaseholders.

Denise confirmed that in the future some of the questions in the survey would be changed to consider Performance Indicators and Benchmarking which are requirements of Housemark.

11. Customer Service Update – Karen Cowan

Karen provided a verbal update on customer service and that the current staffing levels are being looked into. A new structure level has been introduced following the review carried out by the Resident Scrutiny Panel. Karen asked for any questions. There were none.

12. Tenancy Management Review – Steve Evans

Steve gave an update from the review and explained the aim for this was to introduce a systems thinking approach to improve services by looking at what matters to customers and involving staff. Steve asked for any questions.

Discussions took place on anti social behaviour problems and that more tenants should be dealt with. Steve stated that NLH cannot take out injunctions against tenants causing ASBO problems without the agreement of a judge.

Steve stated that he would be attending the next training session of the Role of the Housing Officer and any questions picked up from this report should be taken to the training session and would be answered there.

13. Tenant Reward Scheme – Wendy Britcliffe

Wendy asked members to draw out 10 names for the Tenant Reward Scheme. The following numbers were chosen by CV members: 1, 13, 21, 29, 36, 43, 45, 60, 65 and 81.

14. Reminder of Board Observers – Janine Mee

The next meeting of the Board will be the Annual General Meeting to be held on 29th of September. Mary put her name forward, anyone else interested in attending should let Wendy know.

15. Any Other Business

Wendy explained that a working group was to be formed to discuss the performance information and housing management reports. A maximum of 8 members from CV were required and it was agreed that letters would be sent out to members.

Meetings are to be arranged for both the Resource Committee and the Resident Association Networking group. Letters will be sent out to provide details of dates and times.

Terry stated that at the last NATS meeting they were informed that it would be a good idea if people stopped putting their holidays on their calendars at home as burglars can see this and would take note how long the property would be empty. It was also stated that there is a number of bogus officials going round at the moment and residents should be made aware of this.

The gas draw was made and Number 123 was chosen by the Chair.

Edna discussed the Christmas party for CV members and agreed to find out the entertainment programme which will be discussed at future meetings.

16. Date of Next Meeting

Monday, 17th October 2011, 1pm-4pm. Baptist Church. This meeting will be the Annual General Meeting and nominations for officer posts should be submitted to resident involvement team.