

COMMUNITY VOICE

MINUTES OF MEETING

Date: 7th February, 2011

Time: 1pm

Venue: Baptist Church, Scunthorpe

Present: Janine Mee (Chair) – Warley Road
Mary Southgate (Vice Chair) – Sheltered Housing
Danny Moore (Treasurer) – Market Hill
Alison Highlands (Secretary) – Geographical Rep
Terry Chatwin – Hallcroft, Haxey
Ken Willey – Swinburn Road
Ron Weller – South Killinghome
Mo Weller – South Killinghome
Maria Havercroft – BME Rep, Ulceby
Jim Newcombe – Healy Road
Joan Long – Healy Road
Denise Trowsdale – Victoria House, Barton
Rukhsana Gul – BME Rep, Scunthorpe
Barbara Cross – Epworth
Gwen Burdett – Epworth
Don Robertson – Hillside
Barry Pridmore – Beechway
Andy Orrey – NLH, Chief Executive (first half of the meeting)
Steve Hepworth – NLH, Director of Housing (latter part of the meeting)
Wendy Britcliffe – NLH, Senior Resident Involvement Manager
Toni Mosley – NLH, Head of Business Improvement
Jennifer Williams – NLH, Organisational Learning Officer

1. Welcome, Apologies & Housekeeping

Janine welcomed everyone to the meeting and explained housekeeping items.

Apologies: Steve Taylor, Edna Kenyon, Ann & Mark Harland, Cherrill Page, Richard Leach, Pat Cowdell, Pat Stephenson and Chris Baker.

2. Accuracy of Previous Minutes & Update of Action Plan

The minutes were approved by Terry Chatwin and seconded by Ken Willey as a true record.

Update of Action Plan

The date of the Leaseholder Panel meeting is arranged for the 23rd of February at 6pm. The first Tenant Rep who can attend the meeting as an observer will be Ken Willey. The nominated Rep will change for future meetings.

A meeting is to be arranged to discuss the review of the 5 year service plan, invite letters will be sent out when this has been arranged.

Everything else on the Action Plan has been completed.

3. Reminder of Enquiry Log – Janine Mee

Wendy apologised for not bringing the enquiry log to the meeting and provided some paper for items to be noted down. Any items that had been included in the log at the previous meeting would be checked and phone calls made to individuals to notify them of responses received.

Discussion Items

4. Resident Involvement Report – Wendy Britcliffe

Wendy provided an update on the resident involvement activities that have taken place since the last meeting.

The Resident Scrutiny Panel will be looking at the service provided by the Call Centre for their next project.

A meeting was held with the Furniture project steering group who have reported that there has been a quick turnover of furniture and are looking for further donations.

Consultation meetings are taking place in the Sheltered Schemes to discuss the support service and draft service standards for the dwellings.

The Internet working group has been reformed and they have agreed that the website for NLH needs to be redesigned and updated information included.

A bad weather workshop was held for members of community voice who discussed problems highlighted from the recent bad weather. A report from this will be produced for the next community voice meeting.

It was stated that there is still an overlap of meetings happening. Wendy explained that all departments have access to look at the Resident Involvement calendar and check dates so that this would not happen in the future.

5. Resident Associations (The way forward) – Wendy Britcliffe

Wendy explained that a meeting is to be arranged to review the recognition criteria for resident associations. This will involve looking at how meetings are run and monitoring the grant money for associations. Invites will be sent out once this has been arranged.

Action Plan – Meeting to be arranged.

6. Community Development Strategy – Toni Mosley

Toni advised members of the proposals for the strategy and explained that this provides a framework for taking decisions and investing in community initiatives. Toni then asked for any questions:

It was asked if NLH work together with other organisations i.e. Shoreline to share good working practices. Toni replied that we do work with other organisations on a regular basis to share good practice.

How will the changes to the ASBO legislation affect NLH? Steve stated that we do not know what the changes will be but these will be reported to Community Voice once more information is available.

Andy stated that the strategy will be presented at the Board on Wednesday for approval.

7. Organisational Learning Report – Jennifer Williams

Jennifer provided a report on the lessons learned from complaints that have been investigated during October – December, then asked for any questions.

It was noted that in the report it stated “nothing to be learnt”, when surely there is always something to be learnt, either good or bad.

It was reported that there are still problems with communication between call centre staff and repair workmen regarding work required, for example – repairmen not being provided with the correct information that there was an un-occupied flat therefore when visited there was no entry available. Jennifer confirmed that these issues will be reported back.

Decision Items

8. Audit Commission Action Plan Working Group – Toni Mosley

Toni provided copies of the minutes from the working group and asked that members look through these to confirm they are a true record.

Maria noticed that her name had been missed from the list of apologies.

It was asked that the abbreviations be written in full and two typing errors rectified before the minutes are sent to the TSA.

The minutes were approved by Terry Chatwin and seconded by Ron Weller as a true record with the above amendments.

Toni then asked for any questions.

It was reported that there are still some backlogs with the repairs as we are still catching up after the bad weather over Christmas. There is a new computer system due to be up and running that will help make improvements.

A request was made for tenants to be provided with log numbers when reporting their repairs so that in future if there are any problems it would be easier to find the original request. Toni replied that tenants could ask for a number and this will be followed up.

It was reported that tenants are waiting on hold for sometime when phoning to report repairs. This will be followed up.

A member raised the issue of being told they could not report a repair for another tenant living on their estate. It was agreed that some vulnerable tenants may need help to report repairs. This will be followed up.

Action Plan – Find out why tenants are being told they cannot ring up to report repairs for other tenants. Check on log numbers being given out to tenants.

Action Plan – Check the waiting time regarding calls to the call centre.

Information Items

9. Performance Information (Oct-Dec) – Toni Mosley

Toni went through the performance information explaining the performance from the scorecard during December. Toni asked for any questions:

It was asked what the percentage rate of tenants evicted for rent arrears was in numbers. The reply was that it showed a drop in numbers from about 10 tenants per month a few years ago to roughly 1 tenant per month.

A member stated that although the percentage of calls are answered in 10 seconds tenants are waiting longer than that to speak to someone as they are put on hold. Steve replied that the future target is that all calls will be answered within 10 seconds and explained that if there is a hold-up NLH will provide a call-back service. Would there be a charge to tenants for the call-back service? Steve explained that all costs would be covered by NLH.

It was asked if the number of staff absence rates included the period of bad weather. Toni replied that it was only for sick leave.

It was asked if everything was included in the 5 days training per employee. Toni explained that this was included but not every employee would need the whole 5 days.

A member asked why there was an increase of total numbers of calls made which is shown on the spot-light report. Steve replied that the increase is because all calls now go through the call centre. Steve also stated that we now have a further 6 employees for the call centre.

10. Tenant Conference Plans – Wendy Britcliffe

Wendy explained that plans are now being made to hold the next Tenants Conference and this will be held at the New Life Church on the 19th of May. The theme for the conference will be Anti Social Behaviour with presentations provided throughout the day. More information will be provided when arrangements have been made.

11. Any Other Business

It was stated that vacancies of the Choice Based Lettings are being advertised before the property is actually ready for let. Steve replied that in future a date for the availability of the property could be included in the advert.

The gas draw was carried out and number 371 was drawn by the Chair.

Wendy explained that the garden competition is due to be advertised and asked for new members to form the sub-group. The following representatives from Community Voice put their names forward: Denise Trowsdale, Ron Weller and Ken Willey.

Action Plan – A meeting of the sub-group will be arranged.

It was asked if there is a forward plan for the environmental works. Steve replied that this would be a good idea.

Action Plan – To prepare and publicise a forward plan for the environmental work.

Wendy reported that the Resident Involvement team will be going to Manchester on Friday 11th February as they have been shortlisted for an award by TPAS. Everyone wished them good luck.

A member asked if individual Resident Associations needed their own accident books for when they carry out activities within their association. Steve replied that they were not required as any premises used by the Resident Associations should already have them but if activities were taking place on the premises controlled by the Association then they should take advise on what health & safety measures may be required. NLH may be able to help with this and any enquiries should be made to Resident Involvement Team.

The Chair read out a letter from Terry Chatwin which stated that she will have to resign from Community Voice as she is no longer a member of her local residents association. Wendy replied that there was a vacancy for a rep from the Sheltered Panel to attend Community Voice meetings and this will be discussed at the next panel meeting where a decision will be made.

12. Date of Next Meeting

Wednesday, 2nd March 2011, 9.30am at the Baptist Church.

The Chair closed the meeting and thanked everyone for attending.