

COMMUNITY VOICE MEETING

Minutes

Date: 8 November 2010

Time: 1 pm

Venue: Baptist Church

Present:

Janine Mee	(Chair)	Warley Rd
Mary Southgate	(Vice Chair)	Sheltered Panel Rep
Richard Leach		Springbank Residents Unity Group RUG
Joan Long		Healey Road.
Jim Newcombe		Healey Road
Ken Ayres		Springbank Residents Unity Group
Maria Havercroft		BME rep
Ron Weller		South Killinghome
Mrs Weller		South Kiliinghome
Alex Killen		Sheltered Panel
Jo West		Martins Close Residents Assoc
Ron Hurrell		Martins Close Residents Assoc
Pat Stephenson		Beechway Residents Assoc
Ann Harland		Lodgemoor Res Assoc
Danny Moore		Market Hill
Edna Kenyon		Market Hill
Terry Chatwin		Hallcroft Haxey
Denise Trowsdale		Victoria House Barton on Humber
Steve Taylor		Swinburn Road
Steve Dale		Crosby Park Res Assoc
Don Robertson		Hillside Res Assoc
Pat Cowdell		Hillside Res Assoc
Karen Cowen		NLH Resident Involvement Manager
Wendy Britcliffe		NLH Resident Involvement Officer
Carol Coulthurst		NLH Officer (Observer)
Steve Hepworth		NLH Director of Housing Operations.
Steve Wardrope		NLH Director of Corporate Services.
Pete Stones		NLH Assistant Director Regeneration.
Allan Kelly		NLH Director of Technical Services

1. Welcome, Apologies & Housekeeping.

Janine welcomed everyone to the meeting and explained housekeeping items. Janine reminded members of the smoking policy of the Baptist Church.

Terry Chatwin sent a get well card around for members to sign for Ken Willey who was not well.

Apologies: Ken Willey, Alison Highland, Andy Orrey, Sarah Coultard, Mark Harland, Mrs Parsons, Cherrill Page, Barry Pridmore.

2. Accuracy of Previous Minutes & Update of ACTION PLAN.

Jim Newcombe pointed out two errors on the last minutes - page 9 item 9 Pittwood House should read Meridian House. Accuracy was then proposed by Terry Chatwin and seconded by Ron Hurrell.

The Chair advised members that the Agenda had been revised because of the unavoidable late arrival of NLH staff involved in reports.

(These minutes reflect those changes)

Members were advised of updates to the action list.

Wendy Britcliffe reminded members of the ASB training on Tuesday 23rd November 1.00pm – 3.30pm at The Baptist Church.

CV members that attended the Audit Commission Action Plan update meeting on the 3rd November 2010 were asked to sign off the minutes and related updated action plan. Members voted to approve the documents and agreed for them to be submitted as a true record to the TSA.

Influence Rating – 1

3. Reminder of Enquiry Log.

Janine reminded members of the enquiry log. One member present reported that an item had been placed in the log at the last meeting and the repair was carried within 48 hours.

Decision Items

4. Service Charge Consultation ----- Steve Hepworth.

A paper was tabled (Agenda item 4).

Steve Hepworth went through the paper explaining the main points including the Audit Commission's report which says service charges should be shown separately from the actual rents. Details of these would be included in Tenancy Agreements Steve brought

members up to date on where the Audit Commission's role would be taken over by The Homes and Community Agency but suggested that the rules would remain the same who ever was going to do this job. On the paper about the outcomes of consultations taken place, Steve highlighted item 3 on page 2.

At the end of this Steve sought the approval of Community Voice to proceed with the contents of this revised Service Charging Policy. A question was asked if the charges could be paid for with the help of Direct Payments. It was noted that these could not be recovered in this way.

Members of Community Voice present voted to accept the proposals.

Influence Rating – 1

Discussion Items

5. Repairs & Maintenance Strategy ----- Allan Kelly.

Allan gave a verbal update on the progress of repairs (agreed with the Repairs Panel) which included:

- Gas Servicing
- Value for Money
- Land share of North Lincolnshire Homes Ltd land, including possible land for use as allotments or gardening projects for residents and residents associations to take charge of
- Procurement of services to go ahead, adding that letters would be sent out to those members interested
- Allen advised members about the new IT system not up to date yet but a lot of work is being done to get it finished
- New vans have been allocated and carry tracking devices so can be specifically and quickly targeted to get quick responses to repairs
- A new Stores is being set up
- All vans carry a comprehensive stock on board which save a great deal of time
- Trying to get better result from satisfaction surveys
- Endeavouring to meet 99% of repairs 1st time
- Repairs Panel set up that includes partnership working between NLH staff and residents

- New times to complete repairs = Emergency repairs for vulnerable persons within 4hrs, then categories of 24hrs or by appointment or planned works (using internal NLH knowledge to plan the works)
- A member suggested that using outside contractors sometimes leads to delays in service and gave an example. Other CV members gave similar examples. Members also commented that repairs that are not completed or done right are now reducing but that they do sometimes still happen. This seems to be more apparent when an outside contractor is used. Allan commented this was an area that was being investigated.

Allan reported that the draft Repairs Strategy will be presented to the 15th December Board meeting but that consultation with residents on the strategy has not yet been concluded. A further progress report will be provided to CV in the Spring of 2011.

Influence Rating – 2

6. Sheltered Housing Review ----- Pete Stones.

A paper report was tabled marked (Agenda item 8). Pete updated members on current progress.

This was for NLH tenanted housing. Question was asked why like for like is not put in at time of refurbishment or repair. Pete commented that more attention is given now to tenants' needs or type of sheltered housing it is.

Question was asked about funding and budgets. All the funding had been built into the business plan so the funds are available.

Member queried colour schemes that had been used on outside of maisonettes in town. It was suggested that tenants in these properties had been consulted about this type of work.

Influence Rating – 5

7. Affordable Warmth Strategy ----- Pete Stones.

A paper was tabled marked (agenda item 9).

- Pete outlined the major elements to Target Properties situated in non gas areas
- Properties with solid walls
- Explore the feasibility of metering services to communal properties
- Assess and incorporate renewable technologies into future investment strategies/programmes

- Details of how programmes could be supported through developing working partnerships with other key agencies and community groups
- Advise on fuel poverty by raising the awareness to all staff and partner organisations. Provide range of training in all areas for frontline staff
- Promote under occupancy
- Develop energy information to be given to all new tenants through Choice Based Lettings
- Raise awareness of energy efficiency and fuel poverty through the internet, Newsletters and specific leaflets
- Other initiatives that could help to have an impact on fuel poverty are reduced rents, reduced maintenance costs, reduction in the number of empty homes, transfer requests and complaints, train staff to encourage tenants to look after their homes
- A diversity Impact assessment will be done to make sure that the strategy does not have any unforeseen and unwanted effects.

Influence Rating – 3

8. Tenant Conference Action Plan ----- Karen Cowan.

A paper was tabled marked as (Agenda item 10 & 10a).

Karen gave feedback on the progress of the tenant's conference action plan that was devised from the event held on 27th January 2010 where 114 tenants attended. Customer feedback gathered at the event was used to put together an action plan for implementation. The results are as shown in (10a). Members approved the recommendation that future events like this should be carried out. It was emphasized that not only should tenants be listened to but any information from them is used to influence improvements to the services. It was agreed to monitor the progress and update Community Voice again after a further six months.

Influence Rating – 3

9. Resident Involvement Activity Report. – Karen Cowan.

A paper was tabled marked (Agenda item 11 & 11a).

Karen updated members on resident involvement activity since the last community voice meeting - listed on paper (item 2 recent activities). The code of conduct for CV needs updating so a copy of the current code with the changes marked in red was distributed to members for comment. The main points were shared. Members were asked to read through the proposed changes and to notify resident involvement of any comments by the 18th November.

Influence Rating – 1

Members were reminded of the Community Voice away day at The Fenestra Centre at Flixborough 10am — 3.00pm on Friday 19th November 2010. All CV members are welcome.

Karen informed members that advice had been taken on the amount per mile for volunteers to claim. Voluntary Action North Lincolnshire (VANL) had recommended 40p per mile so as not to attract Tax implications. It was previously 47p. Members were asked to consider the new rate of 40p per mile. Members voted with a positive vote of 18 to change the mileage allowance. However, Karen suggested that more time be allowed for consultation on the proposed change and asked that members again read through the proposed changes and notify the resident involvement team of comments by the 18th November,

Any reflected comments to be placed before 18th November.

If the proposed changes are accepted by CV then the Expenses form would be amended to reflect this change.

Influence Rating – 1

Members thought that the meal allowance for volunteers was quite low considering cost out in the real world.

Karen consulted CV members on whether they would like CV minutes to be included in the Boards Information Pack or whether they would like them to be tabled as an agenda item for information at Board meetings. The meeting voted for the CV minutes to be tabled as an agenda item for information.

Influence Rating – 1

An update of members who wanted to be observers at the next board meeting was taken.

10. Performance Information Report ----- Steve Wardrope.

The balanced score card and performance information papers were tabled marked (Agenda item 6).

Steve commented that CV members were now familiar with how these reports worked and highlighted a few points of interest.

Steve asked members present if they had any other questions? None were asked.

11. Complaints Report ----- Steve Wardrope.

A paper was tabled marked (Agenda item 6 & 6a).

Title Organisational Learning Report – April to September 2010.

This report was to inform members how complaints are used to learn and identify the ways to avoid the same happening again. This helps improve services by acting upon them efficiently. All complaints are reviewed to prevent similar complaints in the future. The Resident Scrutiny Panel is currently investigating this area of the service and should have their recommendation report to Board shortly. Members were informed that more resources were to be allocated to this service. The results of learning reviews and actions are noted in (6a).

Influence Rating – 2

Information Items

12. Government Policy & Impact on Housing – Steve Wardrope.

Steve gave a verbal update but commented that it was too early to fully report on this as things were still to be announced by the government and things were changing all the time with the detail of the new spending review still unclear. The guidance given was that when the time is right and we know of what is entailed, a special meeting will be called to update members of future policies and what it will mean for tenants. It seems as though it may not affect existing tenants at the moment.

13. Supporting People Update ----- Steve Hepworth.

Steve gave verbal update that NLH had won the bid to carry out the Support Officers role but were just waiting for the final go ahead. However the new contract should start in January 2010. NLH is talking to people about their needs and changes adding that this will be done differently than in the past. The need to identify people's needs is utmost. The charge per visit at the moment is £3.00; this will change to £3.66 per visit. After an assessment of an individual, the number of visits needed for that person will be agreed. So if only one visit then only one charge of £3.66. Multiple visits will be charged at £3.66 per individual visit and these needs will be reassessed every so often. Support will be determined for various reasons. Members asked what kind of support will be offered. Reply was given that it was to help manage individual's lives to remain living independently in their home. The pull cord system was queried. Steve commented that NLH is no longer responsible for this service as it is a Council service. Steve took time to tell members how charges will be implemented. He also explained how the Support Plan Agreement will be explained to tenants clearly so that all aspects are understood. Each client will be assessed individually face to face.

Steve talked about rent increases as no guidance had been given from the TSA. It would possibly be in line with the present way of working it out. The next rise will be quite high due to the high inflation rate in September of this year. In September 2009 it was .01% but in September 2010 it was 4.6%. The September rate is when the rent review is based. The new rate will be presented to the board on 30th November.

14. Any Other Business.

The gas check prize draw was done. Number 259 was the winning number. The address was noted.

Members were advised that a printed update on Choice Based Lettings should be out on the 24th November 2010.

Members requested that a new list of who's who and their titles be produced as the old one was completely out of date. This request was put on the Action list.

15. Date of Next Meeting.

Monday 6th December 1pm at the Baptist Church

Definition for Influence Score

High	1.	Tenants have the authority to <u>make</u> decisions
↑	2.	Tenants have the authority to make <u>some decisions</u>
	3.	Tenants have the opportunity to <u>influence decisions</u>
↓	4.	Seek tenants views <u>before making decisions</u>
	5.	Decisions are publicised and explained to tenants <u>before implementation</u>
Low	6.	Information is given to tenants about <u>decisions already made</u>

Ten elements of this meeting received an influence score.

When adding all scores together the total is given as 20.

The total of 20 divided by the 10 elements gives an average ladder of influence score of 2 which indicates a high level of influence.

E-Mail Addresses for CV Officers

Chair, Janine Mee – janinemee@hotmail.co.uk

Vice Chair, Mary Southgate – beth.51@live.com

Treasurer, Danny Moore – c/o. e.kenyon@yahoo.com

Secretary, Alison Highlands – c/o. Jeanette.highlands@ntlworld.com