

## COMMUNITY VOICE MINUTES OF MEETING

Date: 4<sup>th</sup> April, 2011

Time: 1pm

Venue: Baptist Church

Present: Janine Mee (Chair) – Warley Road  
Mary Southgate (Vice Chair) – Sheltered Housing Rep  
Alison Highlands (Secretary) – Geographical Rep  
Danny Moore (Treasurer) – Market Hill  
Ken Willey – Swinburn Road  
Steve Taylor – Swinburn Road  
Maria Havercroft – BME Rep, Ulceby  
Mo Weller – South Killingholme  
Ron Weller – South Killingholme  
Jim Newcombe – Healey Road  
Joan Long – Healey Road  
Jean Turner – Leaseholder Rep  
Steve Dale – Crosby Park  
Barbara Cross – Epworth  
Gwen Burdett – Epworth  
M P Woodcock – New Westcliffe  
Andy Orrey – NLH, Chief Executive  
Steve Hepworth – NLH, Director of Operations  
Wendy Britcliffe – NLH, Senior Resident Involvement Officer  
Toni Mosley – NLH, Head of Business Improvement  
Louise Usher – NLH, Policy & Performance Manager  
Steve Evans – NLH, Head of Housing Management  
Ian Mortimer – NLH, Resident Involvement & Community Dev. Manager  
Karen Cowan – NLH, Head of Customer Support  
Steve Wardrope – NLH, Director of Corporate Services  
Teresa Wake – NLH, Resident Involvement Officer  
Bill Postil – Humberside Probation Trust  
Kevin Cobb – Community Payback Probation Service

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

Janine welcomed everyone to the meeting and explained housekeeping items.

Apologies were received from: Richard Leach, Ann Harland & Edna Kenyon.

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

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

### **Update of Action Plan**

Wendy provided an update on the following issues:

Works are now starting on environmental improvements and the contractors will be arranging open days in areas to promote the work due to be carried out.

The report on the value for money assessment on repairs will be produced for the next meeting, so therefore this item will stay on the action plan.

Everything else on the action plan has been completed.

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

Janine reminded everyone of the enquiry log.

### **Discussion Items**

### **4. Resident Involvement Report – Wendy Britcliffe**

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

Consultation meetings in the sheltered dwellings have taken place to provide information on the draft standards. Feedback from the consultation will be provided to the Sheltered Panel.

#### **Influence rating - 3**

Wendy explained that the Resource Committee held a meeting to discuss the spends from the budget and an activity / training plan was produced. All events included in the plan will be paid for from the community voice budget. Copies of the information were handed out to members at the meeting. Wendy asked that the training workshops be booked by contacting Ken Willey on: 01724 358614. Ken wants to encourage attendance at the workshops and asked members to notify him as soon as possible prior to these taking place.

#### **Influence rating - 1**

A workshop was held to discuss the review of the 5 year plan and this has now been approved by the Board.

The Grounds Maintenance panel have reviewed the monitoring forms and the updated copies are now available for completion.

#### **Influence rating - 2**

## **5. Community Payback Scheme Presentation – Bill Postil**

Bill gave a presentation of the payback scheme and work that the Community payback team are doing in the Westcliff area, he then asked for any questions.

Do members of the team carry any form of I.D? They do not carry ID cards but wear orange high visibility jackets with the wording – payback scheme.

It was asked how many were in a team and did they have break times. Bill replied that the amount of workers in a team would depend on the scale of the job in hand and usually there is somewhere in the area for the workers to use for a comfort break.

A member asked if it was just NLH land which was covered by this scheme. The reply was that as this scheme is covered by the Humberside Probation Services then it would cover all land in the Humberside area.

Are NLH willing to provide the skips to remove rubbish in certain areas. Steve replied that NLH are still willing to do this.

Jim gave congratulations to the service for making a good job in clearing areas.

Since starting with this scheme roughly 6 months ago Pete said that there had been no major issues between the members of public and the offenders.

It was stated that roughly 25 years ago the government had a similar scheme by using trainees and not offenders, it was called Manpower Services.

Bill stated that he would be willing to give individual presentations to Resident Associations and would provide details with the Resident Involvement team.

**Action Plan:** Letters are to be sent out to all Resident Associations inviting them to use the payback scheme if interested.

## **6. Status Survey Initial Result – Louise Usher**

Louise provided information on the results from the Customer Satisfaction survey and then asked for any questions.

It was suggested that there was a low response to the surveys returned and this could be due to some of the questions being too personal. The reply was that the response rate was good and higher than many organisations had got and that although there were some personal questions, customers could choose not to answer some of them if they did not want to provide the information.

**Influence rating - 3**

## 7. Empty Homes Review – Steve Evans

Steve gave a verbal update on the review and then asked for members of Community Voice to set up a working group to discuss this service in more detail.

**Action Plan:** Invites to be sent out to all members of CV.

Steve then asked for any questions. There were none.

## 8. Tenant Management Service Review (Update) – Steve Evans

Steve provided information on the review and stated that areas for improvement had been highlighted from this. A final meeting is due to take place with representatives and a report will be developed and provided at a future community voice meeting.

**Influence rating - 2**

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Prior to the break taking place the Chair read out a letter received from Cherrill Page stating that she had now moved to a different area and a new Resident Association has been set up. This means that Cherrill can no longer attend Community Voice meetings as a rep. Cherrill wished the new Association all the best and hoped that they would attend future meetings of Community Voice.

**Break**

### **Information Items**

## 9. Monitoring Transfer Promises – Steve Wardrope

Steve provided a report on the progress to date and the delivery of the stock transfer promises. Steve then asked for any questions. There were none.

Steve suggested that a working group be set up to review the action plan.

**Action Plan:** Invites to be sent out to all Community Voice members to set up a workshop to go through the transfer promises action plan.

## 10. Business/Corporate Plan – Steve Wardrope

Steve gave a brief update on the information included in the plan then asked for any questions.

It was asked if the National Housing Federation had any input into North Lincolnshire Homes 5 year service development plan. The reply was that they had no input as they are an advisory service.

A suggestion was made if North Lincolnshire Homes would be able to make a joint bid with another housing association. Steve replied that they could do that but it probably would not happen as most housing associations have their own agendas.

It was asked if North Lincolnshire Homes were successful to win a bid would there be a time limit to use the money. Steve replied that there are time limits for the usage of the money.

A member asked if all housing associations submitted bids. Steve replied that not all associations put in bids as some of them have been established for longer therefore they have resources to fall back on and would not need to bid.

### **11. Service Review Program – Toni Mosley**

Toni provided an update from the recent workshop held with members of community voice who were involved in ranking the services that are important to the customers. The information from this was then used to score each service and prioritise services for review. The Service Improvement Manager will be responsible for carrying out the reviews and develop a Service Plan Program. Progress of reviews will be reported at future Community Voice meetings.

**Influence rating - 1**

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

Wendy stated that Hi Crosby and Astley Corner Resident Associations had now dissolved and a printer from Hi Crosby and a laptop & printer from Astley Corner have been donated to Resident Involvement for re-distribution to other Associations for their use. Arrangements were made at the meeting for these to be donated to other associations for their future use.

The stock tour for Community Voice members will be arranged for May and letters providing details will be sent out to all names registered for attending. It was agreed that resident involvement will plan the route for the tour.

The gas draw was carried out and the number 699 was drawn by the Chair.

The tenant reward scheme draw was carried out and the numbers 2, 5, 22, 25, 27, 35, 59, 101, 118 & 163 was drawn by members of Community Voice.

It was asked if there was an update of the idea of a land share programme.

**Action Plan:** Update of land share idea to be presented at a future meeting.

## Agenda Item: 2

A member stated that the contractors should be reminded about collecting all rubbish accumulated with the refurbishments so that all areas of NLH are kept clean.

Wendy asked for volunteers from Community Voice to join a working group that will review the call handling process. The group will also include reps from the menu of options. Names interested are: Mary Southgate, Alison Highlands and Ken Willey. Details will be provided to members once the meeting has been arranged.

### Influence rating - 3

### Date of Next Meeting

Monday, 9<sup>th</sup> May 2011, 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>
	6.	Information is given to tenants about <u>decisions already made</u>
Low		

Eight elements of this meeting received an influence score.

When adding all scores together the total is given as 15.

The total of 15 divided by the 8 elements gives an average ladder of influence score of 1.8 which indicates a high level of influence.