

# COMMUNITY VOICE

## MINUTES OF MEETING

**Date:** 9<sup>th</sup> June, 2011

**Time:** 5pm

**Venue:** Baptist Church, 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 – Sheltered Housing Rep  
Edna Moore – Market Hill  
Ken Willey – Swinburn Road  
Maria Havercroft – BME Rep, Ulceby  
Rukhsana Gul – BME Rep, Crosby  
Trevor Lewis – Scrutiny Panel Rep (Observer)  
Albert Wilson – Geographical Rep  
Jim Newcombe – Healey Road  
Jo West – Sheltered Housing Rep  
Ron Weller – South Killingholme  
Pat Cowdell – Hillside  
Barry Pridmore – Beechway  
Pat Stephenson – Beechway  
Jill McNulty – Warley Road  
Ian Mortimer – Resident Involvement Manager (NLH)  
Wendy Britcliffe – Senior Resident Involvement Officer (NLH)  
Steve Wardrope – Director of Corporate Services (NLH)  
Emma Garland – Policy & Research Officer (NLH) (Observer)  
Andy Bond – Senior Communications Officer (NLH)  
Toni Mosley – Head of Business Improvement (NLH)

### 1. Welcome, Apologies & Housekeeping

Janine welcomed everyone to the meeting and explained housekeeping items.

Janine asked everyone to give their congratulations to Edna & Danny on their marriage and also presented them with a card which everyone had signed.

Apologies were received from: Richard Leach, Betty Parsons, Joan Long, Don Robertson, Mo Weller, Steve Taylor, Debbie Lee and Robert Deutch.

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

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

## **Update of Action Plan**

Wendy provided an update from the following points included in the Action plan:

The Resident Involvement Officers are in discussion with a number of Resident Associations as part of the community development work which would look into the possibility of individual associations taking over the management of suitable areas of land for community use.

The next training workshop for community voice members will be held on 23 June (Communication & Engagement Skills), all members wishing to attend should notify Ken.

Names have now been provided to be involved with the pre-tenancy group & the decoration grant scheme. Letters will be sent to the volunteers when the meetings have been arranged.

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

Janine reminded everyone of the enquiry log.

### **Discussion Items**

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

Wendy provided an update on the resident involvement activity carried out since the previous meeting held in May and explained the various meetings that had taken place.

The next Resident Association network meeting has been arranged and will take place on the 29<sup>th</sup> of June (1.30pm to 4.30pm) at Baptist Church.

Wendy informed members that there was not enough interest from members wanting to attend the Harrogate Conference and it was agreed that this would be cancelled. Wendy reminded members that there was money in the budget to organise something different. If members had ideas they are to notify the Chair.

Wendy then asked for any questions.

It was asked how residents of NLH get to know about any functions if there is no Resident Association in their area. Wendy replied that information is advertised in the Key-News, NLH website and also tenant representatives would update their local communities.

### **5. Community Development Strategy – Ian Mortimer**

Ian gave a brief update on the action plan which has been developed from the strategy and some amendments which had been made to the timescales.

It was suggested that every 3 months the action plan be brought to Community Voice for a progress report.

Action Plan – To provide an update every three months to Community Voice.

Ian then asked for any questions:

It was asked if it was only groups associated with NLH who could apply for funding. Ian replied that any community group could apply but one of the funding criteria was that the project should mostly benefit NLH residents.

It was asked if there are any checks done on the successful groups to make sure of their project has helped to improve their communities. Ian replied that NLH do impact assessments to check how much improvement has been made to communities.

## **6. Resident Scrutiny Panel (Call Handling) – Ian Mortimer**

Ian stated that the report has now been presented to the Board and was approved.

Trevor gave a brief update from the report stating that the panel have made 16 recommendations to improve the service.

Ian then asked for any questions:

It was stated that now NLH have an automated service for the different departments hopefully this will stop the long waiting times. The Board have stated that the work carried out by the panel and the report was excellent. Ken also agreed that the work was brilliant.

Ian stated that at the moment there are 3 vacancies for Scrutiny Panel members and these will be advertised in Key News and promoted at other meetings etc.

## **7. Recognition Criteria – Ian Mortimer**

Ian explained that a meeting took place to review the Recognition Criteria and a total of 23 representatives from 13 resident associations attended. There were minimal changes made to the criteria and letters confirming the outcome from the review will be sent out to all associations. Resident Involvement will now monitor that all associations are adhering to the criteria and provide support to groups to enable them to become more self sufficient.

Members were reminded that at their individual association meetings they should provide an update from Community Voice meetings and include this as an agenda item.

It was stated that the next Resident Association Network meeting will be more structured but not totally formal.

## **8. Annual Report – Andy Bond**

Andy provided information from the report and stated that a group of tenant volunteers are to assist in the planning of the 2010/2011 North Lincolnshire Homes Annual Report.

It was suggested that a panel of 7 members of Community Voice would be involved in a workshop to produce the next annual report.

The names put forward to volunteer for the panel were: Janine Mee, Mary Southgate, Alison Highlands, Edna Moore, Terry Chatwin, Ken Willey and Rukhsana Gul.

Action Plan – Invites will be sent out when the workshop has been arranged.

### **Decision Items**

## **9. Monitoring Transfer Promises Action Plan – Toni Mosley**

Toni discussed the information included in the action plan and then asked for any questions:

There were some questions asked but they should have been for the Home Improvement Team so therefore it was decided that a member from that team should be invited to the next CV meeting to answer these questions.

### Appendix 2

In the minutes on page 3 it should have read electrics replaced instead of kitchens.

Terry stated that she had not had enough time to go through the minutes so therefore she would e-mail Toni if she had any amendments to make.

Action Plan – To invite a member of the Home Improvement Team to the next Community Voice meeting.

### **Information Items**

## **10. Stock Tour Feedback – Janine Mee**

Janine informed members that there was a poor attendance for the tour due to people cancelling at the last minute. Those who did attend had enjoyed the tour and the areas visited. Information on the history of the locations visited was also provided and this was useful to those who had not been tot to those areas before.

It was suggested that as the Harrogate Conference had been cancelled it would be a good idea to have another tour of NLH stock for those members of Community Voice who could not attend.

Congratulations were given to Wendy for the organisation of the tour.

## **11. Tenant Conference Feedback – Terry Chatwin**

Terry gave thanks to NLH for organising the conference which was a huge success.

It was noted that the children who gave a presentation at the conference have been invited down to London by Sergeant Jim Main to show their presentation of the 3 strikes and out scheme.

## **12. Any Other Business**

Janine stated that Community Voice now have a page on facebook for the sharing of information to everyone. This could be used to advertise reminders for meeting dates and training workshops etc.

Janine also stated that her Resident Association also have a page on facebook and this will be used to provide updates on what they are doing.

The draw for the tenant reward scheme was carried out by members of Community Voice and the following numbers chosen were: 1, 7, 13, 16, 17, 32, 66, 74, 80 and 95.

The gas draw was carried out by the chair and the number 19 was chosen.

The next tenant volunteer training will be on Committee Skills to be held on the 14<sup>th</sup> June, 9.30am in the Board Room at Meridian House. Names are to be registered with Resident Involvement.

Edna stated that now she has recovered and attending meetings business will be back to normal for the next meeting.

Mrs Gul reported that the aftercare received from Mears Contractors was not satisfactory and there were no timescales given for when the work was due to be completed. Mrs Gul offered her services as an interpreter for residents of NLH if this was required.

A new volunteer would like to get involved in attending Community Voice as a Gay/Lesbian/Bisexual (GLB) representative. It was agreed that one rep could attend and that membership of Community Voice would be looked at when the constitution was reviewed.

A member stated that when enquiries are logged onto the NLH web-page no response is received. This will be looked into.

An issue was raised regarding a garage at Sth Killingholme which has been empty for some time. This requires a new door and if one was fitted then the garage could be rented out. It was confirmed that surveys are being carried out at the moment to identify what repair works are needed to NLH garages.

It was asked if the web site is being updated. The reply was that although there is no definite end date the web site is being re-vamped.

A member reported that a contractor who was carrying out work on NLH properties at Sth Killingholme had used the wheelie bin from an empty property to get rid of their rubbish. This would be reported back to the contractor.

Ken reminded members to contact him direct to register their names for attending the workshop sessions for community voice members.

### **13. Date of Next Meeting**

**Monday, 4<sup>th</sup> July, 1pm** at the Baptist Church, Scunthorpe.