

JOINT CONSULTATION MEETING

St LEGER HOMES OF DONCASTER, STANDING JOINT COMMITTEE of the

DONCASTER FEDERATION OF TENANTS AND RESIDENTS ASSOCIATIONS

22 February 2007 AT 2.00 pm
in the
HAYWOOD ROOM, COUNCIL HOUSE

PRESENT

ST LEGER HOMES

Martin Musgrave	Chief Executive
Janet Clarke	Assistant Director of Customer Services
Lynn Chamberlain	Community Liaison Officer (Minutes)

STANDING JOINT COMMITTEE MEMBERS

Sid Hall	(Chaired meeting)
Sue Wilkinson	Treasurer
Frank Knapton	Assistant Secretary
Andy Kerr	
Ernie Plastow	
Linda Teasdale	
Brian Naughton	
Colin Leonard	

1. WELCOME

Sid Hall chaired the meeting and welcomed everyone.

2. APOLOGIES

Lyn Ralph	Chair
Mavis Williams	Vice-Chair
Lin Myers	SJC
Mick Solomon	SJC
Naz Hussain	Federation Support Officer

3. MINUTES OF LAST MEETING

The minutes were read and agreed as a true record.

4. MATTERS ARISING

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Janet Clarke reported that the bungalows in Scawthorpe had all been allocated. Two were with the contractor and were being knocked into one.

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Linda Teasdale asked if anything had been done about pets in the flats. Brian Naughton said that a letter was being sent to everyone in Balby with pets informing them that they are breaking their Tenancy Agreement and this would probably happen in Intake as well.

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Frank Knapton asked if the waiting list figures could be sub-divided, as the list does not reflect people waiting for a transfer or for senior citizen accommodation. Martin Musgrave answered that all the people are waiting for a property. Linda Teasdale said that people waiting for a transfer would be transferred from one Council property to another Council property. Martin said that strictly speaking those people without a home are homeless; the waiting list is a record of people who want a property it does not take into account of where they are now. Some people put their name down for a bungalow although they are adequately housed and get one when they have enough points.

Brian wanted to know if people in 'paid for' bed and breakfast accommodation were in this list as well. Janet answered that people would be on the Homeless Section records and the Homeless section made sure that they registered on the list.

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Andy Kerr asked if the working groups had been sorted out yet and when would the meetings be. Janet answered that she would find out.

Sue Wilkinson expressed thanks to SLHD for the removal of the three-piece suite.

5. DIRECTOR'S REPORT

Martin gave an update on where we are with the inspection. The first big document, the Self Assessment, has now been completed which says how we think we are doing. The document is now with the Audit Commission, which they will read through. They will be preparing a list of dates for interviewing people they want to see. There is not much more we can do now that has not already been done. Everyone has worked really hard to get things done. Now is the time we must make sure we do nothing to undo all the good work.

It will be the biggest allocation to one ALMO in the country; it would be £2m to spend every week, which is a substantial amount of money. Linda Teasdale asked when this would start. Martin responded that it would be in July. Linda wanted to know if it would be for windows and doors. Martin said that the programme would be going to Council on the 25 February and he would make sure it came straight back to the SJC and it would focus on windows and doors. It was estimated that 70 properties per day would be done. Martin felt that TARA's would need to fully understand what is happening. Lynn Chamberlain said that a brief was being prepared which would be delivered to all TARA meetings by the officers attending.

Andy wanted to know if the insides would be done. Martin replied that they would split all properties going to be done in future years. Windows would be done this

year and kitchens later. Andy asked if those properties already surveyed would still be done. Martin replied that they would. Frank said that he had already had his windows done and he was really pleased with the work carried out, as there was no mess made.

Linda Teasdale asked if there could be any delay in the Audit Commission announcing whether we had got the two stars. Martin replied that the funding announcement would be part of the Comprehensive Spending Review at the end of autumn, which could delay it until October/November, but once agreed everyone will get a fully copy of everything.

Linda said that the reality checks being carried out do not include repairs that used to be done when previous reality checks were done, repairs being the majority of issues being brought to them. Martin said that this would be looked at. Janet said there was a distinction here regarding void properties, as there were no existing tenants to have a view. Linda said that previously they had a list of customers to ring that had had repairs done and there was a question to ask regarding any comments. Martin responded that this could be added to the survey. Nothing had been done with the results of the previous reality checks, but now a group has been set up to put look at these results and things would be put right. Janet said that if people wanted to make an official complaint then they could do it through the CCC online system as well.

6. COMMUNITY LIAISON REPORT

Lynn Chamberlain read out the Community Liaison/Equality and Diversity Report.

Frank mentioned that Janis Dean had praised the Community Liaison Team for their support of the SJC and the TARA's.

Community Liaison And Equality And Diversity Report For The SJC

February 2007

Community Liaison Team



TARA NEWS

Balby Bridge TARA

The Balby Bridge TARA held two open days at the Boughen Centre on Shotton Walk on the 12th and 15th of February for the tenants and residents of their estate. The two days were very well attended and featured lots of games and activities for all ages, along with an activity bus and bicycle security marking team present. A good time was had by all who attended. Thanks should go to the members of the Balby Bridge TARA who manned the centre during the open days.

Ennerdale TARA, Wheatley Hills

The Tara raised £200.00 through fund raising and gave the donation to the South Yorkshire Air Ambulance representative Eve Dickerson. A presentation of the cheque took place at their monthly meeting on 13th February with 34 people present.

Polton Close TARA, Stainforth

The TARA has raised £1,254 over the last two years, which has been donated to the South Yorkshire Air Ambulance. Their Christmas Fayre was very successful as they raised £842.68. Another success has been the meals offered on Tuesdays between 11.00 am and 2.00 pm and Fridays between 12.00 and 2.00 pm.

The Oval TARA, Conisbrough

The newly formed TARA held their Inaugural meeting on Thursday, 15th February, which was very well attended by SLHD officers, the Police, Community First and Councillor Chris Mills who gave their support for the TARA. The TARA are enthusiastically trying to make improvements in the area and are busy setting up meetings and inviting officers to attend to help achieve their aims.

Windhill TARA, Mexborough

The TARA has recently set up a Website Newsletter thanks to the Secretary, Vikki Sylvester. Vikki is putting on TARA news, minutes of meetings and community news and is hoping to expand it with the help of suggestions from the residents in the area. The website is www.windhill-tara.co.uk.

Woodfield TARA, Balby

This week the Community House has had delivered, and put in place, a classroom modular building which was lifted by a 120 ft crane and swung over the Community House to be placed in the garden at the rear!! The helpers from the Community House were out on the streets getting ready for the delivery from 6.00 am!! This has been funded by New Deal for Communities and will soon be put to good use by the community. It is hoped in the near future that this will be an Ofsted registered classroom.

The TARA has been successful in its bid to the St Leger Homes of Doncaster sponsorship fund for projects that will benefit the community. The money granted to them will go towards kitchen equipment, which is much needed in the running of the breakfast drop-ins on a Friday morning.

NEW TARA INTEREST

Princess Avenue Area, Stainforth.

Following up an initial enquiry passed on to Community Liaison from the area office, we are carrying out a drop-in session at the Stanley Grove Communal Hall on Tuesday 6 March 2.30pm until 4.00pm and again in the evening 6.00pm till 7.00pm to see if there is sufficient interest from the community to form a TARA.

The Crescent TARA, Dunscroft.

The forming of this new Association at the meeting on the 7 February was well received on the night. A committee of 11 tenants and residents was formed on the night and were supported and encouraged on the night with the attendance of a number of agencies to see the committee and the TARA start off on the right foot. The next meeting of the Tara is to take place on the 28th February 7.30pm at the Dunscroft Social Club, Dunscroft.

TRAINING

Producing Newsletters – Wednesday 7 March 1.00 pm – 3.30 pm

This is a course designed for the absolute beginner. It is an opportunity to learn how to produce newsletters that will work for the individual. There will be an opportunity for the attendees to make their own newsletter template and everyone will be given a CD of helpful reminders and tutorials for use after the course.

Equality & Diversity (Awareness Sessions).

E&D training / awareness sessions been delivered to quite a few of the member of the tenant associations, however we have now offered this training to the members of the focus groups that St. Leger Homes have operating as part of consulting with our customers. The short morning or afternoon session that we have organised on the 28th February is fully booked up with a further list of interested people a waiting an alternative date in the future. The interest at present from the members of the focus groups is over 30% up take in this type of short information session.

The object of the sessions is to help you understand the concept of diversity and be able to apply the principles in every day situations.

If there are any members of Tara's who think that they may benefit from attending a short course on Equality & Diversity, please contact the community Liaison Team on 01302 862740 or email community.liaison@stlegerhomes.co.uk with your name and details and subject to interest we can look at arranging a further date.

The Community Liaison Team are happy to arrange sessions for **Committee Skills** training for any affiliated association or club at a venue and time that is suitable for the group.

We are running this as the last tenant training session of this financial year, but don't despair there will be more training courses from April onwards.

Drop-In Days

Six drop-in events were held during the last month at various locations. The results were as follows:

12/01/07 - Woodfield Community House - Lynn Chamberlain

11 Visitors, 1 Compliment, 1 Menu of Involvement, 2 Profile Questionnaires, 4 TARA enquiries, 2 Direct Debit forms and 3 Insurance forms.

17/01/07 – Hyde Park Community House – Karl Chapman

3 Visitors, 2 Menus of Involvement, 1 Compact

25/01/07 – Askern Library – Karl Chapman & C Trigger (Estates Officer)

0 Visitors

30/01/07 – Armthorpe Library – Karl Chapman & Warwick Chapman (Estates Officer)

2 Visitors, 1 Compact, 2 Your Service, Your Say booklets

31/01/07 – Craganour Community House – Karl Chapman and Andrea Stone (Estates Officer)

13 Visitors, 4 Menus of Involvement, 4 Compacts, 5 Profile Questionnaires, 5 Your Service, Your Say booklets.

01/02/07 – Conisbrough Library – Karl Chapman and Sharon Mannion (Estates Officer)

0 Visitors

A mixed bag of results, but nevertheless worthwhile. The next programme of drop-in days / Mobile Display Unit visits is currently being compiled and will be publicised soon.

Middlegate Local Compact

The Middlegate Local Compact is now in its final stage and being signed by the committee, the Federation, St Leger Homes and all other agencies that signed the draft copy.

Rural Survey

The results of the Rural Survey recently sent out to tenants in the outlying areas of the borough are now being returned. The final results of the Survey will be in a future SJC Report. However, at the moment we have had TARA interest from tenants in Austerfield, Bawtry, Blaxton, Askern and two from Wadworth. A 'Starting a Tenants and Residents Association' booklet has been sent out to all these people and hopefully they will be in touch regarding starting a TARA in their area!

AGM And Tenants And Residents Day – 10 March 2007, 10.30 am – 3.30 pm

The arrangements for the Tenants and Residents Day are well underway and will include:

- AGM of the Standing Joint Committee of the Federation of Tenants and Residents Associations
- FREE shuttle bus service to and from the town centre
- FREE parking at the Keepmoat Stadium
- FREE refreshments throughout the day
- FREE Children's Play Area
- Football Coaching
- Irish Dancing
- Stilt Walking
- Line Dancing
- Street Magic
- Circus Skills
- Arts and Crafts
- Exhibitions by St Leger Homes, Bramall Construction, Fire, Police and Doncaster Council - staff on hand to answer queries
- Complete range of fittings and accessories available under the Decent Homes Programme



Tickets

Good news for all sports fans, your CLO Team may be able to secure your TARA a number of tickets permitting free entry to Doncaster Rovers home matches.

Obviously the number available is limited, but if anyone is interested, please contact Karl Chapman on 862736 and he will take the numbers required and try and arrange this for you. Please note a home win is not guaranteed!

Equality And Diversity Team

BME Settlers TARA

The BME Doncaster Settlers TARA held a meeting on Monday 12th February at 6pm. This was very well attended by over 30 BME tenants. Paul Lightfoot and Rob Chapple were first on the Agenda, inviting comments and suggestions for improving the Repairs Call Centre service. This was followed by a Presentation about the Pathfinder project, from Sallie Ashe and Jane Beastall.

Janis Dean was then introduced, and explained that she was a Consultant helping SLHD to prepare for the Audit Inspection. Janis received very positive feedback regarding SLHD services. The rest of the meeting was organised by the Shadow Committee.

Vimbe Mbedzi introduced Maria Vasquez-Aguilar from Doncaster Community Empowerment Network, Northern Refuge Centre and Doncaster Women's Centre. This organisation gives support to people who wish to expand their knowledge of the UK, by helping to set up community groups, work placements and childcare courses. They are currently organising Workshops at the Stirling Centre on St James Street, where Refugees can talk about their experiences in the UK.

Maria Vasquez-Aguilar informed the group that that DCEN had funding for £750, which had to be spent before the end of March. Vimbe Mbedzi suggested that BME Doncaster Settlers TARA should hold a party for all members to attend with their families. People attending the party could wear national costume, and traditional food could be provided. Maria advised that she was considering booking the Danum Hotel as a venue for the party, on 8th March, which was International Women's Day. However, Lyn Ralph suggested that BME Doncaster Settlers TARA could hold their party at Doncaster Tenants and Residents Conference. Lyn Ralph said that all would be welcome, and the Federation would be delighted for BME Doncaster Settlers TARA to hold their party at this event.

Lynne Harrison gave out the dates times and venues of the TARA meetings to those who are interested in attending their local TARA as well as the Doncaster Settlers TARA and offered accompaniment support from the Community Liaison Officers if required.

Disability Focus Group

The Disability Focus Group held a meeting on Wednesday 14th February at 1pm. This was very well attended by over 30 disabled tenants. Rob Scargill gave a short Presentation about the Visually Impaired Peoples group, and explained that they would welcome new members, whether visually impaired or sighted.

Ken Hall from SYCIL explained the "Moving On" project, which has been established to help people who are claiming incapacity benefits, to get back into work. Ken can arrange confidential one-to-one sessions to offer advice, support, and build confidence. Then Ray Curtis from SYCIL introduced himself as an IT Training Co-ordinator offering free basic IT training, for general domestic use or getting people back to work. Courses run for 20weeks and one tutor is available for

two learners, so training is intensive and personally specific. In addition, SYCIL can offer advice on adaptations to assist disabled people to access IT equipment.

Janis Dean attended the meeting, and once again asked for feedback on SLHD services, which was mainly positive.

Customer Profile Questionnaire

Two temporary officers, James Slater and Stuart Southgate have joined the team for two months to input the influx of CPQ's. SLHD staff has also been asked to volunteer for weekend work, contacting tenants at home or on the telephone, to complete more Questionnaires. This has been very successful. Figures up to Friday 16 February show a 45.5% return. In addition, the CPQ has now been posted to all Tenants who have not already completed and returned the information, and it is envisaged that returns will increase rapidly as a result.

7. CHAIR'S REPORT

There was no Chair's report.

8. ANY OTHER BUSINESS

Frank Knapton talked about the Conference on the 10th March and he was pleased to report that all the people that had been booked had confirmed they would be going.

Maureen Harkin, the interim Director of Housing with the Council came to talk to the SJC and the officers present left the meeting.

9. DATE AND TIME OF NEXT MEETING

Thursday 29th March 2007 at 2pm in the Haywood Room, Council House.