

JOINT CONSULTATION MEETING
Between
ST LEGER HOMES of DONCASTER
And
THE STANDING JOINT COMMITTEE
Of the
DONCASTER FEDERATION of the TENANTS and RESIDENTS
ASSOCIATIONS
Held on
31st AUGUST 2006 at 2.00pm
In the
HAYWOOD ROOM, COUNCIL HOUSE

PRESENT

ST LEGER HOMES

Mrs J Jones	Director of Customer Services
Mrs J Clarke	Assistant Director of Customer Services
Mrs L Chamberlain	Community Liaison Officer
Mr N Hussain	Federation Support Officer (minutes)

STANDING JOINT COMMITTEE

Mrs S Wilkinson	Treasurer
Mr F Knapton	Assis Secretary
Mr S Hall	SJC Member
Mr B Naughton	SJC Member
Mr A Kerr	SJC Member
Mr C Leonard	SJC Member
Mr E Plastow	SJC Member
Mr M Solomon	SJC Member

1: WELCOME

Sue Wilkinson opened the meeting and thanked everyone for attending.

2: APOLOGIES

Mrs L Ralph	SJC Chair
Mrs M Williams	Vice Chair
Mrs D Ashmore	Secretary
Mr M Musgrave	Chief Executive – St Leger Homes of Doncaster
Mr P Hopkinson	Director of Property Services

3: MINUTES OF THE LAST MEETING

The minutes were accepted as a true and accurate record proposed by Mick Solomon and seconded by Sid Hall

4. MATTERS ARISING

Pg. 3 Directors Report

Brian Naughton enquired whether the savings card scheme was in operation yet, to which Judith Jones replied not as yet as it is still under review and will be targeted at the 'good' tenants.

Andy Kerr asked if it would affect those paying by direct debit and Judith stated that it will not unless they are in arrears all the time.

Pg. 8 Any other Business

Andy asked if there had been any developments about the allegation that a SLHD staff member said that there were 12,000 people on the waiting list and the way he behaved towards dealing with an irate customer. Janet Clarke agreed to follow the matter up and investigate who was on duty that day and what was exactly said.

Judith added that they are looking at providing customer care training for staff and how to deal with abusive customers.

5. DIRECTORS REPORT

Judith discussed the latest edition of House Proud and ensured every one had seen a copy of it. Colin Leonard suggested that all TARA's should be sent the newsletters to ensure residents get an opportunity to see it.

Judith then discussed the new Equality & Diversity leaflets produced for all staff to help raise their awareness of such issues.

The estate caretaker service pilot is now up and running and the GP team is working on empty homes and have dedicated staff focusing on estate issues. At the moment there are 13 services borough wide but SLHD are looking to extend the service if the pilot is a success and funding is available, working in collaboration with the local TARA's to promote the local compacts.

Judith also noted that the repairs contact centre will be moving from the Council House to the Stanley House due to the state of the existing office and to relocate to a better working environment.

The new free phone number will be launched in September for customers to report any repairs. The new free phone number (from landlines) is **08081263123** and is open from 8am to 7pm, but the old repairs number can be used 24 hrs a day.

With reference to the status survey, questionnaires have been sent to a sample of 4,000 tenants for consultation.

Thorne Hall as a housing office will no longer be used by SLHD as DMBC is looking to relocate therefore SLHD need to look for new or alternative office space. The options are to either look for new premises or recruit more employees; a report is to follow to identify best option.

6. CLO REPORT

Lyn Chamberlain presented the August 2006 Community Liaison Report, as follows: -

Community Liaison Team Report to SJC – August 2006

TARA's

Arksey

Arksey TARA is having its Annual Gala on the Old School Field on 3 September 2006 from 1 pm - 5 pm. All welcome. The Children's play area has now reached completion of its first stage, which the TARA has worked hard to help achieve. They have enjoyed a lovely day out to Bridlington which was the second trip arranged by the TARA and members are looking forward to the next.

Broomhouse (Balby)

Broomhouse TARA held their Summer Fayre on the 12th August, which went very well making a profit of £165. The Fayre included a Tom bola, White Elephant stall and a homemade cake stall.

Broomhouse TARA have been successful in matched grant funding from ABC funding for shutters to the Galsworthy Close communal hall where they hold their meetings and social events. The shutters are now fully installed and operational which means the hall is now a secure building. The Police have commented that this will save money on policing the area as they have attended incidents around the communal hall in the past.

Cantley South

Unfortunately, Cantley South TARA are still on hiatus at the moment and, sadly, all the work requested to be carried out on the estate has still not been done. As things stand, it would seem unlikely that the TARA will reconvene. Should this happen, it would be a big loss for this area to lose its voice.

Craganour (Denaby)

The 'Craggy Kids' Club who are part of the TARA went on a trip to Flamingo land and children and adults had a great time alike.

Hyde Park

The Hyde Park TARA, in conjunction with the Hyde Park Partnership, held an Open Day at their Community House on 02/08/06.

The event ran from 2.00 – 5.00 and, despite a constant downpour for the duration of the Open Day, was a tremendous success with over 100 people coming to the house and partaking in the activities on offer.

Activities on the day included face painting, nail art, henna tattoos and a magician. The youth group who operate from the community house also ran a very successful cake stall and raised £38.00 for their funds.

Space was limited with all the activities having to take place inside due to the rain, but nevertheless, all had a good time.

It should be noted that the event was such a success thanks to the hard work and effort put in by Margaret Potts and other members of the TARA, along with Mandy Halkett and the Hyde Park Partnership (HPP) in organising and arranging the day. Special thanks should also be given to HPP for footing the bill after NDC, who were sponsoring the day, withdrew their funding just a couple of days before the event.

Thanks should also be given to Diane Ashmore, Sue O'Connell and members of the Balby Bridge TARA who, along with Mavis Williams of Wheatley C.A.N, turned up to support the group on the day

Middlegate (Scawthorpe)

Middlegate TARA held its inaugural meeting on Thursday 17 August and five committee members attended Committee Skills training two days earlier which was good timing.

The Association has formed to try and combat the anti-social behaviour they are enduring in the Middlegate area of Scawthorpe. Both PC Bob Williams and PC Mick Dalowsky (who is handing over due to imminent retirement) came to the inaugural meeting along with all three elected members. The group is determined to make their area better and safer.

Morton and Chaucer Road (Mexborough)

Morton and Chaucer's third garden competition was held this month, which proved to be a big success. More and more people have made an effort with their gardens. A member of Community First, a Community Liaison Officer and an Estates Officer who awarded prizes for 1st, 2nd and 3rd a Highly Commended and 3 Commended judged the gardens both front and back.

Woodfield (Balby)

Woodfield have been very active this month as they held a Teddy Bears Picnic to raise funds at the beginning of the month. They had a bouncy castle and also tucked into their picnics. On 23 August a Pie and Pea Fun Evening combined with a jumble sale took place, which was very well attended. There were also activities for the children so it was a good family occasion. They also were involved in the NDC Fun Day on the 12 August, which was a fun-filled day for the community.

Repairs Free phone Number

From the 4 September the free phone number for reporting repairs will be launched. The number will be available from 8.00 am until 7.00 pm and repairs can be actually booked up to 6.00 pm. We would ask all TARA's to

announce this at their monthly meetings to make sure people are aware of it. The number is **08081263123**. The number will be publicised more widely very soon. If repairs are reported on the free phone number after 7.00 pm, then the call will divert to the Out of Hours Call Centre. The old repairs centre number of 737694 can still be used for reporting repairs, but this number is not a free number and therefore calls will have to be paid for.

Compact

The Mobile Display Unit (MDU) has been out and about again promoting Compact 2006 and the importance of tenant participation in the services SLHD provides. The booking for the event at Asda, Carcroft was unfortunately cancelled due to refurbishments taking place at Asda. However, the unit was taken to the lakeside at Askern but, unfortunately, was not very successful as it was difficult to site the unit in an easily accessible location. People visited the unit more out of curiosity rather than with interest in what the CLO officers, Lynn Chamberlain and Karl Chapman were trying to get over.

However, Karl Chapman and Lynne Harrison took the Unit to Edlington market on 17/08/06 and this was the most successful day for the MDU yet, with over 20 people coming up to discuss a wide variety of issues. On this morning, 20 people gave us their opinions on our services, 3 new people wished to be added to the Menu of Involvement, 2 people enquired about joining the local TARAs, and compliments on our services outweighed complaints 6 to 5!

Additionally, most people we spoke to said that, after talking to us, they now had a greater understanding of Compact and of what SLHD are doing for the borough.

A thanks also goes to Sue Wilkinson of the SJC and Naz Hussain for their attendance on the day.

The MDU will next be pitched at the Everingham Road shops in Cantley on 04/09/06 09:00-12:00, then again at Alexandra Road shops in Thorne on 07/09/06 08:30-12:00.

These dates will be used again to promote SLHD, Compact and the local TARAs, Cantley 1,2 &3 and North Common, both of whom hold their AGM's on 11/09/06. If any members of the SJC wish to volunteer to attend either of these dates, their attendance would be appreciated.

Training

The two August training sessions for Committee Skills and Understanding Equality and Diversity proved again to be successful judging by the Evaluation forms returned.

The Tenant Training Focus Group held another meeting to discuss training issues and the Tenants Conference planned for November.

Staff update

Nazaqat (Naz) Hussain has joined the Federation of Tenants and Residents Association's Standing Joint Committee as their Support Officer. Naz previously worked as a Community Development Worker for Voluntary Action in Rotherham and has experience in assisting and advising residents, voluntary and community groups, networks and partnerships in furthering their aims and objectives, so will be an asset to the SJC.

7. CHAIRS REPORT

No report.

8. ANY OTHER BUSINESS

'Pride in my Community' Event

Sue passed around some information on an upcoming community event at Elmfield Park on Sun 3rd September 2006 and required volunteers but raised her concerns about the lack of notice given to the SJC about events.

Janet replied that it was a 'New Deal Community' event and that SLHD only found out recently and it was Gail Harris who had to contact the event organisers to find out more.

Frank Knapton and Ernie Plastow volunteered to help out at the event.

Mobile Display Unit

Brain said that the mobile display unit is in need of repair but is always taken out before it can be repaired.

Website

Naz Hussain stated that he had chatted with Dave Allott regarding the federations website and asked the SJC if it would be possible to purchase more web space for the site at the cost of approximately £10 per year.

The SJC accepted and Naz to contact Dave Allott to extend web space.

Allotments

Ernie said there had been numerous complaints about the noise of cockerels on the allotments and consequently have been banned from keeping them. Judith replied that this issue needs to be taken up with DMBC Community First.

9. DATE & TIME OF NEXT MEETING

Thursday 28th September 2006 at 2pm
Haywood Room, Council House

Meeting closed at 2.45pm