

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 July 2008 at 2.00pm
In the
HAYWOOD ROOM, COUNCIL HOUSE

PRESENT

STANDING JOINT COMMITTEE

Lyn Ralph	Chair
Mavis Williams	Secretary
Andy Kerr	Treasurer
Ali Melli	Assistant Treasurer
Maureen Tennison	Assistant Secretary
Ernie Plastow	Committee Member
Keith Jobson	Committee Member
Linda Teasdale	Committee Member
Brian Naughton	Committee Member
Sue Wilkinson	Committee Member
Ashkan Melli	NDC POP Worker (Community Worker)
Naz Hussain	Federation Support Officer (minutes)

ST LEGER HOMES

Sue Bowie	Customer Services Manager
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1. WELCOME

Lyn Ralph opened the meeting and thanked everyone for attending.

2. APOLOGIES

Anne Leonard	Standing Joint Committee
Colin Leonard	Standing Joint Committee
Anne Pawson	Standing Joint Committee
Frank Knapton	Standing Joint Committee
Martin Musgrave	Chief Executive
Judith Jones	Director of Customer Services
Paul Hopkinson	Director of Property Services
Trevor Lincoln	Director of Business Planning
Meryl Liddell	Community Liaison Manager

3. MINUTES OF THE LAST MEETING

The minutes were accepted as a true and accurate record.

4. MATTERS ARISING

Pg. 2 Matters Arising

Andy Kerr asked for an update on SmartWater stickers post decency works. Sue Bowie advised that Nicola Mann has ordered 2800 from Nancy Higgins in Community Safety and is hoping to send them by post to tenants as soon as possible. However they can take up to two weeks to arrive. The Community Liaison team have been given some stickers, but after discussion it was agreed that these would not be distributed through members of the SJC to ensure that the accuracy of the mail out was not undermined.

Pg. 2 Matters Arising

Linda enquired any further news on fencing for Hallgate in Mexborough; Sue Bowie to look into the matter.

Pg. 2 Matters Arising

Lyn Ralph asked about the training requests previously made by the SJC; Sue Bowie stated that all training requests had been passed on to the CLO team who are in the process of dealing with the requests. The SJC requested further training around advanced equal opportunities, which Sue agreed to refer to the CLO team.

Pg. 3 Directors Report

Sue Bowie updated on the situation with the pull cord system and mentioned a project is in place to replace the existing hard-wired warden-call intercom systems as they have reached the end of their serviceable life and are not compatible with the planned BT 21CN Network updates. It is anticipated this work will take place in the next year.

When contacted, Janine Porter (Corporate Alarm Monitoring Centre Manager) said that she was aware of a problem with the intercoms at some properties in the Bentinck Close, Town Centre/Hyde Park are due to a cable fault. Affected tenants have been offered a dispersed alarm as an alternative. The cost of locating the fault affecting these properties will be very expensive and has not been progressed as the replacement programme is planned. She agreed to ask the Engineer to test all properties on Bentinck Close and determine if there are any further problems.

The Scheme Wardens managed by the Neighbourhoods and Communities Team Leaders carry out the regular testing of the Intercom pull-cords. Janine has previously requested the Team Leaders to remind staff of the need to carry out this work on a regular basis.

For added reassurance the tenant is able to test their own pull-cords at any time. They need to inform the Advisor who answers their call that it is a test.

Janine offered to attend a meeting with the Federation members to discuss the Intercom service and suggested inviting the manager of the Mobile Wardens, Angela Birtles and someone from Neighbourhoods and Communities to represent the Scheme Wardens; Sue Borrington is leading on this service. This will ensure a full response can be provided to any questions.

Naz to invite representatives to discuss the pull cord / intercom system with the SJC.

Pg. 3 Directors Report

Keith asked for an update on the development of the 'Community Pot'; Lyn advised that as the last meeting of the Communications Group was cancelled there was no update.

5. DIRECTORS REPORT

Sue Bowie reported that due to the recent issues with asbestos various staff had been temporarily engaged in different roles to ensure SLHD was able to provide a continued serve to its tenants.

The Decency Programme has been partly reinstated, SLHD have ensured affected tenants have had necessary items such as kitchens, electrics, bathing and washing facilities.

Sue then went on to discuss some positive new reports involving SLHD and discussed the success of tenants completing 'customer profiling questionnaire', which helped over a thousand tenants to indentify their eligibility for benefits. This has resulted in over £50,000 benefits now being claimed.

Another positive report was the launch of the new financial website www.slhdmoneywise.co.uk and Sue added that they are currently monitoring its use and would welcome any comments.

The diversity team have been closely working with Balby Carr School for a poster competition to raise awareness of 'hate crime' which has been very successful.

Mavis Williams reported that the shrubs on Fossard Close needed trimming as they are causing various problems and it is a health and safety issue.

Sue Wilkinson mentioned that certain gardens on Walpole Close in Balby were still getting the gardens attended to by Community First even though they were not elderly or disabled.

Sue Bowie agreed to look into both issues raised.

6. COMMUNITY LIAISON / DIVERSITY REPORT

Lyn Ralph presented the July 2008 report for the two teams. Please see attached report.

Other points that were raised in relation to the Community Liaison report:

- Linda asked why no venues were specified for training course; Sue stated this is to help control numbers attending.
- Keith reported that Middlegate TARA had recently purchased special anti stab vests for their local PCSO's through fund raising.

7. CHAIR'S REPORT

Lyn proposed that the SJC should have more contact with its TARAs through telephone contact to ensure they are running effectively and to offer them any assistance they may require from the Federation. The SJC agreed to contact the TARAs on a regular basis.

Lyn then went on to discuss the measuring of outputs / outcomes for the SJC and most effective ways to measure performance.

Naz and Ashkan agreed to create a pro-forma to help measure performance.

8. ANY OTHER BUSINESS

CC Online training

Naz informed the SJC that Janet Walters is to visit the Haywood Room to train the SJC on how to use CC Online. The dates of the training are:

- Tuesday 26th August 2008 – 10am.
- Thursday 28th August 2008 – 10am.

New name for resource Centre

A discussion took place about having a competition to help name the Federation's new resource Centre. Ideas included involving schools and the TARAs but an article will appear in the next edition of House Proud.

Latin Gardens

Sue Wilkinson stated that the grassed area behind the community centre urgently required cutting; Sue agreed to chase the matter up.

Special Thanks

Ashkan Melli on behalf of the Doncaster BME TARA expressed their thanks to the SLHD and the Federation for all their support since their formation. A special thanks was also extended to Viv Binks the Diversity officer for SLHD.

9. DATE & TIME OF NEXT MEETING

Thursday 28th August 2008 at 2pm in the Haywood Room, Council House.