

JOINT CONSULTATION MEETING
Between
ST LEGER HOMES of DONCASTER
And
THE STANDING JOINT COMMITTEE
Of the
DONCASTER FEDERATION
Of
TENANTS AND RESIDENTS
ASSOCIATIONS
Held on
Thursday 30 March 2006 @ 2:00pm
In the
HAYWOOD ROOM

PRESENT

ST LEGER HOMES

Mrs J Clarke	Customer Services Manager
Mrs L Milan	Customer Relations & Marketing Manager
Mr T Cunningham	Community Liaison Officer
Miss L Hind	Clerical/Technical Support Officer
Ms J Jones	Customer Services Director
Mr M Hussain	Compact and Diversity Manager

STANDING JOINT COMMITTEE

Mrs L Ralph	SJC Chair
Mrs M Williams	Vice Chair
Miss D Ashmore	SJC Member
Mr F Knapton	Assist Secretary
Ms L Teasdale	SJC Member
Mr A Kerr	SJC Member
Ms A Sergent	SJC Member
Mr C Leonard	SJC Member
Mrs S Wilkinson	Treasurer

1. APOLOGIES

Mr M Musgrave	Chief Executive – St Leger Homes of Doncaster
Mr S Hall	SJC Member
Ms L Myers	SJC Member
Mr G Hardy	SJC Member
Mr B Naughton	SJC Member

2. MINUTES OF THE LAST MEETING

Diane Ashmore brought to our attention that she is a 'Miss/Ms' not a 'Mrs'

Lynn Ralph advised that Kirkstone Close is in Bentley not Balby.

With these amendments the minutes were passed as a true record.

3. MATTERS ARISING

Diane Ashmore said that in the last minutes, Martin Musgrave had been to look at some voids and said they were excellent. Judith Jones had been to some other voids which were in a poor condition and needed cleaning. Judith Jones said she would chase this up with Paul Lightfoot.

Frank Knapton asked about progress with the move to St Leger Court. Judith Jones advised that we are a little behind at the moment but a move date has been set for the weekend commencing 21 April 2006. Lynn Ralph asked if it would be possible for the Federation to go and have a look at St Leger Court. Judith Jones said that is possible and she would take this up with Dave Ingall. Tom Cunningham advised that he had been to look at St Leger Court and there is not any easy access at the moment as the lift is not installed.

Andy Kerr asked if records could be kept of installations, fittings etc as operatives do not know what stock they would need. Judith Jones advised that Paul Lightfoot is looking at this issue. Lynn Ralph said at the moment they are doing a survey to help keep track on the stock.

The bungalow costings at Scawthorpe has finished and it has been agreed that 1 of the 2 void properties would be changed into a one bedroom bungalow and the other one to be possibly changed to a show room for people in the waiting list to visit. This will give them a idea on what bungalows have to offer.

Judith Jones advised that Enterprise House will now be called St Leger Court as St Leger House has been used by another organisation.

Recently a diversity questionnaire had been sent to all tenants for them to fill in and send back. Judith Jones said we are in the process of putting together a new questionnaire. Mahroof Hussein said we are consulting with the IT Section to see if a database can be set up so all information from the questionnaires can be entered on this. This will also help in the future, when operatives are visiting properties they will have information about tenants for example religious holidays so with this database operatives can check for this before visiting. Another issue at the moment is that we have few female operatives.

A DVD for new tenants has recently been produced. Mahroof Hussain said it is still in the editing process but copies will be available when it is finished.

Frank Knapton had been to visit Barnsley's Federation with other SJC Members and had noticed that they are lacking in progressing Diversity compared to St Leger Homes.

Andy Kerr asked if there was a policy or can there be a policy for operatives to telephone tenants before visiting for safety reasons (bogus callers). Judith Jones said that we can contact the warden but at the moment we do not have a procedure to do this. Janet Clarke advised the meeting that sometimes its not just operatives who visit but also Officers who could be dealing with Anti Social Behaviour issues and in this case we would not necessarily let them know when visiting. Mavis Williams receives reports for repairs which have dates and times of when operatives will be visiting so even if tenants do not know or are not expecting them, they only have to ask for ID badges. Frank Knapton asked if operatives are actually knocking hard enough. Judith Jones said she would check this with Paul Lightfoot. Diane Ashmore said sometimes when operatives have been they have gone by the time she has got to the door. Mavis Williams said in some cases appointments have been made but no operatives have been out, then when she has phoned the office up they had said they would not be coming.

Lynn Ralph attended the West Forum meeting where there had been discussions about whether the funding could be put into Local Compacts. Judith Jones said this was a good idea.

Recently a staff conference has taken place where every member of staff had attended. Judith Jones informed the meeting that feedback had now been received and it was very positive.

At the moment a website for St Leger Homes of Doncaster is in the process of being developed. Judith Jones asked if this could be consulted with the SJC.

Judith Jones advised the meeting that Romona had worked on the Decency Programme and it will be brought to the board in May.

Linda Teasdale asked that on the website would it be possible to type your home address and would it tell you when you would be under going the Decency work. Judith Jones said she would look into this.

4. Chief Executive's Report

Judith Jones explained that the results are back from the mock inspections and feedback given has outlined further work. This feedback has be given to all managers who will then distribute to members of staff. The inspectors said we are providing a fair service that at the moment is a one star rating with promising prospects.

Judith Jones handed out the feedback sheets, which the inspectors had given us. In the feedback documents it explains the key

recommendations, given to help St Leger Homes of Doncaster achieve our 2 star rating. Some examples include setting up a database, which store people's needs and also an allocations policy, which we can deliver.

Lynn Ralph congratulated Judith Jones on clearing up the rents following other queries about rents, it was agreed that Janet Clarke to invite Dave Harrison to a meeting to advise about payment methods and arrears.

Judith Jones said that if anyone does have any other issues please let her know.

5. Community Liaison Report

Tom Cunningham gave updates on the Tenants and Residents Associations.

Radburn Estate at Rossington is still progressing with the refurbishment of the estate. The Ormonde/Solario/Tranquil back lanes are now in progress with work having been started on site behind the shops on Radburn Road. This has been funded through the Council, also Blowhall Lane and Stubbins Hill at Edlington have been running successful bingo evenings over the past few weeks. They have been granted £500 from the support unit in Social Services from the Community Support Fund and will be using this money to buy a bingo machine and portable PA system. Woodfield at Balby is as active as ever having recently acquired an allotment for the children in the area to utilise. They are hoping to grow lots of fruit and veg to eat and to cook as they are planning to have cooking and baking sessions for the children. Wheatley Park at Wheatley has recently applied for a grant to enable them to have the Beckett Road shop extended. Progress on this will be in future reports. The Community Houses financial year has now ended and all budgets have been looked at. The community houses budget money has in hand amounting to £700 for each house. Therefore, they have been asked if there is anything they need for their community house. Hyde Park have asked for a new photocopier, Woodfield have asked for a carpet cleaner, DVD player, craft activities for the children and a unit to store things in. Craganour have asked for a vacuum cleaner, cupboard, shelf unit and chairs. Beckett Road is purchasing a new computer to assist them in the production of minutes and newsletters for the TARA.

Tom Cunningham advised the meeting that consultations are taking place with Balby Bridge estate and Intake tower blocks regarding the long-term sustainability of these estates and regeneration. The strategic reviews of Kingsway Estate, Stainforth, the Unity Flats at Wheatley and Willow Estate at Thorne and the Alexandra Road Estate at Moorends will follow at a later date. All these consultations will of course involve the TARA'S in those areas. Tom Cunningham also advised the meeting that Curtis Henry has now joined the Diversity Team as a Diversity and Mediation officer and Karl Chapman will be taking up his position as the new Community Liaison Officer next Monday.

There is good news about Draycott Walk Community Hall in Skellow. Although a TARA does not use this communal hall, we have received news that the Warden, Shirley Ashton, has been helping the contractors (Bramalls)

with issues in the area. Bramalls has donated £100 and took Shirley then had a visit from three of the managers from Bramalls, who said they had won an award for Health and Safety in the yard and have donated £2,000 for the centre. Shirley has ordered new tables and chairs, teapots, cups and saucers and a microwave; anything spare will be used to buy tea and coffee for the centre.

6. Any Other Business

Mick Solomon advised the meeting that 115 King Georges Road in Rossington has been abandoned. Judith Jones said she would chase this up. Frank Knapton said he has dealt with issues like this and he rang the fraud section to stop all benefits.

Andy Kerr asked how Senior Citizens accumulate points for a Council Bungalow. Janet Clarke said sometimes people do not put their names down till late 70s where as others might put their name down at the age of 60 so this means they will accumulate more points on the waiting list. Judith Jones said that this would be looked at with the allocations policy. Andy Kerr asked how else people could accumulate points other than just waiting. Judith Jones said ill health could also give extra points.

Diane Ashmore advised the meeting that while the strike was on there were loads of car parking spaces on St James Street so this proves that Council Staff are using this area to park.

Janet Clarke advised the meeting that we are now up to date with the review of the Housing Register.

Mavis Williams asked Janet Clarke to contact the other managers in St Leger Homes to ask them to, if they are cancelling meetings, not simply e-mail the Haywood Room but also phone the SJC member concerned.

Frank Knapton raised the issue of a sign at the Bhatia centre – it was agreed that Janet Clarke refer this to the area officer as they hold the Communal Hall budget.

Lynn Ralph closed the meeting and thanked everyone for attending.

Date and Time of Next Meeting

2pm, Thursday 27 April 2006 The Haywood Room.