

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
30th NOVEMBER 2006 at 2.00pm
In the
HAYWOOD ROOM, COUNCIL HOUSE

PRESENT

ST LEGER HOMES

| | |
|----------------|---|
| Mr M Musgrave | Chief Executive – St Leger Homes of Doncaster |
| Mrs J Jones | Director of Customer Services |
| Mrs J Clarke | Assistant Director of Customer Services |
| Mrs L Harrison | Community Liaison Officer |

STANDING JOINT COMMITTEE

| | |
|----------------|--------------------------------------|
| Mr F Knapton | Assis Secretary |
| Mr S Hall | SJC Member |
| Mr A Kerr | SJC Member |
| Mr E Plastow | SJC Member |
| Mrs L Teasdale | SJC Member |
| Mr N Hussain | Federation Support Officer (minutes) |

1: WELCOME

Sid Hall opened the meeting and thanked everyone for attending.

2: APOLOGIES

| | |
|-----------------|-----------------|
| Mrs L Ralph | SJC Chair |
| Mrs M Williams | Vice Chair |
| Ms D Ashmore | Secretary |
| Mrs S Wilkinson | Treasurer |
| Mr M Solomon | Assis Treasurer |
| Ms L Myers | SJC Member |

3: MINUTES OF THE LAST MEETING

The minutes were accepted as a true and accurate record proposed by Frank Knapton and seconded by Sid Hall.

4. MATTERS ARISING

Pg. 2 Matters Arising

Janet Clarke stated that it was only garden in Edlington and that action is currently being taken to resolve the situation.

Judith Jones reported that 76 properties have had gas checks undertaken over the last 12 months.

Pg. 4 CLO Report

Martin Musgrave stated there is a budget available to sponsor projects that help St Leger Homes' tenants and has asked Sue Bowie to look into the possibility of sponsoring Craganour Place TARA's 'Recycle Cycle' project.

Pg. 5 CLO Report

Frank mentioned that the BME focus group is going really well and has named itself as the 'BME Doncaster Settlers' had its first committee meeting on 27th November 2006

Linda added that the SJC would like to co-opt two members from the 'BME Doncaster Settlers' onto the SJC until the AGM in March. Members present from the SJC agreed unanimously for the co-option to take place with immediate effect.

5. DIRECTORS REPORT

Judith mentioned that from the £40,000 budget of the Environment Improvement Fund money has been made available for skip hire and that cost will differ from one area to another depending on the amount of rubbish collected.

Sid reported that there was an incident where an elderly was not provided with a mask when decency work was being undertaken at her home even though all the workers had one on.

Judith asked Sid to provide details of the lady in question so she can chase the matter up.

Judith highlighted that SLHD are working to improve turnaround times for empty properties and have recently re-let 3 long term empty properties, going far back as September 2002.

They are also promoting the use of direct debits and rent collection and currently 75 of tenants are paying via direct debit and increasing. The housing offices have also seen an increase in rent collection through cash.

Linda Teasdale asked the question if payments could be made via online to which, Judith replied yes as well as through cards, phone, cash, etc.

SLHD is set to introduce its new intranet service for all staff on Friday 1st December 2006.

Results from the status survey are currently being collated and reviewed and are hoping to gain an 8% increase in the improvement of services of SLHD.

Judith also reported that they are to improve the service of front line staff by employing 16 new 'Estate Improvement Assistants' who's remit will be to ensure all households are personally visited to highlight any issues / needs they may have. There will also be a new team leader for the caretaker service.

Three 'service level agreements' (SLA's) are currently being reviewed to help improve level of service in these areas:

- Environment
- OAP Garden Service
- Cleaning of Blocks

SLHD are also looking to employ a 'Welfare Benefits Officer' to work with the tenants to support them to access the benefits service and provide relevant information as well as to build a working partnership with agencies such as Credit Union and Citizens Advice Bureau.

Recently SLHD secured funding from Neighbourhood Renewal Fund (NRF) to train front line staff to provide a more co-ordinated approach in service delivery.

The funding will also assist in the launch of a new mediation service in partnership with the organisation 'Remedi' to offer community mediation and training staff to offer this service.

Linda asked why estate caretakers were not looking into sorting out guttering and broken gates.

Martin responded by stating that the General Purpose (GP) team had been reduced therefore have adopted a more focused approach and are having to catch up with work that was neglected for years previously.

Ernie asked if the Environment Improvement Fund could be used to pay for fencing but Martin advised that the Board decided not to allow the fund to be used on fencing.

Frank expressed his gratitude and thanked the 'Mexborough Lions' Charity for providing £1600 worth of fencing to a disabled SLHD tenant.

Andy reported that no feedback was being given in follow up to estate walkabouts, Judith stated that they now have one form with all actions listed, which can be taken to TARA's for feedback.

Frank raised the issue of 'solid fuel' safety and felt that SLHD should provide a free service for sweeping of chimneys for health and safety reasons. He also added that the contractors 'Denton & Nicholls' had knocked over a

chimney pipe while undertaking work at a house in Mexborough a couple of weeks ago and still haven't returned to fix it.

Ernie mentioned that he encountered problems trying to get hold of a 'Denton & Nicholls' representative through their advertised numbers.

Martin agreed to look into both matters and added that they are looking into getting a full 'solid fuel' programme.

6. CLO REPORT

Lynne Harrison presented and discussed the November 2006 Community Liaison Report.

TARA's and Tenants Clubs

Broomhouse Estate

The TARA will be donating all proceeds from the raffle and refreshments from their meeting in November to the BBC Children in Need appeal, which is the same night as their meeting. They will be holding a Christmas Fayre on Saturday, 9th December 10.30 am – 2.30 pm in the Galsworthy Communal Hall with a cake stall, tom bola, books and white elephant stall.

CALM (Armthorpe)

The TARA are holding a Christmas Fayre on Saturday 9 December at the Maple Grove Communal Hall, at 11 am to 2 pm with Bric a brac, tom bola and table-top sale

Cantley 1,2 & 3

Member of the Cantley 1,2 & 3 TARA recently auditioned for a new ITV programme called 'Million Pound Giveaway'. The premise of the programme is that there is a pot of £1 million to give to various projects that will enrich people's lives and benefit the community. The Cantley 1,2 & 3 TARA are looking to have a Skate Park built in Cantley Park and are hoping that, if successful, some of the money needed for it will come from this scheme. The members are currently awaiting the result of their initial audition to see if they progress to the TV show proper. We will let you know how they progress...

Clayton Tenants Club

Is now on the list. Sylvia Sanderson (84) is the contact and one of only 10 tenants in the village. Clayton Post Office has just won an award for the Best Post Office Awards for the second year running in the rural branch category.

Gornies Hill (Mexborough)

So far, the TARA has raised £3,500 from various events for the memorial garden planned in West Road.

Highfields Tenants Club

Lynne has just met Lynne Bailey at Highfields Master Planning meeting and she has been publishing the Village Chimes monthly for the past two years. This is a very reader-friendly, interesting, informative magazine for the village. Lynne is happy to include a piece next month about SLHD and the possibility of reforming the TARA to maximise the communication between us and the tenants of Highfields at this important time of change and remodelling of Highfields into the gateway to Woodlands and the Green Corridor.

Hyde Park

Hyde Park TARA will be holding their annual Christmas Fayre at the Hyde Park Community House on Saturday 2nd December from 1pm till 4pm. There will be many stalls and events on the day, and Father Christmas will be in attendance throughout. Anyone wishing to attend please feel free to do so, you will be more than welcome.

Also, each year, the Hyde Park TARA makes a gift of a box of biscuits to each pensioner within their boundary. This year however, they have surpassed their usual generosity and have made the gift to each household within their boundary – that is over 400 homes! This is a very well received and appreciated gesture by the residents, especially at this time of year, and credit should go to the TARA for continuing this annual gift, and braving the elements to deliver them to each home.

Middlegate TARA

Middlegate TARA is holding a charity auction on Saturday 9 December 2006 at the Scawthorpe Community Centre, viewing at 1 pm and auction at 2.15 pm, all welcome. All proceeds will be divided between TARA funds and Guide Dogs for the Blind.

Norton

Norton

Jane Baker from Cridling Gardens has shown some interest in forming a TARA, Lynne has sent her the "Setting up a TARA" booklet and will meet with her some time in the future when Jane's work commitment allows to progress.

Polton Close (Stainforth)

The TARA is holding a Christmas Fayre on 2 December at 2.00 pm with fun action at 3.00 pm with a cake stall, tom bola, bric a brac, pie and peas and a bottle stall.

Trafalgar TARA

Some interest has been shown in the revival of Trafalgar TARA. An initial meeting to prove the amount of interest has been arranged for 7 December 2006 at 7 pm in Trafalgar House.

Woodfield

The TARA held an extremely successful Auction on the 10 November and managed to raise £579 with the assistance of Tom Cunningham who acted as Auctioneer for the evening. The Auction was held in a marquee hired from the Mexborough Common TARA.

Woodlands Model Village, New Estate and Central TARAS.

All three TARAs are attending the Woodlands Master planning Steering group meetings and are seeing lots of interest from tenants and residents at their consultation meetings. Improvements to the squares and the Oval roundabout along with the general modernisation of the Model Village.

The Community Liaison Team have been promoting St Leger Homes new initiatives, e.g. the Direct Debit scheme, the contents Insurance scheme etc with all the TARA's and are now making sure that the Tenants Clubs also have the opportunity of having this information.

Community House Group

The group had another successful meeting on 14th November. The group will hold it's next meeting on 5th December at the Hyde Park Community House and, hopefully, the new local Compact agreements for the Community Houses will be finalised after this meeting.

Visit to Burrowes Street Tenant Management Organisation, Walsall (26th October 2006)

Lynne Harrison went along with the tenants of both Intake High Rise TARA and Balby Bridge TARA as part of the option appraisal process for the high-rise dwellings in Doncaster. If anyone is interested in further information about the visit please contact Lynne and she will let you have notes and sight of handouts.

Visit to the Partington Housing Association, Manchester, 14th November 2006

Lynn Chamberlain accompanied tenants from Balby Bridge TARA and the Intake High Rise TARA on a study visit as part of the Option Appraisal process as above to see the improvements they have made on estates. Notes are available from Lynn.

Visit to Bolton at Home ALMO, 16th November 2006

Karl Chapman attended the conference that Bolton at Home held to demonstrate the ways in which they involve and consult with their tenants in the services they provide. If anyone would like to know more about this event, please contact Karl.

Visit to First Choice Homes, Oldham, 23rd November

Karl Chapman, along with tenants of both Balby Bridge and Intake High Rise TARA's, visited First Choice Homes as part of the options appraisal process for the high-rise estates in Doncaster. Again, anyone wishing to have further information on this, please contact Karl.

Training

Tom Cunningham, Lynn Chamberlain and Vivien Binks have now completed a basic sign language course at the Deaf School. Everyone thought it very well worthwhile.

The Community Liaison Team and the Diversity Team have recently been on an Introduction to Training Skills to help them prepare for training members of TARAs in the future.

Training for tenants in December includes Equality and Diversity Training a full day on 6 December in the Carr House Centre.

Half a day at the Friends Meeting House on 13 December on Fundraising a full day on 15 December at the Carr House Centre on Newsletter Writing.

Training has been set up for TARAs for 2007 as follows:

JANUARY 2007

16th Full day at Friends Meeting House Effective Communication

17th Half day at Friends Meeting House Applying for Funding

23rd Half day at Friends Meeting House Introduction to Business Planning

FEBRUARY 2007

6th a full day at Friends Meeting House Equality and Diversity

20th half day at Friends Meeting House Business Planning

MARCH 2007

7th full day at the Carr House Centre Newsletter Writing

BME Focus Group

The BME Focus Group November meeting was held at The Friends Meeting House on Monday 13th November at 5.30pm. This was very well attended. Present were Vivien Binks, Curtis Henry and Paul Hodges from the Diversity Team, and Lynne Harrison from the Community Liaison Team. Julie Jablonski also attended from SLHD, and conducted an informal Workshop for Surgery Cases, in her capacity as Racist Incident Co-ordinator. Lyn Ralph, Chair, Frank Knapton Assistant Secretary, Brian Naughton and Naz Hussain Federation Support Officer represented the SJC. Over 30 BME tenants were present.

Jane Kidd, SYCIL BME Health Improvement Worker gave a short presentation about her new role, and was assisted by Jennie East, Occupational Therapist for SYCIL. They received 3 referrals.

Ernie Beresford from DMBC Adult Learning Development explained about a range of free Adult Learning courses, and received 9 referrals, mostly regarding learning English.

Lynne Harrison told the meeting about the benefits of setting up a TARA and gave a brief overview of the background and structure of the tenant's movement. Lyn Ralph and Frank Knapton emphasised the importance of belonging to the Federation as a group in order to have their say in the decision-making processes of SLHD.

The group unanimously agreed to form a TARA, twelve members present expressed their willingness to form a committee, and votes were cast democratically for Chair, Vice-Chair, Secretary and Treasurer. The attendees voted to name themselves BME Doncaster Settlers TARA.

Vivien Binks and Naz Hussain accompanied 2 members of the new Committee to Sheffield Homes BME Tenants Forum on 22nd November. This proved extremely useful as an example of best practice, and it is envisaged that Sheffield Homes BME Tenants Forum can be invited to Doncaster in the future. The Committee has arranged to meet informally in The Haywood Room on Monday 27th November at 6pm. The next BME Focus Group meeting will be Monday 11th December at 5.30pm in The Friends Meeting House.

Disability Focus Group

The Disability Focus Group November meeting was held at The Friends Meeting House on Wednesday 13th November at 5.30pm. This was very well attended. Present were Vivien Binks, Curtis Henry and Paul Hodges from the Diversity Team, and Lynne Harrison from the Community Liaison Team. Lyn Ralph, Chair, and Frank Knapton, Assistant Secretary represented the SJC. Over 40 tenants were present.

Mary Harrington from DMBC Home Libraries and Reading Aids Unit explained about the Mobile Library service, and the Reading Aids Unit, which can transcribe printed documents into an accessible format to meet individual needs:

- Large Print can be provided in any size, however the Royal National Institute for the Blind recommends Font Size 18 Type Arial.
- Audio Tape versions can be produced from printed text and recorded onto standard cassette tape, using a choice of synthetic voices.
- Documents and letters can be transcribed into Braille
- Tactile diagrams can be produced for such items as charts, maps and drawings.

The Reading Aids Unit can send Braille copies directly to the customer, as they have specific envelopes and post-free labels from the RNIB. All services provided by the Reading Aids Unit are free; there are no cost implications for their translation services.

Jane Kidd, SYCIL BME Health Improvement Worker, gave a short presentation about her new role, which ties in closely with Occupational Therapy, and received 3 referrals.

Lynne Harrison told the meeting about the benefits of setting up a TARA and gave a brief overview of the background and structure of the tenant's movement. Lyn Ralph and Frank Knapton emphasised the importance of belonging to the Federation as a group in order to have their say in the decision-making processes of SLHD. Questions were raised about funding issues, and a general discussion followed. It was agreed that the Attendees would consider these suggestions in the next month, and a further discussion would be held at the next Disability Focus Group Meeting on Wednesday 20th December at 1pm. It is anticipated that the first hour on the Agenda will be allocated to the discussions regarding setting up a Disability TARA. However, the rest of the meeting will take the form of entertainment which has been booked as a festive "Thank-you" to all the Attendees who have given up their time and contributed to make this Focus Group a success.

Visually Impaired Peoples Group (VIPs)

Vivien Binks has supported the VIPs, who use Hyde Park Community House, to apply for the ITV Programme "Million Pound Giveaway". This will be in a similar format to "Dragons Den" with a panel of philanthropist interviewing individuals representing community groups and projects, Those considered to be the most worthy causes, will be given a share of the £1M. Rob Scargill, the VIPs Secretary has attended the first round of Auditions in Leeds. He is asking for £ 50,000 to be used as following:

£ 20,000 to fund the VIPs for 3 years, covering rent, travelling expenses

£ 30,000 to pay a p/t Development Worker to man a new dedicated Telephone Help line to be installed in the Community House

If successful, Rob will need to attend the "live" show in London, and give a five-minute presentation on the VIPs and their project.

Translation & Interpretation

SLHD has implemented a new Local Rate Telephone Line service, available in ten languages. These will connect the customer directly to the relevant interpreter, who can then make a conference call, connect to the SLHD service required, and hold a 3-way conversation. However, it should be stressed that this telephone interpretation service is ONLY to be used to access SLHD Services.

The following languages are available:

- Arabic
- Kurdish Sorani
- Punjabi
- Farsi
- Chinese
- French
- Turkish
- Urdu
- Portuguese
- Russian

Vivien Binks has developed a corporate Procedure to provide guidance on how to access Translation & Interpretation Services for:

Alternative Languages

Alternative Formats such as BSL, Braille, Audio Tape and Large Print from first requests through to conclusion and closure within timescales and policies laid down by SLHD.

Disability Equality Scheme

Vivien Binks has been attending the Borough-wide Disability Steering Group, which includes representatives from partner and voluntary agencies. This has led to the development and drafting of SLHD Disability Equality Scheme which will go to the Board in December. The Steering Group has been so successful that they will be considering issues around drafting and implementing Gender Equality Schemes next year.

Customer Profile Questionnaire

Paul Hodges and Janet Walker have been working on a daily basis to input data from the CPQ onto Saffron, ensuring this information is accurate and up-to-date. They are also currently updating customer records so that Reports can identify which tenants have completed the CPQ, and by default, which have not. It may then be possible to actively contact tenants with a view to completing the CPQ, in order to achieve a higher return and improve profile ratios.

Other points raised in relation to the CLO report:

Judith mentioned that she and Martin were now visiting various TARA's by invite to show support and provide any help they may need.

7. CHAIRS REPORT

No report

8. ANY OTHER BUSINESS

Coffee Morning

Naz Hussain informed the group of the upcoming 'Festive Coffee Morning', where mince pies, cakes and wine will be laid on for all who attend and will also be an opportunity for your group to meet with other TARA's as well as the members of the federation. It is to be held in the Haywood Room on **Tuesday 12 December 2006** from **10am - 12pm**. All TARA members are welcome and also the Tenants' Federation from Rotherham will be attending too.

Tenants Conference

Naz gave an update about the 'Tenants Conference' that is to be held on **Saturday 10th March 2007 at the new Doncaster Stadium** (Keepmoat Stadium).

On the day there will be various activities on offer to suit all ages and backgrounds as well as staging an 'Oscars Day' (Awards Ceremony) to celebrate the success and achievements of all the tenants and residents groups in the Borough.

Naz mentioned that he has asked all TARA'S and clubs to start thinking of the successes and achievements they have had so they can possibly be put forward for a nomination to win an award. We are looking to have six categories to award the Oscars:

- **Name a Good Neighbour**
So name a neighbour who goes that little bit further for his or her community.
- **Best Achieving TARA / TC**
What have you done in your community? This award will be awarded each year to the group that has achieved the most and helped tenants / residents of its area.
- **Most Innovative Project**
Has your group done something that little bit different to help your community, if so then let us know as the winner will be getting £100!
- **Behind the Scenes Award**
This is a shield that will be awarded to the Depot and the Housing office that get the most staff compliments in their area. This will be awarded each year to whichever quadrant wins. We all feel in the Haywood Room that although we only see a few officers face-to-face they are all a part of the team, without the admin, the project

managers, and the receptionists all pulling together it can't work so they all deserve recognition.

- **Extra Mile Award**

The member of St Leger Staff who you feel has "Gone the extra mile" to help you will win this Award.

The closing date for all nominations for the awards is **Wednesday 31st January 2007** and it will be useful for TARA's to send in any photos or information that illustrates their achievements as well as a short piece about your TARA or Club.

For more information, or to nominate someone for an award, please contact Naz Hussain on 01302 737490.

TPAS Event

Linda discussed the TPAS event to take place on Tuesday 13th February 2007 in Newcastle. Cost for members is £64 per person and £104 for officers.

Naz agreed to disseminate the information to all the SJC.

Chevin Housing

Ernie mentioned that Chevin Housing had recently bought 4 houses in Woodland and have redecorated and asked if SLHD had any similar plans.

Martin replied that at the moment SLHD is concentrating on achieving 2 stars in the inspection but however are working with DMBC to identify derelict sites for development.

Tenders for Windows

Martin reported that he was looking to change the tendering process when purchasing windows as currently they use purchase on a contract focused on 70% quality and 30% price. But feels a 50 – 50 approach would be more viable and suitable.

SJC agreed to proposal for a 50% quality, 50% price split on future window and door contracts.

Thank You to Community First

Both Frank and Andy Kerr thanked Community First for the work done in their areas. Frank thanked them for the work done on Knapton Gardens in Mexborough and Andy's thanks was for the work done on setting up 'no cold calling zones' in Rossington.

9. DATE & TIME OF NEXT MEETING

Thursday 11th January 2006 at 2pm in the Haywood Room, Council House.

Meeting closed at 3.55pm