

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
28th SEPTEMBER 2006 at 2.00pm
In the
HAYWOOD ROOM, COUNCIL HOUSE

PRESENT

ST LEGER HOMES

Mrs J Clarke	Assistant Director of Customer Services
Mr T Cunningham	Community Liaison Officer
Mr N Hussain	Federation Support Officer (minutes)
Mr M Musgrave	Chief Executive – St Leger Homes of Doncaster

STANDING JOINT COMMITTEE

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

1: WELCOME

Lyn Ralph opened the meeting and thanked everyone for attending.

2: APOLOGIES

Mr E Plastow	SJC Member
Mr M Solomon	SJC Member
Mr S Hall	SJC Member
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 Frank Knapton and seconded by Colin Leonard.

4. MATTERS ARISING

Pg. 2 Matters Arising

Janet Clarke advised that the case reported previously had been taken up with the relevant manager, she also stated that all St Leger Homes of Doncaster (SLHD) staff have received training on equality & diversity delivered by 'Cragrats' and that future staff training needs about customer care were being considered.

Martin Musgrave further added that although SLHD had started from a position of little staff training but is now making good progress with staff development.

Pg. 2 Directors Report

Frank Knapton suggested that copies of the House Proud newsletter should also be sent to all local libraries to help promote the newsletter.

Pg. 3 CLO Report

Cantley South has decided to continue operating as a TARA and the SJC has offered to provide any support the TARA may need. Lyn Ralph expressed her thanks to the CLO team for supporting this TARA through a difficult time.

Pg. 6 Any other Business - Pride in my Community Event

Frank reported on the success of the pride in my community event, which took place on Sun 3rd September at Elmfield Park. He stated that it was well attended and had a number of tenants come into the mobile display unit.

Pg. 6 Any other Business – Mobile Display Unit

Brian Naughton asked if the Mobile Display Unit (MDU) had been repaired yet and Tom Cunningham said it hadn't as yet due to the bookings of the unit and will look to repair it when possible. (Winter months).

Martin suggested that the MDU needs to be inspected regularly to ensure it is safe and fully repaired.

5. DIRECTORS REPORT

Martin discussed the new free phone number for repairs and have Saturday morning appointments to give the tenants a wider range of times for repairs to take place.

Martin then went to discuss SLHD's performance figures and reported that SLHD was improving on most targets.

The turnaround time for re-letting empty properties (voids) has gone down from 91 days to 47 and in some cases to 37 and is targeting to get this figure to less than 30 days.

Lyn congratulated all the Voids Team in their work to meet and exceed their targets.

Customer relations with tenants is improving but Martin felt that biggest barrier is overcoming the perception that 'nothing gets done when reported' as clearly things are getting done when reported.

Martin also informed the group on the recent 'Doncaster in Bloom' competition on gardens, which proved to be a real success and prizes were given to the winners.

Direct Debit service is becoming more popular amongst tenants as there are currently 800 customers using the service to make payments. But SLHD is making a big push to get more customers to use the service and is running a competition for staff. There would be a prize for the member of staff who signed up the most new Direct Debit customers of vouchers to the value of £100. Furthermore some staff are taking their works mobile phones home and phoning customers with arrears in the evenings, where they have been unable to get a reply during the day and this was helping to reduce arrears. SJC would like to give a special thanks to the rents team for the work they have done and meeting their targets.

Martin stated that the Government Office (London) had been in contact to ask if SLHD would meet the 2010 target to get all its homes up to the decency standard and asking whether we would like to extend the date to 2012, to which Martin replied that we will meet the 2010 deadline and have the full backing of the Local Government Office. The Government is pushing to extend the deadline to 2012 due to funding purposes but SLHD feels tenants have been told the date is 2010 and we must try and meet that.

Directors are still continuing to participate in walkabouts to help keep them updated on issues and management of areas, with areas being revisited after 3-4 months. Martin stated that the previous walkabout he attended was very successful and all actions agreed were all followed up and completed.

Linda Teasdale asked if SLHD has any planned maintenance, Martin reported that none as yet but do have planned repairs such as 12 month gas checks and are also looking to do property inspections every 2 years.

Linda also asked if void inspections (reality checks) had started and Lyn stated that it hadn't due to loss of information through the theft of a laptop containing all the information.

With regard to the environmental budget, 5% of the budget has not been distributed yet but will be divided under distinct communities on environment improvements needed.

Brian Naughton enquired about untidy gardens and about fly tipping and Martin suggested that fly tipping is a 'Community First' matter and needs to be brought to their attention. Martin also added that if he was provided with photographic evidence along with the address he could personally pass it on to Community First and ensure that it was dealt with.

Mavis Williams added that Wheatley has a big fly tipping problem since 'Garden Force' project finished due to cuts in funding

6. CLO REPORT

Tom Cunningham presented and discussed the September 2006 Community Liaison Report, as follows: -

Community Liaison Team Report to SJC – September 2006

TARA's

Cantley 1,2 & 3 TARA

Cantley 1, 2 & 3 held their AGM on 11/09/06 and, thanks to a combination of local issues and the SLHD Mobile Display Unit (MDU) coming to the area to promote the TARA, attendance at the AGM more than doubled with around 40 tenants and residents attending. This was an impressive turnout for the group and, hopefully, this will be the catalyst for more members of the community to come on board with the TARA and help tackle the problems in the area.

The group also have now had the security gate fitted between the bungalows on Ansten Crescent, thus blocking the short cut through there and increasing the security for the bungalows. This project has been fraught with set-backs and therefore credit should be given to the group, and in particular the TARAs Treasurer, Cyril Ball, for the effort and perseverance in seeing this project to its conclusion.

Craganour TARA

Craganour is **recycling cycling**. Jim Tierney and his crew have already made two new cycles out of old ones. He is asking for any old bikes, which still have some good parts on them to make into new cycles. They are applying for funding to supply safety helmets etc.

Gornies Hill TARA (Mexborough)

The Gornies TARA, together with volunteers from the Highwoods and Arnold TARA are clearing a piece of land in West Road and are going to make it into a memorial garden dedicated to the young man, Jamie Hatfield, who tragically died a few weeks ago. There will be a bench erected in the garden, which will be inscribed with his name.

Mexborough Common TARA

The TARA must be very proud of their Chair, Sean Gibbons, who received a 'Taking a Stand Award' from the Home Office. The Police said, "The community sees Sean as their first point of contact for local issues. Crime in Mexborough is at an all time low for six months and Sean has made considerable contributions". Sean has secured substantial amounts of funding for the area including £1,000 to buy CCTV cameras and obtained Government Pathfinder money for the refurbishment of homes. The £1,000 received by Sean for community projects has been earmarked for the regeneration of a public park area. Well-done Sean from St Leger Homes.

Middlegate TARA

Middlegate TARA held a special meeting on Friday evening 15 September 2006 for the working tenants who cannot attend during the daytime, but are interested in the work the TARA is doing. Nearly a quarter of the tenants work.

Woodlands Central TARA

Is holding a special meeting on Friday 29 2006 following its AGM on 26 September 2006 for Ed Milliband MP to talk to his constituents.

New TARA Enquiries

- An enquiry was received from the Park Homes site at Mexborough about forming a TARA. Lynn Chamberlain made a visit to the Park Homes and discussed the procedure for forming a TARA. They already run an Association for the site, but Lynn explained that they would have to extend their boundary to include Council and if possible housing association properties. They will let Lynn know what their Association decide. An update will be given in October.
- An enquiry was received from an 84-year-old tenant Sylvia Sanderson from Clayton. Lynne visited and the village already deliver the "Clayton News" which is packed with information and there are several committees in place which cover the Village Hall, the Church, the Village Club, the Pop-In Club, the Clayton Millennium, the Green Trust, Clayton News, Clayton Walkers, to name but a few! There are only 100 properties in Clayton, 7 of which are council-owned. Although, Mrs Sanderson does not want to play an active role in a TARA she would like it to progress. Mr Jack Illidge is the main player in the organisation of the village events and will contact Lynne, after consulting with members of the other committees in the village.
- An enquiry from Jack Parkes to reform the Trafalgar TARA but preferably with a new name and venue. Negotiations are taking place with the Redmond Family Centre/Trafalgar House. A meeting is being arranged at the Redmond family centre so that the interested tenants,

the warden at Trafalgar and her line manager along with Lynne from Community Liaison and Kath, the Estates Officer can plan the best move forward with this reformation.

- An enquiry has also been received from a group of people around The Oval in Conisbrough about forming a TARA. Lynn Chamberlain has spoken to the contact who is going to make a date when Lynn can talk to them regarding the procedure. This will be updated in October.
- Interest has been shown in forming a TARA in the Princess Avenue corridor of Stainforth following a multi-agency survey, which took place in July.

Staff Update

Janet Walker has joined the Community Liaison Team and the Diversity Team as their admin support officer. Janet will be working Wednesday afternoon, Thursday and Friday and will provide much needed support for the two teams.

Mobile Display Unity

Karl Chapman and Tom Cunningham took the MDU to Everingham Road shops in Cantley and Alexandra Road shops in Thorne on 04/09/06 and 07/09/06 respectively. The purpose of this was to promote SLHD, Compact and the local TARAs, Cantley 1, 2 & 3 and North Common, who both held their AGMs on 11/09/06. At Cantley we received 11 visitors, taking 2 complaints and adding 4 new names to the Menu of Involvement.

At Alexandra Road we received 26 visitors (our most successful day yet!) taking 5 complaints and adding 8 new names to the Menu of Involvement. Both days were a resounding success, with most, if not all, visitors leaving us with many leaflet on SLHD services and having a clearer understanding of Compact and SLHDs services and aims. The 2 days were also very successful in supporting the local TARAs who both had new members turn up at their AGMs on the back of the MDU going out.

Thanks should go to the members of the TARAs who turned up and supported Karl and Tom throughout the 2 days.

Next on the menu for the MDU is:

Maple Road, Armthorpe (CALM) on 02/10/06, 13:00-16:30

Marshland Grove, Moorends (Darlington Grove) on 05/10/06, 08:30-12:00

Cantley 6 (Cantley South) on 12/10/06, 08:30-12:00

Hyde Park (Hyde Park) on 19/10/06, 08:30-12:00

As always, a representative from the SJC in attendance on these dates, if anyone is available, it will be appreciated.

Community Houses

On 05/09/06, Karl Chapman arranged with Doncaster Rovers Football Club to be given 200 vouchers allowing children under 16 to gain entry to the match against Gillingham on 09/09/06 for just £1. These were distributed between the children who use or run youth clubs out of the Craganour, Hyde Park and Woodfield Community Houses. All who attended, even if Doncaster did lose 2-1 on the day, had a good time!

Another successful Community House Group Meeting took place on 5 September 2006 at Craganour Place, Denaby. The next one will take place on 4 October 2006 at the Woodfield Community House in Balby at 12.30 pm.

Forums

Forum meetings enable members of TARAs to meet with their neighbouring TARA members belonging to the same quadrant and discuss wider issues and share good ideas and practice.

Federation Support Officer, Naz, has arranged a North-West Forum on 10 October 2006, the South-East Forum is on 22 November, the South-West Forum on 1 November and the North-East Forum is on 8 November 2006.

All forums will be held in The Haywood Room at 10:00 am. Lyn Ralph expressed her thanks to Naz Hussain for his contribution towards re-establishing this forum. All four forums were now running.

7. CHAIRS REPORT

No report.

8. ANY OTHER BUSINESS

'World's Biggest Coffee Morning'

Brian promoted the 'World's Biggest Coffee Morning' to be held at the Haywood Room on Friday 29th September to raise money for Macmillan's Cancer Support. All donations are appreciated.

AGM / Tenants Conference

Martin suggested that the 3rd March 2007 would be a better date for the event as 10th / 17th is too close to the inspection date. SJC agreed to hold the conference on the 3rd, if possible, but if not it needed to be the 10th, not the 17th.

New Signatories

It was declared that Mick Solomon and Diane Ashmore are the two new signatories for the Federation / SJC in addition to Lyn Ralph and Sue Wilkinson.

9. DATE & TIME OF NEXT MEETING

Thursday 26th October 2006 at 2pm
Haywood Room, Council House

Meeting closed at 3.55pm