

JOINT CONSULTATION MEETING
between
THE STANDING JOINT COMMITTEE
of the
DONCASTER FEDERATION OF TENANTS' and RESIDENTS'
ASSOCIATIONS
and
ST LEGER HOMES of DONCASTER
and
DONCASTER MBC
held on
27th May 2010 at 1.00pm
in the
DONCASTER FEDERATION'S TENANTS' & RESIDENTS' RESOURCE CENTRE

PRESENT

STANDING JOINT COMMITTEE

Andy Kerr	(AK)	Chair
Keith Jobson	(KJ)	Vice-Chair
Ken Barron	(KB)	Committee Member
Michelle Heeley	(MH)	Committee Member
Anne Pawson	(AP)	Committee Member
George Hardy	(GH)	Committee Member
Dave Maxey	(DM)	Committee Member
Marion Baxter	(MB)	Committee Member

ST LEGER HOMES / DMBC

Judith Jones	(JJ)	Director of Customer Services SLHD
Alan Cunningham	(AC)	Neighbourhood Manager DMBC
Ian Fletcher	(IF)	Housing Policy & Partnership Officer (St Leger Homes Client Liaison)
Heather Saunders		Temp. Federation Support and Community Liaison Officer

1. WELCOME

The Chair opened the meeting and thanked everyone for attending followed by a run through of the housekeeping rules.

2. APOLOGIES

Susan Jordan		Chief Executive
Meryl Liddell		Community Liaison Manager
Jayne Tindall		Committee Member
Bob Snashall		Committee Member
John Bartkus		Committee Member
Bernadette James		Committee Member
Marion Baxter		Committee Member
Mavis Williams		Committee Member
Brian Naughton	(BN)	Committee Member (Reception Duties)

3. MINUTES OF THE LAST MEETING

The minutes of the last meeting were passed as a true and accurate record.

4. MATTERS ARISING

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SB feedback that they were waiting for the BME questionnaires to be returned in order to collate the results.

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JJ reported that a member of staff had been in touch regarding BN's issue and that it what being looked into but at the moment no instances were occurring.

JJ also stated that the ASB team was a joint endeavour consisting of Lynn Williamson, Police and DMBC. They dealt with the appropriate referrals of high level perpetration and vulnerability.

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An update was given on communal aerials and the intermittent reception, which was due to the ongoing work at Emley Moor. The tenants on analogue systems had been cut off in certain areas by an electrical error. This has now been rectified.

AK reported ongoing problems with DAS. KJ stated that Robert Gravell had contacted DAS who had been sent to rectify problems in the entire block. DAS had said they had completed the work and had checked individual flats but this hasn't been done as one tenant was at home the entire time and they never called. Also the fitting at Intake was inadequate. They have now added a booster and the levels are now up to 90% which is acceptable.

AK informed all present that DAS were turning up and informing tenants that they would have to purchase a separate booster box which should not be the case. KJ added that letters had been received by tenants stating that following June 10 any work carried out would be at the cost of £65 per visit?

JJ clarified that the letter was stating a no access issue to install new aerial boxes.

DM reported that this arose at the leaseholders meeting and wanted to know why the leaseholders were paying £60 and the tenants £65. A booster may be needed in some areas – depending on the location of the property.

AK also stated the trees were affecting the signals and the cheapest quote for a new aerial was £105. He was aware of ongoing issues at 6 properties.

5. DIRECTORS REPORT

The ASB Unit – looking to improve our service by having this.

Neighbourhood Alliance – The next one would be in Moorends and it was growing in stature. They like to use the most up to date information to decide which area's they are going into.

We are working closely with Police on PACT priorities and engagement in the PACT meetings especially in the West needs developing.

JJ stated that there was more and more pressures on SLHD staff for working jointly with other agencies.

EP agreed that it was a good initiative to work with NA but queried how much money it cost SLHD. JJ replied that they were looking into having one budget to cover working with the Neighbourhood Alliance.

MH informed all that at the PACT meeting at the Martin Wells centre there was no representation from SLHD. SB replied that this is about resources with regards to how many officers can attend meetings. JJ agreed that she would take on the whole issue of PACT meetings and SLHD attendance at them. JJ went on to say the PCSO's were paid out of HRA money. This was a huge logistical issue and we need to improve what we do and work more cohesively with other agencies.

AK queried the estate walks as estate officers were not informing TARA's when the walks were taking place. Some officers were good and others were very poor. KJ suggested they use the same format as Karl Chapman used which was excellent. SB agreed that we need to bring the consistency back.

A discussion then took place over estate walks and unsightly gardens – JJ will take this up with Ian Bateman. AP then asked why are only front gardens looked at as all people were doing was to shift their rubbish to the back garden. JJ replied that each estate walk takes 2-3 hours for 449 properties and then there is all the work involved when they return to the office.

A quite long discussion took place over the forum meeting. Issues raised were:

- the presentation was very long winded with no time for "Any other Business".
- Complaints of it not being a repairs centre, but any repairs could be reported at the end of the meeting.
- People from Highfields TARA complaining they had no time to raise local estates issues.
- SE area Forum was not well attended but the others appeared to have been successful.

It was agreed that the Forums need to be simplified. JJ asked for ideas on how to move them forward and said she was happy to go into the communities. The Committee agreed that they would discuss this issue and advise of the decision they make.

SB thanked SJC and HS for all the work on promotion of the last round of area forums. This has been very successful. SB hopes that the survey forms produced by HS will be a good base to decide the structure and location of future forum meetings.

SB has been seconded to work with decency team for tenants satisfaction and involvement.

JJ said that the communal areas in the flats need smarting up. Also the Fire Service were pleased with how we have been working with the high rises and would like to use us as an example of positive practise.

6. COMMUNITY LIAISON / DIVERSITY REPORT

SB delivered the report.

JJ stated that if TARA's want to apply for the Estate Improvement Fund for flowers plants etc they would be welcome to apply. MH informed the members of the meeting that the Latin gardens and Emley drive TARA had entered the community garden section of the Estate in Bloom 2010 competition.

AK reported that some chair based exercises were now being provided by the Dome. EF stated some were also being carried out by NHS Doncaster. JJ commented that in the future the wider availability of these courses may allow Lynne Harrison to concentrate on other areas.

JJ would ask customer services staff to do the healthy Living & e-learning sessions.

The question was raised as to why the computer courses were being run at the Carr House centre and not at the Resource centre. HS to check all the PC's at the resource centre.

All were asked if they knew anyone who would be interested in Jobmates, which would assist people to secure employment.

KJ asked for an update on DYTAG meetings.

It was also asked if the BME could give a training session for their social enterprise as a pilot to test it out.

Janet Clarke is now the overarching head of Diversity.

A question was raised about the Vulnerable Persons Database and were our services meeting their needs? KJ stated this was connected with repairs and maintenance. SB replied that yes this is picked up through CPQ information.

With ref the E & D Guide – this has been to staff consultations as it is a staff booklet. EF has achieved her level 1 E & D qualification from College.

7. CHAIR'S REPORT

Robert Gravill had called to confirm that any aerial problems are to be given to the repairs centre.

St Leger Support – we have received 7 letters so far from TARA's.

An email had been sent to the Mayor to ask what is happening in pathfinder areas.

JJ replied that this is a national housing situation and the budgets will not be announced until the emergency budgets.

KB stated that Pathfinder in this area have a culture of demolishing without the renewal of housing stock. They demolished 382 properties in Mexborough and none were rebuilt. In the Windhill area houses had been knocked down and the homes were good. DMBC had totally neglected the buildings.

Green Corridor had revamped 7 properties and none had been demolished.

AP reported that 102 Coppice Road had now been purchased and done up.

8. ANY OTHER BUSINESS

Members of the Middlegate Committee were complaining about work and renovation done on the community house in Denaby. Middlegate have been refused similar works for a ground floor flat to be turned over for community use. JJ commented that the bungalows had been in the Tara's hands for many years and demands for properties in that area are low. It was doubtful if it would be possible to turn property over in Scawthorpe.

SB we had the use of a house for a TARA and refurbishment was taking place. Lynn Mollay was looking into funding for a possible new build in Scawthorpe.

The Estate Improvement Fund was different to Contractors funding for areas giving back to the Community. SB stated evidence would be needed and also how it will be sustainable. Business plans needed also to be prepared. SB to ensure that Lynn Molley works with the TARA and KJ would like all the TARA correspondence with regards to this to go to Diane Mordue (Chair of TARA)

SB stated the sanitary disposal in TRRC comes under Welfare at Work regulations and they can use a pedal bin with liner. Part of our facilities management team have been evaluating our sanitary disposal. Currently we use Eden. The next provider will be asked to include TRCC and the Community houses in their quotes. SB will source the pedal bins and liners as an interim measure.

SB reported that she was moving across to the Decency Team consulting on Decency projects looking at how contractors and sub contractors work within equality and diversity. SLHD expect contractors to work to our standards but it is difficult to monitor. The new system will be based on awarding with either bronze silver and gold status categories and based on the KLOE's. This will not eliminate anyone from providing services for SLHD but help them to develop what they can offer.

A panel made up of JJ, an SJC member, TPAS member, Frank Protheroe (E+D champion) and a chamber of commerce representative. (It is hoped that by including a member from both TPAS and the chamber of commerce, the scheme will have a good reputation).

The information will be rolled out to contractors. Information will be collated; it will be reality checked then will go in front of the panel to assess against criteria. It will be completed by 18th June with all plans and action plans written up ready for an award ceremony by 25th June.

MH expressed an interest to go on the panel whilst KJ thought the appropriate person would be the chair of the Federation. EP asked for those expressing an interest to speak up. It was agreed that a decision will be made on 3rd June and it would be made an agenda item.

10. DATE & TIME OF NEXT MEETING

The date of the next meeting would be Thursday 24th June at 1pm in the Doncaster Federation's Tenants' and Residents' Resource Centre, 40 St James Street, Balby Bridge, DN1 3BB.