

**Partners for Improvement in Islington
Residents Forum Meeting**



Minutes of the Residents Forum

Held at 6.30pm on Thursday 13 March 2008

PRESENT:

Forum Members:	Georgina Galliers	(GG)	Chair
	Muriel Duncan	(MD)	
	Dave Gorman	(DaG)	
	Sally Ingrey	(SI)	
	Susanne Lamido	(SL)	
	Lisa Crowley	(LC)	
	Chris Radway	(CR)	
	Susanne Bryant	(SB)	
Partners:	Ed Butler	(EB)	
	Mary Caudron	(MC)	Minutes
	Paula Redpath	(PR)	
	Laurence Wakeman	(LW)	
HFI:	Doug Goldring	(DG)	
	Jane Mugridge	(JM)	
Observing:	Ann-Marie Greensmith		

Apologies:	Chris Matthews
	Richard Best
	Shirley Bryant
	Chris Graham

1. Minutes and matters arising from meeting of 24 November

- 1.1 LC advised that her name was incorrect on the attendees list and should be Lisa not Laura. With this exception, the minutes were agreed as accurate.
- 1.2 SL asked for an update on the training issues and EB advised that Tom Irvine was putting an induction pack together.
- 1.3 SL asked about the Works Team offer of funding for local charities. SL wanted to know exactly what was being offered, i.e. money, support, works etc. LW advised that it would depend on the suggestions received. EB added that there was an article about this in the residents' newsletter.
- 1.4 SL asked about the actions from the last meeting and was concerned that some were outstanding such as the kitchen report

and communal hallway issues. SL also wanted to see copies of the letters etc that had been sent on the completed items. SL asked that these be deferred to the next meeting to Tom Irvine could provide an update. CR and GG didn't think this necessary for the items marked as complete. **Action TI**

- 1.5 CR referred to point 2.1 of the minutes and asked if the antisocial behaviour info had been published and asked that it be put on the website. EB confirmed that packs were available and he would take forward the issue regarding the website. **Action EB**
- 1.6 GG asked where the feedback went on the Housing Strategy paper. EB advised this was fed back to Bryony Willet who deals with strategy and policy at Islington Council.
- 1.7 It was requested that the actions sheet be presented as a separate report rather than copied on the back of the minutes. **Action TI**

2. Annual Service Plan 2008-9 Consultation

- 2.1 EB fed back from the service planning session held earlier in the day and asked the forum for their comments.
- 2.2 CR thought that the mission statement was limiting, as there were other ways of providing services not just through 'partnership' and 'innovation'.
- 2.3 GG asked about call handling and EB confirmed that communications with residents was a key area of the plan. A call handling task group had been set up and new IT system installed.
- 2.4 EB went through the proposed aims which were now service wide. CR felt that the word 'innovative' in aim 1 gave the impression that this was more important than providing customer service. The Forum didn't want Partners to spend all their time looking for new ways of doing things but to concentrate on providing the service.
- 2.5 EB highlighted the vision and advised that Partners would be looking to define what their sector was; there were only a few housing PFIs and a direct comparison couldn't be made with housing associations or Councils.
- 2.6 SL felt that a direct comparison should be possible as each organisation was aiming to meet Decent Homes.
- 2.7 GG thought timescales were important, e.g. a vision for 3, 5 or 10 years. CR felt the vision was overambitious and should be 'to be amongst the very best in our sector' or linked into the aims for example 'measure our performance so we'll be the best in 5 years time'. SL asked about who would evaluate the organisation against the vision and what the benchmark was.

- 2.8 CR suggested 'commitment' and 'diligence' as values.
- 2.9 EB went through the key issues highlighted by the organisation and asked the Forum for their comments or suggestions.
- 2.10 EB advised that the web development site would go up soon and Forum members that were interested would be invited to come in to test and give their comments. SL felt that progress had been a bit slow.
- 2.11 SL asked about the Leasehold Handbook and asked if this would be like the Tenants Handbook which was very good. EB confirmed that it would be in a similar style.
- 2.12 EB advised that a Partners wide customer survey would be happening shortly.
- 2.13 The Forum felt that including freepost envelopes with the newsletter would be better than a tear off form as people didn't like giving their personal details in this way. GG added that this had been raised before. EB advised it was too late to make changes to the current edition but he would take this on board for future newsletters. **Action EB**
- 2.14 EB thanked the Forum for their comments and advised what would happen next. EB confirmed that the full service plan would come to the next meeting. **Action EB**
- 2.15 JM went through HFI's suggested themes for their service plan and added that she didn't think residents were being involved early enough in the planning process.
- 2.16 SL thought it was important to refer to both antisocial behaviour and harassment as there were two different sets of forms and procedures. EB confirmed that some changes had been made to the website and this had been taken on board.

3. Partners Repairs Team – Question and Answer

- 3.1 PR introduced herself and took questions from the Forum regarding the repairs service.
- 3.2 Concerns were raised about repairs being left if works were starting and 'passing the buck' between Repairs and Works Teams. PR clarified the process and advised that call agents were being up-skilled to improve repair diagnosis on the phone.
- 3.3 GG suggested picture guides for tenants to help them describe repairs or having a team of people go out diagnose repairs then raise the orders.

- 3.4 CR suggested that residents got the full details of the repair on the appointment letter rather than the brief summary. **Action PR** to take back suggestions and feedback to the Forum
- 3.5 SL felt that the service for small repairs was efficient but operatives wouldn't do other non-reported repairs while on site. PR advised that operatives had a schedule of jobs to complete so couldn't always do additional work however she would expect them to call and book another appointment so the resident knew when someone was coming back.
- 3.6 LC thought that staff needed to be empowered so they knew they could call to raise another job.
- 3.7 CR was concerned about the out of hours team not forcing entry when there was a leak from the property above. PR confirmed that this would happen depending on the severity of the leak.

4. Works Team Update

- 4.1 LW distributed an update and advised that Round 1 was hoped to finish at the end of June.
- 4.2 EB updated on the Emily Thornberry survey. Of the 300 responses, approximately half had been written to and invited to call a message line so their issues could be looked in to. The majority were from Round 1. EB would be updating Emily Thornberry at the end of the month and would also update the Forum. **Action EB.**
- 4.3 CR asked what the final sanction was for residents refusing access. LW advised that the no access protocol would be commenced and some had gone to court already.

5. HFI Consultative Panel Papers

- 5.1 DG introduced two reports for consultation, the first regarding consultative panel dates and the second regarding the Tenant Compact Summary Review.
- 5.2 The Forum agreed for the meetings to continue to be held on the 3rd Thursday of the month.
- 5.3 GG asked for it to be highlighted which papers would be gone through beforehand so the Forum members could make sure they had read them in time for the meeting. **Action EB.**
- 5.4 DG went through the changes to the Compact which highlighted there being a single Partners Forum rather than two.

- 5.5 DG advised that the Leasehold Valuation Tribunal (LVT) had stated it would be illegal to collect money for the Islington Leasehold Association via service charges. It will therefore be voluntary instead.
 - 5.6 DG confirmed that 'Tenant Compact' was a Government term and did include leaseholders as they were leasehold 'tenants'.
 - 5.7 CR spotted the word 'manage' missing from the HFI Update report, point 3.1.2 on page 13.
 - 5.8 DG highlighted the feedback from the contracted services sub board.
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6. Performance Summary

- 6.1 EB introduced the report and went through January's results for Round 1 and 2.
 - 6.2 The Forum requested that they receive monthly figures for both the quarterly and annual indicators. EB advised these could be misleading and would take back. **Action EB.**
 - 6.3 JM felt that there shouldn't be a problem in providing this information. DG added that under the Tenant Compact this information should be provided.
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7. Any Other Business

- 7.1 GG advised that MD, Michael Adedeji and Laura Young would be taking it in turns to chair every other meeting, as they had each received 3 or 4 votes to be vice chair.
- 7.2 SL advised that she would not be resigning from the Forum and wanted to continue working as she had done for the last 4-5 years. CR was glad to see SL at the meeting and asked what could be done to encourage more residents from Round 2 to the meeting. It was explained there were good reasons why some Round 2 representatives had given their apologies for the meeting and therefore no reason to be concerned.
- 7.3 SI wanted AG to be co-opted to the Forum. GG put this forward as a proposal which was seconded by SI. The Forum then took a vote and unanimously agreed to co-opt AG.

The meeting closed at 8.30pm.

Actions arising from minutes – Partners Residents Forum
13/03/08

ITEM NUMBER	ACTION FROM MINUTES	UPDATE	OWNER
1.4	Update to be provided on outstanding items from 24/01/08 meeting: <ul style="list-style-type: none"> • Kitchen report • Electricity issue for older people • Stairwells outside basements Plus request for copies of letters and documentation from completed items.		TI
1.5	Request for the information in the Antisocial Behaviour packs be included on the website.		EB
1.7	Action sheets to be presented as a separate paper rather than attached to the minutes.		TI
2.13	Freepost envelopes to be used when requesting feedback in the newsletter, rather than a tear off form.		EB
2.14	Service Plan 2008/9 to be presented at May's meeting		EB
3.4	Feedback to come to the Forum following their suggestions regarding the repairs service: <ul style="list-style-type: none"> • Picture guides for tenants to help diagnosis • Team of people to diagnose repairs • Full details of repair to go on appointment letter 		Paula Redpath, Repairs Team
4.2	Update on Emily Thornberry MP's survey to go to the Forum.		EB
5.3	HFI's consultation papers to be highlighted in the meeting letter so Forum members can ensure they are read beforehand		EB

6.2	Respond to request for performance figures for both annual and quarterly indicators to be presented in the monthly report.		EB
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