

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



Minutes of the Residents Forum

Held at 6.35pm on Thursday 15 May 2008

PRESENT:

Forum Members:

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| Muriel Duncan | (MD) | Vice Chair |
| Georgina Galliers | (GG) | Chair |
| Susanne Lamido | (SL) | |
| Michael Adedeji | (MA) | |
| Suzanne Bryant | (SuB) | |
| Shirley Bryant | (ShB) | |
| Chris Matthews | (CM) | |
| Sally Ingre | (SI) | |
| Richard Best | (RB) | |
| Anne-Marie Greensmith | (AMG) | |

Partners:

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| Tom Irvine | (TI) |
| Ami-Anne Spring | (AS) |

HFI:

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| Anthony Jonas | (AJ) |
| Eileen Abbot | (EA) |
| Martin Church | (MC) |

Apologies:

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| Chris Graham | |
| Melvyn Holden | |
| Chris Radway | |
| Laura Young | |
| Lisa Crowley | |
| Ed Butler | (Partners) |

The meeting was chaired by Muriel Duncan, Vice Chair of the Forum

1. Minutes and Matter arising from Meeting of 13 March

Actions from last meeting on 13 March 2008

- 1.1** TI ran through actions from last meeting and matters arising from the last meeting.
- 1.2** The question as to whether there would be a directory of all staff on the new Partners website was asked. TI advised he believed there would be a list of key staff contacts, but not necessarily a full

directory of all staff. TI agreed to check this and report back to Forum.

- 1.3 All Forum Members agreed that they would like at future meetings of the Forum a stronger presence from other teams at Partners, especially Repairs and Works teams. TI agreed that he will feed this back to managers. TI stated that Partners aimed to have the relevant officers for the agenda. For future meetings when Partners discusses and agrees agendas in advance with the Chair, the discussion will include what officers should be present.
- 1.4 GG raised the point that when she called the repairs team recently to report an emergency repair, she was told that her address was not featured on their new system, and that she would have to call Islington Council. GG explained that Paula Redpath is aware of this, but she would like this to be raised with the Repairs team. TI agreed that he would bring this up with the Repairs team and ask them to contact GG within 1 week.

Minutes from last meeting on 13 March 2008

- 1.5 SL requested that point 7.2 is removed from the minutes of the last meeting. All Forum Members agreed to this amendment.
- 1.6 TI advised that Jane Mugridge from HFI requested that the following is added to the minutes of the last meeting:

4.4 JM advised that Partners and HFI review cases to try to minimise no access.

6.2 JM suggested Partners could return to the previously agreed PI's but without the pictures as the report presented does not include works information.
- 1.7 The Forum agreed these additions.
- 1.8 Including the above alterations Minutes were agreed.

2. Annual Service Plan

- 2.1 TI introduced item and ran through paper.
- 2.2 TI pointed out that Ed Butler has asked him to emphasise that Partners is taking on board comments from Forum Members on Visions and Values. Making any changes to the Vision and Values needs to be done in consultation with the partnership all together, and Partners will be taking the Forum's views into account when the Vision and Values are reviewed next year.
- 2.3 The issue of how people can measure the implementation of actions featured in the Service Plan 2008-2009 was raised. TI explained that Partners seeks to achieve a balance in service planning: it is

important to ensure outcomes are measurable, but also that advance planning is not excessively prescriptive. For example, if a planned service review has too many pre-determined targets, the potential for creativity in improving the service can be limited.

- 2.4 The development of Partners new website was raised. TI explained that this is still underway and that target for re-launch is September 2008. TI also explained that Partners are working on how to make it user friendly, functional and easy to access, with better repair reporting features. Members of the Forum will be invited to help in the testing stage, anticipated to be in June 2008.
- 2.5 TI explained that the milestone for Revenue and Capital Voids means that Partners will offer residents an incentive for leaving their home clean and tidy when they relinquish their tenancy, which is cost effective because of the costs associated with clearance.
- 2.6 TI explained that Partners and HFI had met and discussed forward planning for Forum meetings. If the Forum thinks it is a good idea, Partners and HFI would like to agree with the Forum a forward plan for Forum agendas. Partners intends to circulate a draft "forward plan" with the minutes of this meeting, which the Forum could discuss and agree at the next meeting. This would help to provide focus for meetings, help to ensure that the relevant staff for each meeting are in attendance, and that items are on the agenda for meetings at appropriate times of the year, to fit in with other events. It was suggested that members would like senior level management from each service area to attend when necessary. TI agreed that it is important to have relevant officers for the agenda at the meetings.
- 2.7 It was suggested space should also be left on the agenda for extra items, for example Milestones on the Annual Service Plan, as and when they are required.

3. Works Team Update

- 3.1 TI introduced item and ran through paper.
- 3.2 The issue of how Partners service areas are linked was raised, TI drew a diagram to help explain how Partners is made up, and to highlight the links between service areas.
- 3.3 The group pointed out that historically this has been very unclear and that even Partners staff do not understand the link. Often Rydon's staff are sent out to complete a repair, but on arrival claim that it is not for them and that it is for United House to rectify. Forum members said that this has happened on many occasions. The group explained that this is very frustrating.
- 3.4 TI explained that he will feed this back to the relevant people and report back to the Forum.

- 3.5 It is discussed that residents outside of the Forum do not know who to contact when they have a problem and that there is a lack of communication between teams.
 - 3.6 EA pointed out that improving communication is on the Annual Service Plan.
 - 3.7 TI explained that there are some successes where issues cross over different service areas and that Partners have improved on this. Partners will continue to work on improving cases where there is shared responsibility. TI confirmed that he will speak to GG and SB to get more details on their individual cases.
 - 3.8 CM explained that she is very disappointed with the outcome of her refurbishment. It was pointed out that she is not getting any answers and that no one tells her anything.
 - 3.9 TI confirmed that he would take this back to the Works team and that someone will call CM tomorrow (16 May 2008)
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4. Diversity Plan

- 4.1 TI introduced item and ran through paper.
 - 4.2 TI explained that Partners have created a new form which includes Information on the 6 diversity strands. The idea of the form is to collect information from our residents that we can use to monitor and improve our service.
 - 4.3 It was pointed out that this information could have been gathered when the tenant audit was carried out. TI said he would feed this back to Ed Butler.
 - 4.4 It was discussed that Partners need to be clear to residents about who will have access to this information.
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5. HFI Consultative Panel Papers

- 5.1 AJ introduced item. As no items featured in the paper are for consultation, it was agreed that AJ will not run through paper, but will instead take questions if necessary.
- 5.2 RB asked if residents are allowed to install double glazing? TI advised that residents would have to get permission from Partners to do this.
- 5.3 RB asked if Bevin Court is ever going to be decorated? AJ advised that he will find out.

- 5.4 SL asked when Partners will have an out-of-hours service for reporting ASB? EA advised that HFI are currently working with Partners on this. Partners are in the process of getting quotes, and as part of an ASB review will decide what parts of the service they will take on board.
- 5.5 TI advised that he will get feed back on the time-scales for the above, but that it might take longer than a week.
- 5.6 RB asked who he would need to contact regarding street furniture? AJ advised to contact Islington Council.
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6. Performance Summary

- 6.1 TI introduced item and showed performance comparison.
- 6.2 There was a discussion as to whether the new website would have functions for tracking issues such as repairs and complaints, so that forum members or other residents could monitor progress.
- 6.3 TI advised that the new website would have increased functionality such as on-line ASB reporting, and easier access to the repair reporting function, but that a full tracking function for repairs, for example, is not currently planned.
- 6.4 It was discussed that because the report does not include the number of complaints made in 2006-2007 and 2007-2008, it is difficult to see if there has been an improvement, even though the figures look good.
- 6.5 AJ suggested that Forum Members ask Partners for a more comprehensive report, including figures on rent collection and ASB.
- 6.6 It is requested that Forum Members would like a break down on any issues that they raise to Partners on behalf of other residents. TI explains that we would need to get the permission of the individual before we could discuss it. It is agreed that the Forum do not want details, they just want to find out the status. TI agreed that Partners will provide summary information.
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7. HFI Comment on Partners Performance

- 7.1 EA introduced the item.
- 7.2 EA explained that HFI have been reviewing their contribution at Residents Forum meetings, and have been looking at other ways to contribute. It has been decided that they will concentrate on 1 or 2 issues per meeting, this week MC will be discussing Works Team Spot Checks. It is decided that the Forum can discuss future themes.

- 7.3** MC introduced Works Team Spot Checks and ran through paper. It was summarized that 12 refurbished properties are spot checked per month; each one is graded from 1 to 10 on various criteria. Results are fed back to Partners Works team weekly in a list format and specific issues of concern are raised at the CRM meeting.
- 7.4** MC explained that overall the score from residents and the inspecting officer averages 8 out of 10 for April 2008. He said that the Works Team have been given credit this month for high-level of workmanship on finished kitchens. He also reported that the Works Team are very good at picking up on specific areas of concern, this month Bob Thurgood has been particularly helpful. Photographs of finished kitchens were handed out.
- 7.5** The issue was raised that none of the Forum Members have ever been spot checked and that if they were many problems would be revealed. It was pointed out that the spot checks are supposed to be random, therefore they could not be planned to happen at a members' home. Members decided that they would like to see a break down of specific issues that are being picked up from the inspections.
- 7.6** AJ agreed that a report could be provided for the next meeting.
- 7.7** TI pointed out that if any Forum Members were having problems during or after their refurbishment, they are advised to contact their RLO (during refurbishment) or the Repairs team (after refurbishment) to report this.

8. Any Other Business

- 8.1** SB asked for an explanation of enfranchisement.
- 8.2** RB advised he is waiting for responses on the elderly and disabled decorations scheme, suitable floor coverings in properties and how this is enforced, and cyclical decorations after refurbishment.
- 8.3** TI confirmed that he has received RB's enquiry and response will be sent within ten working days of receipt.
- 8.4** The Forum suggested that the diagram of how the Partners "jigsaw" fits together should be made more generally available and be part of the pack which goes to new members of Partners' Residents Forum.
- 8.5** The Forum suggested that the work of resident representatives should be documented and tracked on the website.

The meeting closed at 8.45pm.