

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



Minutes of the Residents Forum

Held at 6.35pm on Thursday 17 July 2008

PRESENT:

Forum Members:

Georgina Galliers	(GG)	Chair
Muriel Duncan	(MD)	Vice Chair
Susanne Lamido	(SL)	
Lisa Crowley	(LC)	
Chris Matthews	(CM)	
Sally Ingrey	(SI)	
Richard Best	(RB)	
Anne-Marie Greensmith	(AMG)	
David Gorman	(DG)	
Chris Graham	(CG)	
Doreen Charles	(DC)	
Chris Radway	(CR)	

Partners:

Ed Butler	(EB)
Mary Caudron	(MC)
Liz Voss	(LV)
Paula Redpath	(PR)

HFI:

Ivan Willis	(IW)
Doug Goldring	(DG)

Apologies:

Suzanne Bryant
Shirley Bryant

1. Minutes and Matters arising from Meeting of 15 May

- 1.1** RB hadn't heard anything about the development of the website. CG and CM confirmed they had received the invitation letter and had attended to give feedback. EB advised that 4 forum members had attended in total. **Action** - EB to arrange a consultation session for RB.
- 1.2** RB advised he hadn't heard back regarding Bevin Court. DG thought that it was scheduled for major works in 2010. **Action** - DG to give details to EB to forward to RB.
- 1.3** RB updated the forum on the issue of the bench and advised he would look back into this.

- 1.4 GG asked about the spot checks which Martin Church said he would look into. DG made the point that if they were too planned in, they wouldn't be 'spot' checks. **Action** - EB confirmed he would arrange this with IW.
- 1.5 RB advised he was still waiting for a definitive answer on the elderly persons decorations. DG advised that part of the repairs funding from LBI is put aside for assisted decorations however the funding has been reduced so there is no funding for the decorations at this time. RB didn't feel that DG could make this decision if LBI were responsible.
- 1.6 RB advised he didn't get any feedback on the flooring issue. EB confirmed that Tom Irvine had emailed RB on 20 May. RB did receive the email however wanted more detail. **Action** – EB to clarify information required.
- 1.7 GG was concerned about the time it took to get feedback after the forum meetings, especially as people were giving up their time to be there. CR suggested having a list of actions that included previous meetings so they could be monitored. CG suggested a column on the minutes showing who is responsible for the action and the expected date.
- 1.8 GG asked about having the agenda on two separate sheets. EB advised that they were produced double sided to help save paper however could be made single sided if the forum wanted.

2. Best Value

- 2.1 IW introduced the report and highlighted the aims and objectives of the review which emphasised improving the quality of services to residents. IW confirmed this was a joint review.
- 2.2 EB added that he was looking for two forum members to sit on a project group that would be set up as part of the review. Focus groups would also be set up which would also involve residents. Members of the group interested in getting involved passed their details to IW.
- 2.3 CR felt it was a conflict of interest if Partners were involved in the review. EB advised that it was common practice for services being reviewed to be included and better results were achieved this way.
- 2.4 GG asked why the timetable has been brought to the meeting if it was out of date. IW confirmed the timetable could be reviewed and it was included to show the different steps and milestones of the process.
- 2.5 CR asked if the scope of the review had been agreed. EB advised that the scope was yet to be finalised and asked the forum for their comments.

- 2.6 CR wanted to include harassment under ASB. IW confirmed that ASB and harassment went hand in hand and would be looked at together.
- 2.7 CG thought that enforcement of tenancy conditions was more important for Partners and that ASB was more of a police issue. IW confirmed that enforcement of tenancy conditions was implicit under ASB. CR suggested that enforcement of tenancy conditions be added under ASB and harassment. The forum agreed.
- 2.8 IW asked the forum if they were happy with the remainder of the service outcomes. The forum felt they needed more time and EB advised he would take comments over the next week.
- 2.9 CR wanted recharges to leaseholders added in as a separate point.
- 2.10 **Action** – EB and IW to review the comments made by the forum when finalising the scope of the review.
-

3. Works Team Update

- 3.1 LV introduced the Works Team update and asked the forum if anyone had any queries.
- 3.2 There were no further issues regarding works raised by the forum.
-

4. Repairs Team Update

- 4.1 PR introduced herself and advised that at the request of the panel a representative from the Repairs Team would be attending each meeting. PR asked if the panel had any queries or questions they wanted to raise.
- 4.2 DC asked about the phone line as this seemed to be out of order. PR confirmed there was a problem with the bandwidth which was currently being investigated. This was a BT issue and the Repairs Team were working closely with them to get it resolved as soon as possible.
- 4.3 GG thanked PR for helping to sort out her gutter repair but felt that it shouldn't have gone that far. GG thought that the CSOs should say they will look into something and call the tenant back rather than just saying they can't help. GG felt the CSOs were young and lacked enthusiasm. GG thought Carol was good as she called back when she said she would.
- 4.4 AMG felt that the CSOs should give their name at the start and end of each call. CR asked PR to provide some feedback on having 2 hour time slots as AM or PM appointments were not convenient for people who worked. CR also advised that there was no 'leaseholder' option when reporting repairs on line. CR suggested that if

diagnosing a repair was difficult, that a supervisor or expert should call the resident back to help clarify details. **Action** – PR to feedback on the forum’s suggestions.

- 4.5 PR advised the forum that all CSOs were attending a 6 day training course on giving technical advice and diagnosing repairs. There would also be further customer care training to ensure residents received excellent customer service.
- 4.6 CG was concerned about the repairs policy of not using balloon grates on gutters as this may flood the roof. CG felt it much easier to deal with a blockage in a grate than in the gutter itself. **Action** – PR to look into.
- 4.7 EB confirmed there was a great deal of expertise in asset management in the Repairs and Works Teams. Partners were putting together plans for the lifetime of the contract to ensure all properties continued to meet the availability standard when handed back.

5. HFI Consultative Panel Papers

- 5.1 DG advised that most of the papers did not affect Partners and that the forum may want to reformulate the way HFI provided its information.
- 5.2 GG thought it would save paper to not have the whole booklet although CG thought it was useful to see what was going on. CG didn’t think that tenants should be called customers.
- 5.3 AMG asked whether there was performance information that overlapped with Partners. DG confirmed that HFI and Partners were compared on number of indicators which were discussed monthly. EB confirmed that this information could be provided to the forum. **Action** – EB to provide the performance basket.
- 5.4 CR asked to what extent Partners improves services in line with HFI. DG advised that he meets quarterly with Partners to discuss services and any overlap. EB also meets monthly with HFI to discuss the contract and sharing good practice.

6. Performance Summary

- 6.1 EB introduced the item and highlighted the excellent performance for the month.
- 6.2 The forum queried the 100% repairs figure and asked for details on where this came from. CR thought the forum should be involved in an audit.

- 6.3 EB confirmed that the data was taken from the repairs system. A job would be raised on the system and when the operative attended he would enter the details onto his handheld computer which would then close down the job.

7. Diversity Plan

- 7.1 EB introduced the Diversity Plan. EB met with the Chair and Vice Chair and agreed to table the plan at the meeting and take comments for 7 days after.
- 7.2 EB went through the aims and vision which were shorter and more direct and advised that Partners were working hard to make services accessible to all. EB highlighted some key actions in the plan and hoped the forum would be involved in mystery shopping and the fun day.
- 7.3 EB asked for volunteers to put together an article for the newsletter on what the forum stands for. RB, GG and SL put themselves forward. AMG wanted to make sure that the draft article was agreed by the whole forum before being finalised. **Action** – EB to work with the reps on producing the article.
- 7.4 SL didn't think ethnicity information should be put on the repairs satisfaction card as this would be visible when sent through the post.
- 7.5 IW wanted some further details on some of the items for example collecting data - how would this be done, where it would be analysed etc.

8. Forward Plan

- 8.1 EB introduced the plan and advised that these were suggested agenda items for future meetings. The forum could amend these as they wished.
- 8.2 The forum requested Best Value and ASB to be on next agenda (as repairs were now a standard item). **Action** – EB to arrange.

9. Any Other Business

- 9.1 SL asked about the garden competition. EB confirmed that details would go into the customer newsletter in about a months time.
- 9.2 **CR** asked that Partners let the forum know at the next meeting how they would be encouraging representation from leaseholders on the forum. **Action** – EB to provide details at the next meeting.

9.3 CR pointed out that the last set of forum minutes on the website were from 2006. **Action** - EB acknowledged that some information needed updating and would take this back.

9.4 CG distributed brochures for residents training at Trafford Hall.

The meeting closed at 8.35pm.