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| **Customer and Community Voice Meeting Central**  held on Monday 18 March 2023  at City Hall Meeting Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Emma **(EN)**  John **(JM)**  Jim **(JL)** | | Lewis Walmsley **(LW)** – Customer Engagement Lead  Helen Coldron **(HC)** – Leasehold Manager  Stephanie Robinson **(SR)** – Customer Voice Partner  Judith Aiston (**SR**) – Customer Voice Partner  Tyla King (**TK)** – Business Apprentice | |
| **APOLOGIES** | |  | |
| Charles | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | EN offered welcome and apologies | |  |
|  | 1. **Confirmation of receipt of previous meeting minutes** | |  |
| 2 | All confirmed receipt of previous minutes. No outstanding concerns. | |  |
|  | 1. **Housing Update** | |  |
| 3 | EN advised police interceptors have been noted over the weekend in Ford quarry and Pennywell area. Lewis will forward on to the Neighbourhood teams. [**1]**  EN advised Springboard are putting a bid in to receive a grant to put in bird / bat boxes and plant flowers within the Ford Quarry area.  EN asked if there was a date when Blackie Park will be litter picked. EN asked if we close part of the park off and create a boundary with Keelman’s Lane. Could we maybe look to do a joint application with National Lottery for funding? Perhaps install some A Gates. Perhaps include Mark Crozier as we will still need access for grass cutting [2]  HC advised of figures for Central Offices and High Rise team, we are standing at 26,000 below the end of year budget. Housing Benefit was 3,000 below target. High Rise team are currently sitting 1,000 below target | |  |
|  | 1. **Update from Chair’s meeting with CEO** | |  |
| 4 | Next CEO meeting is 25th March 2024. | |  |
|  | 1. **Update from East VCS Meeting held Thursday 7th March 2024** | |  |
| 5 | SR & JA attended Sunderland Voluntary Organisations. Sunderland Music Hub also gave a presentation and advised about services they offer and how they are trying to engage young people from the area to get them off the street. | |  |
|  | 1. **Proposals for Customer Engagement Strategy** | |  |
| 6 | LW Proposal for creating a Customer Strategy and Customer Engagement Plan. Discussed communication going to leaseholders, and to customers.  JL raised the issue that the doors in the Ashbrooke area he believes they are past their sell by date.  LW explained about Task and Finishes, Deep Dives, Police Reviews (Formally USTOO Scrutiny Group) piggy back onto Community Events to try and encourage more participation. Sheltered Housing, Holmewood, try and have some involvement with the Ethnic Priority Groups. Young Asian Voices. LW talked about hosting family friendly events and the meet the ombudsman event.  LW discussed about creating an e-newsletter, and potentially getting customers involved to interview staff and getting involved with tenders.  LW talked about a community notice board in the sheltered scheme. JM brought up there is very little involvement from the Scheme Managers.  EN would like a visit to the Holmewood and High Grindon House schemes. LW said he can action that. **[3]**  Estate Walkabouts, everyone was in agreement that these were really beneficial. It was discussed about the window cleaners in the Ashbrooke area. | |  |
|  | 1. **Review of the Terms of Reference** | |  |
| 7 | Terms of Reference were discussed and the reasons behind changing Tenant to Customer. | |  |
|  | 1. **Accommodation Review** | |  |
| 8 | LW talked about the property review and making our offices more accessible for our customers. Discussion was had about moving Southwick Office to the Bunnyhill Centre. Havelock will be up for sale shortly. | |  |
|  | 1. **Local Area Budget** | |  |
| 9 | LW advised of Local Area Budget and improving the look of the local community. | |  |
|  | 1. **Aspire Grant/local Area Budget** | |  |
| 10 | Aspire Grants are all now spent for the Central area.  The Christmas tree was discussed that the Council had installed at the top end of Hylton Road. This then led to a discussion about Aspire Grants. | |  |
|  | 1. **Any other Business** | |  |
| 11 | JL mentioned about services being taken away but the rent is going up. The emergency lights in the communal area are on 24-7. Temperature in the communal area at HGH, all the heating and lights are on all day. JL mentioned someone camping out at the rear of the bin sheds at Ashbrooke. Locks on the rear communal gates are also not working in Ashbrooke.  EN can we have an energy assessment carried out in all the sheltered areas? | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action to be completed |  |

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| 888 | | | | |
| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 1 | Housing information regarding Ford Quarry and Pennywell area to be forwarded to Neighbourhood Teams | Lewis Walmsley |  | This was passed to local Neighbourhood Co-ordinator to action. |
| 2 | Could we maybe look to do a joint application with National Lottery for funding? Perhaps install some A Gates. Perhaps include Mark Crozier as we will still need access for grass cutting | Helen to pass to Steven Gordon |  | Steven Gordon, Head of Neighbourhoods to review. |
| 3 | Arrange visits to Holmewood and High Grindon House Schemes | Lewis Walmsley |  | Visits to be arranged for EN |