|  |  |  |  |
| --- | --- | --- | --- |
| **Customer and Community Voice Meeting Houghton & Hetton**  held on Friday 8 March 2024  at Easington Lane Community Access Point, Brickgarth, Houghton le Spring, DH5 0LE | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Bryan **(BW)**  John **(JD)**  Pam **(PC)**  Clive **(CL)**  Sarah **(SR)** | | Lewis Walmsley **(LW)** – Customer Engagement Lead  Claire Dawson **(CD)** – Neighbourhood Operations Manager  Kerry Leng (**KL**)– Director of Marketing & Engagement | |
| **APOLOGIES** | |  | |
| Adenike Lawal  Lisa Bennison  Evelyn Clark  Jacky Worthington  George Corner | |  | |
|  | | | |
| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies for Absence** | |  |
| 1 | LW started the meeting off by advising of JD stepping down from the Chair position and, in the last minutes, we did ask for applications from anyone who may be interested. LW advised we want customer led meetings, so we really need a Customer/Resident to oversee this.  Attendees carried out a round of introductions. LW advised of apologies and of the sad passing of Alex Grainger, a valued member of the group. | |  |
|  | 1. **Review of October’s TCV Minutes** | |  |
| 2 | All members agreed they had reviewed minutes. LW asked if anyone had any questions. BW asked if the name of the group had been decided/changed? LW advised that it was now “Customer and Community Voice” meetings | |  |
|  | 1. **Customer Committee Update** | |  |
| 3 | JD gave background into what the Customer Committee do. JD advised that the Board and Exec Team, are determined customers have a voice and are heard. There were a lot of customer opinion on the new rent documentation that went out recently, including the design and wording. Last meeting was Wednesday 31 January. 45 pages of stats were given out, showing what we are doing right/wrong, the area that falls short is Complaints. Reports are offered and can do a deep dive on specific areas if need be.  JD advised they looked at the rent increase, thought it was fair and in-line with other Housing Associations.  JD advised they looked at office accommodation and if money could be saved, for example Pennine House in Washington. The group didn’t think this was very accessible for everyone, so it is being reviewed to see if this could be brought into the galleries itself.  JD advised if there were any agenda items anyone would like brought to the next Customer Committee to let him know.  LW discussed the office accommodation further – City Hall is accessible and easy to find, however Washington is not. LW mentioned we are looking at Hubs rather than fully managed offices. LW advised nothing confirmed as yet, but looking at how we can save money but still offer a frontline service to the Customer. Gentoo are looking at selling The Skyline Centre, however another building option has been discussed.  CL asked if a Hub would be open as much as an office. CD advised it would be, even though we don’t have the amount of footfall now as most people prefer meetings online or within a customer’s home.  BW asked if there will be consistency of staff within the Hubs. CD advised there will be the same people who you usually see just in a different location.  CL asked will there still be an interview Room. CD advised there would be.  LW advised that it could be a good idea to maybe invite customers into the new space or do a video, to get customer input on the design of the space.  JD advised this will be a huge saving, and the money saved will go back into the group. LW advised that we need to work smarter however still be accessible to the customer.  KL advised the Galleries is much better for customers, especially in darker/winter nights. LW advised the Hub within The Galleries will be in a prominent location so everyone will know they are there.  CD mentioned that staff will do more hot desking at different available locations.  CL asked who the NC for his area is – CD replied  JD advised customers were heavily involved in new office selection. | |  |
|  | 1. **National Resident Committee** | |  |
| 4 | JD advised the department for levelling up decided they wanted customers to be involved in the Social Housing Green/White papers. JD advised both himself and Brenda Naisby have meetings once a month, nearly mostly via video call, to discuss prominent housing topics.  JD advised this was only supposed to be for a year, however this has been extended for another year.  JD advised should anyone like a topic raised at a national level, please let him know and he can raise at next meeting. | |  |
|  | 1. **Devolved Budgets** | |  |
| 5 | LW talked about reviewing budget applications to improve areas where customers live, and that anyone can come forward with their ideas, for example how to maybe use a green area.  LW asked for suggestions with regards ASB hot spots, provided example where an area had put fencing up.  SD Talked about Halo and how they are now involved with Easington Lane  CL asked CD if Gentoo could put a little fence on green area at St Bedes Close as a lot of dog mess which no-one cleaned up [1]  SR mentioned parking on the pavements, no consideration - general discussion around car parking across the City. PC advised of issue with parking in her area, mostly around school run times, people parking on the grass verges etc - LW advised maybe a good idea to have a conversation with the school re the parking [2]  KL advised that the local area budget is there for customers to use, so please use it. This is different to the Aspire Grant. | |  |
|  | 1. **CHAIR Review** | |  |
| 6 | LW acknowledged that JD was a great Chair, but we do require another. We can have a conversation at the end of the meeting to let me know if you have an expression of interest, it is imperative that customers do the talking.  BW showed interest in Chair position – general discussion with support for BW within the group. BW advised he would do it if health is ok, LW to give BW a call at the end of March to discuss further [3] | |  |
|  | 1. **Review Involved Customer Terms of Reference** | |  |
| 7 | LW advised the Terms of Reference determine how the meetings are ran, which have been changed slightly due to the name change – LW asked attendees to take a few minutes to read through the Customer Terms of Reference again and advise if there may be items in there that may need amending etc. Members confirmed no amendments were required.  JD would like to see people of the community come up with concerns or points of interest. LW advised it was a good point as this is what these meetings are about, it is all about what the customer wants.  PC mentioned Orchard Place, and regarding its centralised gas supply, however not everyone knows how to use this to the maximum capacity. LW advised he will arrange a drop in session within Cherry Tree Gardens, to go through any issues. LW will discuss with David Metcalf and arrange [4]  LW advised these meetings won’t be a success unless we have customers involved and give input  KL asked is there anything we can do to get more customer involvement?  SR mentioned Facebook.  LW advised how we currently advertise the meetings, including Facebook.  LW advised we also target new customers who come into the business, make them aware of the different opportunities they can help make a difference and how to get involved in the community.  CL could meetings be held on an evening maybe for people who are at work? LW maybe worth trialling an evening meeting.[5] | |  |
|  | 1. **Creating a Customer Engagement Strategy – We Need Your Thoughts!** | |  |
| 8 | LW discussed all routes customers can get involved. LW asked attendees to split into 2 groups and discuss suggestions on what else we can do and how to make engagement more accessible for everyone.  (Slides)   * Why is a plan required. * What are the Key Objectives of the Plan. * Our Current Engagement Offer   The attendees regrouped to discuss their suggestions:  **Group 1 (KL, SR, JD & PC)**  JD mentioned Notice Boards, different venues, advertising the “Walk Abouts” more prominently. Leaflets in Doctors etc  JD mentioned more prominent advertisement within the Echo  JD mentioned inviting a member of the Money Matters Team  **Group 2 (CD, BW & CL)**  BW advised social media needs reoccurring posts, possibly weekly.  BW advised to invite local MPs to these meetings.  BW invitation to Specialist Meetings (Police, Victim Support, Money Matters etc)  BW invite managers from the Repairs Team  LW to ask someone from Repairs & Maintenance to attend next meeting [6]  CL mentioned events/fun days in the localities  CL simplify the website  BW use community notice boards  LW mentioned Cragdale Gardens event and how it did offer value for money  BW discussed using Fire Service etc  KL advised to use Local Area Budget for an Event | |  |
|  | 1. **ASPIRE . Local Budget Requests** | |  |
| 9 | LW advised of Local Budget Application from Neighbourhood Co-Ordinator for Woodburn Drive, Sherburn Grove & Burnside Avenue -will benefit 36 customers - for garden maintenance/planting - all attendees in favour of application at a cost of £298.50  ET advised of recent applications (Houghton Boxing Club) with non-pending. | |  |
|  | 1. **Any Other Business** | |  |
| 10 | N/A | |  |
|  |  | |  |
| 11 | Wednesday 19 June 2024 – 5pm – 7pm – Moorsley Hut, Moorsley Road | |  |

**ACTION LOG**

|  |  |  |
| --- | --- | --- |
| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action required |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 888 | | | | |
| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 08.03.24 [1] | Can a fence be put up on the green area at St Bedes Close to prevent dog mess | Claire Dawson | 29.06.24 | Claire has confirmed due to the area being open planned, this would not be possible |
| 08.03.24 [2] | Have conversation with school at Pam’s local area re car parking | Lewis Walmsley | Ongoing Target | Neighbourhood Co-ordinator is contacting school to discuss parking concerns to try and alleviate these concerns. |
| 08.03.24 [3] | Call BW at end of Month to discuss Chair position | Lewis Walmsley | 29.03.24 | Bryan has agreed to be the new CHAIR for the local area. |
| 08.03.24 [4] | Arrange drop-in session within Cherry Tree Gardens with regards to using Heating system | Lewis Walmsley | Ongoing Target | Heating Team completed this action. |
| 08.03.24 [5] | A possible trial to hold meetings in an evening rather than during the day to see if we have more attendees | Lewis Walmsley | 29.06.24 | To hold further conversation regarding this, as concerns have been raised regarding the evening time proposal |
| 08.03.24 [6] | Could a Repairs Manager attend the next session to discuss localised working. | Lewis Walmsley | 29.06.24 | Requested the Repairs Manager for H&H attends |