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| **Customer and Community Voice Meeting Washington**  held on Thursday 20th June 2024  at Gentoo Pennine House Board Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Margaret **(MS)**  Stephanie **(SC)**  Brenda **(BN)**  Lynda **(LA)**  Billy **(BC)**  Evelyn **(EC)** | | Louise Bolt – (LB) - NOM  Kim Burnikell – (KB) – Customer Voice Partner  Emma Turnbull- (ET)- Customer Voice Administrator | |
| **APOLOGIES** | |  | |
| Anita | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | MS offered welcome and apologies followed by a round of introductions | |  |
|  | 1. **Review of Minutes** | |  |
| 2 | MS discussed minutes from last meeting and asked if anyone had questions on the body of the minutes/layout. MS asked if there is anything that required correcting in the minutes? Nothing noted  BC asked why all other customer engagement meetings are on a Monday? KB will discuss with Lewis Walmsley [1]  MS proposed that the partner for that area will review future minutes so they can be sent out within 2 weeks, to avoid delays. [2]  MS went through each action point within the previous minutes and advised which should stay on the action list.  LA asked if we would have on-going feedback from the drop-in sessions – dates to be shared on Facebook [3]  General discussion on Drop-in sessions  MS raised possibility of different locations for drop-in sessions also - a moveable venue  LB advised there was nowhere in Glebe to host a drop in session  MS Maybe look at all areas of Washington  BN discussed visit in Washington and what investment work can be done within Barmston LB advised we will look at all areas as part of the investment plan.  BN was surprised that Washington had the most complaints MS asked if we could put this down for discussion [4]  MS suggested a report from each co-ordinator (from Sept meeting) for each quarterly meeting – LB & KB agreed- LB will give by end of August for September meeting. [5] | |  |
|  | 1. **Housing update** | |  |
| 3 | LB loaded slides on the main screen showing attendees the stats from end of year performance. Advised of the Special Income Team and discussed the changeover from Tax Credit to UC. – see attached  LB advised we have supported customers more this year than previously.  LB Advised of Income Co-ordinators and how they assist customers with all financial support. LB mentioned SHARP and advised they come in and meet the Co-Ordinators for further help & advice.  LB advised how we have a partnership with Greggs as they have a Community Fund to supply beds to make sure all children do have a bed.  LB advised we can also help with carpets /moving costs/ food parcels.  And how we have an agreement with SCC to also supply white goods.  EC asked if Gentoo have a budget for this LB advised we did and we do receive funds from our contractors also.  LB touched on Voids and how we had 107 less than 22/23 (Via slides)  MS advised there is 30,000 on waiting list currently  LB advised that there are more people remaining in their homes hence why the numbers are less.  LB advised we have secured £1.9million for additional income for our customers.  LA do customers know what support is available to them? LB advised that this information is given on their rent letters & by their NC  LB discussed a “Better Off Calculation”  MS stated we are very pro-active in helping our customers remain as customers.  LB £1.7million water discount for customers  LB Advise of FTA collected 112.32%  LB advised that 100k telephone calls were answered in the Housing team.  LB Property Maintenance Headline 23/24 (Via slides)  SC advised of her personal issues with Damp & Mould and all the follow-on works have been reported  LB discussed new Damp & Mould policy and how we have severe, mild & moderate cases, which decides how urgent it is, and the sequence of events to follow once triaged.  LB touched on if people won’t allow access for repairs and how for gas/elec checks / damp & mould, we have a system in place “Points of Contact”. We have a process in place which we follow and which can go legal due to it being compliance, however we do have various routes of contact before going to legal and only a very low number do go legal.  LB advised of one of her customers who lost her property due to not allowing us in to carry out Electrical checks. BN asked if she had mental health issues LB advised she didn’t.  EC asked about NOK LB advised we do obtain this information.  BN asked if we still cap gas? LB advised we do on certain occasions.  MS mentioned the house in Middlesborough  LB advised that we do have very robust systems.  SC will these stats be shared on FB? We can ask the Communications Team [6]  LB discussed Safety & Support Teams stats ( via slide )  General discussion on the services. MS advised we should include the numbers from sign posting too as we are still assisting.  MS thought the slide should say “closed & resolved” re the ASB figure [7]  LB we are looking to put in additional training for the NC to deal with Mental Health issues and asked should it be us dealing with this, or should we be referring to different services?  LB touched on safeguarding alerts and how we always ask the customers permission.  LB also touched on “Something not quite right” can be how we can assist customers, checking housekeeping or seeing if what help & support the customer may need  LB touched on Outreach & Young person figures (Via Slide)  LB talked about voids/moving  LB advised about “The Big Lunch “ A get together for the Neighbourhood & Community in Farringdon and how it was successful. Over 42 families came and really enjoyed it. We received very good Feedback from the customers, and which is under review.  LB gave a Property & Investment update and advised that  Albany had 139 property upgrades completed with only 11 to complete.  Concord & Usworth have a yearlong roofing programme, to include wall tie issues, started on Tees Terrace. BC confirmed it looks great.  Blackfell has some environmental works going on, which is looking at painting the garages.  The District Heating programme have now replaced 886 heating systems with 88 to complete.  LA asked about the area of Rickleton? LB advised she could only see a possible loft insulation works for this area at the moment.  MS advised the group would like to know what is planned for each village for the upcoming year. KB advised that all planned programmes for this financial year are on our website  SC asked, if in a buy back property, how does that work for investment? KB advised customers would receive letter also to let them know what is coming in their area based upon a stock condition survey, but would find out the information for Steph [8]  BC asked about private garages that have been broken into MS advised that it may be a public safety issue so will be down to SCC environmental teams.  LB discussed estate walkabouts, and how partners such as SCC and Northumbria Police do attend.  LB updated on Police Teams and how they meet the Co-Ordinators (shared Protocol with the Police to share figures/concerns etc)  and how there is a lot of youth disorder currently in Glebe to Oxclose walkways. Also, how a small number of windows broken in glebe and wheelie bins set on fire. LB advised that we have been working with the police for this.    MS advised that there have been extra police put into the galleries also.  LB stated that it may be beneficial for the Community Safety Officer, Tracy Collins to come to next meeting  LB advised of monthly partnership meeting to discuss any youth disorder issues and how we can work with the schools etc – we have even re-housed non-Gentoo customers into out flats to improve their lives, and how we have moved some people out of the area with support, worked with the police to issue community protection notice.  LB advised of a previous partial closure of a property, and how it ended up in an eviction. We continue to work with the police.  SC asked if we invite the primary schools to youth disorder meetings also. LB advised we don’t however we do work with the schools to make reasonable adjustments and ask for them to let us know if there are any safeguarding issues.  General discussion about Gentoo’s support.  MS thanked LB for her information & stats and how it was great to hear her passion.  LA asked if the Greggs support would help her friend with 5 children if a non-Gentoo customer LB advised anyone can apply direct to Greggs and advised Love Amelia would help out. Also, SCC.  MS thanks LB once again. | |  |
|  | 1. **Working closely with the Neighbourhood Co-Ordinators** | |  |
| 4 | MS advised that we want the NCs to know that customers and residents are interested in what is happening in their area, but how we can support them also and is very keen to develop the drop-in sessions.  LB advised how we have had some drop ins already, eg. Mickey’s Place.  LB will speak to Co-ordinators to discuss. MS advised some people don’t even know their Co-ordinators.  KB advised of list of Co-Ordinators on the website.  EC the drop-in sessions are great, and how they approached their NC – being more visible. KB advised that we advertise all drop-ins on Facebook  KB asked LB about issue with parking at BN’s area – BN explained what the issues were LB asked if BN had met Rebekah Duffy (NC)? BN advised she hadn’t met her – LB viewed Rebekah’s diary and arranged for Rebekah to visit BN  KB advised that Jim Taylor is now Head of Neighbourhoods whilst Bethan is on Maternity Leave and Chloe Rudkin current Tenant Voice Lead will be joining the Washington Team as Neighbourhood Operations Manager. | |  |
|  | 1. **Future of the Group** | |  |
| 5 | KB discussed the fact that we don’t get good attendance for the meetings citywide, with 2 CCV meetings being cancelled this month in other area’s.  KB asked if we are asking too much of our involved members? We are looking for different ideas.  General Discussion…  BN could it be the weather  BC advised it could be the big gaps in between the meeting dates  BM stated it is important people come to the groups  MS advised she does think we do need to expand, however not too big  LA advised she thinks the communication/leaflets require re-wording, don’t state Deep Dive etc – say something like “come and talk to us about your community etc” to be more friendly/warming [9]  BC asked if we put all meetings on FB  MS asked if they could have a leaflet/communication just for Washington.  SC asked about attending virtually MS advised we have tried this and it didn’t really work  EC advised how she got involved, by completing a survey on FB  KB advised the Co-ordinators inform the customers about how to get involved, our correspondence such as letters and emails advertise customer involvement as well as our social media/web platforms.  SC how about a survey asking when is suitable and how they want to be involved? [10]  SC advised that if we can advise there will be feedback from Police etc, we may get more uptake for the meetings.  MS reminded all attendees that individual issues aren’t really to be brought to these meetings and that these meetings should be friendly & informal | |  |
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|  | 1. **Aspire Grant & Form layout/Local budget Applications** | |  |
| 6 | MS discussed layout of form KB & ET advised they would speak to Lewis and Comms [11]  General discussion of frequency.  MS requested web link for Aspire Grant to be sent with Minutes  BC doesn’t really like approving Aspire Grants over email, it was decided that we would have a 6 weekly meeting to discuss/approve Aspire Grants if necessary. | |  |
|  | 1. **Any other business** | |  |
| 7 | No other business. | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action complete |  |

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 20.06.24 – [1] | Can we look at holding other engagement meetings on other days, seems to always be Mondays | Lewis Walmsley |  | Reviewed previous meetings, sessions are held on various days throughout the week. LW to look to alternate days. |
| 20.06.24 – [2] | Can the partner review the minutes instead of LW to enable receipt within 2 weeks | Kim Burnikell |  | Agreed with Lewis Walmsley. |
| 20.06.24 – [3] | Can members be given on-going Feedback from the drop in sessions | Lewis Walmsley |  | Update in next CCV meeting |
| 20.06.24 – [4] | Why are majority complaints from Washington | Kim Burnikell |  | Share complaint data for the area in next CCV meeting |
| 20.06.24 – [5] | Hold a session with all the NC’s so involved members know what they do & have a report from each NC quarterly meeting – Louise to give by end of August | Louise Bolt |  | Quarterly update to be given in next meeting. |
| 20.06.24 – [6] | Can repair slide stats be shared on FB | Kim Burnikell /  Communications Team |  | To be actioned by Comms |
| 20.06.24 – [7] | On ASB figures on slide, can the wording be changed to say “Closed & Resolved” | Kim Burnikell /  Communications Team |  | To be actioned by Comms |
| 20.06.24 – [8] | What happens with a Buy Back property with regards to programmes | Kim Burnikell |  | Update provided. |
| 20.06.24 – [9] | Re-wording of advertisement of meetings | Lewis Walmsley |  | We offer several engagement sessions both informal and formal. |
| 20.06.24 – [10] | A Survey asking members/customers how they would like to be involved, and when is suitable | Kim Burnikell / Lewis Walmsley |  | Discussed with Lewis Walmsley and CVT. |
| 20.06.24 – [11] | Can the layout of the Aspire form be amended to ask for more information and Aspire Links (application form and info) to be sent with minutes | Kim Burnikell / Communications Team |  | Discussed with LW. Agenda item for next CCV meeting for discussion. |
| 20.06.24 – [12] | Could there be a 6 weekly meeting to discuss Aspire Grants | Kim Burnikell |  | Confirmed, 6 weekly meetings if Aspire applications are received to discuss. |