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| **Customer and Community Voice Meeting - Washington**  held on Thursday 26September 2024  at Gentoo Pennine House Board Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Billy (**BC**)  Crispin (**CW**)  Doreen (**DW**)  Geoff (**GW**)  Lynda (**LA**)  Margaret (**MS**)  Stephanie (**SC**)  Evelyn (**EC**)  Karen (**KM**) | | Josh Sutton **(JS)** Customer Voice Partner  Chloe Rudkin (**CR)** Neighbourhood Housing Manager  Emma Turnbull (**ET**) Customer Voice Administrator  David Robinson (**DR**) Customer Insight Advisor | |
| **APOLOGIES** | |  | |
| Margaret  Colin  Brenda  Anita | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | MS thanked everyone for their attendance and started a round of introductions. | |  |
|  | 1. **Receipt of Minutes** | |  |
| 2 | MS confirmed minutes from previous meeting and asked if everyone was happy to accept. | |  |
|  | 1. **Housing Update** | |  |
| 3 | MS explained to the group how at the last meeting, Louise Bolt, Neighbourhood Operations Manager, advised she would request all area Neighbourhood Co-ordinators offer an update. CR offered their comments on a handout.  CR advised information on extra-care schemes are not on handout. Members asked for these to be included in future. [1]  SC asked if the above comments from NC’s can be emailed with the agenda prior to the meetings. [2]  MS asked everyone to look at their area on the figures/printout and if they had any comments.  BC mentioned about police presence in Barmston. CR advised Gentoo are working alongside Neighbourhood Police teams and that she attended ELMAPS meeting to discuss hotspot areas and to try to tackle the issues together.  MS stated ASB appears to be the main issue according to the figures offered, and asked if we can follow this up and look at Gentoo’s Strategy. CR advised we tackle each issue on a case-by-case basis depending on circumstances.  CR advised of Streetwise system and how actions and notes are logged by the Neighbourhood Co-ordinators and monitored on a weekly basis.  LA asked if we can get feedback on the ASB follow up [3]  CR advised of Leaflet drops on ASB in certain areas and partnership meetings and advised that this information/figures will be shared also.  CR provided figures of income co-ordinators. CR advised of water rates discounts via Northumbrian Water and how this helps support customers with rent costs.  MS asked about the different types of Garages at Gentoo. CR advised of the difference between a battery garage (block of garages) and a site garage (piece of land where customers can build their own.  CR explained there are around 300 garages in Washington, however, many of these are Voids, due to repairs costs.  CR explained the difference between T&E Co-ordinators and Rent Co-ordinators.  LA asked if we are working with customer regarding Pension Credits, for example, winter fuel allowance. CR advised the Rent Co-ordinators would and refer into Money Matters Team on a case-by-case basis.  MS advised members we do monitor to see if we can help to obtain benefits, and complete referrals onto relevant teams /3rd parties.  DW asked what current timescales for Money Matters to contact a customer once we are made aware they may need support. CR advised wait time is currently a couple of weeks.  CR advised as MS mentioned above, the main issues are ASB and Fly Tipping. CR explained Fly Tipping can be a minefield as we need to determine land ownership etc, however again we take a multi-agency approach with Grounds Maintenance Team and the Council. If the NC is aware of who caused the fly tipping, they will take action, however we are not always aware who has caused it. CR advised we identify areas with known hotspots, therefore as part of the estate walk abouts, these are actively monitored.  CR advised members of the group, Clean & Green (litter pickers) and how she recently met with them and the Council to discuss areas they can target.  MS advised 4 resident’s associations are coming together to work and support each other and an event is being held in November at Harrington. MS suggested it would be good for NC’s to attend. MS agreed to email details. [4]  CR mentioned drop-in sessions will continue and a Halloween party is also being held in October to engage with the Community.  CR asked if the NC’s could attend meetings, maybe on a rota basis for the hotspots areas, or maybe for the areas that are not represented at the meeting [5] | |  |
|  | 1. **Customer Committee & Housing Summit Conference** | |  |
| 4 | JS asked SC to advise if there was anything worth sharing re the Customer Committee Meeting. SC advised discussions were held on Domestic Abuse, to which Chris Roberts, Director of Customer has reached out to see if they can deliver training to Gentoo. SC also mentioned AI (artificial intelligence) and how it could possibly be linked to repairs in the future. SC advised there were also lots of talks/suggestions on what should be done, and of which Gentoo already do, and how it was valuable to attend. | |  |
|  | 1. **Customer Insight Advisor** | |  |
| 5 | DR introduced himself and provided context as to what his newly created role involves. DR discussed Tenant Satisfaction Measures (TSM’s) and how we can investigate individual areas data, drill into this and measure appropriately.  DR displayed data on the main screen regarding complaints and explained the data and what it relates to, i.e. themes/trends.  JS advised this is the most insight that we have ever been able to have for the complaints. DR discussed the TSM’s and what is influencing their decision.  DW asked about complaints in his block (Peacehaven Court) JS advised the scheme manager would deal with this. DW advised Phil Meek has promised to visit but has never attended. JS advised he would speak to DW at the end of meeting.  MS stated she would like to know how we could help DR with the data, by working together.  DR mentioned how we can compare the IFF surveys (who collect the TSM data for the Group) together with our repair’s surveys.  DR advised that there are a lot of surveys sent to customers, however we need to see what we do with this. The Head of Neighbourhoods have asked for more transparency on complaints received, but also the outcome from these complaints. JS advised we are now sharing the outcomes with relevant colleagues, providing transparency.  DR agreed to provide customer insight update for Washington [6] | |  |
|  | 1. **Meeting Minutes** | |  |
| 6 | MS asked if all the information can be sent in separate attachments to enable members to print separately [7] | |  |
|  | 1. **Aspire Grants/ Local Area Budget** | |  |
| 7 | MS thinks the local area budget should sit with the NC updates. [8]  JS discussed new Aspire Process & Application Form and MS provided context on the Aspire Task & Finish session held in August. | |  |
|  | 1. **Any Other Business** | |  |
| 8 | Set meeting dates for the next meeting and schedule for 1-3pm on a Thursday [9]  Provide members with information on the next Washington Drop ins so they can attend. [10]  JS informed members that a new Customer Voice Partner will be joining the team in October. | |  |
| 9 | **Next Meeting** | |  |
|  | **Akeler House**  Centralised Christmas CCV Meeting - Tuesday 10 December 2024 - Akeler House – 2pm – 4pm  **Pennine House**  Thursday 6 February 2025 – 1pm – 3pm  Thursday 8 May 2025 – 1pm – 3pm  Thursday 7 August 2025 – 1pm – 3pm  Thursday 6 November 2025 – 1pm – 3pm | |  |

**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** |
| 26.09.24 [1] | Sheltered accommodation information to be added to NC report | Chloe Rudkin | 01.11.24 | NC report has been updated and this information will be provided as part of the next CCV Meeting. |
| 26.09.24 [2] | NC report to be emailed at time of agenda | Josh Sutton / Emma Turnbull | 01.11.24 | NC report will be emailed with the agenda for future meetings. |
| 26.09.24 [3] | Feedback on the ASB follow-up | Chloe Rudkin | 01.11.24 | CR to provide update at next CCV Meeting within the NC Report |
| 26.09.24 [4] | NC to attend Resident’s Association meeting in November at Harraton. | Chloe Rudkin | 01.11.24 | CR to email Margaret to find out further information. |
| 26.09.24 [5] | NC’s to attend CCV meetings on a rota basis. | Chloe Rudkin / Josh Sutton | 01.11.24 | NC Presence to be provided at future meetings. |
| 26.09.24 [6] | Provide Customer Insight data for Washington. | David Robinson | 01.11.24 | David to provide information as part of next CCV meeting. |
| 26.09.24 [7] | All information to be emailed in separate attachments to allow printing. | Emma Turnbull | 01.11.24 | All Documentation to be sent separately to allow this. |
| 26.09.24 [8] | Information on Local Area Budget, to lie with the Housing Update. | Josh Sutton | 01.11.24 | To combine this with the Housing Update. |
| 26.09.24 [9] | Set meeting dates for 2025 | Lewis Walmsley | 01.11.24 | Information provided within minutes. |
| 26.09.24 [10] | Provide members with information on next drop-in sessions | Lewis Walmsley | 01.11.24 | Once arranged, information to be provided to members. |