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| **Washington Customer and Community Voice Meeting**  held on Thursday 28th March 2023  at Gentoo Pennine House Board Room | | | |
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| **PRESENT** | | **IN ATTENDANCE** | |
| Brenda Naisby **(BN)**  Anita Bargewell **(AB)**  Aloysius Chukwu **(AC)**  Margaret Stafford (**MS**)  Angela Dalzell **(AD)** | | Kim Burnikell **(KB)** Customer Voice Partner  Lewis Walmsley **(LW)** – Customer Engagement Lead  Jim Taylor **(JT)** – Neighbourhood Operations Manager  Kerry Leng **(KL) –** Director of Marketing & Engagement | |
| **APOLOGIES** | |  | |
| Bill Crebbin  Lynda Alexander  Helen Wardropper | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies for Absence** | |  |
| 1 | KB started with a round of introductions. | |  |
|  | 1. **Review of Last CCV Minutes** | |  |
| 2 | Not available - KB advised last minutes are not available due to change of staff and apologised about this. KB thanked all the members for their continued input and support. | |  |
|  | 1. **Housing Update** | |  |
| 3 | JT updated the group regarding the latest committee update:  District Heating Scheme – 954 boilers replaced since Spring 2024.  Roofing programme due to start end of April, works to be completed within a 4-6 week timescale.  XL Bully dogs – the dangerous dog act has come into force. Customers require an exemption certificate and are requested to present the exemption certificate to Gentoo.  Kitchen and Asbestos checks carried out in Albany – completed 99 properties so far, programme is coming to an end in March.  Site Garages – the group were looking to demolish; however, this is no longer going ahead. MS asked how we are assessing the risk to public as the garages are in poor condition. JT advised a survey will be carried out and any repairs will be completed to make safe.  AD asked about comments on social media re the garages at Albany, stating they are being sold off - JT offered a response, that this was not the case.  JT discussed the Estate Walks – all dates are now planned; everyone is invited to any area. KL advised information of virtual link is on the website also.  JT advised of Tenancy Sustainment Fund – for customers who may be vulnerable/in need- current spend is around £500,000. Identified Ring doorbells can be offered and can assist to help customers feel safe, also advised the fund can be used for house removals/carpets etc, however we still have the white goods package which we can offer customers.MS how is this allocated – JT advised it would be assessed by the NC  JT advised the group of Love Amelia, which was selected as the new Corporate Charity. JT provided information on what the charity does.  JT advised Kim McGuiness visited Gentoo and also met with the board.  MS asked if Kim mentioned the return of PSO’s (Police Support Officer’s) - BN advised they had a meeting with regards to networking and how we handle ASB, and Kim thought it was not a big ask to have the police attend our CCV’s meetings. MS asked if we can we ask the police attend future meetings?[1]  General discussion held on ASB and Motorbikes in Washington and the impact of not having a police station in Washington anymore is having on the community.  MS advised we could attend the Washington meetings to make our views known. She can circulate the next meeting date.  JT offered slides & discussed:  **Reflection on last 12 Month** - Damp & Mould issue including Awaab’s Law – discussed the actions the regulator states we must do/apply - and how we have a new Damp & Mould Policy.  **Communication** - advised on Salesforce, the new internal system, how it works and how it offers a full view of all interactions made with the customer, plus action and real time dates.  BN asked are there any properties with Damp & Mould within Washington that don’t allow access to action? JT advised that there are situations like this and how we try to overcome that.  MS discussed that previously damp and mould was blamed on lifestyle and now we understand this is not always the case. MS was impressed with new policy.  JT advised how we can assist/help when there are instances when customers can’t afford to put heating on etc, through making referrals to our Money Matters Team.  AD asked if there were a lot of instances of Hoarding in Washington? JT advised there are a few cases, and advised how we try to assist and how we do have a Hoarders Procedure  MS advised on Social Prescribers and how not all GP surgeries in Washington link back into Sunderland – MS has approached Durham side to see if they could get involved with Gentoo, but there hasn’t been a response.  JT asked if everyone knew about Social Prescribers and what they do? JT offered information on what they do.  JT asked if anyone had any questions with regards to the above. No further questions.  BN asked who her Housing Co-Ordinator was – JD advised it will be Melanie Kennedy from April.  LW showed members the Gentoo website and provided brief overview of how to find Neighbourhood Co-Ordinators and the Neighbourhood Walks information  LW advised a link will be added to the minutes showing the co-ordinators contact details for the different areas of the City. [2**]**  [**https://www.gentoogroup.com/your-neighbourhood/neighbourhood-co-ordinators/**](https://www.gentoogroup.com/your-neighbourhood/neighbourhood-co-ordinators/)  KB to check if AB’s friend can change shrubs in her garden at Harraton [3]  BN asked if she could only do half of the walk – LW advised that is no problem at all, advised to speak to NC to advise them which aspect they will walk.  LW showed the virtual link on website if customers could not physically do the Estate Walks.  KL advised how we will advertise the walks and have we asked the local councillors and Police get involved.  MS noticed Samantha Ladner’s name and email address are incorrect on Website & requires amending**.** [4]  MS recommended a meeting to review the website [**5]** | |  |
|  | 1. **Enterprising Sunderland (Business Start Ups)** | |  |
| 4 | Helen was not able to attend this time however, she will attend the next meeting. | |  |
|  | 1. **Proposals for new Customer Engagement Strategy** | |  |
| 5 | LW discussed the following slides on the Customer and Community Engagement Strategy  Slides:   * **Why a plan is required** * **What are the key objectives of the plan** * **What is the current offer**   LW asked if there were any further recommendations?  General discussion on the Housing Ombudsman visit.  KL mentioned there should be different avenues on engagement – online etc – accessible for all.  AD asked if there was a way we can advertise/update information on “Washington Together” or “Washington Have Your Say” Facebook AD explained there are a lot of things going on at Gentoo in which the community are not aware of. LW explained hesitancy in using third page providers. He explained these avenues could be explored when targeting specific groups of customers.  KL explained there is a new customer E-newsletter going out shortly.  MS what about a “surgery” type drop-in session etc [6]  LW talked about the E-newsletter and advised it will be sent to all customers. LW explained updates will be provided on what we have done from a customer engagement perspective. . KL advised the E-newsletter needs to be purposeful.  LW talked about bringing communities together – hosting events etc to help customers to engage.  AD mentioned advising the schools what events are going on etc/posters.  MS mentioned “Washington is 60” event.  KL advised that the Tenant Satisfaction Measures (TSM’s) results show the younger customers are least satisfied with Gentoo. | |  |
|  | 1. **Review of Terms of Reference** | |  |
| 6 | LW advised of a language terminology change – it should be Customer not Tenant and in line with that, the meeting names have changed. LW asked the attendees to take a few minutes to read through to see if there was anything they would recommend changing.  BN asked if 7.1 Code of Conduct – is this only for new members.  LW responded and explained procedure.  MS asked does the code of Conduct get reviewed also. LW advised it does and KB advised the last one we gave out was a 2022 document.  General discussion on Code of Conduct and process.  MS advised a year of Dates – dates set in advance as it is difficult to always attend - minutes to be provided within two weeks**.** [8]  KL could we send out another Code of Conduct with minutes [9] | |  |
|  | 1. **Accommodation Review** | |  |
| 7 | LW advised we are going to create a Hub within the Galleries. He also advised Pennine House is not accessible for everyone currently. The Hub should be open soon.  BN asked will there be a landline to the Hub [10]  LW mentioned we may ask the customers to have input into the Hubs design etc and he hopes to have a video by the next meeting. | |  |
|  | 1. **Local Area Budget** | |  |
| 8 | LW discussed budget and how the money hasn’t been utilised in Washington.  KB advised on a previous budget spend for benches in a community area in Washington.  MS asked how this is advertised etc – KB advised it is usually the NC who requests it to make improvements to the area in which they manage.  MS asked what the value of the budget is – LW advised it was £6000, however it cannot be carried over to the next financial year so we should be utilising this budget.  BN advised of grassed area that have been churned up and could have used the money to make right. KB advised BN to speak to NC so that an application can be made if this is something the housing team would support.  MS I think we need a session on what the NC does and what they can do [11] | |  |
|  | 1. **Chair Appointment** | |  |
| 9 | KB advised that AC had resigned from the position of chair and that following offering the opportunity to the group, MS has expressed her interest in taking the position of chair if there are no other members that would wish to do so, does anyone have any comments?  All attendees agreed on MS becoming the new Chair of Washington Customer and Community Voice. | |  |
|  | 1. **Aspire Grant/Local budget Applications** | |  |
| 10 | AD asked what an Aspire Grant is – LW explained how the Aspire Fund works.  General discussion around Aspire applications.  KB - advised the budget for 2023/24 has been fully utilised in the community. | |  |
|  | 1. **Decoration (Repairs & Maintenance)** | |  |
| 11 | N/A | |  |
|  | **12**. **Any Other Business** | |  |
| 12 | N/A | |  |
|  | **Next Meeting** | |  |
|  | Thursday 20th June 12:30pm – 14:30pm  Thursday 19th September 12:30pm – 14:30pm  Tuesday 10th September 15:00pm – 17:00pm (Louise Meet and Greet) | |  |

**ACTION LOG**

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

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| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | STATUS |
| 28.03.24 [1] | Can we ask the Police to be at future meetings? | Kim Burnikell | 20.06.24 | Kim to liaise with local housing team to request this. |
| 28.03.24 [2] | Link to Website showing Neighbourhood Co-ordinators | Kim Burnikell | 20.06.24 | Link has been added to the minutes. |
| 28.03.24 [3] | Check if AB’s friend can remove/replace shrubs in her garden at Harraton | Kim Burnikell | 20.06.24 | Agreed this can be removed. |
| 28.03.24 [4] | Samantha Ladner-Young name and email incorrect on website | Lewis Walmsley / Communications Team | 20.06.24 | This has been amended on the website. |
| 28.03.24 [5] | Recommendation for meeting to give overview of website | Lewis Walmsley | No date | This will be looked at as part of the ongoing communication review and a Task and Finish will be arranged at a later date. |
| 28.03.24 [6] | Advertisement on Washington Facebook pages with what is going on | Lewis Walmsley | 20.06.24 | To ask Communications Team to link in closely with Local Facebook Groups. |
| 28.03.24 [7] | Meeting dates set in advance | Kim Burnikell | 20.06.24 | These have been added to minutes |
| 28.03.24 [8] | Code of Conduct to be sent out with minutes of meeting | Emma Turnbull | 11.06.24 | This is attached to minutes |
| 28.03.24 [9] | Will there be a telephone land line to the new Hub within the Galleries | Kim Burnikell | No date | This will be confirmed at a later date. |
| 28.03.24 [10] | Hold a session with NC’s so involved members know what they do. | Kim Burnikell | No date | Kim to invite NC to future session. |