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| **North Customer and Community Voice Meeting**  held on Tuesday 12th March 2023  at Gentoo Southwick Office Board Room | | | |
| **R** | | | |
| **PRESENT** | | **IN ATTENDANCE** | |
| Dorothy **(DD) +** Bill  Pat **(PR)**  Brian **(BT)**  Peter (**PD**)  Diane (**DC**) | | Josh Sutton **(JS)** Customer Voice Partner  Lewis Walmsley **(LW)** – Customer Engagement Lead  Clare McInroy **(CD)** – Neighbourhood Operations Manager  Juith Aiston (**JA**) Customer Voice Partner | |
| **APOLOGIES** | |  | |
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| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies for Absence** | |  |
| 1 | JS offered welcome, discussed last meet & greet session with Louise and introduced Judith Aiston as one of the new Customer Voice Partners. JS advised of Emma Peat’s departure from Gentoo | |  |
|  | 1. **Review of Last TCV Minutes** | |  |
| 2 | JS apologised and advised the minutes could not be found from the previous meeting. JS assured group this would not happen again. | |  |
|  | 1. **Housing** | |  |
| 3 | JS asked if anyone had any housing queries while CM was in the meeting. BT mentioned a friend/neighbour and queried if we could assist with moving costs, as in, add a proportion of the moving costs on to the monthly rent. JS advised Gentoo have a Money Matters Team who can offer support but would be all circumstantial depending on the situation. JS advised we would not add moving costs onto monthly rent as this could be setting customers up to fail.  DD raised issues with new neighbours and asked how we select customers. CM advised on process and what is deemed as excess noise. JS advised of different lifestyles and explained concerns with neighbours should be raised with Neighbourhood Co-ordinator. DD advised she didn’t even know who her NC was. CM advised of NCs for DD’s area and that she will ask one of them to contact her.  DC asked if there were any plans for new Kitchens/Bathrooms for Southwick. JS advised we will speak with Asset and find out **[1]**  BT mentioned Gas Boilers had to be removed and replaced with Heat pumps LW advised this is not the case, it will only be new builds who will be fitted with a Heat Pumps. | |  |
|  | 1. **New Customers** | |  |
| 4 | DD asked if we advise new customers on bins/waste collection. LW advised it is expected the new customer will be aware of the collection days. JS advised the responsibility of the rubbish does lie with Sunderland County Council.  PR asked if gardens etc are inspected, as mentioned a garden issue and rat issue. JS advised the Neighbourhood Co-ordinator should monitor this.  LW advised Estate Walkabouts will be advertised and if anyone has any issues, they are welcome to go on the walkabouts with Gentoo to discuss further.  A link to the estate walkabouts has been provided below and these will also be advertised on posters within estates.  https://www.gentoogroup.com/get-involved/neighbourhood-walks/  JS advised customers can report anything via the feedback form and this will be sent to the Neighbourhood Co-ordinator to investigate. DD advised the website is not accessible. LW advised he has already flagged this and it will be looked at, however this is not a quick fix.  LW advised he would send DD an email with her NC’s details and conduct a review of how we send communication to DD to ensure the information is easy to understand. **[2][3]**  DC mentioned Aspire Forms are difficult to read as the text gets smaller. LW to review the online formatting with the Communications Team. **[4]**  DC mentioned partners issue with neighbour. JS asked if this has been mentioned to the Neighbourhood Co-ordinator. DC wasn’t aware of who the Neighbourhood Co-ordinator was. JS showed members the Gentoo Website and explained where to locate NC’s and how to find them. DC advised she will contact NC. A link below has been provided which shows the contact details for Neighbourhood Co-ordinators  <https://www.gentoogroup.com/your-neighbourhood/neighbourhood-co-ordinators/> | |  |
|  | 1. **Proposals for new Customer Engagement Strategy** | |  |
| 5 | LW asked for thoughts on Customer Engagement Strategy, gave current options. LW presented and discussed slides:   * Why is a plan required? * What are the Key Objectives of the Plan? * Our Customer Engagement Offer? * What else can we do?   LW advised they are looking at carrying out more community events however have to consider a balance when it comes to value for money. JS gave example when we did an event, however Gentoo didn’t receive a lot of feedback/engagement. DC asked if Gentoo have considered taking members to community events to promote customer involvement. LW advised that has happened, however there was not much uptake. DC advised she thinks Gentoo need to get out into the Community more.  PR advised Gentoo used to attend the meetings at the Towers/Multis, however this stopped due to Covid. PR asked if this could happen again? JS advised the CCV meetings can be held wherever members preferred. JS advised the meeting information is now public, via social media/website etc. LW advised if PR is looking for more presence from an NC, they could arrange drop-in sessions. JS to check with NC to see if this is possible? [5]  DD mentioned the turnover of staff, not everyone on the same hymn sheet, things are brought up, however most things are not actioned – DC agreed.  BT advised we used to have meetings at Town End Farm, this should be opened up again  JS discussed the Ombudsman event and offered figures of how many attendees registered, and how 50% who registered didn’t attend - no new faces, and how disappointing it was with regards to engagement.  DC advised she thought this was because of social media, and Gentoo should have put posters up in shops/offices etc, rather than all online.  JS gave example of Community drop in session/event at Houghton, and how this was advertised (leaflet drop 600 properties, posters in local shop) and a maximum of 15 families attended. | |  |
|  | 1. **Accommodation Review** | |  |
| 6 | LW advised Southwick office will be closed and Gentoo will have an office at Bunny Hill, therefore the office is near the doctors / gym.  PR mentioned poor parking at Bunny Hill, BT advised of another car park.  Members thought the office was in a good location and had no issues with this change. | |  |
|  | 1. **Review of Terms of Reference** | |  |
| 7 | JS issued copies of the terms of reference to members and - advised of verbiage change to customer instead of tenant.  LW asked if everything within the document was relevant, or if there were any further changes required?  DC advised how it is different to years ago. LW advised slight amendments have been made, for example, customers should not be excluded if they have rent arrears.  No further comments from members. | |  |
|  | 1. **Meeting Chair Review** | |  |
| 8 | JS advised that DC is the Chair for the area, however this comes up for review every 3 years. No members wanted to take over role as Chair, therefore it was agreed for DC to remain in role. JS asked if anyone was interested in Vice Chair to work alongside DC. DD advised she would be Vice Chair | |  |
|  | 1. **Aspire Grants and Area Budgets** | |  |
| 9 | JS advised how we have now spent Aspire budget and new applications will be granted from beginning of April. JS mentioned Area Budget and how we work with Sunderland City Council for certain aspects.  JS advised of his attendance at the Choice Wellbeing Services which was an Aspire Grant approval. JS advised attendees the grants will still be sent via email for approval with the next meeting not due until June.  BT asked do we check up on successful applicants. JS advised of process with the evaluation form and how we request receipts etc.  JS asked if we could attend Pat’s card making club to take some PR, with them receiving a successful ASPIRE grant. Pat advised this would not be an issue and JS to arrange suitable date / time [6]  PR mentioned an issue within the community room at Church Street, where they must walk around to get into Kitchen. JS advised he would look into this [**7]** | |  |
|  | 1. **Any other Business** | |  |
| 10 | JS asked for suggestions on where to hold next meeting DC what about the next one in the communal space in The Towers JS advised this could be facilitated.  LW advised he would look at creating posters to advertise the next Customer & Community Voice meetings [**8]**  BT advised that he had trouble with the gift card given out for transport costs at the Ombudsman Event – can we have cash next time, rather than gift card. JS advised not sure if that is possible however will look at this for next event.  DC thanked Gentoo for assisting son to get a Gentoo property.  PD showed Gentoo a leaflet given out in the Towers regarding re-cycling and advised a lot of customers were not happy with this, as Gentoo advise they are going to remove the re-cycling bins due to cross contamination from general waste. LW asked what would be the resolution would be? Members were not sure.  PD advised a contractor completed annual services on water & heating systems at Victor Street. PD explained following this the water temperature is too hot and he is concerned customers could scold themselves. JS advised he would look into this. [9] | |  |
|  | 1. Next Meeting | |  |
| 11 | JS confirmed next meeting – Tuesday 11th June at **Community Room @ Church Street** 10am-12pm | |  |

**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 |
| 12.03.24 [1] | Are there planned renewals of Kitchen/Bathrooms for Southwick | Josh Sutton | 11.06.24 | Feedback provided to Customers. |
| 12.03.24 [2] | Send list of all NC’s details to DD via email – on plain word doc | Lewis Walmsley | 11.06.24 | Details of NC have been passed to DD |
| 12.03.24 [3] | Carry out review of how we send out communication to DD | Lewis Walmsley | 11.06.24 | Conversation to remain with DD & Gentoo as this is a private matter. |
| 12.03.24 [4] | Aspire forms difficult to read | Lewis Walmsley / Communications Team | 11.06.24 | We have changed the applications making sure they are easier to read. |
| 12.03.24 [5] | Creation of Drop in Sessions with NC’s | Lewis Walmsley | No date | This will be looked at as part of the ongoing accommodation review. |
| 12.03.24 [6] | Visit Pat’s Card creating group with regards to Aspire Grant | Josh Sutton | 17.04.24 | Visit has been made to see PR. |
| 12.03.24 [7] | Look into Church Street Kitchen issue | Josh Sutton | 11.06.24 | JS to feedback to customer individually |
| 12.03.24 [8] | Create posters for next CCV meeting | Lewis Walmsley / Communications Team | 11.06.24 | Liaised with Communications Team and requested this is actioned. |
| 12.03.24 [9] | Look into Water temperature at Victor Street | Josh Sutton | 11.06.24 | JS to feedback to customer individually |