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| **Customer and Community Voice Meeting Central**  held on Monday 18 September 2024  at City Hall Meeting Room | | | |
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| **PRESENT** | | **IN ATTENDANCE** | |
| Emma **(EN)**  James **(JM)** | | Sophie Burdon **(SB)**- Neighbourhood Operations Manager  Stephanie Robinson **(SR)** – Customer Voice Lead | |
| **APOLOGIES** | |  | |
| Charles | |  | |
|  | | | |
| **PARA** |  | | **ACTION** |
|  | 1. **Welcome and Apologies** | |  |
| 1 | EN offered welcome and apologies | |  |
|  | 1. **Receipt of Previous Meeting Minutes** | |  |
| 2 | All confirmed receipt of previous minutes. No outstanding concerns. | |  |
|  | 1. **Housing Update** | |  |
| 3 | SB provided information on apprenticeship intake, money matters team,, water rates discounts for customers, family fun day hosted at Beacon of Light, Sunderland Poverty Action Group and SAFA charity.  SB advised there would be another fun day held in December due to the success of the summer event and further information would be provided in due course.SB confirmed the Groups stance regarding the recent rioting in Sunderland and confirmed action would be taken against any customers who took part.  SB provided update on investment works, including roof replacements, double glazed windows, damp & mould, kitchens, and bathroom renewals. EN asked if there were any modernisations planned for St Lukes Road. Agreed to provide EN a further update [1]  SB advised some parts of Hendon are getting communal doors renewed due to continuous damage.  JM asked if Gentoo would consider signing up to the Armed Forces Covenant? Advised we would check, as may already be signed up. [2]  JM elaborated on the process of how clientele works with Armed Forces Charities. Advised we can access the details for SAFA online. SB will pass info onto the Neighbourhood Coordinators.  JM provided more information about SAFA. SB advised they offer emotional and mental health support, as well as financial.  EN asks to be invited to SLT meetings with multiagency. Agrees she will bring this up in the chairs meeting. | |  |
|  | 1. **Update from Chair’s meeting with CEO** | |  |
| 4 | EN could not attend previous chairs meeting but advised update was similar to the one provided by SB.  SR advised JM who Louise Basset is and her role within the organisation.  SC discussed Christmas Customer Community Voice Meetings. JM advised he used to be against Gentoo. | |  |
|  | 1. **Blackie Park Consultation Update** | |  |
| 5 | SR provided update regarding Blackie Park. This has been put on hold because the group are considering changing the planned area following feedback from residents. EN confirmed residents wanted it moving. | |  |
|  | 1. **Future of Customer and Community Voice Meetings / Drop ins** | |  |
| 6 | SR discussed CCVM are currently quarterly, we do not get many members wanting to attend, likely due to other opportunities for customers to engage and lack of value in the meetings.  Discussed hosting drop-in sessions in place of these. JM suggested maybe customers are not attending anymore as they feel they do not have teeth. JM advised he had spoken with people who used to attend the meetings, and they have advised that it is wasting their time. EN advised that is the past and customers do have teeth now.  SR asked how they feel about CCVM replaced by the drop ins. EN agreed to this. EN asked if the CCVM was to no longer go ahead, would the Chairs role be required. Agreed to raise with this Lewis Walmsley, Customer Engagement Lead. [3] | |  |
|  | 1. **Aspire Process Changes** | |  |
| 7 | SR discussed the proposed changes for Aspire. This would include a six-weekly meeting for customers across the city to come together and make decisions on Aspire applications. SR advised applicants could come in and present to all involved members. SR advised considerations are being made to look at increasing the amount applicants can apply for.  EN advised for a smaller amount no presentation should be required by applicant. Agreed for larger amounts.  JM and EN confirmed they received invites for the Aspire Task & Finish but could not attend. EN advised she provided her opinion via email. EN advised applicants may not be able to get time off work to do presentation, can be time consuming, people uncomfortable and freeze, suffer from social anxiety etc.  JM feels a presentation would strengthen the applicant's case. | |  |
|  | 1. **Any Other Business** | |  |
| 8 | N/A | |  |
|  | 1. **Next Meeting** | |  |
| 9 | **Akeler House**  Centralised Christmas CCV Meeting - Tuesday 10 December 2024 - Akeler House – 2pm – 4pm  **City Hall**  Tuesday 18 February 2025 – 10am – 12pm  Tuesday 20 May 2025 – 10am – 12pm  Tuesday 19 August 2025 – 10am – 12pm  Tuesday 18 November 2025 – 10am – 12pm | |  |

**ACTION LOG**

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| **KEY** |  |  |
|  | Action completion overdue |  |
|  | Action ongoing and date not due |  |
|  | Action to be completed |  |

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| 888 | | | | |
| **ACTION REF** | **DETAILS** | **RESPONSIBILITY** | **TARGET COMPLETION** | **STATUS** |
| 18.09.24 [1] | To review if there is any modernisation work planned for St Lukes Road? | Stephanie Robinson | 01.11.2024 | Information can be found on the below link when it comes to 24/25  <https://www.gentoogroup.com/your-neighbourhood/home-improvements-in-your-area/2024-to-2025/central-sunderland> |
| 18.09.24 [2] | To check if Gentoo are part of the armed forces covenant? | Stephanie Robinson | 01.11.2024 | Confirmation received that Gentoo are part of the covenant. |
| 18.09.24 [3] | Is the Chairs role still required? | Lewis Walmsley | 01.11.2024 | The CCV Meetings will continue and we will continuously review how we do these. |