



Meeting draft minutes

Meeting	Special Area Panel		
1. Attendees	<p>Representatives:</p> <p>Central: John McPhillips (Albion Hill), Martin Cunningham (Hampshire Court), Jason Williams (Hereford Court), Jane Thorpe (Highden, Westmount & Crown Hill), Emel Abdelmessih (Malthouse Court), Ann Ewings (Mount Pleasant), Barry Hughes (Sylvan Hall), Carl Boardman (Warwick Mount)</p> <p>East: Doreen Shepherd (Race Hill Farm)</p> <p>North: Walter Sargison (Broadfields), John Marchant (East Central Moulsecomb), Jane Hunter (East Moulsecomb), Ray Goble (Elwyn Jones Court), Des Jones (Hollingdean), David Eve (Nettleton & Dudeney)</p> <p>West: Ann Tizzard (Knoll), Muriel Briault (North Portslade), Philip Careless (Philip Court)</p> <p>Observers: George Coates, Christina Hadleigh (Hampshire Court), Vivian Crossweller (Highden, Westmount & Crown Hill), Carmel Humphries, Ann Stewart (Race Hill Farm), Terrence Hill (Bates Estate), Peter Hartley, Carol Hayes, Ray Metcalfe (East Central Moulsecomb), Dave Murtagh (East Moulsecomb), Glynis Shipperley (Nettleton & Dudeney)</p> <p>Staff: Chair – Cllr Anne Meadows (Chair of Housing Committee), Ododo Dafe (Head of Income Involvement & Improvement), Hilary Edgar (Housing Services Operations Manager), Laura Turner (Performance & Improvement Officer), Hannah Barker, Pat Liddell, Trevor Jones (Resident Involvement Team), Ian Stone (Mears)</p>		
2. Apologies	Owen Spence, Liz Ansell, Kath Davies, Peter O'Connor, Cllr Tracey Hill, Cllr Moonan, Cllr Philips		
Venue	Housing Centre	Produced by	Hannah Barker / Pat Liddell
Date Time	18 May 2016	Minutes completed	20/05/16

Items discussed, agreements and future action

Agenda Item 3 - Resident Involvement Review briefing note – Hilary Edgar	
3.1	The Homes and Communities Agency guidance suggests Resident Involvement should be reviewed every three years. It is five years since Everyone Counts.
3.2	A resident asked why the Scrutiny Panel has been on hold since April. The Panel has been losing members and the council has not been recruiting. They felt it had been working well as not part of the tenant movement.

3.3	Over time the landscape has changed which is why the council has not been recruiting. There is a need to take a holistic approach – there is a desire for Scrutiny to be part of the tenant movement.
3.4	There is no plan to reduce the resident involvement budget; the purpose of the review is to involve more people.
3.5	There was mixed feedback regarding the current structures, ‘there are so many committees’, ‘we are covered in different ways’, ‘Officers don’t come when invited to meetings’, ‘a waste of time when people don’t want to come’.
3.6	New methods and ideas need to be tried; the whole of resident involvement and its processes will be looked at.
3.7	How much do you want us to be critical? We feel like we don’t have influence and power.
3.8	The blue pages can contain ongoing repetition of items. It is not effective with residents waiting three months for an answer. If there is an ongoing issue, call Ododo, Rachel, Property & Investment or the Repairs Helpline. Please let us know and give officers a chance to resolve issues.
3.9	For further input into the review please call Hilary Edgar. You can also speak to residents on the Involvement & Empowerment Group who are closely involved.

Action	Who	Due
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Agenda Item 4 - Annual Report 2016 – Laura Turner

4.1	The annual Report is produced internally and has a new shortened eight page format. It will be available on line after the draft from this meeting is ratified by Housing and New Homes Committee in June. It is sent to all tenants and leaseholders with Homing In. Other social housing landlords also look at it.
4.2	The use of working days will be replaced with calendar details. It is hoped to produce a video on YouTube e.g. key repairs stats, welfare reform information.
4.3	An advice line number is provided for people with red fuel bills.

Action	Who	Due
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Agenda Item 4 - Housing Management Performance Report Quarter 4 and end of year 2015/16 - Ododo Dafe

4.1	Key parts of the performance report were gone through.
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4.2	The comparator costs for dealing with anti-social behavior are higher than some other local authorities due to the amount that is spent on this area of the service; this includes the tenancy support service.		
Action		Who	Due
Agenda Item 5 - Any Other Business			
5.1	K&T Heating Services, part of Lake House Group is the new gas contractor. The staff have been transferred across from Mars and PH Jones.		
5.2	Queens Park has a relatively high proportion of people with mental health issues, which might explain why it has more ASB.		
5.3	A resident using the 24 hour emergency repair reporting process was asked to call back in a few hours. Mears reported this shouldn't have happened and operator ought to have taken the call.		
5.4	Resident reported that they had no heating or hot water in the past. This is not acceptable and Housing is sorry. Ododo will speak to the resident after the meeting.		
5.5	There was a report in the Argus about rent arrears; it is different to the amount in the annual report. The article was referring to arrears in temporary accommodation budgets.		
5.6	Tenant representatives can use the Property & Investment reporting process, or please use the formal complaints process.		
5.7	The Special Area Panel has been held as reports relevant to tenants going to the Housing & New Homes Committee (HNHC) go to the Area panels first. The upcoming Resident Involvement review will look at the dates of the Area Panels, the Tenant Only meetings and the HNHC. The blue pages are also being reviewed as there are lots of concerns that these aren't working for tenants.		
5.8	Suggestion that Special Area Panel be titled Special Housing Management meeting.		
5.9	Comment that people should use voice their opinions on Housing & Planning Bill.		
Action		Who	Due

