

Housing Engagement Board

Minutes of the Quarterly Meeting held on Tuesday, 21 September 2021 from 13:00 to 16:00 via Zoom

Attendees:	<p>Cllr John Batchelor – Chair</p> <p>Dave Kelleway – Vice Chair</p> <p>Cllr Mark Howell</p> <p>Cllr Claire Daunton</p> <p>Peter Campbell (Head of Housing)</p> <p>John Taylor</p> <p>Les Rolfe</p> <p>Margaret Wilson</p> <p>Bronwen Taylor (Resident Engagement Officer) – Minute taker</p>
Apologies:	<p>Wendy Head</p> <p>Peter Tye</p> <p>Jennifer Perry (Resident Involvement Team Leader)</p>

Item	Subject	Action
1.	<p>Welcome and Apologies</p> <p>The Chair welcomed the members to the meeting at 13:01. He welcomed Dave Kelleway in his new role as Vice Chair.</p> <p>Apologies were received from Wendy Head, Peter Tye and Jennifer Perry.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 23 June 2021</p> <p>The Chair referred to the minutes of the previous meeting and asked for approval.</p> <p>The board approved the minutes.</p>	-
4.	<p>Matters Arising</p>	-
4.1	<p>Code of Conduct (Item 5)</p> <p>The Chair confirmed that the requests for the changes and amendments to be made to the document were made and the updated document was emailed to the board on 8 July 2021.</p>	-
4.2	<p>Terms of Reference (Item 6)</p> <p>The Chair confirmed that the requests for the changes and amendments to be made to the document were made and the updated document was emailed to the board on 26 July 2021.</p> <p>Dave Kelleway referred to his email and said that point 4.7 still required clarification.</p> <p>Peter Campbell suggested the following wording – “Anyone co-opted to the board must be able to meet an identified need. They can be nominated by a member of the board and their appointment ratified by the board. If a vacancy is filled by a co-opted member this will only be until the next election.</p> <p>If a vacancy arises, the Tenant Participation team and board members will try to identify someone who is an active volunteer, or who has previously stood for the board. Priority will be given to residents from the same area, but if this is not possible a resident from another area may be co-opted to the board.”</p>	

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	<p>Dave Kelleway said that the tenants should appoint tenant representatives.</p> <p>The Chair asked him to email draft wording to the board for comments and it would be dealt with at the next meeting. He added that Peter Campbell’s wording would also be circulated to the board.</p> <p>Les Rolfe referred to the wording “from the same area” and said that at the beginning it was noted that there would be six representatives and if there was a shortage in one area, you may have to represent the area you do not live in.</p> <p>Dave Kelleway asked for the word “consecutive” to be added to point 4.9 before the word “meetings”.</p> <p>Margaret Wilson said that there were a couple of typing errors in the document. Bronwen Taylor confirmed that the word “criterial” had been amended to “criteria” in item 9.3 and the word “and” had been deleted from point 10.2.</p>	<p>D Kelleway / B Taylor</p> <p>B Taylor</p>
4.3	<p>SCDC Business Plan (Item 7)</p> <p>The Chair confirmed the new build figures for 2020 / 2021 had been sent to the board and were as follows:</p> <p>Total completions = 271</p> <p>Number of new council houses = 65 (24%)</p> <p>Peter Campbell said that the total number of completions would increase when the private sector got back to normal.</p>	-

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5.	New Matters	-
5.1	<p>Feedback from Planning Away Day held on 2 September 2021</p> <p>Bronwen Taylor said that the Planning Away Day was a huge success and that an email had been sent with the project allocations. She said she had received positive feedback from some of the attendees.</p> <p>Margaret Wilson said that she found the day useful and productive, and it was good to see everyone in person and to put faces to names. She thanked Jennifer Perry and Bronwen Taylor for organizing the day.</p> <p>Cllr Daunton said that she did not see any of the councilors names on projects and asked if it was just for tenants.</p> <p>Bronwen Taylor confirmed that only the tenants would be working on the projects and that they would keep everyone updated.</p> <p>Cllr Daunton said that she was looking forward to a detailed report of the progress of the projects at the next meeting.</p> <p>The Chair said that it was a good and informative day and he thanked Jennifer Perry and Bronwen Taylor for the huge amount of work they did.</p>	-
5.2	<p>Together with Tenants Overview</p> <p>Peter Campbell said that the Together with Tenants Charter was covered at the Away Day and gave a brief overview. He referred to the six commitments of the charter:</p> <ul style="list-style-type: none"> • The relationship with tenants is respectful • Tenant communication is timely, clear and accessible • Tenants' views are sought and used • Housing providers are accountable to their tenants • The housing provided is of good quality 	-

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	<ul style="list-style-type: none"> • Tenants can raise issues, concerns and have redress when things go wrong <p>He said that we need the buy in of this board and the council and asked for agreement from the board.</p> <p>Dave Kelleway said that they would need to know the finer details of the Together with Tenants Charter.</p> <p>Peter Campbell said that this is not a conflict but sets the tone and asked if they wanted to commit to it. He added that it is a standard that has been set out national.</p> <p>Dave Kelleway said they would. The rest of the board agreed to adopting the charter.</p>	
5.3	<p>Policy Process</p> <p>Peter Campbell referred to the document distributed the previous day and said that we felt that tenants should be involved in the development of housing properties. He went through the flow charts for each policy process.</p> <p>Margaret Wilson referred to the first paragraph and said that the HEB would be asked to review the policies but not provide input.</p> <p>Peter Campbell said that they would be consulted when their input was needed. He referred to the flow charts and confirmed that the HEB would be involved.</p> <p>The Chair asked that at some point each of the processes would come through this meeting.</p> <p>Peter Campbell said that it would and it was important to note that even on the minor reviews or amendments, there was notification to this board. He said that the input we get from tenants was a finite resource and so make the best use of that, we want to involve tenants in the</p>	

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	<p>policies where they have the greatest interest and where we would benefit from their input. He said that it was establishing a more transparent process.</p> <p>Dave Kelleway said that he did not like the wording “Approved by Lead Member at HEB” and “Cabinet”, as it sounded as if there was no point in bringing it to the HEB as it would just be the Lead Member approving it. He added that surely it should be approved by HEB. He said that we should be discussing it and deciding if they want to approve the changes.</p> <p>The Chair asked Peter Campbell what was required of the board.</p> <p>Peter Campbell said he did understand that there cannot be a clear definition of what was a minor or major policy, and it would be about judgement at that time and learning from the process. He added that he would like general agreement of the process by the board and it could be reviewed in six months’ time if need be.</p> <p>Dave Kelleway said that the Lead Member would approve it at an HEB meeting and he was not happy that the HEB were not consulted.</p> <p>Bronwen Taylor said that the flow chart did include the HEB as part of the review.</p> <p>Peter Campbell agreed with her and said that it would first be presented to the HEB. He said he had never heard of any changes coming out of “Public Consultation” as they would get it right earlier on in the process.</p> <p>Dave Kelleway said that if any changes did come about after Public Consultation, then it should go back to the HEB to decide on it rather than one person.</p> <p>Peter Campbell agreed that if there were major changes, then there should be an arrow back to the HEB in the main structure of the flow chart, as it would need to follow the process again.</p>	<p>B Taylor</p>

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	<p>Les Rolfe said that if the two boxes on the left-hand side of the flow chart on page 5, with the words “Minor Changes” and “Approved by Lead Member at HEB” were in orange, it would make more sense.</p> <p>Peter Campbell said that if “Lead Member” were removed from the box under the “Minor Changes” box, and it read “Approved by the HEB”, then that would be fine. He added that at this stage there should only be drafting errors. He said that if there were “Major Changes”, then an arrow would go back to “HEB” in the main flow chart.</p> <p>It was agreed that box with the words “Public Consultation” would be removed.</p>	<p>B Taylor</p> <p>B Taylor</p>
<p>5.4</p>	<p>Sheltered Housing</p> <p>Margaret Wilson said that she had been asking for opinions from residents. She said that they are not happy with the attitudes of the contractors, saying an example is that they throw excess cement down sinks. She gave a list of concerns:</p> <ul style="list-style-type: none"> • They were not advised of the introduction of charges for gatherings • All cookers were removed and replaced without warning or consulting residents • The décor of communal halls is bad and tenants wanted to decorate them, but were told that they could not • They should have access to all the accounts • The toilets are not in a good state and they are not only used by residents • The attitude of contractors is bad, example, when cutting grass. <p>Peter Campbell said that the attitudes of the contractors was unacceptable and asked Margaret Wilson to email a detailed list of the issues to Bronwen Taylor, and he would deal with them.</p>	<p>M Wilson / P Campbell</p>

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	<p>The Chair referred to the use of communal rooms and said that there should be open accounts for each room.</p> <p>Les Rolfe said that they are available for each room and they are sent to leaseholders at the end of the year.</p> <p>Margaret Wilson said that something needed to be done about the attitudes and that there should be more consultation on the contractors.</p> <p>Peter Campbell said that these issues should not be raised at this meeting as they were difficult to resolve during the meeting.</p> <p>Margaret Wilson said that she was trying to illustrate the attitudes of contactors and that was why she was raising them at this meeting. She added that consultation and communication should form part of the policy planning process.</p> <p>The Chair said that if we had been alerted to these issues before the meeting, we would have been able to advise officers of the concerns and we would have been in a better position to debate them. The officers would have had the opportunity look into the background of the concerns and would have been able to provide a proper answer. If this had been done in advance, we would have been in a position to be more productive.</p> <p>Margaret Wilson said that she had been asked to provide brief details of her concerns before the meeting, which she provided.</p> <p>Dave Kelleway said that Margaret Wilson raised some good points and agreed that this was not the meeting to raise them, however, he added that there are wider issues. He said that he also had concerns around sheltered housing and gave an example of where social services assessment had not been taken into account and a lot of money was wasted on refurbishment of a property.</p>	

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	<p>A discussion was held on the concerns of sheltered housing, decent homes and refurbishing of relets.</p> <p>Cllr Daunton said that relooking at all these policies in detail would be helpful.</p> <p>Peter Campbell said that SCDC had a new asset management strategy which is about to be finalised, and one of them is the standard of relets. He added that a lot of work had been put in place to involve tenants in various projects.</p>	
6.	Any Other Business	-
6.1	<p>Previous minutes – 9.1 – Repairs Presentation</p> <p>Margaret Wilson referred to item 9.1 – Repairs Presentation of the previous minutes and referred to the new contract and asked if wording would be added to ensure that work would be to a high standard and that penalties would be enforced. Peter Campbell said that there would be.</p> <p>Margaret Wilson asked if Eddie Spicer, the new Property Services Manager, would be responsible for the repairs contract.</p> <p>Peter Campbell said that he would be and that there would be an escalation process in place, and if it was not resolved, then it would be escalated to himself. He said it was sensible to have a suite of indicators to monitor that there were no surprises in future, and if there was a crisis, it could be dealt with immediately.</p> <p>Dave Kellaway requested a copy of Richard Medley’s slides and said he did not see why this board could not have access to confidential information. Peter Campbell said he would send a copy of the slides to the board. He gave an update on the repairs contract.</p>	P Campbell

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7.	<p>Date of next meeting</p> <p>20 December 2021 at 13.00 (Zoom / venue tbc)</p>	-
8.	<p>Closing</p> <p>There being no further business to discuss, the meeting ended at 14:14.</p>	-