

Housing Engagement Board

Minutes of the Quarterly Meeting held on Monday, 20 December 2021 from 13:00 to 15:00 via Zoom

Attendees:	<p>Cllr John Batchelor – Chair Dave Kelleway – Vice Chair Cllr Mark Howell Cllr Claire Daunton Peter Campbell (Head of Housing) Les Rolfe Margaret Wilson Peter Tye Bronwen Taylor (Resident Engagement Officer) – Minute taker Gina Manderson (Housing Communications Officer)</p>
Apologies:	<p>John Taylor Wendy Head 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.</p> <p>Apologies were received from John Taylor, Wendy Head and Jennifer Perry.</p>	-
2.	<p>Quorum</p> <p>The meeting was quorate.</p>	-

Item	Subject	Action
3.	<p>Minutes of previous meeting – 21 September 2021</p> <p>The Chair referred to the minutes of the previous meeting and asked for approval.</p> <p>Margaret Wilson referred to the second bullet point in item 5.4 and said the word “with” should read “without”.</p> <p>Bronwen Taylor said she would amend the minutes.</p> <p>The Chair asked, that subject to the change, if the minutes could be approved.</p> <p>The board approved the minutes.</p>	B Taylor
4.	Matters Arising	-
4.1	<p>Terms of Reference (Item 4.2) – Point 4.7</p> <p>The Chair referred to the document drawn up by Dave Kelleway and asked him to explain the need for the document.</p> <p>Dave Kelleway said that a more thorough explanation was needed in respect of the co-option process and in the event a co-option was needed, it was done fairly. He explained that it was vital to maintain the principle of election by fellow tenants, over selection by others, to ensure the credibility to the tenant electorate, and that should it be needed, all bases should be covered.</p> <p>The Chair said that it was comprehensive and he found no problems with the document. He asked if the document could be adopted.</p> <p>Dave Kelleway proposed and the Chair seconded the proposal. The Board agreed to adopt the document and for it to be included in the Terms of Reference document.</p> <p>Bronwen Taylor said she would reference the Co-option Policy document under point 4.7 in the Terms of Reference document.</p>	B Taylor

Item	Subject	Action
	<p>Terms of Reference (Item 4.2) – Point 4.9</p> <p>The Chair confirmed that the word “consecutive” had been added before the word “meetings” in Point 4.9 of the Terms of Reference document.</p>	
<p>4.2</p>	<p>Policy Process (Item 5.3)</p> <p>The Chair confirmed that as requested, the following changes were made to the Policy Process document.</p> <ul style="list-style-type: none"> • An arrow from the “Major Changes” box back to the HEB” box in the main structure had been added. • The words “Lead Member at” was removed from the box under the “Minor Changes” box. • The box with the words “Public Consultation” was removed. 	<p>-</p>
<p>4.3</p>	<p>Sheltered Housing (Item 5.4)</p> <p>The Chair confirmed that Margaret Wilson’s email with a list of the issues raised was received on 6 October 2021 and forwarded to Peter Campbell, who provided a response on 2 November 2021. Margaret Wilson said that she would like the issue of Sheltered Housing to be added to the agenda of a future meeting, in order to properly discuss this issue, however, she said it could wait until some of the policies were introduced. She thanked Peter Campbell and Geoff Clark for going to see the tenant and resolving one of the issues.</p>	<p>-</p>
<p>4.4</p>	<p>Previous minutes – 9.1 – Repairs Presentation (Item 6.1)</p> <p>The Chair confirmed that a copy of Richard Medley’s report relating to the repairs contract appraisal was uploaded to the Google drive in the HEB General folder on 15 October 2021.</p>	<p>-</p>

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5.	New Matters	-
5.1	<p>Asset Management Strategy 2021 – 2026</p> <p>Peter Campbell referred to the Executive Summary included in the pack which highlighted the changes made. He said that the word “void” had been removed and replaced with the word “relet”. He advised that the document had been considered and well received by the scrutiny panel, and that it would be presented to Cabinet in February 2022.</p>	P Campbell
5.2	<p>Training – Basic Policy Training</p> <p>Bronwen Taylor advised that the Basic Policy training had been postponed from 14 December 2021 to 17 January 2022 as a number of people were unable to attend due to illness.</p>	-
5.3	<p>Update on Tenant Satisfaction Survey Project (STAR)</p> <p>Bronwen Taylor referred to the document included in the pack and advised that Julie Fletcher and Grace Andrews met with Wendy Head and Patti Hall on 10 December 2021 to go through the scoping of the project and to agree on the survey questions and design.</p> <p>Claire Daunton asked for the parameters of the project and further details on the survey.</p> <p>Peter Campbell said that the survey was anonymous and was a general approach to the council, and that there used to be a requirement in that every landlord had to conduct a survey with a standard set of questions which allowed comparisons with others and ourselves over time, however, it was no longer compulsory. He said HouseMark now had the STAR survey which had taken the place of the old status survey. He said it was a standard set of questions, however, with additional defining questions to measure local issues. He said that this would enable the</p>	

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	<p>council to focus on things that made a difference to our tenants. He said that once the final set of questions had been agreed, they would be sent to the board before being sent out to all residents. He added that it would be sent out every two or three years.</p> <p>Margaret Wilson referred to the cost of £16k for the survey and asked if:</p> <ol style="list-style-type: none"> 1.) we had a breakdown of how this figure was made up and would this board get sight of the figures, and 2.) what were the reasons for one of the contractors not meeting the brief? <p>Bronwen Taylor said that the quote with the breakdown of costs had been sent to Wendy Head and Patti Hall who were the 2 tenant volunteers involved in this project.</p> <p>Margaret Wilson asked if the paperwork involving appointing M E L Research would be made available to this board.</p> <p>Peter Campbell said the difficulty with that was that some of the information of the tender document was commercially sensitive.</p> <p>Margaret Wilson said that her understanding was that members of this board would see matters that were confidential and be confidential about them.</p> <p>Peter Campbell said that other members of this board were involved in the appointment and we were trusting that group to follow all the guidance and to make an appointment. He added we cannot be re-visiting every decision made by that group.</p> <p>Margaret Wilson said that she was not calling their decisions into question but was thinking of the transparency of the decisions made, which were, how the cost was made up and why one of the contractors did not meet the brief.</p>	

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	<p>Peter Campbell agreed that there should be transparency and said that Wendy Head and Patti Hall could provide an update at the next meeting on these issues at the next meeting.</p>	<p>W Head / P Hall</p>
6.	Any Other Business	-
6.1	<p>Projects</p> <p>Claire Daunton asked which projects were currently being conducted.</p> <p>Bronwen Taylor said the Tenant Satisfaction Survey and the Repairs Contract were the two projects currently being worked on.</p> <p>Margaret Wilson said that she was involved in the Doubling Nature project and said that they had not received any correspondence about it.</p> <p>Bronwen Taylor said that the project was scheduled to start in February 2022 and that Geoff Clark would be contacting her and Les Rolfe closer to the date. She added that a schedule of the dates had been included in the booklet handed out at the Planning Away Day in September, and that the next project planned would be the Tenancy Review – Tenure. She said an update on the projects would be included in the agenda pack for each meeting.</p>	-
6.2	<p>Complaints</p> <p>Dave Kellaway said that a few tenant representatives had raised concerns on what to do with complaints they received from tenants. He suggested a training session from officers so that all tenant representatives were aware of what process to follow and that officers could listen to the concerns of tenants representatives.</p> <p>Peter Campbell agreed that this was a good idea. He said that SCDC had introduced a system which allowed members to log complaints, make sure they were dealt with and receive the relevant feedback. He</p>	

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	<p>said that he would like this system to run for a short while and then introduce a light service for the housing department.</p> <p>Dave Kelleway said that was a positive start and said that there was a need for training on the systems, etcetera, for the tenant representatives.</p> <p>Les Rolfe referred to the issues that were raised at the Estate Inspections with Housing Officers and said that they never received the results of the issues raised, specifically those issues that were reported to a third party, example, County Council.</p> <p>Bronwen Taylor said that Geoff Clark had undertaken to look at the Estate Inspection Reporting process and would provide feedback at the HPP meeting in March 2022.</p> <p>Claire Daunton asked if these issues would be covered in general terms in the Asset Management Strategy document.</p> <p>Peter Campbell said that document had high level issues and that these issues would be included in the action plan of the strategy.</p> <p>Margaret Wilson said her concern was that when complaints were sent through official channels nothing happened, however, when the same complaint was reported directly to senior SCDC officers, they were resolved very quickly.</p> <p>Dave Kelleway said that the key aspect was developing a relationship between the housing officers and the tenant representatives. He added that this would help in learning about each other's roles in the Council.</p> <p>Margaret Wilson said that this was a learning curve for everyone, however, HEB elections were conducted in September 2020 and it would be good to have these types of structures in place before the next election in 2 years-time.</p>	<p>B Taylor</p>

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7.	<p>Date of next meeting 24 March 2022 at 13.00 (Zoom / venue tbc)</p>	-
8.	<p>Closing There being no further business to discuss, the Chair thanked everyone and wished them a Merry Christmas and a healthy New Year. The meeting ended at 13:44.</p>	-