

SHELTERED HOUSING CONSULTATION GROUP MEETING

Monday 15 March 2004

MINUTES

Present

Steve Deakin	ECC	Mr F Griffiths	Abbeville Close
Tony Bodgin	ECC	Mr D. Copp	Russett House
Mr K Murray	Grandisson	Mrs D M Tolman	Bodley Close
Mrs P Stoneman	Grandisson	Mrs B Staddon	Bodley Close
Mr Tait	Grandisson	Mrs J Smith	Rennes House
Mrs V Parr	Southlands	Mrs J Browning	Flowerpots
Mrs Chisholm	Southlands	Mrs V Phelps	Shilhay
Mrs S Banwell	Southlands	Mrs G Tyrrell	Globefield
Mrs C Wearing	Rennes House	Mrs S McLeod,	York House
Mr L Pearson	Rennes House	Mrs E Amoroso	Toronto
		Mrs S Bath	Nelson Close

Apologies: -

Margaret Matters: Senior Warden, Mr W Bell: Carpenter Close, Mrs Clench: Faraday House, Mrs G Kirby: Aldens Road, Mrs M Winham: York House, Mrs Dunlop: Russett House, Mrs A Fasey: Magdalen Gardens. Mrs Sandford: Carpenter Close, Mrs J Welham: Aldens Road, Mrs Brown: Flowerpots, Mr J Capper: Shilhay, Mrs Zelent: Aldens Road, Mr J. Clarke: Abbeville Close.

Introduction

The meeting opened with a general introduction from Tony Bodgin. A new Code of Conduct was then distributed to the group who were then asked for feedback. The reason for the Code of Conduct was to help alleviate the problem of people talking amongst themselves thus preventing others being heard.

Choice Based Lettings

Steve Deakin then gave an update of the current position. A feasibility study is going before the full committee tomorrow. If the committee approve the report, the next step will be to draw up a proposal for implementation, which will include: -
The allocation policy,
Costs,
Time scales
The working group is already in place and meets monthly. It includes Council Officers, Tenants and Leaseholder Representatives, Registered Social Landlord (RSL)

Tenants, the portfolio Holder for Housing Councillor Peter Edwards and representatives from the partnering RSL's.

They discuss issues, policies and implementation.

Whilst it would be nice to only include the wish list of local people in the lettings policy, the policy has to reflect our legal obligations and these will form the backbone of the policy.

Other issues, which have yet to be decided, are what software to use, whether to operate a free phone and how will this operate and if touch screens are used where to locate them.

The website will also incorporate links to the 'Up My Street' website, which gives information about the area in which the house is situated (you simply type in the post code).

The sequence of events will be as follows: -

- The proposal goes before Committee – If approved
- A Financial Viability Study will be carried out
- Policy and proposal is presented to Members, Tenants and Stakeholders for consultation
- Changes are made to reflect the views expressed during the consultation process
- Implementation

Status Survey

Every three years the council carries out a survey of tenants. The survey goes out to a random sample of one in four tenants and gives a good indication of how we are performing in the eyes of the people at the receiving end of our services.

Overhead Projection Slides were shown to the group depicting the answers to 11 of the questions along with the answers from the last survey as a comparison and these are included with the minutes.

Environmental Improvements

The 1st April is the start of the new financial year and the date when this years budgets are allocated.

Each Estate Officer will be allocated their own budget to allocate to environmental improvements within their area.

If you have any ideas, which would help to improve the area in which you live, you should contact your Estate Officer and discuss this with them.

Options Appraisal

An interview panel has been selected from the Options Appraisal sub-group.

On the evenings of Monday 1 and 8 March the interview panel received interview techniques training from Brian Hoyle of Hoyle Associates.

On Tuesday 9 March the panel interviewed the Independent Tenants Advisors (ITA) to find out: -

How they would reach difficult to contact groups/individuals?

Who are in the team?
What are their jobs/experience?
What are their team achieved results?
What levels of experience they had of working together and carrying out ITA duties in other areas?
What their contingency plans are should anyone fall ill etc?

No decision was made on the day of the interviews. The panel met on the evening of Thursday 11 March to discuss the candidates.

The successful candidate is DOME and they will be invited to a future meeting to meet the group and discuss the next step which will be the development of the Tenant Empowerment Strategy and the Communication Strategy.

New Venues

The group were asked to come up with alternative venues we could use instead of only using the Buckerell Lodge Hotel.

Below is a list of alternative venues suggested to us on the day.

Red House Hotel.
ISCA Centre.
Sidwell Centre.
Crossmede Centre.
Riverside Christian Centre.
Cowick Barn.
Mathews Hall, Topsham.
Civil Service Hall Exwick.

Tony Bodgin and Steve Deakin will visit the venues to determine their suitability and accessibility.

Next Meeting

The next meeting will be held on: -

Monday 26 April at the Cowick Barn 2.00 pm start.

On the agenda next time: -

- Options Appraisal.
- Independent Tenants Advisor.
- If anyone has any issues they want raised at the next meeting please contact Steve Deakin on 265698, but make sure you allow enough time to organise a response.