

Minutes of the Neighbourhood Improvement Panel Meeting
Held Monday 6th June 2011 at Stronsay Place Community Centre

Present:

Maurice Christian **MC**
Elaine Christian **EC**
Keith Edwards **KE**
Irene Bishop **IB**
Peter Rowbotham **PRow**
Pauline Richmond **PRich**
Richard Scholes **RS**
Suzanne Tomlinson **ST**

Apologies:

Hazel Walker
Ron Whittaker

1. Welcome/Introductions

Richard Scholes (RS) opened the meeting and welcomed all. Introductions were carried out.

2. Minutes of the last meeting/Matters Arising

The minutes of the last meeting were read through by RS and agreed as a true record.

Matters Arising

RS advised that the Local Offers were now approved and have been published in the Customer Charter. He provided a copy of the Charter and highlighted the sections relevant to Neighbourhood Improvement.

ST gave an update regarding the Green Wardens and advised that the procedure had been redeveloped to ensure that Green Wardens receive regular feedback. All Green Wardens present said they had received the new forms and were happy with the new system.

IB advised that bin rooms had still not been cleaned. RS to look into.

RS advised that the issue reported at the last meeting regarding a member of staff had been dealt with. The staff member was temporary and was no longer in post.

RS advised that Glynis Harvey is now back working in Supported Housing following her secondment to Queens Park. Danielle Chapman will be returning as the Estate Management Officer for Bispham.

3. Service Improvement Panel Update

ST explained to the group that the aim was to formalise all Service Improvement Panels in line with the new proposed structure. This will involve members agreeing to and signing a code of conduct. ST explained that the role of the group will be much more strategic and members will be responsible for monitoring the performance of the services and the local offers and having the ability to challenge BCH standards where they were not being met. This means that the meetings will not focus on individual issues or concerns, however ST advised that individual issues can be discussed in private after meetings closed if necessary. The group will still have a consultation role and will continue to review policies, procedures and information. ST explained that training will be provided for SIP members to present a better overview of the service and the responsibility of members.

4. Performance

RS produced copies of the quarter 4 performance information and distributed to all present. RS read through all the performance information and gave explanations where performance targets had not been met, or had increased or decreased since the last quarter. It was picked up that one of the 'smiley faces' was in the wrong place so this will be amended. The group requested that performance information was sent out prior to the meetings so it could be looked through before. It was also requested that the comments box was completed by RS regarding why performance has increased/decreased so the group can consider in advance any queries they may have.

5. Service Complaints

None to report

6. Pets Policy

RS produced copies of the BCH draft Pets Policy and distributed to the group. He explained the purpose of the policy is to enable BCH to manage tenancy issues associated with pets and to promote responsible pet ownership. The group asked to take the policy away to read through. ST will send out a feedback sheet with the minutes for responses to the policy.

7. AOB

It was noted that some of the documents provided were not printed double sided. RS and ST advised they would endeavour to ensure that documents are printed on both sides to help save paper.

A query was raised regarding a discussion that had taken place with Ian Herbert regarding having stickers on bin stores to advise of collection times and other relevant information regarding the use of bin stores. RS to look into this.

A query was raised about Walkabouts and why they were not taking place at set times and advertised. RS advised that there is currently a shortage of Estate Management Officers due to the ongoing restructure within BCH. Due to this, although walkabouts are continuing to take place, they are carried out on a more ad hoc basis and the main focus will be on hotspot areas.

A discussion took place regarding items for the Estate Management page in the autumn edition of Viewpoint. The following items were agreed to be included:

Information on the 'Bulky Matters' rubbish collection service
Information regarding the RSPCA and how to contact them regarding animal concerns
Frequently Asked Questions relating to the Estate Management Service.

8. Date and time of next meeting

To be confirmed. ST to write out to all members.