

**MINUTES OF THE
TENANT LGBT OPEN MEETING**
Held at
SHIVER OFFICES on 10th January 2012

Attending
5 customers

Sandy O'Grady (SOG) (BCH)
Andy Thompson (A.T.) (SHIVER)

| Item | Action by /before |
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| <p><u>1. Welcome</u> Sandy welcomed everyone and thanked them for attending.</p> <p><u>2. SHIVER update</u> A.T. noted that the Pride committee will be meeting next week to discuss this year's event in June. LGBT Forum and PACT will be held together on 12th January at Town Hall.</p> <p><u>3. Service Improvement Panels (SIP's) feedback</u> The 3rd Quarters SIP's were held in December 2011 and a summary report from these 9 meetings was given out. The SIP's were established to monitor each service area within BCH and scrutinize ongoing performance and development. Members have an opportunity to challenge senior members of staff on performance whilst helping to continually improve the service. Any Tenant is very welcome to take part in the SIP's.</p> <p><u>4. Local Offers update</u> SOG explained that each service area within housing sets its standards for delivering their service which are known as local offers. These are unique to Blackpool and are set by both Tenants and housing staff. We are now beginning to look at reviewing these for this coming year and proposals will be taken to enGAYge for their comments and feedback. SOG gave out a copy of the existing local offers for members to familiarise themselves with.</p> <p><u>5. Action Planning 2012</u> SOG gave out a copy of the proposed action plan for this coming year. Members to take away and discuss next meeting and amend and approve.</p> <p><u>6. Any Other Business</u> LGBT forum will be 2nd Thursday of each month 6.30pm at the Town Hall. PACT meeting for June will be 6.30pm Bonny St Police Station.</p> <p><u>7. Date of next meeting</u> Next Meeting at the SHIVER office.</p> | |