

MINUTES OF TENANT LIAISON FORUM MEETING – 13th MARCH 2007

Present:

Chairman – Mrs M Horn and Mrs A Stringer, Grange Park Residents Association
Ms C Thornber and Mrs J Feeney, Boston Way Tenants' Association
Mrs K Rowson, Ingthorpe North Tenants and Residents Association
Mrs D Wightman and Mr B Rogers, Melbourne, Brisbane and Hobart Residents' Association
Mrs C Hardiman, Linden & Edmonton Residents' Association
Mr C Randall, Munsters Residents' Association
Mr C Baker, Mrs Caroline Cook, Queens Park Residents' Association
Mr T Clayton, Washington Court Residents' Association

In Attendance: Mr P Jefferson, Ms M Cornall, Mr T Fitzgerald, Ms S Grundy and Mrs J Grimshaw, Blackpool Coastal Housing
Mrs N Kilgallon, , Social Services and Housing Department
Mrs J Stephenson, Legal and Democratic Services

Action

1. MINUTES OF THE PREVIOUS MEETING – 9th JANUARY 2007

The minutes of the previous meeting of the Tenant Liaison Forum held on 9th January 2007 were agreed as a correct record, subject to the following amendment:

Item 3, Minutes of the Previous Meeting - The date should be 14th November 2006.

2. HOUSING MATTERS

(a) Creation of Blackpool Coastal Housing

Mr Jefferson, Blackpool Coastal Housing, reported that since its creation BCH was progressing well. Various officers and Senior Managers had undertaken training.

He explained that they were still awaiting the result of the bid, delays were due to the length of time the expenditure would be spread over.

The Board had met several times and was progressing well.

(b) Blackpool Coastal Housing's Vision and Values

Mr Jefferson explained to the Forum the visions and values of BCH was to develop the organisation to provide an excellent service, and strive to be a top one hundred employer.

(c) Preparing for Inspection

Ms Cornall, Blackpool Coastal Housing, said that the service would be inspected in November 2007 and preparation work had begun.

A comprehensive action plan had been developed, and consultation would take place with tenant clients who access the services.

She reported that they were meeting with the lead inspector that day to gain ideas for the future.

(d) Young Adults Board Update

Mr Fitzgerald, Blackpool Coastal Housing, reported that the workshop at the City Learning Centre had been a success and an intensive list had

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been collected of ideas on how to develop the Young Adults Board and of people who would be interested in becoming involved.

He explained that from the day, it had become clear that it would be a major task to develop the board. He explained that if they were to take this forward it should be thoroughly investigated to ensure that it would be a success from the outset.

In the interim period he would be contacting the young people who had expressed an interest to offer alternative involvement, in order to avoid volunteers losing interest.

(e) The Tenants Satisfaction Survey

Mr Fitzgerald, informed the meeting that the results of the Tenants Satisfaction Survey had been published in the latest edition of Viewpoint and he gave a detailed presentation upon the results.

The overall results had shown an increase in the number of people happy with the service they receive and in comparison with other Arms Length Management Organisations (ALMO) they were performing well.

(f) Sheltered Housing and Community Centres

Ms Cornall reported upon the main issues currently affecting the Sheltered Housing and Community Centre service.

She reported that replacement hard wire systems were being investigated.

She explained that an impact assessment highlighted issues regarding housing young people above sheltered housing tenants. The lettings policy would be updated accordingly.

The Forum indicated that through past experience it was not necessarily the young people who had caused concern for the sheltered housing tenants. The concern they has raised was the housing of people with mental health issues in these properties.

A recruitment drive would be taking place to reduce the level of services required from Vitaline out-of hour's service following a review.

(g) Performance Indicators

Ms Cornall, BCH, circulated copies of the performance indicators meeting. She notified the Forum of the revised format of the performance indicators.

She explained that a number of the figures on various performance indicators had been affected due to the installation of the new Housing Benefit computer system, which had had a major impact on the service.

3. ANY OTHER BUSINESS

- (a) The Chairman invited the Forum to a Celebration Evening at Blackpool Victoria Hospital, 4th April 2007. The event was to celebrate the work of young people in the Grange Park area.
- (b) The Chairman requested that the ALMO board be invited to a future meeting of the Tenant Liaison Forum to give the Forum a chance to

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meet the people involved.

- (c) Mr Fitzgerald advised the Forum that an Equality and Diversity Focus Group would be taking place on Tuesday 27th March 2007, 1.00 pm at Blackpool Football Club.
- (d) Concern was raised that members of TLF and residents association's were not notified of such events. It was felt that TLF members would be able to inform residents and encourage attendance.

It was agreed that the residents associations receive early notification of events, meetings and seminars in the future

- (e) The Council were undertaking a review of their Housing Allocation Policy and residents views were welcomed on "what works / what doesn't work". Mrs Kilgallon, Housing and Social Services was to distribute information to residents groups inviting them to attend workshops or to feed back any comments either through herself or Mrs Karen Smith.

Blackpool
Coastal
Housing

Natalie
Kilgallon

4. DATE AND VENUE OF THE NEXT MEETING

The next meeting would take place on Tuesday 8th May 2007 at 10.00am in Committee Room B, Town Hall, Blackpool.

(The meeting ended at 11.20am)

For any queries regarding these minutes please contact;

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