

**Get involved Service Improvement Panel Meeting (SIP)  
Thursday 1st December 2011 at 2pm Coastal House**

**Attendees:**

Irene Bishop (IB)  
Maurice Christian (MC)  
Elaine Christian (EC)  
Keith Edwards (KE)  
John Scholey (JS)  
Keith Myers (KM)  
Peter Rowbotham (PROW)  
Mark Tugwood (MT)  
Pauline Richmond (PR)  
Mary Everett (ME)  
Sandy O'Grady (SOG) BCH Customer Involvement and Projects Team  
Mike Glennon (MG) BCH Support Housing Manager  
Jen Taylor (JT) BCH Customer Involvement and Projects Team  
Suzanne Tomlinson (ST) BCH Customer Involvement and Projects Team

**Apologies:**

Brenda Giles, James Jason, John Morris

**1. Terms of Reference**

All attendees were provided with a copy of the Terms of Reference for this Panel illustrating the purpose of the group which is to monitor and scrutinise the performance of the Customer Involvement and Projects service. It was stated that all Improvement Panels have now adopted a Terms of Reference and Code of Conduct for each meeting. July's meeting will appoint a chair and vice-chair elected from the panel.

**2. Minutes of the Last Meeting/Matters Arising**

None

**3. Quarterly Report/Panel Report**

MG gave out the latest quarterly report and noted that for future SIP's this document will be posted out 2 weeks prior to the meeting for members to read and make any notes/queries. Involvement is a difficult area to monitor due to being 'opinion' based. It was noted that monitoring information has previously been taken to TLF for discussion and scrutiny. (tenant liaison forum).

MG noted that at future meetings we will need to discuss the current indicators/targets for possible amendments and improvements.

MG explained that the score sheet for customer involved is broken up into 2 sections: Local Offers and Service Standards.

Highlights of these include:

- CIL03 = We are below target on the percentage of people involved in relation to our customer base. Diversity (disability and LGBT) involvements are meeting target.

Need to improve on attracting customer base aged (25 yr - 40yrs) and also gender need to be addressed.

- CIL04, CIL05, CIL06 = These are all measured annually regarding venues for meetings, times when activities held convenient for tenants, documentation for meetings sent out before meetings and feeling valued.

- CIL07 = We are currently not meeting the target regarding service and performance monitoring due to the restructure of the SIP's. This should correct itself next quarter.

MT asked how we record who is involved in the customer involvement various activities? MG explained that each time a Tenants takes part in an activity this is recorded as a unit of involvement on a data base.

- CIL09 = Monitors and assesses the impact each meetings/activity has on the service and asks if it has made any improvements to it. This helps to determine if an activity is meaningful and worth while continuing.

Service Standards are very specific and provide information on what we will undertake/provide.

MG noted that the panel will need to look at setting targets for monitoring new people involved as yet we do not monitor this statistic.

**4. Service Development and Benchmarking**

All the SIP's have now been formalised and will focus on providing service statistics and raising queries about performance and challenging areas that are underperforming. Blackpool tenants and Leaseholders Association (BTLA) recruitment is still ongoing. Those who have been successful will undergo training and the association will begin its scrutiny work in April 2012.

KE asked if each SIP can have a different chairperson so that no one member can chair numerous SIPs. MG noted that this would be the case. He also commented that the number of panel member be limited to 15 on each SIP. Discussion ensued regarding tenants who are attending numerous SIPs stand down if a SIP is oversubscribed to let other people attend.

KE asked that all SIP meetings be held at different times so that those who sit on more than one SIP can have the opportunity to attend each meeting. MG explained that all SIP meeting dates are set on a communal customer involvement calendar. They are all set within 2 weeks of each other so that quarterly reports can be discussed.

Involvement Awards 2011 MG reported that the categories remain the same as last year and closing date for nominations 23rd December 2011. Awards take place in February.

MG asked panel where they would like to hold the awards. Discussion ensued.

All in favour of Winter Gardens. Also asked for a quote for Tower Ballroom, MG noted that this is quite an expensive venue. Event to be held in the afternoon with a cream tea buffet. MG noted that the budget formerly for the tenant conference now finances both the conference and the awards ceremony.

Community Partnership Scheme. MG gave an overview of the scheme and asked panel members to encourage any community groups to consider joining and forward details to the CIP team.

## **5. Complaints, Compliments and Comments**

MG reported that in the last 2 quarters we have had no complaints. Complaints review panel is now in operation and has 4 trained tenants working with members of staff to monitor complaints BCH receives.

Last 2 quarters BCH received 2 formal complaints which went to the appeals stage and were resolved.

## **6. Satisfaction Results**

This area is very difficult to monitor.

## **7. Customer Involvement Activities**

New agreement has been launched.

New Clean Wardens activity for residents who wish to monitor the cleaning of communal areas. This sits with the Neighbourhood SIP who monitor and scrutinise the super clean contract.

Customer Inspectors have been re-launched for decent homes and empty homes.

## **8. Value for Money (VFM)**

MG asked that the panel look at the travel expenses policy at a future SIP. The large percentage of CI budget is spent on travel costs and in particular taxis. MG suggested that the panel consider only providing taxis for those who have mobility issues and we will pay for bus fares for those who are able bodied.

KM commented that it would depend where meetings were held. If it was the town centre this would be more accessible on the bus rather than in more 'remote' areas i.e. travelling from Blackpool south to Ashfield Road may entail several buses and may put people off attending and getting involved.

KM further suggested that we look at meeting times so that they match in with reduced bus fare rate times. This issue to be further discussed.

## Printing Tender

MG reported that all BCH's printing will be carried out by Heckford Advertising based in Preston for the next 2 years. The tender for this contract was carried out several months ago and had 2 tenants sitting on the panel to help chose the new contractor.

## **9. Customer Issues**

None raised.

## **10. Any Other Business**

None.

## **11. Date and Time of Next Meeting - 29th February 2012 Coastal House 2pm.**