

**MINUTES OF THE
GET INVOLVED SERVICE IMPROVEMENT PANEL**

Held at
3pm Cherry Tree Community Centre
On 12/4/10

Present

Viv Critchley
Maurice Christian
Elaine Christian

Staff

Mike Glennon
Suzanne Tomlinson
Jen Ellis
Sandy Grundy (mins)

Item		Action by /before
	<p><u>Welcome to meeting and housekeeping</u> Mike welcomed all to the meeting.</p> <p><u>1. Minutes of previous meeting</u> This was the first meeting therefore no previous minutes available.</p> <p><u>2. Background to resident lead self regulation (RLSR)</u> Mike gave an overview of RLSR which is devolvement of power. This includes looking at local targets and matching those to tenant's priorities. This focuses on local priorities and not nationally based ones as these may not be what Blackpool residents consider important.</p> <p>He also noted the Service Improvement Panels (SIP's) were for Council Tenants/leaseholders. We are looking at a new involvement structure, which Mike gave an over and a handout chart. There will be one rep from each panel who will then filter up into a larger assembly.</p> <p>SIP's will focus on developing each service within BCH working in partnership with customers. Meetings will have set agendas and meet on a quarterly basis.</p> <p><u>3. Role of the CIP Team</u> Mike explained how our team works. I.e. each officer has responsibility for their own project and also residents association. This also includes any future decant and new build projects. Access and customer care i.e. estate office access will come under this SIP.</p> <p>All SIP's will eventually have a service level agreement drawn up and roles and responsibilities i.e. contact with the media, code of conduct etc. There will be a commitment to all the SIP's t6o help train members and give everyone the opportunity to be nominated as a SIP rep on the future assembly.</p> <p><u>4. Tenant Conference 2010</u> Mike will discuss this at the next meeting.</p>	

5. Viewpoint

Mike will discuss this at the next meeting.

Next Meeting:

18th Aug 2pm Kinraig community centre