

Minutes of the Safer Communities Improvement Panel Meeting
Held Tuesday 6th July 2010 at Kinraig Community Centre

Present

Maurice Christian **MC**
Elaine Christian **EC**
Irene Bishop **IB**
Stella Clarke **SC**
John Raine **JR**
Kevin Lodge **KL**

In Attendance

Richard Scholes **RS** – BCH
Tracy Ansell **TA** – BCH (Minutes)

Apologies

Yvonne Johnson BCH
Ray Masson **RM**
Viv Critchley **VC**
Paul Clarke **PC**

1. Welcome/Introductions

RS opened the meeting and thanked and welcomed all attendees. Introductions were carried out. RS explained the purpose of the meeting and advised that the ASB Focus Group has been formed into the Safer Communities Service Improvement Panel. He explained the panel was to enable customers to work with BCH in order to make decisions and improvements regarding the Anti-social Behaviour Service.

2. Minutes of previous meeting/matters arising

All agreed as a true record.
Issues raised

There is a caravanette parked on Braemar Walk car park and the owner has cable running from the caravanette to their flat. It was agreed that this was a potential trip hazard and a Health and Safety issue. TA to contact the estate office EMO. Update at the next meeting
There have been 74 bin liners full of rubbish dumped, TA to contact the EMO and Ian Herbert and update at the next meeting.

There has been rubbish dumped at Newby Place and it was raised that the stairwells smelt badly and also a sighting of an urban fox, TA to contact the EMO and Ian Herbert and update at the next meeting.

Various discussions took place on the ASB out of hour's service and MC reminded the group that tenants must call the police for out of hour's incidents to obtain a crime number as well as completing diary log sheets and reporting incidents to the ASB team; this all helps to build a stronger case.

KL asked why the Safer Communities Panel does not work together with the New Home Panel as this is sometimes the root cause of ASB? RS to take forward.

There were no other matters arising that were not on the agenda.

3. House Mark Accreditation

BCH have recently been awarded the House Mark ASB Accreditation. RS briefly explained what House Mark is to the group. They are a leading provider of support to social housing organisations for performance and service improvement, it is jointly owned by the Chartered Institute of Housing (CIH) and the National Housing Federation (NHF). House Mark pioneered the development of the only nationally recognised ASB accreditation scheme. RS briefly ran through the report and explained that he will produce a scaled down version for the group. RS explained that there are some area's which still need improvement and one of these is more accessible documents on ASB, such as a dedicated booklet solely on ASB and said he hoped the group will be involved in developing this in the near future.

4. Quality Audits

RS advised that there is a small change to services and explained that the ASB service never check what the Housing Officers are actually saying to tenants on visits so what is proposed is RS will accompany the Housing Officer as an observer to ensure they are doing and saying what is expected of them and this will probably entail completing a checklist. This will then highlight any training requirements for staff.

IB suggested the tenant being visited write down what the Housing Officer has been asked but it was agreed that not all tenants would want to do this. RS asked if any of the group would be interested in taking on the role of observer or accompanying the Housing Officer – all agreed they would but with the consent of the tenant being visited. RS stated this would be something to consider for the future.

5. Tenant Project Fund

RS briefly explained that the Tenant Project Fund (TPF) is a Blackpool Coastal Housing (BCH) grants scheme aimed at providing improved services to tenants and leaseholders in the community. You can apply for a grant if you are a voluntary or community organisation, a public service, charitable organisation, ward councillor, area forum or panel and an individual tenant or leaseholder.

TA gave the group a copy of the TPF guidelines and went onto explain that there is a TPF panel who will assess the applications and consists of 1 representative from the 9 affiliated associations. There is a training day on the 16th July at Progress House for the panel members who have volunteered and a TPF Public Launch at the Town Hall 1-3pm

6. Team Plan

RS briefly ran through the ASB Team Plan and TA handed a copy to all the group. RS stated there are some House Mark recommendations to be added and the plan will be sent out to the group when the amendments have been done, RS asked the group to read through them and give their opinions and thoughts at the next meeting.

7. Key Performance Indicators

RS explained that Key Performance Indicators (KPI's) are what the ASB service judges their performance on. TA to send copies out to the group and RS asked if they could read it and then give their opinions/thoughts to RS or TA

8. Service Standards

RS briefly explained the 3 Service Standards to the group, TA to send out a copy to all the group members.

9. Inspection 2011

RS briefly explained the forthcoming Inspection next year and said the Inspectors may want to speak to some tenants; RS also thanked the tenants who assisted in the House Mark Accreditation Scheme.

10. AOB

Dog fouling on Mereside was discussed, TA explained that the EMO's and Viv Critchley (VC) have had meetings regarding this and the Dog Wardens mobile number has been made available and the PCSO are working their shifts around the 'specific' times of day when dog fouling is occurring.

MC asked if the ASB service could be provided with their own pre-paid reply envelopes. TA explained that the cost would be an issue but will look into it and provide an update at the next meeting.

RS will arrange for a guest Police Inspector to attend the next meeting

11. Viewpoint

All agreed that the next article for Viewpoint would be centre around "don't forget to call the police when violence and crime are an issue" TA reminded RS that the deadline for articles is 12th July.

12. Date of next meeting

Tuesday 12th October 2010 at 2pm at Stronsay Community Centre

TA will write out to members prior to the meeting.