

# MINUTES OF TENANT LIAISON FORUM MEETING – 10<sup>th</sup> JULY 2007

## Present:

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

**In Attendance:** Mr P Jefferson, Mr T Fitzgerald, Miss J Ellis, Mrs N Kilgallon Ms S Grundy and Mrs J Grimshaw, Blackpool Coastal Housing  
Miss G Atkinson, Legal and Democratic Services

	<b>Action</b>
<p><b>1. WELCOME</b></p> <p>The Chairman welcomed everyone to the meeting.</p>	
<p><b>2. APOLOGIES</b></p> <p>Apologies were submitted on behalf of Mrs C Cornall, Mr C Holland, Mr P Taylor, Councillor Lee and Councillor Mrs Henderson.</p>	
<p><b>3. MINUTES OF THE PREVIOUS MEETING – 10<sup>th</sup> JULY 2007</b></p> <p>The minutes of the previous meeting of the Tenant Liaison Forum held on 10<sup>th</sup> July 2007 were agreed as a correct record.</p>	
<p><b>4. SUSTAINABLE COMMUNITY STRATEGY</b></p> <p>Sarah Gledhill provided the Forum with a presentation on the proposed Sustainable Community Strategy. It was reported that the current Community Strategy was out of date and needed to focus key priorities that were more relevant to the needs of the town.</p> <p>The Strategy would provide a vision for Blackpool for the next 20 years and therefore it was important that it was as inclusive as possible. The main objective of the Strategy would be to achieve sustainability in Blackpool that covered housing, transport, public services and the environment.</p> <p>Members were provided with the consultation document that had been distributed to Blackpool residents, businesses and stakeholders and were invited to complete the feedback questionnaire.</p> <p>It was agreed that following the consultation stage, the draft Strategy be presented at the Forum meeting in November. It was anticipated that the final document would be launched in April 2008.</p>	Sarah Gledhill
<p><b>5. HOUSING MATTERS</b></p> <p>(a) <u>Blackpool Coastal Housing (BCH)</u></p> <p>See Minute 5 (d).</p> <p>(b) <u>Sheltered Housing and Community Centres</u></p> <p>Jenni Ellis circulated the Community Centres Consultation document which had been used to ascertain the views and needs of tenants and</p>	

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users. Requests had ranged from the style of décor in the community centres to the types of activities that they offered, which had been subsequently transferred to an Action Plan. This would be monitored by the Sheltered Housing Forum.

Work in each of the community centres had been scheduled to achieve compliance with Disability Discrimination Act regulations and it was anticipated that all 16 centres would be completed by November 2007.

The Forum was provided with a copy of the Sheltered Housing Satisfaction Survey results which would also be reviewed and monitored at the Sheltered Housing Forum. The two documents had been created to seek ways in which the service could be used and aligned effectively with tenant needs.

It was agreed that further discussion regarding the two documents be scheduled for the next meeting of the Forum.

Jenni Ellis

(c) Performance Indicators

Peter Jefferson provided the Forum with a copy of the updated Performance Indicators and the new 'traffic light' monitoring system that would be utilised to identify priority areas for improvement.

Members were advised of a number of improvements that had been achieved by BCH and a number of indicators that had been underperforming. In future, performance information would include a summary sheet to highlight areas of priority and a glossary to explain any acronyms used.

Peter  
Jefferson

(d) Audit Commission Inspection of the Housing Services

It was reported that Blackpool Coastal Housing had been under preparation for the Audit Commission inspection that was scheduled for September 2007. A number of tenants would be interviewed as part of the process, and those selected would be briefed prior to the inspection.

Blackpool Coastal Housing had been invited to London to discuss the bid that had been submitted for the refurbishment of a number of properties in Blackpool. The contract for the refurbishment work was currently out to tender.

Members were informed that BCH had established a pilot work experience scheme for young people and had also created 16 apprentice positions with either themselves or contract employers.

In response to concerns raised regarding a number of dilapidated Council properties, the Forum was advised that the Audit Commission would be fully aware of the issues that Blackpool Coastal Housing had and would acknowledge their need for the funding bid to achieve the Decent Homes Standard for every property.

(e) Customer Suggestion Scheme

The Forum discussed a suggestion that requested that important contact details, i.e. Social Services, Citizens Advice, Ward Councillors, be included on all literature circulated to tenants from BCH. It was agreed that as this information was provided to tenants elsewhere, it would be both unnecessary and too resource intensive to include an extensive

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contact list on all documents.

It was agreed that the contact details for all Tenants and Residents Association be updated and provided to members.

Julie  
Grimshaw

### 6. TENANT LIAISON PANEL WORKSHOP

#### (a) Monitoring of the Action Plan

Members were provided with an update on the Action Plan and were advised that this would continue to be monitored and reviewed by the Tenant Liaison Panel.

Tony  
Fitzgerald

#### (b) Funding of Tenants and Residents Associations

Further discussion regarding funding would be required at the next Panel meeting. Members were advised to identify their Association funding needs and to raise this at the next Panel meeting.

Tony  
Fitzgerald

#### (c) Constitution and Membership of the Tenant Liaison Forum

The Forum was advised to raise any concerns from tenants at the Forum meetings on their behalf. On occasion, tenants may be invited to attend Forum meetings to discuss particular items.

#### (d) Tenants and Residents Association Website

It was reported that the web site was currently under construction and further information would be presented at a future Forum meeting.

Tony  
Fitzgerald

### 7. ANY OTHER BUSINESS

Members updated the Forum with news and information regarding their Associations.

A number of permanent agenda items had been agreed by the Tenant Liaison Panel for all Forum meetings. These included:

- Monitoring of the Compact and Action Plan
- Tenants and Residents Association Web Site
- Performance Indicators

### 8. DATE AND VENUE OF THE NEXT MEETING

It was noted that the next meeting had been scheduled for Tuesday 13<sup>th</sup> November 2007 at 10.00am in Committee Room B, Town Hall, Blackpool.

As this meeting would be undertaken during the inspection by the Audit Commission, Members were advised that an inspector may be in attendance.

(The meeting ended at 11.30 a.m.)

For any queries regarding these minutes please contact:  
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