

Minutes of the Safer Communities Improvement Panel Meeting
Wednesday 24th November 2010 at Kinraig Community Centre

Present

Maurice Christian **MC**
Elaine Christian **EC**
Irene Bishop **IB**
David Heanaghan **DH**
John Raine **JR**
Ray Masson **RM**

In Attendance

Janet Flint **JF**- Chair BCH
Yvonne Johnson **-YJ** BCH
Tracy Ansell **TA** – BCH (Minutes)

Apologies

Stella Clarke **SC**
Paul Clarke **PC**
Robert Peacock **RP**
Maureen Horn **MH**
Viv Critchley **VC**
Kevin Lodge **KL**

1. Welcome/Introductions

JF opened the meeting and thanked and welcomed all attendees. Introductions were carried out. JF explained that this meeting was to discuss Local Offers

2. Local Offers

JF briefly explained to the panel that Local offers represent a new way of tailoring the services of social housing providers based on what tenants want. All providers must ask tenants if they want local offers against the Tenant Services Authority National Standards. These offers must come into place by 1st April 2011. Local offers could take in a number of different areas, for example, how we consult tenants and manage your neighbourhood and estate. This Panel meeting is to specifically focus on the development of the local offers. These local offers will represent a shared vision for developing and improving a variety of services across BCH and will allow BCH to target funds to the services that you feel are most important.

JF advised the panel of the 6 TSA Service Standards and they are:

- Tenant Involvement and Empowerment
- Home
- Tenancy
- Neighbourhood and Community
- Value for money
- Governance and financial viability

There are 3 areas covered by the Neighbourhood and Community standard which are:

- Neighbourhood Management
- Local area co-operation
- Anti Social Behaviour

JF handed the panel the feedback results from the Tenant Conference and all agreed that these are not a basis for forming the Local Offers and handed to the panel the results of the ASB feedback survey for July 2010 – Sept 2010.

The panel all agreed the following Local Offers:

1. We will produce letters and information which are clear and easy to understand, we will do this by using plain English and no jargon
2. We will make it easier for you to contact a Anti Social Behaviour Officer by providing a dedicated telephone number and
 - 2.i providing a separate, dedicated telephone contact number to report Anti Social Behaviour out of office hours
3. We will support you through the process of making your complaint about Ant-Social Behaviour
4. We will keep you informed of your complaints progress by telephone, letter or interview and
 - 4.i provide you with explanations of our decisions, by telephone, letter or interview
 4. ii We will explain our Service Standards to you

3. Date of next meeting

All agree to hold the panel meeting every quarter to coincide with the Satisfaction Survey results and agreed venue would be Kincaig Community Centre.
Next meeting Wednesday 26th January 2011, 2pm at Kincaig.
TA will write out to members prior to the meeting.