Minutes of the Safer Communities Improvement Panel Meeting
Wednesday 11th May 2011 2pm at Kincraig Community Centre

Present
Maurice Christian **MC**
Elaine Christian **EC**
Irene Bishop **IB**
John Raine **JR**

In Attendance
Janet Flint **JF**- Chair BCH
Suzanne Tomlinson – BCH

Apologies
Viv Critchley
Paul Clarke
Stella Clarke
Philip Kelsall
Yvonne Johnson (BCH)

1. Welcome/Introductions

JF opened the meeting, thanked and welcomed all attendees.

2. Minutes of previous meeting/matters arising

Hate Crime Figures
JF advised that the new system will allow Hate Crime figures to be separated and broken down into more detail.

ASB Contact Numbers
JF updated that there is now a dedicated telephone number for reporting incidents of ASB. Members advised that since the introduction of the dedicated number, it has been a lot easier to get through on the phone.

Staffing Update
JF advised that there are now two experienced permanent Housing Assistants at Queens Park and an experienced Estate Management Officer, with another due to return shortly.

3. Formalisation of SIP's

ST explained to the group that the aim was to formalise all Service Improvement Panels in line with the new proposed structure. This will involve members agreeing to and signing a code of conduct. ST explained that the role of the group will be much more strategic and members will be responsible for monitoring the performance of the services and the local offers and having the ability to challenge BCH is standards were not being met. This means that the meetings will not focus on individual issues or concerns, however ST advised that individual issues can be discussed in private after meetings closed if necessary. The group will still have a consultation role and will continue to review policies, procedures and information. ST explained that training will be provided for SIP members to present a better overview of the service and the responsibility of members.

A query was raised regarding the Panel members looking at specific ASB issues and confidentiality issues. ST advised that the Code of Conduct will contain elements around

confidentiality, however the purpose of the group is to monitor the service and will not be responsible for looking over specific ASB cases. ST advised that if there was a situation that required examples of specific cases, then personal details would be removed.

4. Performance

JF produced a report which included performance information for quarter 4 and a breakdown of intervention action, performance indicators and satisfaction survey results. Copies were issued to all members. JF went through the figures and explanations were given regarding targets that had not been achieved.

JF also gave updates on the ASB Out of Hours service, the Buddy Service, ASB Surgeries and the Sat Survey winner for this quarter.

5. Satisfaction Survey

JF produced a draft copy of the new Satisfaction Survey and also a copy of the current Satisfaction Survey. JF ran through the new survey and advised which questions had been added and removed and why. Positive feedback was received on the new one and members advised they preferred the new survey and felt it was a lot less daunting to complete. All agreed that they were happy with the new survey and it can be used.

6. Any Other Business

The group requested that Environmental Protection attended the next meeting to update the group about their service and what enforcement actions and preventative measures they can use to tackle ASB. JF advised that she would make the request, however due to recent Council cuts the service was running with a greatly reduced staff so they may not be able to attend. Members agreed that if EP could not attend, they were happy for BCH to get the relevant information from them and feed it back on EP's behalf.

ST advised that the summer Viewpoint is currently being produced and opened it up to the group for suggestions and ideas to be included on the ASB page of the autumn edition of Viewpoint.

The following was agreed:

Information about dog fouling, how to report and also penalties that can be incurred.

Advertising the ASB surgeries. (Either on the page or a reference to the What's on Guide)

A step by step guide to reporting ASB. (I.e, examples of ASB, who to call, what information to provide, how your report will be dealt with etc)

7. Date of next meeting

To be confirmed by Suzanne Tomlinson