

**MINUTES OF TENANTS' LIAISON FORUM**  
**9<sup>th</sup> November 2010**

**Present:**

Mr M Christian	Ingthorpe Tenants' and Residents' Association (Chairman)
Mrs C Thornber	Bostonway Tenants' and Residents' Association
Mr A Pilborough	Munster Avenue Tenants' and Residents' Association
Mrs C Pilborough	Munster Avenue Tenants' and Residents' Association
Mr J Scholey	Sheltered Housing Forum
Mr K Myers	Sheltered Housing Forum
Mrs E Christian	Disability Forum
Mr B Rogers	Melbourne, Brisbane and Hobart Tenants Association

**In Attendance:**

Councillor Mrs Henderson	Blackpool Council
Councillor Lee	Blackpool Council
Mr P Jefferson	Blackpool Coastal Housing
Mr M Glennon	Blackpool Coastal Housing
Mrs S Grundy	Blackpool Coastal Housing
Mrs M Cornall	Blackpool Coastal Housing
Mrs S Tomlinson	Blackpool Coastal Housing
Miss J Ellis	Blackpool Coastal Housing
Ms H Master	Social Housing and Development Worker, Housing Client Team
Miss G Atkinson	Senior Democratic Services Adviser, Democratic Services
Mrs S Taylor	Census Area Manager

**Action**

**1. WELCOME**

The Chairman welcomed members of the Forum to the meeting.

**2. APOLOGIES**

Apologies were submitted on behalf of Mrs B. Halpin, Mr C. Holland and Mrs D. Wightman.

**3. MINUTES OF THE PREVIOUS MEETINGS HELD ON 14<sup>th</sup> September 2010**

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Mr Glennon reported that there had been no further progress with Queens Park Residents Association regarding changes to its Constitution.

The minutes of the meeting held on 14<sup>th</sup> September 2010 were agreed as a correct record.

**4. CENSUS 2011**

Mrs Taylor, Census Area Manger, provided the Forum with a presentation on the forthcoming Census which would be undertaken on 27<sup>th</sup> March 2011. It was reported that all residential households would be legally required to complete the Census form. Census data and statistics

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would be used to enable a range of agencies, such as central and local government, health organisations and businesses, to forward plan services and priorities. This was particularly important in Blackpool, in order to identify the areas of deprivation that would need to be prioritised for funding.

The Forum was advised that it was essential for all population groups to be engaged with the Census, in particular hard to reach groups. Mrs Taylor had attended, and would continue to attend, a wide range of community group meetings to raise awareness about the Census and the importance of completing the form on 27<sup>th</sup> March 2011. She added that every individual secured a value of £5,000 to the local area.

A team of 140 Census employees would be working in the Blackpool and Wyre area to contact households who had not completed the form, to offer support and guidance where required.

The Forum was advised that the Census information was securely protected and confidential for 100 years and would not be shared with any third parties, including local and central government. Members were invited to contact Mrs Taylor with regard to any community meetings that would benefit from a presentation on the Census.

**5. APPOINTMENT OF VICE-CHAIRMAN**

Miss Atkinson reported that that Mr Masson had resigned as Vice-Chairman as he was no longer a member of a Tenant and Residents Association. The Forum agreed to suggest nominations for the position of Vice-Chairman, with the decision reached by a majority vote by show of hands.

Mr Scholey was duly appointed as Vice-Chairman of the Tenant Liaison Forum for the remainder of 2010/11.

**6. BLACKPOOL COASTAL HOUSING (BCH)**

A brief summary of the activities undertaken within Blackpool Coastal Housing was provided to the Forum. Mr Jefferson advised that the new building development on Portree Road and Cranbrook Avenue was due for completion in January 2011.

With regard to the Decent Homes Programme, the government was still committed to the allocation of funding to the scheme; however, the level of funding to be granted was yet to be confirmed.

A new 'intermediate' tenancy proposal, as part of the Comprehensive Spending Review, would secure tenancy rates at 80 per cent of the market value of a property. It was anticipated that it would have an impact on the rates of social housing rent and levels of housing benefit. It had not been confirmed whether the proposal would apply to both Council and Housing Association tenancies and an update would be provided to a future meeting of the Forum.

Mr Jefferson advised that Mears and Forrest had increased capacity to take on the additional Decent Homes works, as a result of Connaught going into administration.

Peter  
Jefferson

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BCH were aware of a number of ongoing issues with Connaught Environmental regarding the standard of grounds cleaning and maintenance work. Regular meetings and close monitoring of the Action Plan were being undertaken to resolve the issues.

Mrs Cornall added that the consultation exercise was ongoing with regard to the Tenant Service Authority's 'local offers'. A copy of the draft local offers would be presented to the Forum at the next meeting, which had been scheduled for 11<sup>th</sup> January 2011. Following that, it would be presented to the BCH Board in February prior to being implemented in April 2011.

The Forum was informed that the second phase of decanting tenants from a number of Grange Park properties was ongoing and it was anticipated that the development site would be empty by the end of the financial year 2010/11. The development work would be undertaken by Muir Group Housing Association.

The item continued with an overview of the End of Performance Quarter One 2010/11 performance information appertaining to the following areas:

- Business Processes
- Financial
- Customer
- Homestop and Emergency Housing
- Organisational Development

#### **7. TENANT PROJECT FUND**

Mr Glennon reported that the first round of applications had been submitted by the deadline date of 30<sup>th</sup> September 2010. A total of 20 applications had been submitted, totalling £120,000 in potential projects.

The Community Foundation for Lancashire had provided an in-depth training session with the Panel that had been appointed to consider the applications. This had included training on application rules, decision-making and scoring.

Members were advised that it was important to ensure that the main beneficiaries of the projects would be Council tenants and leaseholders. The majority of bids had been submitted by organisations, rather than community groups and charities.

#### **8. CUSTOMER INVOLVEMENT**

A Quarter Two performance report on Customer Involvement activity was circulated to the Forum. Mr Glennon provided an overview of each of the performance indicators and explained that it had been designed to assess the success of customer involvement projects and activities. He added that BCH was one of the first organisations to undertake such monitoring.

With regard to the Annual Involvement Wards, Mr Glennon advised that the next event had been scheduled for 10<sup>th</sup> February 2011 as an afternoon tea and dance at the Empress Ballroom. The Forum was encouraged to submit nomination forms. Further details on the event,

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and a reminder of the nominations forms, would be featured in the December edition of Viewpoint.

Mr Glennon advised the Forum that the Friends of Horsebridge groups was in the process of developing a Constitution to become a Tenant and Residents Association. It was anticipated that the Constitution would be presented at the next meeting, to formally ratify the group to the Tenant Liaison Forum.

Mike Glennon

The members discussed the non-attendance of Linden and Edmonton Place Residents Association at three consecutive meetings of the Forum. Mr Glennon explained that there had been extenuating circumstances that had made it difficult for the group to attend meetings, and that BCH had contacted the group to offer support. In light of this, the Forum agreed to grant the group an additional six months.

Mike Glennon

It was reported that Grange Park had not attended three consecutive meetings and therefore contact would be made with the group to confirm that they still wanted to be affiliated to the Forum.

Mike Glennon

A discussion took place with regard to the £500 support grant that BCH awarded to the Tenants and Residents Association. Mr Glennon advised that a benchmarking exercise with other North West social landlords had indicated that BCH granted the highest level. In light of the significant budget cuts in the next financial year, it was essential that all funding allocation achieved value for money. Mr Glennon advised that it was more cost effective for BCH to provide in-house printing support for TARAs, rather than the groups paying for printing at a significantly higher cost. A further discussion regarding the grant would be undertaken at the next Workshop meeting.

Mike Glennon

With regard to the BCH Academy, Mr Glennon advised that the Academy 2 course had been recently completed and an evaluation exercise was being undertaken to consider the success of the course and value for money. There had been significant interest and support in the Academy programme, which had also been recognised as a best practice example. BCH would nominate the Academy programme for an award from the Tenant Participation Advisory Service.

**9. TENANT COMPACT AND INVOLVEMENT STRUCTURE REVIEW**

The Forum was advised that the proposed governance and customer involvement arrangements were considered at the BCH Board event in October 2010. The Board supported the proposals and a further report to outline the working arrangements for the new structure would be presented to the Board in February 2011. A copy of the report would be presented to the Forum at the next meeting in January 2011.

Maggie  
Cornall

**10. ANY OTHER BUSINESS**

A number of complaints were raised with regard to the service that had been provided by Connaught Environmental. Mr Jefferson advised that BCH were taking the complaints very seriously and working closely with Connaught Environmental to resolve the issues. However, due to sensitive contractual discussion, Mr Jefferson was unable to disclose any further information. It was agreed that an update on the current situation be circulated to all Green Wardens.

Mike Glennon  
/ Estate  
Managers

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**11. DATE AND VENUE OF NEXT MEETING**

It was noted that the date of the next meeting had been scheduled for Tuesday 11<sup>th</sup> January 2011, commencing at 10.00 a.m. in the Boardroom, Coastal House.

Georgina  
Atkinson

The meeting ended at 11.20 a.m.

Any queries regarding these minutes, please contact:  
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