

**Minutes of the Tenants' and Residents' Diversity Action Group  
Tuesday, 2 May 2006 at 7 p.m.  
Town Hall room 125**

**Present:**

Jamie Baker, Canterbury Gardens  
Lynda-Ann Garwood-Warren, McCall Close  
David Hart, Willard TRA  
Pauline Lewis, Mountearl and Adare RA  
Graham Nicholls, Dykes Court and Barstow Crescent TRA  
Elizabeth Osei  
Vanda Parker, Waltham TMO

**Guests:**

Gary Mcfarlane, Morrison

**Officers:**

Philippa Lau-Brown  
Vivien McKnight  
Hassina Poyser, Resident Participation Officer, central team  
Marilyn Proctor, Resident Participation Team Manager  
Richard Sydall

**Apologies:**

Denise Anderson  
Patricia Barnaby  
Joanne Hall, Resident Participation Officer, Norwood  
Rose Mitchell  
Ros Munday, Willard Estate TRA  
Marisa Pizzamiglio  
Diane Skidmore, Tulse Hill Estate  
Trevor Toussaint

**1.0 Welcome and apologies**

1.1 MP apologies for the length of time passed since last DAG meeting.

**2.0 Increasing BME participation in TRAs**

2.1 RS and PLB gave a presentation on their report (see attachment). Following presentation they welcomed feedback and MP and HP promised to forward this on behalf of delegates.

**ACTION: MP and HP to collect and forward any feedback received**

2.2 Delegates agreed that information should be placed in tenancy packs to encourage participation. GM suggested that TRAs should have a conference to discuss diversity and equality issues. Delegates asked officers to clarify 'BME'. RS explained that this meant 'black and minority ethnic'. Delegates expressed concern that issues brought up at meetings are not fully addressed/actioned.

Delegates observed that many people only attend meetings when they have a problem that affects them personally. RS and PLB were asked about staff training and how this would be implemented as management of many LBL staff is fragmented. For instance front counter staff are managed by the Lambeth Service Centre and information is not fed through efficiently.

**ACTION: Delegates asked for feedback on the Tenant Participation Compact at next meeting. MP**

### **3.0 Youth activities in Norwood**

3.1 MP apologised on behalf of Joanne Hall who could not attend this meeting because of an emergency.

### **4.0 How we can involve young people – Youth Council**

4.1 MP explained that the Youth Council sent their apologies and promised to attend a future meeting. She suggested that there could be a DAG meeting specifically addressing the youth.

4.2 Delegates suggested more outreach work with the youth to address diversity and equality. VP said that this would be important now as there have been huge cuts in funding to colleges resulting in the youth being idle.

### **5.0 Disability Equality Scheme – Vivien McKnight**

5.1 VM presented information on the upcoming Disability Equality Scheme that LBL has to address (see attachment).

5.2 VM asked delegates and officers if the next DAG meeting could primarily address this subject. All agreed and it was suggested that the venue should be changed as wheelchair access is not easy for room 125 in the Town Hall.

5.3 Delegates suggested that the term 'disability' now encompasses quite a lot of conditions/ailments, including AIDS and learning disabilities. Concern was voiced on how those with learning disabilities would be addressed.

### **6.0 Minutes of the last meeting and matters arising**

6.1 GM gave an update on Morrison issues. He said that 'notice boards' are back on the agenda for Morrison. Delegates noted that TRAs have been prevented from advertising in the area housing offices and notice boards on the estate would be useful. GM said that currently notice boards are available on a first come, first served basis. Delegates asked about notice boards with a layout of estates.

**ACTION: MP said that she would enquire why TRAs are being prevented from advertising in area housing offices.**

6.2 GM explained that Morrison have set up a community fund that re-invests some of the profits back into the community.

6.3 MP gave feedback on the minutes of the January meeting:

- 6.3.1 MP awaiting info from Croydon Council. RS noted that this could be valuable as Croydon are very flexible in their approach to addressing their residents' needs. MP agreed that new ideas are useful in delivering services.
- 6.3.2 HP advised that she had made enquiries about advertising for DAG and was awaiting costs for this.
- 6.3.3 PL noted that the Ipod scheme had not made any progress
- 6.3.4 MP said that Gary Chu had now left Lambeth and Frank Fonton is now responsible for mystery shopping. Some delegates expressed concern about lack of feedback on this.
- 6.3.5 VM said that Frank Fonton could send out information to all delegates present.
- 6.3.6 Delegates enquired as to the possibility of tenants/residents carrying out the mystery shopping themselves. VM agreed that this is a possibility.

## **7.0 Future agenda items and dates**

- 7.1 MP discussed future dates and venues for meetings. Future agenda items:
  - 7.1.1 R Tomlins and Tulse Hill Project – will investigate.
  - 7.1.2 VP suggested discussing whether DAG will be governed by Lambeth or by themselves.
  - 7.1.3 Delegates suggested sheltered housing be addressed and that Adult and Community Services should attend.
  - 7.1.4 **ACTION: Delegates asked if Derrick Anderson and Chris Lee could attend any future meetings. MP and HP**