

Service Improvement Forum Notes

Lambeth Town Hall, room 125 at 7pm
Monday, 27 March 2006

<p>1.0 Attendance Nominated Delegates Hazel Barlow Cathy Butler Rita Fitzgerald Jean Haley Jean Kerrigan Graham Nicholls Ray Puckey Pat Scahill Chris Vaughan</p>	<p>Chair, Streatham AHF Norwood AHF North Lambeth AHF Norwood AHF Brixton AHF Vice Chair, Streatham AHF North Lambeth AHF Clapham and Stockwell AHF Chair Leaseholders Council</p>
<p>Elected Members Cllr Keith Fitchett Cllr John Kazantzis</p>	<p>Executive Member for Housing Labour Spokesperson for Housing</p>
<p>Officers Chris Adamson Tom Bremner Winston Brown Gerard Caulker Vivien McKnight Earl Ray Neil Marilyn Proctor</p>	<p>Head of Housing Management Support Head of Housing Management Temporary Housing Services, Service Development Manager Resident Involvement Manager Head of Quality and Equalities Monitoring and Service Development Manager Resident Participation Team Manager</p>
<p>Apologies none</p>	
<p>2.0 Chairing 2.1 Delegates proposed that Jean Kerrigan should chair the meeting</p>	Action
<p>3.0 Notes of last meeting 3.1 There were no corrections to the notes from the meeting held on 10 November 2005. The notes were AGREED.</p>	
<p>4.0 Matters arising 4.1 On point 2.3 (Information on Services for Leaseholders) Jean Haley advised that the information provided was not what she had requested. What she would like is a breakdown of the costs to provide services for leaseholders in terms of staffing, consultation, etc. Together with the amount collected by the borough in terms of service charges. To include details of services funded from elsewhere in the HRA. Jean Kerrigan confirmed that this information had also been requested at the Executive and through the Finance and Monitoring group. ACTION: It was agreed that Ashley Parrette would be invited to attend the next meeting of the Housing Service Improvement Forum on 27 March and a paper will be provided in the agenda pack to give the information requested.</p>	AP

<p>4.2 In terms of requests for information, Pat Scahill also pointed out that he is still awaiting figures on the numbers of unauthorised occupants pre and post reframing of the service. ACTION: Chris Adamson agreed to provide this information to Pat before the next meeting.</p> <p>4.3 On point 4.3 (mystery shopping) Graham Nicholls advised that he still had not heard anything after volunteering for training – what is happening? ACTION: Officers to investigate.</p> <p>4.4 On point 4.5 (training for handy persons) Officers advised that this training has been ongoing since reframing in the hope that the number of repairs the handy persons can carry out will be increased. At the last meeting of Tenants Council delegates requested proof of training undertaken. Delegates confirmed that it was their opinion that caretakers should ensure that all their checks are carried out before moving on to do repairs. ACTION: A report on the work of handy persons to come to the next meeting.</p> <p>4.5 On point 4.4 (middle management tier) Pat stated that he feels this area is still weak.</p> <p>4.6 On point 4.8 (Leaseholders Handbook) Chris Vaughan said that Leaseholders Executive have now approved the draft.</p> <p>4.7 On point 5.4 (PINs for TRA reps) Jean Haley advised that she had attended a meeting with officers to progress this item. (Cllr Kazantzis stated he had attended an aborted meeting which had been cancelled without his prior notification – officers apologised for this.) Rita stated that currently TRA reps are still not able to get information on behalf of other residents.</p> <p>4.8 On point 5.6 (schedule of rates) Officers pointed out that this is a very large document and it would be impractical to bring it to the meeting. If any delegates have particular queries or concerns about the rates then they should approach officers directly with these.</p> <p>4.9 On point 5.9 (Housing Benefit) This item will be considered at the February meeting of Tenants Council</p> <p>4.10 On point 7.2 (service standards) These will be considered by the Housing Repairs Panel in the future.</p> <p>4.11 On point 5.5 (vulnerable residents) Officers advised delegates of a project that is currently underway to categorise residents in terms of their vulnerability. Officers are presently consulting on category definitions, which, when agreed, will be input on the new computer system (SX3). This will be an extensive piece of work to gather all the information. Officers will be happy to return to a future meeting to report back on the project once it is nearing completion.</p>	<p>CA</p> <p>TB</p>
<p>5.0 Draft Terms of Reference</p> <p>5.1 These were brought back to the meeting following consultation with the Chairs of Leaseholders and Tenants Councils. The Chair of Leaseholders Council advised that she had now had the opportunity to take the draft to the Leaseholders Executive meeting, where she was asked to request additional places (five in total) for Leaseholders Council on the Housing Service Improvement Forum.</p> <p>5.2 ACTION: It was agreed to increase the number of delegates from Leaseholders Council to three (currently it is two) in the terms of reference.</p>	

<p>6.0 Induction for new tenants</p> <p>6.1 Winston gave a presentation to the forum which outlined the pilot project now in place to offer induction training to new tenants.</p> <p>6.2 In addition, housing officers will now be encouraging tenants to attend the courses at sign-up stage as well as visiting all new tenants within six weeks of the start of their tenancy.</p> <p>6.3 Delegates welcomed the introduction of this new initiative.</p>	
<p>7.0 Tenancy checks</p> <p>7.1 Earl Ray Neil outlined a new procedure whereby housing officers will carry out a 10% tenancy check each year. A pilot scheme is currently underway in North Lambeth which will be rolled out to the rest of the borough in May 2006.</p> <p>7.2 Officers will not be undertaking checks on their own patches. A maximum of three visits will be made at different times of the day with notification of legal action at the final visit.</p> <p>7.3 Residents suggested that:</p> <ul style="list-style-type: none"> • Checks could be carried out against the issue of parking permits • National Insurance or passport numbers could be recorded at the time of sign-up <p>7.4 Delegates welcomed the report and look forward to an update on progress made, at a future meeting.</p>	
<p>8.0 Service planning 2006/07</p> <p>8.1 Officers advised that an exercise is currently underway in the department to put together a service / business plan for 2006/07. By April all departments will have their own agreed objectives and targets. This plan can be brought back to a future meeting.</p>	
<p>9.0 Future meeting dates</p> <p>9.1 The future meeting dates were shared with the forum:</p> <ul style="list-style-type: none"> • 27 March • 22 May • 17 July • 25 September • 27 November 	
<p>10.0 Any other important business</p> <p>10.1 none</p>	