

Minutes



Minutes of Allocations Customer Focus Meeting held on Thursday 24th September 2009 @ Hounds Gate.

Present: Clive Thorpe (CT), Sheila Thwaites (STH), Kate Bowley (KB), Jean England (JE), Valerie Schneider (VS).

Elaine Crofts(EC), (minutes) and Lynne Davis (LD)

Apologies:

				Action
1.0		Apologies		
		Susan Taylor (ST), Bernadette Lawley (BL), Sue Lomax (SL), Lynn Mitchell (LM), Ennis Peck (EP)		
2.0		Minutes of last meeting and matters arising		
	EC	Confirmed the reason for the apologies from the above members of NCH staff. This was because they were in the final stages of the preparation of the Sub regional tender submission. The tender is being submitted today.		
	STH	Asked why all the trades for void properties appear to go in at the last minute.		
	EC	Not able to confirm if this was indeed the case and suggested that BL invite representative involved in this process to the next meeting.		
	CT	Gave an overview of the type of decent homes works that is being undertaken and suggested that this causes friction between existing and new tenants. As a number of Agenda items have been carried forward in relation to voids EC to ask BL and Wayne Smalley to the next meeting		EC
3.0		Performance		
	EC	Gave an overview of performance in terms of applications registered and make up of the		

		waiting list. 01/06/09 to 31/08/09, group liked the format (copy attached)		
4.0		CBL IT project plan update		
	EC	Gave an overview of the position to date. Emphasised the commitment of NCH to provide a dedicated resource to this project and its implementation. We have appointed a Project Manger Julia Banderis with many years of housing experience		
5.0		Housing Options		
	EC	Gary Harvey was unable to attend. However EC gave an overview of the types of housing options available for people in the City. Group would still like Gary to attend the next meeting if possible.		EC
6.0		Medical Referrals presentation		
	LD	A handout of the role of the medical referrals officer was distributed. Lynne Davies gave and overview of the role. A question and answer session followed and the group found Lynne's presentation very useful and interesting.		
	CT	Stated that he was often approached by tenants who were unhappy about being turned down.		
	LD	Explained that is was never an easy decision to turn down a request for priority re-housing on medical grounds and explained that their medical condition was never in question. It was about assessing their ability to mobiles safely with in their home and gain safe access to it. Further that the letter that is sent out always states sensitively the reason why they have not been approved and applicants are also given the right to appeal.		
	VS	Stated that a recent case that she had been involved in, had not been given the right of appeal.		
	EC	Confirmed that we were unable to discuss individual cases at this meeting and agreed to speak with VS after the meeting.		
	CL	Stated that in his opinion the HomeLink support officers and Medical referrals officers do a fantastic job.		
	EC	Thanked CT for his positive comments		
	ALL	The group voiced their concerns about how NCH deal with tenants with mental health issues.		
	EC	Confirmed that if we aware of the issues we		

		would always make contact with the support services and work together to resolve any issues. All HPM's attend mental health awareness training.		
7.0		Pre-term figures	BL	C/FWD
8.0		Older person's road show.		
	VS	Give some feedback on the event and confirmed that it was well attended by a variety of services from across Nottingham.		
9.0		Forward Planning	BL	C/FWD
10.0		Allocations Policy review update		
	EC	Give an update of the above. All were aware of the proposed changes. Confirmed that the annual review is now being done each month which makes the review more manageable.		
11.0		Sub Regional CBL scheme update.		
	EC	Confirmed at present the team responsible for the tender submission was currently putting the final touches to the tender document, which is to be submitted today.		
12.0		Mental Health working arrangements/protocols		
	EC	Confirmed that an awareness session had already taken place for our colleagues in Adult services. This session was delivered by the HomeLink support team and Gary Harvey from, Housing Aid. As a result a new procedure for the submission of recommendations from this team was developed. All such recommendations must go through and be signed off by a Service Manager.		
13.0		Under occupation and overcrowding CLG project.	SL	C/FWD
14.0		AOB		
	EC	Updated the contact details.		
		JE confirmed that the mins should be sent to her by post.		
		Date of next meeting		
		11am to 1.00 pm on 17/12/09 at Hounds Gate (D H Lawrence Room)		