

# Minutes



## Minutes of BME forum meeting held on 11<sup>th</sup> November 2009 @ Boardroom, Houndsgate

**Present:** Cynthia James (CJ), Ade Aderogba MBE (AA), Jacinth Hall (JH), J Anderson (JA), Carole Donnelly – NCH (CD), Janet Glass - NCH (JG), Andy Bagulay – Notts Police (AB), Dave Alton – Notts Police (DA), Gary Rackshaw – NCH (GR), Afzaal Nawaz – NCH (AN), E Mclawrence (EM), A Smith (AS), Bunett Anderson (BA), Linford Stevens (LS), Shamiso Mathema (SM), Akmola Akmiyede (AAk), Janet Storar (JS), Kim Devergori - NCH (KD), Kathy Mason – NCH (KM), Constance Hall – NCH (CH), Randolph Richardson (RR), Jackie Brown (JB)

### 1 **Welcome and introductions**

Apologies from Ethel Anderson, Kalwant Kandola, Chris Langstaff (NCH), Gill Moy (NCH), Amanda Schofield (NCH), George Pashley (NCH)

### 2 **Minutes from last meeting**

CD advised George Pashley gave apologies due to family commitment but will attend the meeting in January. CD read out report. BME Board membership has increased to 38% and is more than representative of the city as a whole. There are currently no BME employees on Executive Management Team the report attached explains some of the initiatives to address this. Also recruitment initiatives were explained.

Report  
attached

JB asked in terms of apprentices are these for children from school or people from the community?

CD advised will check and report back.

CD

CH advised we are good at recruiting at lower and middle levels. But need to recruit at senior and higher level which is more difficult not only at NCH but nationwide. Could not shortlist any BME candidates for a recent application. Also need to look at sustaining and supporting BME managers on a more long term basis.

CH advised 16.1% residents in Nottingham are BME and we have 16% of our workforce from BME community. But we know we can do better

RR questioned if we were paying people the right salary and package if we want them to move to Nottingham. What

support are management getting?

CH advised are reviewing selection process and Impact Assessments will provide more information once done.

Minutes were signed off as a true representation of the meeting

### **3 Business Planning – Janet Glass**

JG addressed the group and introduced herself as Head of Business Improvement and Development for NCH.

JG advised she was going to TLC, Forums and Area Panels asking tenant and leaseholders what they think are the most important service areas in the current climate. NCH are looking at 20% efficiency savings over the next 3 years. A report will be taken to TLC and then the Board following full consultation with Area Panels and Forums.

There was a discussion on a recent article in the Evening Post which stated 1000 properties were going to be sold.

JG stated have number of non standard properties that need considerable investment and which are not suitable for family accommodation. With NCC decision has been taken to sell because does not make economic sense to maintain or improve them.

RR stated efficiency savings means job cuts. Need to work smarter and to cut out wastage.

JG In terms of job cuts that is not the outcome we are saying is going to happen. NCH are however looking at the future of cash collection. Equality Impact Assessments are being carried to assess how vulnerable people are affected.

CJ advised repairs need improving and also to stop bringing in consultants. There a discussion on consultant being used for Compact in the past which was expensive.

JG advised that NCH have tried to reduce consultants and do acknowledge there has been an over use in the past.

CD advised will be completing Compact review in house and therefore will not be using consultants.

JG stated if any one has any additional thoughts or ideas please get in touch. Would like to be invited back to the forum to provide feedback.

### **4 Hate Crime – Dave Alton (presentation enclosed)**

DA introduced himself as lead officer for Hate Crime for Nottinghamshire Police. His role is to support city divisions, provide specialist support to people who are referred to them.

DA advised that he is responsible for setting policy for Hate Crime.

DA also stated that there statistics showed that the St Anns and Bridge wards had the most reported incidents.

LS questioned the low number of reports from NCH.

KD advised that at local tasking meetings it was agreed who would report incidents because do not want to duplicate reports.

BA suggested one reason for under reporting could be that people do not receive feedback from police.

AB stated this was a fantastic point. Independent survey show this to be the case.

AB stated that customer satisfaction levels had increased in the last 12 months. The number of people satisfied with service was 46%, a year later this has gone up to 61%.

The worst area is keeping people informed which has gone up from 38% to 50% this year.

AB also stated when a racist incident happens the duty inspector has to be informed, however if an armed robbery happens the duty inspector does not need to be informed. That is how serious racist incident is taken.

There was a discussion on the possibility of figures being distorted because of people's tolerance levels being different. Some people will continue to take it and then eventually lash out.

DA stated Nottinghamshire Police has best figures for women in the police force. Would like to do the same with BME community joining and also retaining and supporting them.

JB advised you have a free phone number but it is not free on mobile phones and most people have mobile phones.

DA advised they are looking at ways for people to report without it costing them anything. However people can contact their beat managers if not an emergency. Also when calling to report an incident you can request to be called back.

## **5 Hate Crime – Kathy Mason (presentation enclosed)**

KM introduced herself as the ASB Project Coordinator for NCH and explained part of her role is around hate crime.

KM highlighted the tenancy agreement has precise wording to tackle people who commit hate crime. Section 3.12, 2B is specific to hate crime.

BA asked what percentage of injunction orders are being found guilty when taken to court?

KM advised at the moment we have 400 cases of which a small number are court cases. NCH resolve 80% of cases without going to court. There has been improvements made to the service and are intervening earlier and resolving at first incident. 67% of cases resolved at incident is fantastic compared to national figures.

KM stated has real concerns of under reporting of hate crime. Looking at reviewing service standards in new year in relation to hate crime.

KM asked forum members how we could encourage people to report.

JB advised of conference she attended on engaging communities in fighting crime which was fantastic. Also she advised members to have a look at the police pledge.

RR stated interview within 1 working day needs looking at because in some housing offices that is not always possible.

KM advised if you are a victim you do not want to hear

something else is more important. The system allows us to map where incidents are happening which allows greater understanding.

CH advised information coming back is that tenants are abusing operatives.

KD advised have taken a tough stance on this, also affects HPM's and NCC staff. There is a clause in the tenancy agreement to allow action to be taken. The police have also been very supportive.

KD stated when she started she was concerned the way ASB was dealt with and gave commitment to improve this. Appointed KM as ASB coordinator which was a new role at the time.

KD advised NCH have volunteered to be a pilot for national accreditation which is inspected by Housemark and Tenant Inspectors.

## **6 TLC Update**

CD advised of the casual vacancy on the Board until the AGM next year. If the TLC does not put a tenant forward then will lose a tenant board member.

CD also advised have 3 Board members and AA as independent on the compact review. This is unique and very positive for NCH.

JH advised of tenant & leaseholder conference where equality & diversity will be the theme. Information will be brought to the meeting in January.

CD

## **7 Any other business**

JS asked if forum members had any objection on other board members attending future Forum meetings

There were no objections from members.

GR advised that there is Equality Impact Assessment event for Property Services on Tuesday 17<sup>th</sup> November at the Ice Arena from 9.30am – 4.00pm.

## **8 Date of Next Meeting**

**Wednesday 10<sup>th</sup> March 2010 6.00 – 8.30pm Boardroom,  
14 Hounds Gate**