



Minutes

Minutes of Customer Communications Team meeting held on 10 February 2009, 14 Hounds Gate
PRESENT:

Chair: Tim Prentice	TP
Phil England	PE
Sue Stevenson	SS
Catherine Shenton	CS
Rosanne Hill	RH
Linford Stevens	LS
John Reilly	JR
Valerie Schneider	VS
Apologies:	
Janet Storar	Unable to attend
Paddy Long	Unable to attend
Alan Darby	Unable to attend
Graham Ward	Unable to attend

ACTION

1. Minutes of the January meeting

TP The minutes of the January meeting were agreed to be a fair and true account of the meeting.

2. Communications Team three year Business Plan consultation

MV MV asked the panel for ideas and suggestions to include in the Communications Team three year business plan. Suggestions included:

- o A focus on increasing and broadening the tenant and leaseholder representation on the customer communications panel
- o A focus on equality and diversity issues in communication activity

MV to update the panel on progress at the March meeting

- Representation at area panel meetings from members of the communications panel to present items relating to communications at the meetings and to gather wider feedback and suggestions to bring back to the panel for discussion.
- Case study examples to illustrate how communications is working across the business both internally and externally
- Including articles in the newsletter to encourage participation in the panel
- Close liaison with Housing offices to ensure brand consistency
- Closer communications with Housing Patch Managers, their visibility to their tenants and ensuring they are armed with the correct messages
- Clear messages regarding the Decent Homes programme and managing expectations in particular
- Clearer understanding of tenants and leaseholders needs and tailoring communications accordingly – for example with more vulnerable tenants
- Better use of technology to help with the communications message and to improve customer service – for example the flagging system with the repairs call centre
- Closer partnership working with relevant organisations – for example the CDP, fire service, city council, police etc.

3.	Communications panel review	Item deferred for a future meeting	
4.	News from Nottingham City Homes – issue 23 feedback	Item deferred to the March meeting	
5.	What would you like to see in issue 24/25?	Further to suggestions provided in January, extra stories suggested were:	
	<ul style="list-style-type: none"> o Customer communications panel recruitment article 	<ul style="list-style-type: none"> o Feedback and write-up from the tenant and leaseholder conference 	
6.	Customer communications panel terms of reference / code of conduct	It was agreed by the panel that subject to final changes, the code of conduct would be signed and agreed at the March meeting	All panel members to sign both copies and bring one copy to be handed in to TP at the start of the March meeting.
All	7. Monthly literature reviewers list	TP brought the literature reviewers list for 2008 and suggested that this should be re-launched as a tool for receiving comments and approval from the panel for new NCH publications.	TP to bring the new list to the March meeting for agreement
TP	8. Date of the next meeting	The next meeting will be held 2pm Tuesday 10 March 2009 in the Board Room at Hounds Gate	
9.	Any other business	The panel requested an item on feedback from the Tenant and Leaseholder conference.	TP to add to March agenda