

# Minutes

Homes 4 Us  
Monday 13<sup>th</sup> July 12pm – 2pm  
Tenant Resource Centre, Hounds Gate



## PRESENT:

Clive Thorpe C.T(Chair), Jenny Grant J.G (Vice Chair), Sue Stevenson S.S, Alan Darby A.D, Lynn Mitchell, L.M, Linford Stevens L.S, Ruth Haywood R.H, Loveleen Labana L.L, Margaret Pugsley M.G

**Officers:** Carole Donnelly C.D NCH, Emma Simpson NCH (Minutes)

**Guest Speaker:** Graham Gardner G.G

## Apologies:

Alison Thorpe, Val Schnieder, Elaine Graham, Mr C England, Sue O'Connor

1.0

### Welcome & Apologies

2.0

### Graham Gardner New Grown Consultants (new item)

**GG** Spoke about him wanting to get into groups within the city, as he is concerned that opinions aren't being heard and information isn't getting back to the small groups.

Wants to be involved in the group, to hear more of what they are doing, to see if they are struggling, getting them on the map on things they have done and taking the group forward.

**CT** asked **GG** what he knows about forum groups within Nottingham City Homes, as over half of the tenants have a disability, that the carers and disabled go hand in hand and the groups aim is to give tenant and leaseholders everything they need.

**GG** Doesn't know much but and his reasons for coming in today was to gain more awareness and help the group get engaged/more involved.

**LS** Mentioned the city council closing some of the community centres and moving them to places where people don't want to be. So they don't bother going anymore.

**GG** Mentioned "**Support Net**" a pilot scheme looking at how communities work. So they can get a better insight – will send **CD** more details

**ACTION**

CD

**CT** Mentioned creating a directory for all the disabled groups so they are more aware of each other and can come together to talk, etc. **GG** said they are trying to put one together but is a difficult process but is a good idea

**LM** Mentioned that disabled people are targeted, harassed and suffer from antisocial behaviour

**GG** Doesn't want to segregate Disabled People from the community, understands that needs, need to be heard, Wants to open these communities up but is failing to understand what groups need.

**GG** Spoke about the 'big listen' survey which can be done online or via telephone. It has very open questions so you can put your opinions across. As he understands it is **Paramount** that the issues and feelings are put across to help the communities

**CD** Asked what sort of training they do **GG** advised he does training through CBS, and wants to know what training we would like to do/need and to put it in the survey

**CT** People don't want to pay to do a survey over the phone **CD** said tenants can do the survey in the tenant resource centre **GG** said you could leave him a message and he will give you a call back to do the survey

**GG** The survey will close mid August 2009 as it has been out for a while and has advertised in GP's, Libraries, Evening Post, Housing Offices and Community Centres but doesn't think the advertising campaign has been a major success as people are still unaware. And that you can choose how the survey is feed back to you either in writing or email and that the feedback will include answers to the issues and what is going to be done. Also that he won't ignore delayed surveys.

**SS** asked for a Booklet **GG** Advised self help team deal with this

CD

**JG** asked for flyers for getting involved week **GG** will drop them off to **CD**

### **3.0**

#### **Minutes of the Last Meeting and Matters Arising**

Everyone received them, not all had read them though **CD** confirmed that the wording on the breach of code of conduct should refer to a job title and not a named officer. **CD** to amend Code of Conduct wording and all agreed. **CD** confirmed the budget allocated to Homes 4 Us is £2000, this will included taxis and food. This was the 1<sup>st</sup> year that budgets had been devolved down to local forum level and they will be closely monitored with a quarterly report going to each forum. **CD** also confirmed that if there was an overspend on taxis this would highlight the need for additional resources being identified; the aim is to understand where the budget goes and not to prevent any one attending who wants to attend.

CD

**CT** asked for a Folder to be stored in the office of all the signed minutes  
The minutes were then signed off.

## 4.0

### FORWARD PLANNING

Item deferred to the next meeting. Due to **CD** not being able to access it. Will wait until **SO** gets back

Leaflet

**CT** wants to add disability Logos onto the brochure as people will notice them better and will contact us

**CD** is tracking down leaflet on **SO** computer when found she will send it out via email and call around for approval of the leaflet

**CT & JG** Don't want the leaflet to go to marketing as, they want the leaflet to stay in the format the group has chosen, and be brighter and clearer.

## 5.0

### Carole Donnelly Tenant and Leaseholder Involvement Manager Introduction

Carole spoke about key points which she wants to change

- Wants meetings to be more productive and get results out of them, taking obtainable steps.
- Tenant participation path what works for you
- Feedback into forums from the TL Congress
- TLC need to take the issues forward and revamp
- Wants to understand more about area panels, where we need to take them
- Compact too big wants to make it smaller and a review will be underway soon.

**CD** What is going to work for you in the Compact??

**LS** Tenants aren't being consulted about the compact

**CT** No consultation with NCC either as they said they only saw it on the final edit. A lot of the details in the compact are irrelevant, not set in stone-can be altered, wants it to be more user friendly

- **CD** wants to do a Homes 4 Us Conferences with a theme of diversity and cohesion. Wants to get sponsorship for tenants to attend the TPAS Conference. As feels Homes 4 Us could have a big and positive impact on the conferences

## 6

### Amended Ground Rules/Code of Conduct/Constitution and Terms of Reference

#### Compacts

**SS** TPAS are looking at compacts and have asked her to go to a conference with them to give ideas.

**CD** Advised she is acquiring compacts from other companies to see what's different and what is working

**CD** Thinks what tenants do here at NCH is brilliant and very up on the mark, outstanding and wants to win the Gold award for NCH as the Tenant Services authority will give out grants for the groups.

**LM** Spoke about the National Training Awards (Crag Rats) as we need to get on the map.

### **Getting involved week**

**CD**

- What is expected from the group on Getting Involved Week
- Wants Tenants and Leaseholders to volunteer on the Tenant resource Centre Day on 31<sup>st</sup> July 2009. Will hopefully have leaflets by then.

Key Priorities for getting involved week are

- Give us ideas on what you wants to do
- Wants help on the stalls on the Parklife event, Mary Potter Centre on 28<sup>th</sup> & 30/07/09, and with the big event on the forest recreational ground 27/07/09 11-4 (Nottingham Forest will be there and contractors).
- A week of action will be sent out to show what we are doing and where.

### **No Stall in the Market Square on 28/07/09**

**LM** Mentioned the Older Persons Road show on 07/09/09 in the Nottingham Arrow booklet, we could put some stuff in there. Also retired and Seniors magazine comes out every 6 months, we could also put articles in there **LM** getting number of them for **CD**

LM/CD

**CD** Wants to get patch managers involved in the market stalls and Parklife event.

**CD** Wants to challenge the housing offices to advertise the getting involved week and do a prize for best display.

**CD** Meeting with Area Managers to discuss the getting involved week. Also making sure it is being advertised in the NCH News as advertising has been sent across.

CD

**LL** mentioned Aspley week which nobody knows about.

CD

We need to open links with the Neighbourhood Management to get a whole diary put on the website as is not advertised well. **CD** advised she is opening links with them. Also need to do a voluntary Service Diary

## **7 Any Other Business**

### **Taxis**

**RH** Taxis arriving on wrong days or just don't show up

**SS** Taxis Firm saying taxis aren't booked

**AD** Drivers ask for money and take detour routes when they know it is on account

**MP** Advised not always NCH's fault as taxi firm does get it wrong also

**ES** If we add an extra column to the attendance list for booking taxis we can do the taxis in advance and will hopefully be more organised.

**CD** Advised when the permanent Administrative Assistant starts this will be the sole person dealing with taxi booking so will hopefully be better managed

**All agreed taxi booking process needs to be improved**

### **Food**

**JG** Advised in the meeting we need crisps and fruit for attendees with dietary requirements not just biscuits.

### **Loop system**

**SS** Wanted to thank us in particular Andrew Filer for getting the Loop System installed as it has made it a lot easier for the meetings and doesn't need to be charged up, which is great.

### **Apologies for next meeting**

Ruth Haywood and Lynn Mitchell

**The next meeting is to be held on: Monday 14th September 2009  
Between 17.00 p.m. and 19.00 p.m.  
The Tenants Resource Centre at Hounds Gate**