



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and actions from previous meeting.
 2. Presentation from Customer Experience Manager.
 3. Any other business.
 4. Update from members.

Date **25th October 1-3 pm 2023**

Venue Committee Room 2, Southfields Main Building, Southfields Road, Loughborough.

Attendance:

Chair	June Bush	Thorpe Acre Community Association
Members	Janice Wright	Riversdale Court Birstall
	Phil Hudson	Fielding Court Association
	Stuart Wells	Fielding Court Association
	Ireen Kennedy	Park Court
	Paul Maine	Chapman Street Garden Association
	Christine Maine	Chapman Street Garden Association
	Diane Lockwood	Chapman Street
	Trish Edwards	Staveley Court
	Steve Laird	Staveley Court
	John Mason	Arnold Smith House Association
	Craig Jordan	Ashby Road Estate Community Centre
	Yvonne Diamond	Beresford Court Shepshed
	Wayne Bridges	Brook Street Shepshed
Guests	Russell Clarke	Customer Experience Manager
	Andrew Everitt-Stewart	Customer Engagement Office
	Helen Kennedy	Customer Engagement Officer
Apologies	Christopher Hipwell	Selbourne Court
	Tracey Riley	Chapman Street
	Mark Biggs	Thorpe Acre Community Association
	Diane Brown	Knighthorpe Road
	Betty Saunders	George Toon Court, Syston
	Wayne Bridges	Brook Street Shepshed



1. Apologies.

2. Actions from previous meeting

Actions:

Actions for Customer Engagement:

- Customer engagement to ask if any funding can be provided to help The Hut become a hybrid facility and they will meet with The Hut staff to discuss this. *This has been discussed but the funding is not available currently, it may be possible to use some of the EEM funding.*
- Customer Engagement to help with the process of investigating funding for a map and directional signs at Staveley Court, Loughborough, it was suggested that a contractor be contacted to give an idea of the price involved for this project. *This is ongoing.*
- Seek advice on fitting a key safe to the car park gate at Fielding Court, Loughborough. *Ongoing, needs to be investigated further.*
- Investigate fly tipping to the rear and in drying areas at Park Court, Loughborough.

Actions for Open Spaces Officers:

- Investigate the standard of work in the open spaces at Fielding Court, Loughborough. *Visit currently being arranged.*
- Arrange a visit to Arnold Smith House, Shepshed to discuss open spaces maintenance. *Visit carried out. Agreed to blow away excess grass after cutting, trim hedges at the back of the property. There have been visits from the contractor since, still the same problems with the grass cutting and the hedges have not been trimmed.*
- Inform Keith Henson about tree issues at Fielding Court and arrange a visit to resolve. *Visit currently being arranged.*
- Arrange a visit to Staveley Court, Loughborough to discuss open spaces maintenance. *No contact received.*
- Arrange a visit to Riversdale Court, Birstall to discuss open spaces maintenance. *Visit planned for the first week in November.*
- Contact Keith Henson re self-seeded trees to the rear of Park Court, Loughborough. *This has been actioned so COMPLETE.*
- Try to inform sheltered court residents of planned visits where possible and leave calling cards if appropriate. *Being implemented.*
- Review the grass cutting time frame in consideration of climate change since the contract was instigated. *Ongoing.*

Question:

When is the idverdi contract up for renewal as tenants would like some input into this decision. *Customer Engagement to investigate and report back. ACTION.*



3. Presentation by the Customer Experience Manager

- This visit is to update any issues from the last attendance.
- The third-party consent form was presented as requested by forum members the last time the Customer Experience Manager attended. This is designed to allow residents to act on behalf of another tenant with their consent, a consent form will also be provided to validate this.
- The form was demonstrated to its completion and is in the test phase and can be changed.
- It is not live online yet, but it was suggested that it be tested by forum members to check that they are happy with the content and the way it works.
- Consent to act will be valid for 6 months.

Questions:

- Will you be able to act on behalf of someone else regardless of the issue? *Yes, if this is a genuine reason.*
- Has there been a similar form in the past? *Yes, but only in paper form.*
- Sometimes an enquiry may take longer than 6 months, could this period be extended to 9 or 12 months? Also, problems can be permanent. *There must be a time limit on consent to act, circumstances can change, and consent must be renewed after an agreed period, in this case 6 months.*
- Charnwood Borough Council has a history of enquiries taking too long, so a 12 month consent period may be better. *Anti-Social Behaviour and lettings issues may take more than 6 months to complete, if issues are taking longer than 6 months then tenants should complain about this as issues should not be taking that long to conclude.*
- Would a letter from the third party involved be acceptable to ask for an extension for this period? *Potentially yes that would be fine.*
- Will an end date for the 6 month period be displayed online when the issue is raised? *This will be investigated and applied if possible.*
- What will be the procedure is an issue arises close to the end of the 6 month consent period that would potentially extend the time the enquiry will take to complete? *If the person dealing with the issue contacts the council, this can be discussed.*
- Can something be built into the form to automatically renew the data at the end of the 6 month consent period? *No, a new consent will still be needed.*
- If a third party cannot sign or are not capable, would a Council Officer be able to stand in? *No this is not possible. There is no flexibility on this.*
- Could a voice recording be used if the third party stated on the recording that they were happy for the agreed person to act for them? *No as this cannot be verified. The signed consent will cover most cases, if this is not possible then the people concerned should talk to the Council. Officers should all respond within 14 working days.*



Charnwood Housing Residents Forum (CHRF)

- A tenant at Arnold Smith House applied for benefit but had no reply within the first month and had to go into the Council officers to discuss this. *The Customer Experience Officer will investigate this.*

At test was carried out onscreen for Forum members to observe. It was explained that the form is simple to complete and that it will be sent out to Forum members for a test period of 3 months and any changes that are suggested and are relevant will be implemented. Questions resulting from this:

- Can photos be attached to applications? *Yes.*
- It was pointed out that the explanation of the legal position on this process was very useful.
- Where will this form sit on the Charnwood Borough Council website? *This has yet to be decided.*
- Can you use power of attorney as consent? *No this is not the same as consent.*
- The third party will not be signing this document. *This will be covered as you can upload a document to support this, but a consent form can be added to cover this, this will be investigated, and a suggested form supplied to members to approve.*

General issues:

- Call handling, waiting is now under 5 minutes per call and has been for the last 3 months but may be slightly longer in very busy periods.
- There is a 15 percent abandoned call rate.
- The wait time on call is currently 3.5 minutes.

Questions arising:

- A member had used the online repair form and found it very efficient.
- Is there a way to call repairs using a separate phone line? *Numbers will be changing in the New Year; all calls will go to the call centre from then onwards. Every call is booked on receipt and incidents logged; however, the call centre is not informed when services are cancelled. This then must be investigated. All feedback is considered, and improvements will be made where necessary.*
- Job numbers are not always supplied. *If reported online a job number is automatically issued. If you call in the job is booked, and a number sent by text to the applicant.*
- Can the phone operative in the call centre give the number verbally? *Texts are sent, written letters are not feasible. Not all callers will want to supply their contact information. Customers will be texted with a job number and appointment time where appropriate.*
- A member is currently dealing with a family members affair, is the period of consent still 6 months? *All interactions are covered by current data protection laws and all staff abide by this.*
- How long will it take to get the third-party consent form live? *It will be live within 4 weeks, however it will be given to forum members first to test and check, and to*



make sure that it sits in the correct place on the Charnwood Borough Council website.

A question was submitted by email:

I have been on the online platform for reporting ASB and well; to put it bluntly its war and peace. I've suggested that the Tenancy and Estate Management Officer talk to the Tenancy and Estate Management Team Leader and have the CHRF look at and comment. From a tenant's point view. I feel this would be a worthwhile area in a meeting. *The form must fulfill a mandatory frame and is also shared with the Police. It also scores vulnerability and assesses the needs of the people filling out the form.*

Questions:

- The form is too long, and people lose patience with it. *The form needs to assess needs and risks. It also needs to show where the risks are for the applicant and how urgent the matter is.*
- How well do the Police respond to anti-social behavior issues from Charnwood Borough Council? *The Customer Experience Manager did not have this data, that information would be held by the anti-social behavior department.*
- Could the Police be asked to come to the Forum and explain how they deal with these issues? *Customer Engagement will arrange this for a future meeting. ACTION.*

4. Any other business: None.

5. Updates from residents:

- **Riversdale Birstall:** Severn Trent have agreed that there is a drain problem and that they will deal with it.
- **Fielding Court Loughborough:** What is the progress on the tenant bid work that has been applied for? Customer Engagement explained that we are in the process of getting more technical information for the specification. The canal trip was successful, and photos will be sent to Customer Engagement along with the feedback form. Work has not yet started on work at the site as 3 tenants are yet to move out of the affected flats. Non residents parking in the resident's car park is still a problem.
- **Thorpe Acre:** numbers are low at current meetings. A trip to Ingoldmells and a trip on the canal were very successful. There will be a service held on Thorpe Acre green for Remembrance. On December 8th a Christmas meal is being held for people who attend then coffee mornings, which continues to be well attended.
- **Brook Street Shepshed:** Representatives of the local Member of Parliament have visited the site. The CCTV still appears not to be working. Anti-social behaviour is still a big problem at the complex. It was stated that the Landlord Services Manager would contact the Forum member to discuss the issues and visit the complex.



- **Park Court Loughborough:** What department is responsible for the scooter store safety checks as residents are not sure that a check has been done recently? Customer Engagement will investigate this and report back to members ACTION. A tenant is keeping a mobility scooter in his flat, and is also being threatened with violence, what department would I contact to deal with these issues? The scooter indoors is a matter for the tenancy officer. In that way the case can be registered and tracked. If the anti-social behaviours/threats of violence are reported at the same time, this will then be passed to the relevant departments.
- **Chapman Street:** There is disappointment in of the lack of action from the Chapman Street Garden Association. The Special General Meeting has been cancelled. Customer Engagement are looking to help move issues forward and arrange a new meeting, letters will be sent out this week informing tenants of the new time and date. The wheel installation is now being moved as requested by residents and will be funded from money accumulated by residents.
- **Arnold Smith House:** None.
- **The Hut:** A successful Annual General Meeting was held. Received an email from Health Needs Assessment for Social Housing Tenancy in Charnwood, this is Leicestershire County Council ran, they are asking for an idea of general health in social housing in the area. The survey asks about health conditions and how it effects tenants, this will be forwarded to Forum members to look at. It will also be available in paper form. It is so that the County Council can plan improvements moving forwards. It was asked that Forum members fill out the form when forwarded to them.
- **Staveley Court Loughborough:** None.
- **Beresford Court Shepshed:** The guttering is a major problem, but it has been reported as a repair. It was explained that there is a program being planned to improve and repair guttering where necessary for all sheltered courts.

6. Actions:

- Customer Engagement to arrange for the Police to present at a future meeting. *This is being organised and a schedule for the 2024/25 CHRF meetings is being planned.*
- Customer Engagement to investigate when the idverdi contract is to be renewed.
- Find out what department is responsible for scooter room checks re Park Court.

Meeting Closed At; 3:05pm

Next Meeting; The Hut, Old Ashby Road Loughborough, 1:00-3pm on the 22nd November 2023.