Resident Involvement & Customer Services Meeting

Wednesday 5th October 17

Notes of Meeting

Present: Resident (DN), Resident (JO), Resident (ER), Resident (PN) Resident (GA), Lorraine With (LW), Sue Rickard (SR)

1. **Welcome**

   SR welcomed everyone to the meeting.

2. **Apologies**

   Apologies were received from four residents, Traci Dixon and Stuart Long.

3. **Audit**

   The group looked through the audit sheet and were happy with the current spend of the budget.

   SR stated the taxi cost for this month was a little better, SR suggested doing an audit on the taxi’s to see where the spend is being used and bring back to the group.

4. **Minutes of last meeting**

   The minutes of the last meeting was agreed as a true record.

   GA Queryed the attendance of the group.

   It was agreed to do a recruitment drive after Scrutiny has finished their report and maybe get them to do a questionnaire first to check this group is something they actually want to be part of.

5. **Matters Arising**

   There were no matters arising.

6. **Community Event**

   DN stated the Community Event has now finished and SCOG will be doing smaller events around the Borough.

   The money left over from the Community Event will be transferred over to SCOG to arrange the future events.

7. **Scrutiny Update**

   DN stated they have nearly finished on Community Development and will be sending the report to OMT next week. They have received very positive comments and recommendations have been put forward.
DN stated they need to speak to the Block Voices and Resident Associations as there seems to be a lack of commitment from them. DN stated they will need to look into who will be in charge of taking this forward.

DN stated once the report has been finished they will have a little break.

DN suggested they merge TVA and FED together as they are practically the same meeting it will also save on staff time and room/refreshment costs.

DN stated she has been asked to attend the audit committee at the end of the month.

The visit to Derby and Leeds was very good, from 23 ALMOs there are now only 12.

Other recommendations was to DBS check everyone. DN said Stuart suggested the Scrutiny Committee do a presentation to everyone to show their findings.

8 Block Voices / TVA

The group suggested doing a questionnaire to current Block Voices and Associations to see what they have done over the last year.

9 Customer Services

LW attended the meeting today to give an update on Customer Services. LW stated they are getting more staff trained up to take all the calls.

They currently only let one member of staff have holiday at one time which is causing a problem but it does allow cover.

LW went through the current figures, SR to send a copy out with the minutes.

DN asked if up they are up to full volume of staff, LW stated she would like another couple of people trained to cover if people are sick or on holiday.

LW stated it is very busy in the mornings and around lunch so there are sometimes queues and now we are getting closer to winter they are getting more calls for boiler repairs etc.

DN stated from the scrutiny report on ASB they have come up with new ways of dealing with ASB. DN has LW if it has come into force yet? LW stated she will check and will let her know.

LW checked and she said they are currently working on the ASB report forms.

GA asked LW as Lagan is being phased out where will the complaints go through? LW stated if another system does come in place she would think they would run it alongside with Lagan to check it is working properly.

There were no other questions from the group, LW stated since April it has really changed around due to staff being in.

10 Complaints

TD was unable to attend today's meeting, SR handed out the breakdown to the group, all were happy. SR to send a copy out with the minutes.

SR stated TD suggested Beverly Gallacher or someone from Corporate Services attends
the next meeting to discuss the complaints as this comes under Corporate Services.

11 **Awards Conference**

SR stated she will be getting quotes from Chalkwell Park and the Arlington Rooms for the Awards Conference.

SR stated she will feedback at the next meeting when the Conference will be taking place and where.

12 **Any other business**

SR stated SCOG are organising the Children’s Christmas Party on the 18th December at Room 24. SR was pleased to say the Breyer Group have kindly donated £600 toward the Christmas Party.

13 **Future Agenda Items**

Awards Conference update
Get the Kids out – Alex
Hub Update – David Preston/ Maria Medina
Scrutiny Update
SCOG Update – Shirley O’Reilly

14 **Date of next meeting**

The next meeting is booked in for Wednesday 6th December at 2:00pm in Committee Room 7. **PLEASE NOTE CHANGE OF TIME**