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| **MINUTES** | | **MEETING:** | Housing Involvement Panel | |
| **DATE:** | 24th May 2023  10.30am-12.30pm | |
| **VENUE:** | Hybrid  Meeting Room 26 / MS Teams | |
| **CHAIR:** | Stella Parkin (Council Tenant) | |
| **MINUTE TAKER:** | Callie Lamb | |
| **In Attendance** | | | | |
| Callie Lamb, James Smith, Paul Walsh, Winnie, Ann, Jake, Maria, Karen, Stuart, Molly, Phil, Stella, Mo, Barry, Tasha, Rob, Diane, Mary, Cllr Brookes, Donna, Andy Lumb | | | | |
| **Apologies** | | | | |
| Cllr Sheppard, Terry, Jo, Keith, James C, Sam & Julie Sharp | | | | |
| **Item** | **Subject / Discussion** | | | **Action** |
| **1.** | **Welcome & Introductions**  Stella Parkin welcomed everyone to the meeting and facilitated introductions.  James Smith introduced himself as the newly appointed Tenant Engagement Manager. James did a round robin ice breaker, and everyone shared what has made them feel happy and proud over the past week | | | **N/A** |
| **2.** | **Minutes of the last HIP meeting – March 23**  Stella took us through the minutes from last time and everyone agreed. | | | **N/A** |
| **3.** | **4th and 1st Quarter Housing Learning from Complaints, and performance Update**  James S shared performance updates with the panel via a new style PowerPoint presentation instead of the usual MS Word infographic.  James covered performance statistics in relation to:   * Complaints * Repairs * Homelessness * Antisocial behaviour * Re-let times * Major adaptations   There was some good debate with the agenda item and Paul Walsh & Stuart Purcell were available to answer questions from the tenants.  **A flavour of the discussions, and some questions from Rotherfed and tenants are as follows:**  **Phil H**: Suggested the panel would like further stats regarding homelessness as the panel have had previous involvement in the homelessness strategy  **Stella:** Suggested information on how to report homelessness is published in Home Matters magazine or in a leaflet/flyer form.  **Phil H:** Can hand out cars be published for Rotherfed to distribute?  **Mary:** The contact number is generic, can there be a direct number for homelessness?  **James asked the panel if they preferred the way the stats have been presented. You can see some of the responses below:**  **Stella:** Happy with the stats and prefer how they have been presented.  **Tasha:** Prefers slides due to disabilities and easiness to read.  **Winnie:** Happy with the breakdown of figures and topics, however, it has taken a long time to get to this stage. | | | * **Callie** to pick up the panels comments re homelessness and make sure we provide the into/stats they require for the next meeting. * **James** will speak to the performance team and make sure we present using slide format in the future |
| **4.** | **Tenant Story – Peregrine Way, Harthill**  Phil and the team from Rotherfed brought a video update from the Peregrine way Tenant’s groups  The video outlined some of the fantastic work of the group, and how Rotherfed have supported them.  The video was very well received, and the panel expressed their desire for more video content to be presented in the future. | | |  |
| **5.** | **Break** | | |  |
| **6.** | **Mears and Equans update**  **Mears:** shared their survey results for April 2023. 93% were satisfied with the repairs service.  Mears also shared that their Employment and Skills department are working with schools and colleges to help prepare young people for working life.  **Stella** Shared that she has been selected to join the Mears scrutiny panel, as the Rotherham representative. The panel con  **Equans:** Survey results for April: 98.8% were satisfied with overall repairs service. Equans have worked closely with young people and carried out mock interviews to prepare them for a job interview.  **Phil** Requested the updates from Mears and Equans are distributed before meeting along with agenda etc. | | | **Callie** to make sure that updates from Mears and Equans are distributed before the meeting along with the agenda |
| **7.** | **Damp and mould update**  Andy Lumb (CIC Partnering Manager) presented to the panel about our work on damp and mould. This agenda item was suggested by the tenants.  Andy covered:   * What damp and mould is, and the different types * Stas around the increase in repairs claims since 2015 and how the team have grown to deal with the increase * Details about the Rochdale incident and how this has further impacted the service * A comparison of referrals between 2022 and 2023: There has been a 335% increase * The Housing Ombudsman response to the Rochdale incident * Info around the damp and mould scrutiny panel   The panel decided that they would like regular updates on damp and mould. | | |  |
| **8.** | **Future agenda items**   * Stella: suggested homeless to be added to an upcoming agenda and for Sandra Tolley to take lead | | | **James:** To arrange an in between meeting to discuss upcoming agendas |
| **9.** | **Meeting review: How have you found today’s meeting?**  The agenda item was missed due to time constraints | | |  |
| **10.** | **Any other business**   * It was decided that Mears and Equans to attend every other meeting. * **Paul W outlined** changes to senior management, George Temple has left RMBC, Lynsey Skidmore has taken on head of service on an interim basis.   Currently recruiting for this position on a permanent basis. Also recruiting for head of SHAD. | | |  |
| **Date of the next meeting- Wednesday 12th July 2023 10.30am at Riverside House** | | | | |