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| **MINUTES** | **MEETING:** | Housing Involvement Panel |
| **DATE:** | 18.01.23 10.30am-12.30pm |
| **VENUE:** | HybridMeeting Room 5A/B / MS Teams  |
| **CHAIR:** | Stella Parkin (council tenant) |
| **MINUTE TAKER:** | Georgia Cant |
| **In Attendance**  |
| Lynsey Skidmore, Jessica Sarracco, George Temple, Alice Mawer, Paul Walsh, Terry Adair, Diane Keay, Winnie Billups, Stella Parkin, Phil Hayes, Jake, Chris Blackburn, Julie/Sam (tenants). Ann Hitchins Keith Stringer |
| **Apologies**  |
| Mary JacquesElla WebsterCllr Brookes |
| **Item** | **Subject / Discussion**  | **Action**  |
| **1.** | **Minutes of the last HIP meeting – 30th November 2022****All agreed.** |  |
| **2.** | **Damp and Mould update**QEST has partnered with RMBC for 3 years with services performing assessments on properties for damp & mould.Last year – 4,000 properties were treated with just under 400 being in Rotherham.£300,000 work currently in Yorkshire. Average job currently at the value of £487.Current issues:With the price caps increasing, tenants are capping heating which is leading to moisture, damp and mould.Mould – toxic which soaks into the walls and plasterboard and has to be treated to completely prevent it from growing back.Causes – insufficient thermal insulation, domestic ventilation, water vapour, trapped moisture. We need to advise people to not use:Salt, bleach, vinegar and cloths.How QEST treat mould – bactdet, hyalophane, standard mould resistant paint. This includes a 2-year guarantee and an aftercare advice leaflet.The council are looking at bringing in a series of 6 different colours of the paint to use in properties to make more homely and increases the tenant satisfaction.We have gained access to around 130 properties so far. Some with high value works. Q&A – Stella asked, can use of dehumidifier help. YES. Removes a lot of moisture.LS – treatment works – how long do they last in property? 2 year guarantee, mould will not grow back in treated area if they continue with advice. Tenants left with a leaflet to look back on with advice. Terrie – ‘new air’ ventilation systems/ extractor fans – new technique being used. The good quality fans can help and are sufficient. Low running costs and high litre outage.George – mentioned they also took on Beeversleigh, only had access for the surveys on around 30-40 properties. Before it reaches quest – the CIC team will undertake a check on the property. Properties with a smaller job are able to be done at the time of the assessment – the staff carry small amounts of mould preventor.High volume of cases at the moment across the whole of UK. Over 600 referrals through Rotherham contact centre from now since November. High demand in service. Some workloads of other boroughs are doubled due to not being pro-active. Phil – suggested it is ideal to create a guidance to be sent out to all tenants with a do/don’t with the tenant at best interest. PW mentioned looking at an EQUANS video which can be done quickly to be put online for tenants to see. How can we push information across the whole of the council to raise awareness that every contact counts from Rotherham council. All staff need to have an understating of what to look out for when completing a visit check for this then to be raised with CIC as some tenants are unaware of the dangerous effects mould can have. Chief executive is also doing personal visits to check on properties. Ideal for Rother Fed to have a simple guide which can be passed out to educate and raise awareness. Make customer advisory leaflets available. Wanting copies for Stella and Phil of the home matters leaflets. Internal audits are also doing an approach regarding damp and mould and aim to make recommendations.  |  |
| **3.** | **Communications Scrutiny Review update** Objectives * Communications meeting the tenants needs
* Agreement on communications to be improved
* Examples of good practice

Scope * Panel agreed it would consider the home matters newsletter and website apart from social media and leaflets.
* Social media elements

Investigation included – Survey of 11 other providersCorporate contact centreConduct survey of newsletter from 6 other providers.Agreed recommendations.Full report to support this above.Recommendations – Waiting on action plan from council recommendations.Scrutiny recommendations – Strategy – people living in RotherhamComplaints and compliments - link on website as to how to leave feedback.Consider accessibility with links at the top of the page.Check and change sections on websiteNewsletter accessibilityTelephone calls, review new system.Complaints and compliments – inform that you can leave feedback.Improve publicity and access to newsletters and if they would still like to receive.Staff training – work closely with Rother Fed.Improve bereavements with training and guidance.Tenant communication – Once website has commenced, set up temporary working group involving officers and tenant representatives.Tenant editorial board – Consider resurrecting and Home Matters editorial board and looking to increase publication of tenants’ voice/stories.Home matters look – Consider making the front page less clutteredSurveys – Consider the use of more online and telephone surveys to consult and communicate with tenants.Only recommendations - now up to key council officers to make a plan for this. Key – get action plan back into group and presented, work with responsible officers to work through recommendations.Q&A – LS – thanked the panel for their great work and agreed with all of the recommendations, want to hear from tenants to see whether they would be interested on being on a customer focus group to review correspondence.PW – action plan is needed. Has to be finalised and circulated outside to hit March scrutiny deadline. Customer Service board has been established within the council at a senior level to improve customer journey for all customers, call waiting times reduced, broader options for support of customers. Anything for the action plan to push this would be great – in terms of other departments we are waiting on feedback to finalise the plan.All happy with recommendations. |  |
| **4.** | **Mears Update**April 22 to Dec 22 figures.Completed 228 major aids/adaptations513 minor adaptationsAround 500 Minor fixingsBatched work – larger responsive repairs 619 completed in that timeCapital works – 8 different schemes ongoing- 3 are fully complete Flanderwell, Wickersley and Sunnyside.Other 5 are due to be complete soon.Voids work – 2,663 completedAverage days under 13 days to complete in target.Responsive repairs – ongoing repairsApprox 14,000 completedApprox 4,000 emergency repsCustomer satisfaction – 92% on responsive repairs.New system introduced in October where customers log incidents– customers are following full process, around 50 a week not being appointed, due to the customer not completing the webform. 24% of all responsive were emergency repairs in December.Finding jobs are logged as an emergency but once operatives attend, they are finding that these incidents are non-emergency.Complaints – Less than 0.4% of jobs which result in complaint.Social value – 2022 year – delivered just over 3 million of social economic value, equates to 26% of contract value. 80% of staff live locally.Good proportion of that is in apprenticeships. Important that we continue this.Educational sessions - going into schools to speak with students, training opportunities and work experience for students are available.832 volunteering hours in 2022. |  |
| **5.** | **Equans Update Jake**On average there are 15-20 calls to customers for feedback from repairs carried out.Jake started in April, from Pontefract – started a business admin apprenticeship with Equans. Works as contract co-ordinator in Equans for aids/adaptations.Looking to recruit 9-10 apprentices in September. Hope to do this every year.Messages sent out to tenants after job for feedback.98.53% of jobs with happy satisfaction2 schemes Maltby and Swinton – Repairs/maintenance- recommendations are coming through in reports which we want to see more of. Social value – Rother Fed were part of procurement process for reps/main. |  |
| **6.** | **Rotherham Federation of Communities TARA Case Study – Treeton**Update – last year 11 groups became members of rother fed. Hoping for this year to be the same and to be aware of vulnerable people. Terry – running Treeton community centre.Concerns from villages – was closed for 6 years due to financial difficulties. £80-£100,000 in debt. 2015 was opened back up voluntarily as an independent centre as parish council removed their involvement.Raised £385 from a car boot sale.Problems with legal settings due to 150 year lease and debt.They raised funding for solar panels, conservatory, gym built 200 ton of rubbish removed.During covid – funding bid was put in. there were 2 pagodas fitted, decking area, wheelchair access.Run funding campaigns – clothes collections, toys collections, Macmillan coffee morning, British heart foundation, Rother Vale labour party did a trip to Ukraine and raised thousands for toiletries, clothes, and nappies which Red Cross transported over.Latest funding for Sheffield Children’s Hospital for a helicopter pad to be fitted.During covid, undertook food parcels, drop-in craft at people doors, dog walking, prescriptions drop off. The centre has received visits from mayors who have praised Terry for his hard work.PH - Want to make groups sustainable and independent. |  |
| **7.** | **Any Other Business**PW – Asim has left the council and moved to Doncaster. Recruitment is tomorrow afternoon; confident we will make an appointment. Next meeting, we will have a new starter.PW – stepping down from AD role, James will be attending moving forward.ARCH – looking at this year’s tenant conference and have asked if we can have Rotherham on the venue list. PW agreed to this and suggested New York Stadium as a potential. These usually take place in September time.  |  |
| **8.** | **Date of next meeting –** Wednesday 22nd March 2023 at 10.30am at Riverside House |  |