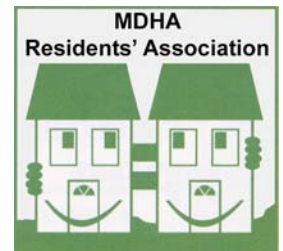


Minutes of the Meeting 16th June 2008



Attendees:

Rachel Bonner (Chair)
Mike Denne (Treasurer)
Frank Ranscombe (FR)
Mark Bramble (MB)
Janet Thompson (JT)
Angela New (AN)

Ken Hodgson (KH)
Joan Fusco (JF)
Martin Coker (MC)
Maureen Woods (MW)
Jackie Corriette (JC)

MDHA Staff: Johanna Barrett, Debbie Denyer, Nisar Ahmed

Apologies: Janet Thompson, Laura Bissett

Not Present: Zoe Masters

1. Nisar Ahmed – Lettings Best Value Review

NA presented the report on the Best Value Review on letting highlighting strengths and weaknesses. A number of areas were discussed including the need to review the procedure for Medical and social cases. Members were particularly concerned about the Choice Based Lettings system which the Government wants all social landlords to adopt by 2010. They felt that elderly/ vulnerable residents would not be able to access or understand the bidding process. NA advised that there were various models of choice based lettings and some landlords have provided extra support to the elderly/ vulnerable people to overcome this difficulty. KH was pleased that the report contained most the issues raised by the MDHA Residents' Association. The Residents' Association approved the report.

2. Debbie Denyer – Anti-Social Behaviour Best Value Review

DD presented the ASB Best Value Review to the group, highlighting the strength, weaknesses and recommendations. DD was asked whether the Group will now be taking a more proactive approach to ASB. DD said that the new IT system, once in place, will allow better targeting of work. It will help the Group to develop 'hotspots' of ASB and then take a more proactive approach in these areas. For example, linking with other agencies to organise 'diversionary' activities, such as summer events, litter picks, schemes for young people etc.

DD was asked whether improvements will be made to keep residents better informed of actions. DD stated that a new Case file has been brought in, which will improve action planning with residents and a clear track of review dates etc. This will also be aided by the IT system.

DD advised the group that the organisation has signed up to the RESPECT standard and explained what this meant.

DD to ask the ASB Officer to contact MB to discuss local issues.

3. Debbie Denyer – Diversity and Equality awareness

DD presented a diversity and equality awareness to the group. Group were asked the following questions to raise awareness.

Quiz questions

Can you tell us what Equality and Diversity means to you?

What different groups are covered under the Diversity heading?

Age

Gender

Disability

Religion & faith

Race

Sexual orientation

What do you think the most common age group are within our residents?

17-54 years

Do you know what percentage of our resident households include at least one member with a disability, long term illness or health problem?

41%

Do you who we house more of men or women?

Females 58% (42% male)

What proportion of residents do we house from ethnic minority backgrounds?

11.3%

What religious group do you think is the second largest within our residents?

Muslim 1.1% (Christian 52%)

What percentage of gay or lesbian men and women do you think have been a victim of a homophobic incident?

66% of 2,500 respondents stated that they had been a victim of a homophobic incident only 18% of all homophobic incidents were reported. 70% were fearful of reporting future homophobic incidents

Group explained what diversity and equality means to them; to treat everyone equally and fairly. To be aware of the diversity of the area they cover. DB explained that the group should be representative of the wider resident body and to be open to all residents. The group was asked to think about ways that they can move forward regarding E&D by linking in with other E&D groups and organisations and to promote RA via wide range of means to ensure everyone has equal access to their services.

4. Minutes of the Last Meeting

Minutes approved with few changes. Change was made to point 3 – Nigel Bailey was talking to the group about the inspection self assessment and not policies. James Merritt's surname was also corrected.

5. Community website update

JB updated the group on the progress of the website. It should be up and running early July and will be presented to the website sub-group (RB and LB) as soon as the design has been submitted. JB explained that the group will need to agree the content once the website has been build and to make sure everything they want is on the website. JB asked for remaining few members to issue her with their profiles for the website.

ACTION: MC, JC, JT and ZM to write a short story for the website stating who they are and why they have joined the RA.

6. Resident Involvement Impact Assessment

JB explained that she is writing an impact assessment of all resident involvement activities that took place in the last financial year. The report will assess the

impact of the involvement activities, whether they were successful and if they were value for money.

Notes from the flipchart :

Aim/Outcome of RA:

- Group wanted to be more representative of the wider residents.
- They wanted to discuss issues that affected all residents.
- To take action on issues brought to the group.

What did the group achieve:

- They reviewed several policies.
- 4 hour responsive repairs.
- Disability register
- Members were involved in the lettings best value review
- Attended several focus groups and service forums
- Were involved with the design development group
- Action was taken on issues that have been brought to them by individual residents to their satisfaction
- Relationship with MDHA and RA has improved

What didn't the group achieve:

- Did not recruit full membership needed
- Too much talking and not enough action taken
- Not enough time spend out in the communities meeting residents
- Poor turn out for the AGM in October 2007

What impact/difference has the group made:

- Initial response from the contact centre has improved

Areas of improvement for the group:

- Getting out in the community more and gain feedback from wider resident body
- More training on disability and finance issues
- Feeling within the group was that they are not sure if any issue they pass onto the middle management is passed onto the top

Cost/value for money:

- The group felt that they have been good value for money as they helped to solve issues that would not have been solved without their input.
- Group also felt that their efforts have increased their accountability with MDHA and their views are now taken into account.

7. Performance Update – Debbie Denyer

DB gave the group rolling satisfaction survey results. The graphs show responses for the March and May samples against the STATUS 2008 survey. (Note – May responses as at 27/05/08 with 50 responses included) The rolling satisfaction survey is sent out every 2 months to a random sample of 500 residents.

8. Update from Sub-Committees

MD presented the minutes of the AGM sub-committee meeting held 30/05/2008. Minutes of the meeting were distributed to the group. It was agreed that the AGM would take place 29th October starting at 7pm with the venue changing from Cox Green to King George Club which is more centrally located. Minutes of the sub-committee were agreed. It was agreed that RA committee members of staff members will not receive any raffle tickets. Invitation is to go out in Autumn Streets Ahead again to save on printing costs. It was mentioned that add could be placed in the Maidenhead Advertisers. DD advised that this would be very costly, could be as much as £400.00 for a small add. Advertising costs with the Advertiser to be checked.

9. Any other business

JB gave the group a list of dates for all of the summer events MDHA is taking part in. It was encouraged that the members would try to attend the events and promote themselves and their AGM to residents.

Changes were made to the previous dates for the group's road show. They now will be attending the mobile office with the walkabout dates. This will be advertised in Streets Ahead stating that residents will have an opportunity to talk to the members of the RA. There also will be a tour of Maidenhead and new developments on Monday 14th.

List of members attending the mobile office and Maidenhead Tour:

[2nd July Slough – Frank – THIS HAS BEN CANCELLED](#)

14th July Maidenhead Tour starting from the offices at 6.30pm – Maureen, Angela, Rachel, Frank, Jackie, Mark? And Len

16th July Basingstoke 6-7.30pm at the Hollies– Rachel, Joan and Maureen

22nd July High Wycombe 6-6.30pm Beechlands, 6.45-7.15pm Wye Gardens, 7.30-8.00 Peddle Court, 8.15-8.45 Nash House – Len, Rachel and Mark

30th July Arborfield 6.30-7.00pm Howell Close and 7.15-7.45pm Mabett Close– Rachel and Mike

Johanna will make contact with members attending the above dates to make travel arrangement

ACTION: AN to contact JB to confirm what dates she could attend.

JB asked if the group would be able to set the dates for future meetings in advance so they could be advertised on the website.

ACTION: RB to contact JB with future meeting dates

10. Date of Next Meeting

21/07/2008

