

BEST VALUE REVIEW OF HOUSING MANAGEMENT SERVICES

Appendix 10

Notes of the Tenant and Resident Panel meeting held at 6.30 p.m. on Tuesday 23rd July 2002.

ATTENDANCE

Marian Nash – Strategic Project Manager
Janet Wood - Assistant Project Manager
John Russell – Harris Street Leaseholder Delegate
Joan Russell – Harris Street Leaseholder Delegate
John Hines – Lynton Road Leaseholder Delegate
Jane Salmon – Rodney Road Tenant Delegate
Bernard Constable – Pensioners Forum
George Smith - Pensioners Forum

APOLOGIES

Jackie Barrett – Lynton Road Tenant Delegate
Brenda Duffy - Disabilities Forum Delegate
Pam Lewington - Abbeyfield Tenant Delegate
Pat Edmonds – West Camberwell Tenant Delegate
John Nosworthy – Leaseholder Council Representative
Ellen Brown – Alfred Salter Tenant Delegate

NOTES

1. Notes of the meeting held on 25th June 2002 and Matters Arising

1.1 Notes of the meeting held on 25th June 2002 were agreed.

2. Update of the Community Development and Involvement Review

2.1 Marian advised that the last meeting had been cancelled and that the next meeting will be held on 24th July 2002.

3.0 First Draft Vision

- 3.1 The question was raised as to what tenants are going to get from the Best Value Review, Marian pointed out that this will all lead to an improved service and improved performance.
- 3.2 Marian explained that the next stage will be to go through the proposals to link in what we come up with and why we have made the choices that we have, i.e. restructuring – the current service is inconsistent – no one is good at everything.
- 3.3 One of the things that has come out of the review and following on from decentralisation, was that we went into decentralisation not knowing how the neighbourhoods would run, the good ones appear to be the ones where good systems were set up. Lessons have been learnt from this. Marian stated that what is likely to happen is that we will go into an area structure, bigger units with specialised teams and the way things will work will be similar. Marian advised that all proposals are subject to approval at the Scrutiny Panel.

- ◆ Area Forums are a way of consulting with Tenants and Residents
- ◆ Brings people together in larger areas
- ◆ There are problems with managers not always being aware of what goes on in the immediate or neighbouring areas
- ◆ The question was asked about neighbourhood staff newsletters, Marian explained that information should be feed back via staff meetings/team meetings
- ◆ If we improve services there is a possibility in the future to look at ALMO's which could add further finance to carry out repairs
- ◆ There is a need to look at Neighbourhood Renewal as this would give a much more flexible approach to take on board Social Services etc.
- ◆ There is a need to value staff and to allow for much improved staff training.

4 Any other Business

- 4.1 Marian hand out the time table for the arrangements for confirming the vision and advised that members of this panel can attend either the Group Forum Meeting or the next Tenant and Resident Panel Meeting and that these meetings would be covering the vision. (can attend both if they want to).
- 4.2 Marian is to speak to the Managers of the Neighbourhoods to be used to confirm that there will be sufficient room to hold the meetings.

5. Date of next meeting

- 5.1 The next meeting has been arranged for Wednesday 25th September 2002 at The Poets Corner Tenants Hall Landor House Elmington Estate Camberwell SE5 starting at 6.30 p.m. to 8.30 p.m.