



Home Sounding Board Minutes
Date: 17th August 2011, Ferris House

Attendees: Tony Waddington (TW), Joe Ferguson (JF), Peter Eddy (PE), Jeanette Smith – Vice Chair (JS), Sue Shepherd (SS), Rose Davies (RD), Doreen Ellis (DE), Maggie Mullen (MM), Norman Robins (NR)

Staff attendees: James Kidd (JK), Asset Management Officer, Claire Reeves (CR), Neighbourhood and Involvement Manager, Mark England (ME) Head of Technical Services

Apologies: Lynn Curnow, Sue Roberts, Phil Bridgewater, Mr & Mrs Thomas, Wendy Kirkpatrick, William Vincent, Mr & Mrs Moreton, June Mason, Gerry Lee

Purpose of the meeting

Action

1. Actions arising from the previous minutes
2. Home Update
3. Reports from Action Teams
4. Communal Aerial System update
5. Local Offers
6. AOB

General discussion items

1. Actions arising from the previous minutes

The minutes were discussed

Monitoring of the Grounds Maintenance contract was discussed and it was advised that Customer Reps would be investigating further.

An update was provided that the External Paintings and Repairs Action Team met last week and that the contract is progressing well and the team will be meeting bi-monthly.

JS requested that the Environmental Action Team meet again to address environmental issues. In particular the Affordable Warmth Strategy. TW has attended an environmental group in Falmouth and is happy to

report to the action team when it meets again.

The Sounding Board discussed this and agreed that an Action Team should be formed to deal with Environmental issues relating to customers' homes. Any environmental issues relating to the neighbourhood would be dealt with by the Neighbourhood and Community Sounding Board. JK will investigate and advise.

JK

CR updated that the Customer Scrutiny Panel would be working in partnership with the Customer Satisfaction Surveying Action Team and that a meeting of the Action Team would be arranged.

The minutes were agreed as a true record.

2. Home Update

Repairs and Maintenance

JK presented a report on performance within Repairs and Maintenance for June 2011.

A new Maintenance Services Manager has been appointed at Coastline Services (CSL) called Stephen Williams and positive strides forward are being made.

The Coastline fleet is below target on fuel costs and there were no incidents or speeding issues. Tool box talks are having a positive impact.

Jewson's are used for materials and the target of 70mins was exceeded however there were more working days in June which resulted in more orders. We are currently investigating how materials are sources and more efficient ways of working.

1515 jobs were completed by operatives during June. Mobile working is being introduced to assist efficiency.

TW suggested that not all CSL vans were kept neat and tidy which can affect productivity.

JK agreed to refer this to Steve Williams.

JK

43.6% of satisfaction surveys were returned in June which is a large increase in returns, which provides good feedback and satisfaction levels remain high.

RD asked if CSL show appreciation to staff who meeting targets.

TW advised that CSL run an employee of the month scheme.

Quality of accommodation

JK updated on the Community Energy Saving Project (CESP) which is a government driven project which targets Super Output Areas of fuel poverty, and is therefore postcode driven. Camborne South and West were identified for the project. Ralph Ratallack is leading on the project and has been working with the Mark Group to undertake surveys of the heating and fuel efficiencies of properties. The project is moving forward and further updates will be brought to the Sounding Board.

Ralph is also investigating the Renewable Heat Premium Payment and calculating properties heating source and SAP Rating (Standard Assessment Procedure) and is identifying rural properties as hard to heat

and we will be trying to get grant to improve their fuel efficiency.

The Solar Photovoltaic project was stopped due to issues with terminations.

JK advised that the Affordable Warmth Strategy has now been developed and that Phil Mills could discuss this with the Environmental Action Team.

3. **Reports from Action Teams**

ME joined the meeting to update the Sounding Board on the 5 Year Maintenance Plan.

ME advised that the last Plan was produced in partnership with customers and shows when maintenance work was being carried out to homes. A new 5 Year Maintenance Plan is needed and ME asked if the Sounding Board felt that an Action Team was needed to produce a new one.

The Sounding Board agreed that an Action Team was needed to produce the Plan.

It was agreed that JK would be the staff lead on the Action Team.

It was agreed that the Action Team would need to consider the following:

- The format of the Plan.
- The moved to Decent Homes Plus.
- The types of works undertaken e.g. kitchens, bathrooms, heating, external, wiring, internal doors, PVC windows, communal areas, fencing and gates, play areas, external cladding
- Fuel poverty and energy efficiency would also need to be considered.

ME advised that the deadline for publication of the document is April 2012.

The Sounding Board agreed that an Action Team would be formed at the next Sounding Board meeting and the Action Team would meet from October.

Volunteers for the 5 Year Maintenance Plan Action Team would be invited at the next Sounding Board meeting.

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Asbestos Action Team

JK updated that the Action Team is moving forward with the Asbestos Locations Identification Scheme (ALIS) and it will be rolled out soon. The Board have asked that a tender be produced for major works including asbestos.

Waste Water Action Team

JK updated that part 1 of the strategy has been completed, and part 2 is in draft. These are now being drawn together into one document and being finalised. A tour has been completed by the Action Team and positive feedback has been received.

Grounds Maintenance

JK updated that the Action Team are reviewing the service at sheltered complexes, the lead Independent Living Advisor (ILA) had been invited to a meeting to discuss issues with Grounds Maintenance. A road show will be taking place and will look at the Grounds Maintenance contract and costs. The level of grounds maintenance service will be increased at Miners Court.

MM reported no improvement as yet.

HeatCare and ElecCare Action Team

JK updated that the Action Team was carrying out a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis of the ElecCare service and are reviewing the Key Performance Indicator (KPI) document for ElecCare.

JK also updated that an email had been received from Blue Flame to thank Coastline for our support of their apprentice scheme. 19 trainees have successfully completed the scheme and 6 are currently training this year.

4. Communal Aerial System Update

JK advised that surveys have been completed, and 2 meetings have taken place with Grove Digital. They have been targeting any issues on an area by area basis. 3 properties are outstanding on Penburthy Road, the rest of Helston is now complete.

PE felt that there were still some issues outstanding.

5. Local Offers

This agenda item had already been covered.

6. Any Other Business

No other issues were raised.

Outcomes

- The Sounding Board assessed the new Repairs and Maintenance KPI's
- The Sounding Board agreed to develop an Environmental Action Team to investigate environmental issues related to customers' homes.
- The Sounding Board agreed to develop an Action Team for the 5 Year Maintenance Plan.