

Involvement & Empowerment Sounding Board Minutes

Date: Friday 2nd December, 2011

Attendees:

Customers – Michael Cook, Hildegard Cook, Linda Scott, Trisha Miners, Gerry Lee (Acting Chair), Maggie Mullen, H Vincent, Peter Eddy, J Keay, Joe Ferguson, B Eveson, Doreen Ellis & Kelvin Lightfoot.

Staff - Debbie Greenaway, Leanna Cox and Jackie Thomson

Apologies:

Lynn Curnow, J. Smith, J. Morris, S. Shepherd, Rose Davies

Apologies not received:

Purpose of the meeting

Action

1. Actions arising from the previous minutes
2. Coastline Star Awards
3. Get Involved Leaflet
4. Involvement & Empowerment performance update
5. Report from Actions teams
6. A.O.B

General discussion items

1. Actions arising from the previous minutes (meeting report)

There were no actions arising. Barbara Eveson requested her name to be under apologies as omitted. Good comments on item 4,5 & 7 were described as 'very good' and 'outstanding'.

Confirmed that Tom Henderson (Shelterbox) had been contacted but waiting confirmation for attendance on the 23rd January.

The minutes were agreed as a true and accurate record by Kelvin Lightfoot and seconded by Peter Eddy.

2. Leanna Updates

Coastline Housing Star Awards – Judging day will be Friday 6th January

10-1 in the board Room. Because everyone wanted to do it; a draw will now be made ...

The panel will be - **Babs Eveson, Gerry Lee, Kelvin Lightfoot, Maggie Mullen & Tricia Miners (reserves are Peter Eddy & William Vincent)**

The nomination sheets went out recently but more are available if required.

Get Involved Leaflet / website

Leanna showed the group a 'draft' of a leaflet and explained the 'seaside' theme. The group voted 'unanimously' in favour of the leaflet and congratulated Julian Rowe for the design / theme and the 'plain language' throughout.

Leanna continued with the Website details and the 'theme' that marries up with the leaflet in design and information. The easy navigation around the site. The group liked the 'flow' of the web pages and the 'non corporate' wording

Kelvin Lightfoot wanted these leaflets to be in 'sign up' packs, 'get involved' visits', Coastlines and rent statements.

Kelvin Lightfoot stated that 'Minutes' were out of date. It is the responsibility of all departments to update 'their' own part of the website.

Leanna continued stating that the NITS have been working with the Independent Living Scheme and 'Under Occupation' in surveys / consultation.

Update on young people with the Dream Scheme and now a budget bid being submitted for 'Street games'. Leanna explained the 12 month programme / empowerment of residents and the qualifications / training package.

Digital Inclusion survey to be sent out with the next Coastlines. Kelvin requested poster for the Notice Boards. Discussion then ensued on 'help with Broadband' and the various pricing bands being offered.

3. Involvement & Empowerment performance update for October 2011

D Greenaway updated the group on the current performance for the Company's customer service and access performance:

Phone performance:

Average time to answer 12 seconds. Target is 11 seconds.

Calls answered within 15 seconds 86% against an historical target of 90%.

Calls abandoned 2.2%. Target is less than 2.5%

First time fix by the Contact Centre is 91.9% against a target of 86%.

Letters replied to within 7 working days is 93.8% against a target of **92%**

E mails answered in full within 7 working days is 93.5% against a target of 98%.

Callbacks (if not answered at first point) within 48 hours is 85.7% against a target of 91%. This performance is increasing each month.

Debbie explained that Quicksilver PR (Public Relations) had visited staff; they are a company that are employed by Coastline to provide corporate PR for the Company, to promote its work within the group, with customers and with the local community.

Quality Housing Standard(QHS): CHL are doing very well; they are 2nd in performance by 2% out of the 53 members of QHS. However, why are we not 1st? Debbie asked the group to consider what measures good customer service? The group were asked to feed back their thoughts at the next meeting.

Maggie felt the Company's performance had improved greatly in the last 10 years. Debbie explained the 'mystery shopping' carried out by QHS and that the housing association above us is South Staffordshire (SSHA) how do *they* do it?

Report from Action teams

Editorial action team: Tracey & Cheryl have provided positive feedback regarding the customer involvement with the Coastlines magazine.

Equality and Diversity: Jane Pulley attends the West Cornwall Diversity Action Network. The West Cornwall Diversity Action Network has reformed after 2 years. Jane Pulley represented Coastline and it was also attended by Police, reps from Cornwall Council including the gypsy and traveller worker, Intercom and members of the public. The group has £5000 funding to support groups and made their first award of £500 to the Kowetha group based in Marazion

6.

Outcomes

- The group agreed and praised Julian's work on the 'Get Involved' flyer in 'plain language' and the website updates.
- Local Offers – the group agreed moving 'Answering letters within 7 working days' to the top 3 Local Offers of Involvement & Empowerment, and the Plain language offer would move to the Coastline Offers.
- Coastline Star Awards – judging panel agreed by the group for January 6th
- The Street Games programme was agreed by the group as a worthwhile project for Coastline to be part of.
- The group agreed to look in detail at the QHS (Quality Housing Standards) and to think about what accreditation/badges they would

like Coastline to be members of. They agreed that regular updates on QHS would be welcomed.

- Community Payback – the first meeting for info will be in January 2012
- The Involvement & Empowerment Sounding Board dates for 2012 were handed out to each member.

Any Other Business

Trisha requested feedback from the Community Payback 'Action Team' after their 'meet' in January.

Date of next meeting

Thursday 26th January 2012 2pm-4pm, The Hub, Pool