



CUSTOMER PANEL MEETING

5th September 2023

Meeting:-	Customer Panel Meeting
Date / Time:-	4.00pm, 5 th September 2023
Location:-	Minto Centre – Large meeting room
Present:-	Debbie Fox (WHA), Susan Duxbury (WHA), Andrea Sharp (WHA), Marilyn Allison, Olive Timney, Andrew Hardcastle, Cheryl McGraffin, John Burrow , Lynn Hodgson
Apologies:-	Amanda Cook, Bill Reville Not present at meeting – Colin Tooley
Note Taker:-	Andrea Sharp

<u>ITEM</u>	<u>NOTES</u>	<u>ACTIONS</u>
<u>1)</u>	<p><u>Apologies</u> Apologies received from Amanda Cook and Bill Reville</p> <p>Not present at meeting – Colin Tooley</p>	
<u>2)</u>	<p>John Burrow advised that he was disappointed to see that no staff members attended the AGM. Debbie advised that due to the behaviour at the last open meeting towards staff and other issues it was decided that for safety it was to be a closed meeting and that staff / tenants do not have to attend the AGM. Debbie advised his feedback would be passed on.</p> <p><u>Board Agenda</u> Debbie asked the panel members if they had any feedback or queries relating to the board agenda previously circulated. No queries were raised at the meeting.</p> <p><u>Neighbourhood Investment Funding Application</u> The application for funding for St Mary’s Church choir was approved by the panel.</p>	

	<p>Community Police Officer and PCSO Andrew Hardcastle asked if we could invite the PC and PCSO to the next residents meeting. They have noticed a lot more people who appear to be under the influence of drink / drugs walking around the estate. It was agreed we would email the PCSO and invite them.</p> <p>The Great Hospice Bake Off We are holding a Hospice at Home Bake Off coffee morning on 19th September. There will be competitions. Suggestion made that we should ask the new vicar to judge. To publicise the event it was suggested we do a leaflet to be dropped off at school, Footsteps nursery, leaflet drop on the estate, community centre and a facebook post. Thomas Armstrongs to be also invited as well as other contractors.</p>	
<p>3)</p>	<p><u>Local offer</u></p> <p>Debbie Fox advised that the review of our local offer is due so would use this meeting as a bit of a brain storming session and to review the outcomes of the Community Survey to ensure these feed into the offer.</p> <p>We need to consider ideas/projects or services anyone has that would benefit the community based on the outcomes of the community survey. It may be that Westfield are unable deliver on everything but can commit to sign post to other agencies or use the Neighbourhood Investment Fund or Tenant Enablement Fund where appropriate.</p> <p>Key themes from the community survey were:</p> <p><u>Properties difficult to heat</u> We can include in the revised offer our commitment getting all properties to EPC C by 2023 inc the SHDF work and other energy efficiency work we are carrying out.</p> <p><u>Adaptations for properties</u></p> <ul style="list-style-type: none"> - We now have an updated procedure which allow us to refer direct to the OT. - Annual Tenancy Visits now allow us to see who is struggling in their homes. - Bungalows – development has been based on profiling information and helps ensure residents remain in the community. 	

	<p><u>Damp and Mould</u> Following information from the Regulator and high profile cases in the media.</p> <ul style="list-style-type: none"> - We have a new damp and mould policy and procedure. - WE have a new Key Performance Indicator to measure performance for dealing with damp and mould issues. - We have a Technical Services Officer in post will go and carry out an inspection on all reports of damp and mould. <p><u>Condition & Appearance of Estate</u></p> <ul style="list-style-type: none"> - We hold out the annual Clean Up Day. - Large trees / bushes have been identified and have been surveyed by Tivoli. Work to take place late autumn. - Question asked about painting / treating the new fences – as a landlord we would prefer people not to paint the new fences. - Andrew pointed out that grass is growing excessively at the moment so there may be issues raised with grass cutting. - Works4u have not been at Westfield Bridge Court for weeks now (Debbie will chase this up). - Debbie advised that the grass cutting contract will be going out for tender this year. - Olive mentioned the Ivy growing onto a property on Fell View Walk. - Discussed inviting Cumberland Council / Highways to discuss the grass on the paths not being cut back. Debbie has previously contacted Cumberland regarding the weeds on the estate. It is difficult to talk to anyone directly as everything has to be reported through the portal now. We will continue to try to engage with them. - Another factor which may contribute to the poor appearance of the estate at the moment could be due to the bins not being emptied but hopefully that should improve now strike action has come to an end. <p><u>Play area</u></p> <ul style="list-style-type: none"> - Football pitch was completed. We are now putting in some more substantial goal posts which Croziers are doing. This was due to the original post being damaged. - Town Council advised they had funding for a play park if we provided the land. We have identified a piece of land but have not heard anything since then. Susan will pick this up again. 	<p><u>DF</u></p> <p><u>SD</u></p>
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	<p><u>Parking</u></p> <ul style="list-style-type: none"> - Need to maybe think about what areas we could use for parking and look at the costs. Suggestions sites were the Cockfield Drive garage site, end of Richmond Road, the green corner plots. <p><u>A lack of confidence / skills around IT</u></p> <ul style="list-style-type: none"> - What can we do to encourage / help people with IT? - Information given by panel about courses at Workington Library which could be shared. - Signposting to other agencies that can maybe provide help or training. - Suggestion in the past that we would provide a room for training for an agency to deliver IT training so this could be something we could look at again. <p><u>Social Isolation</u></p> <ul style="list-style-type: none"> - Trips arranged for tenants. The over 55s trip will now be an adult only trip. - Childrens Christmas party – this will be a joined up party with Zebras. There is also a Halloween party which Susan will contact and ask the details. - Christmas Bingo event will take place again this year. - Hospice coffee morning. - We can link in with St Mary’s Church. <p><u>Maintaining Gardens / Decoration</u></p> <ul style="list-style-type: none"> - Other housing associations are providing day to day help / skills for things like this. Some of our tenants may not have the skills or help from friends / family to be able to decorate or garden. - Suggestions from the panel were possibly a garden equipment loan scheme, asking if community service could help, Age Concern used to offer a handyman service. <p>Other things to note:</p> <p>50% off childcare costs for tenants with children at Footsteps Nursery</p> <p>Andrew advised that Workington Reds are going to be the venue for some drug and alcohol sessions and possibly AA.</p>	<p><u>SD</u></p>
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	<p>Debbie has been contacted by Mrs Melton to advise that the company she works for has a pot of money/hours to support community projects. She is sending details to Debbie.</p> <p>The revised Offer is to go to the Board Meeting in November. We will send a draft out to the panel for comments and feedback. Debbie suggested that maybe a panel member could attend that Board meeting and present the offer to the Board members.</p>	
<u>4)</u>	<p><u>AOB</u></p> <p>Susan advised that the Tenants Conference is on 25th September 2023 at Warrington.</p> <p>Susan gave out the agenda / running order of the day and asked if anyone would like to attend. Andrew and Cheryl are attending. Marilyn and Lynne to let Susan know by the end of the day tomorrow and if anyone else would like to attend please let Susan know by end of the day tomorrow (5/9/23)</p>	
<u>5)</u>	<p><u>Date of next meeting</u></p> <p>Monday 27th November 2023 at 4pm</p>	