

**Minutes of the Bartley Green Housing Liaison Board
Held on Monday 21 October 2019
6pm
Hasbury Court Extra Care Sheltered Housing Scheme**

Present

Diane Horton Griffiths – Vice Chair & CHLB Rep
Corinne Morris – Member
Beth Maddocks – Member
June Price - Member
Jean Perry - Member
Jim Osborne – Member
Bernice Hardy – Member
David Hardy – Member
Councillor Bruce Lines – Councillor
Denise Moy – Member
Matthew Evans – Member
Councillor J Lines - Councillor
Julie Windsor Price – Housing Manager
Phil Green - Fortem
Jennie Carter – Tenant Participation Officer

Apologies

Denise Bray – Member
Colin Evans – Member
Dot Woodham - Member
Mark Medhurst – Member

Diane welcomed all to the meeting and informed members of the sad loss of our HLB Chair Harry Bennett. Diane asked all members to sign a card to send on behalf of the board to Harry's family

Councillor John Lines then shared some fond memories and the good work that Harry had carried out over the years as well as his achievements and commitment to the community.

Councillor Lines had spoken with Harry's family who are very touched by the kindness of the members.

The members held a one-minute silence in respect of Harry Henry Bennett.

Item	Subject	Action

2.0	Fortem Contractors – Phil Green	
2.1	Phil Green provided a short update of successful work carried out by Fortem	
2.2	Councillor John Lines stated that the newsletter did not mention the good work carried out by Fortem Contractors on the Bartley Green Library. They are currently carrying out various repairs on the building.	
2.3	Phil said he would take this back and inform the officer who collates the information for the newsletter. Councillor J Lines thanked Phil for his contribution.	PG
2.4	David commended Fortem for the contribution of £750 towards the Teamworx and Inspired Choices Project.	
2.5	Beth asked if Phil could explain the procedure for repairs. Phil will speak to Howard Britton Scheme Manager with regards to the outstanding repairs at Hasbury Court.	PG
2.6	Phil explained that the job reference number is key when logging a request for a repair. The call centre should provide this after the request has been logged.	
2.7	Councillor John Lines stated the issue is from the call centre as the contractors are not receiving the requests. Phil will report this.	PG
2.8	Diane stated that the Senior Support Office is having issues getting through to the call centre. Jennie will send the number for Tracy Stafford to Phil to follow up.	TPO
2.9	Councillor John Lines thanked Fortem for the Timber bench donated to Bartley Green Library	
2.10	Diane invited Fortem Contractors to attend the January 2020 meeting	

Item	Subject	Action
3.0	Local Housing Manager – Julie Windsor-Price	

3.1	Julie informed the members that the Support Officers are there to chase repairs for Sheltered Housing residents. Once the job number is provided, this can be followed up. She went onto say that she is happy to take back any work outstanding that has a job number to be discussed at a meeting she will be attending.	JWP
3.2	Julie went on to update the members with some of the complex cases the officers are working on and informed the members that these do take up a lot of officer time.	
3.3	The members reported that the issue on Moors Lane has now improved.	
3.4	Bernice thanked Julie for the work she had carried out on this.	
3.5	Corinne said there are still issues on Dainton Grove. Julie stated she would take this back.	JWP
3.6	Matt reported a few fridges that are dumped on Wood Lane where the bin stores are located.	
3.7	Jim said residents that do not live in the block at California House are also dumping rubbish in the bin area. Julie informed Jim that she will arrange a letter drop to the residents in the locality of the block.	JWP
3.8	Beth also stated that rubbish is dumped in the bins on Hasbury Court by outside residents.	
3.9	David reported that the bins on Hillwood Road has now been moved. David thanked Julie for this.	
3.10	Diane stated that the railing around the Hillwood Road shops, are untidy and the general area needs a clean-up. The lighting by the chip shop is still not repaired. Diane felt that the Housing Officer is aware of this and has a job number for the work to be carried out.	
3.11	Jim asked why the CCTV cameras are disconnected. Jennie explained that there is a review taking place for all the CCTV cameras across the City.	
3.12	Several CCTV are being disconnected as they have not followed the correct procedure. All our CCTV within Housing is <u>non-compliant</u> with the legislation, therefore at some point it will either be removed or need to be upgraded to become compliant	

3.13	Councillor Lines asked who was responsible for CCTV Julie gave names of officers.	
3.14	Diane informed Jim to speak to the Support Officer in the residents meeting with regards to any further issues involving the block. If the issues are still not resolved the members can then take to the HLB.	

Item	Subject	Action
4.0	Minutes of the previous meeting	
4.1	4.2 should be recorded as 4.4	
4.2	2.22 Councillor Bruce Lines stated it was more cost effective for Fleet and Waste to carry out the work themselves.	
4.3	Councillor John Lines explained his thoughts regarding this	
4.4	4.4 Councillor Bruce stated the wording should read 'was not aware of the outcome'	
4.5	Minutes were then read as correct	

Item	Subject	Action
5.0	Matters Arising	
5.1	David stated the minutes read 'chairs should read chair ref; California House.	
5.2	Diane stated California House has had a chair fitted, need more evidence that there is a need for a second chair.	
5.3	Diane said it is important that the funds are spent were there is a need, and she is more than happy to attend the next residents meeting at California House to identify if the residents require a further chair.	
5.4	4.4 Councillor John Lines stated there are 3 separate options given regarding the building of new homes on Monmouth Road. He was given an assurance for a response to this, however there has not been any further update and will chase the response and feedback.	Cllr J Lines

5.5	4.1 Bernice queried the statement made in the September 2019 meeting regarding the resignations which Councillor John Lines responded to.	JWP
5.6	Diane explained the process regarding the HLB recruitment/election process and constitution. These procedures must be adhered to.	
5.7	The members supported and accepted the minutes from the September 2019 meeting as accurate.	
5.8	David queried why residents in Bridport House are not allowed to put black bags down the chutes, as it is not a healthy option to empty these bags that are filled with rubbish.	
5.9	Julie advised the black bags tend to block the chutes, however if the bags are tied into a knot these can be then thrown down the chutes once they are emptied.	
5.10	Julie asked the members to speak to their Support Officers to clarify, as this can be clarified.	
5.11	David reported that the chute rooms are untidy and in need of a good clean up. Julie said she would visit the block to inspect this.	
5.12	The members thanked Julie for attending the meeting	

Item	Subject	Action
6.0	Community Improvement Budget	
6.1	David asked for a map of the Bartley Green Ward. Diane said she would provide a map to all the members.	DHG
6.2	Councillor J Lines informed the members that the Bartley Green ward is one of the largest wards across the city. There will be a Ward Forum meeting held on 7 November 2019 at Bartley Green Library at 7.30pm.	JWP
6.3	Bartley Green Library is looking at a disabled access for the near future.	
6.4	Diane went on to read out the budget report. The members agreed on the disabled parking bay at Bridport House.	

6.5	Hasbury Road garage area for the chain and lock was agreed --Rush Green Lighting - agreed	
6.6	Diane asked the members to feel free to put forward project ideas,	
6.7	Ideas that came forward was to install a front access door or repair the front door on Curdale Road by the funeral home.	
6.8	The members thanked Julie for the information she had shared.	

Item	Subject	Action
7.0	<p>City Housing Liaison Board – Diane Horton Griffiths</p> <p>Good news for those who don't already know that Joan Goodwin the CHLB Chair for many years has been awarded an MBE for her dedicated service for the people of Birmingham and BCC</p> <p>Joan was also one of the founder members of our HLBs, she has completed approximately 30 years of hard work – so very well done to Joan.</p> <p>Sadly, we have lost Tracy Radford who was head of Landlord Services. After many years with BCC, Tracy has retired.</p> <p>Councillor Sharon Thompson remains a cabinet member for housing; now going into her second year. Her portfolio has extended to homes and Neighbourhoods. 600 new cases of homelessness per month are having to be dealt with. Officers within this department are trying had to reduce these numbers</p> <p>On the South side, the area team Senior Service Manager is Jonathan Antill. Wendy O'Malley remains as Service Manager for Services for older people.</p> <p>I have started this report off in this way as I thin it is important to know who is and who does what within the Council structure.</p> <p>John Jamison has now become the head of Housing Management for BCC. On September 26 2019 he gave a presentation to the CHLB, outlining the following objectives.</p>	

	<p>Provide an update on the service since the last presentation to the CHLB. These include influence factors and areas due for change. Explaining the current service structure with management terms in charge of the services provided and current objectives. He went on to say what the priorities would be for Housing Management.</p> <p>The last update that had been presented to CHLB was in February 2016 by his predecessor Tracy Radford, however during the 3-year period much has changed which will influence the current working of the Housing Management Team.</p> <p>Most of the key factors of the 2016 report have been already implemented and form part of the service structure today, a few are still in progress and to meet current needs some changes may become necessary.</p> <p>These will be influenced by the following:</p> <ol style="list-style-type: none"> 1. Workforce reduction 2. Welfare reform 3. Housing and planning Act 2016 4. Grenfell Tower fire 5. Hackett review that followed 6. Homeless reduction act 7. Social housing green paper 2018 <p>Taking all these factors into account, service redesign is now necessary across all housing services, including housing management.</p> <ol style="list-style-type: none"> 1. To implement the final outcomes of the Hackett report and social housing green paper 2. To complete the conditions of tenancy review including consultation and implementation 3. Dealing with anti-social behaviour and working with the police force to address the increase in knife crime. 4. Supporting housing options service to reduce homelessness <p><u>Under the heading services for older people</u></p> <ol style="list-style-type: none"> 1. Extra care and category 2 sheltered schemes 	
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2. Area based support to older vulnerable tenants
3. Neighbourhood sheltered service including handy person scheme
4. Floating sheltered support service including hospital discharge
5. Support to sprinkler installations in high rise sheltered schemes
6. The above are headed overview of services provided

After this report from Mr Jamison, I commented the following.

Whilst the presentation looks lovely, when you look at the proposed overview of services specifically for older people, my concerns while they are meant to give support to older vulnerable tenants, the neighbourhood support officers (NSO) do not have enough time to do what they are supposed to.

They are allocated too many schemes some up to six to cram into a five-day working week. Half day x 2 per scheme cannot be. Outcome no time to provide normal support do review deal with emergencies and do the work of a handy person as well.

It all looks good on paper, but you do not know how it works on the ground.

There have been far too many cuts to the services. The sheltered schemes lost the funding in 2014. The support officers used to be able to knock on residents' doors to see if all was ok. There is not enough time to do this anymore; so, in many cases residents are having to look out for the more vulnerable and make NSO's aware.

Mr Jamieson said he will review all services and their effectiveness.

Finally report from Martin Tolley who has been delivering the 'sprinkler' programme and new fire safety doors.

Martin has now had his portfolio extended to head of capital investment city wide and repairs.

The aims included;

	<ul style="list-style-type: none"> • A review of customer satisfaction and customer direction data collection. • Introduction of customer focus groups looking to improve correspondence performance • Taking part in the review in conjunction with structural redesign • Reviewing the role of the contract works officers and the new role of building safety manager • Review the contractor's performance and KPIs that are in place <p>Deliver a sprinkler programme and fire safety programme</p> <p>Ian Green – West Midlands Police gave a report on behalf of WMP with Bel Sixsmith and Kardaya Rooprah giving an update on Neighbourhood Watch Schemes.</p> <p>Diane Horton Griffiths</p>	
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Item	Subject	Action
8.0	Any Other Business	
8.1	David thanked Diane for her good work on Chairing the meeting.	
8.2	Councillor John Lines invited the members to King Edwards Grammar School Christmas Party to be held on 11 December 2019 commencing at 1pm – 4pm.	
8.3	All interested should register their interest to attend to either Councillor John Lines or Diane Horton Griffiths.	
8.4	An invite also was extended to the members for the Carols on the Green at Ley hill to be held on 7 December 2019 commencing at 4.30pm	
8.5	Diane asked the members to let her know where they would like to have the Christmas Lunch for the board and confirm their attendance.	
8.6	Diane invited the members to a luncheon tribute to celebrate the life of Harry Bennett at Bridport House. A date to be confirmed.	
8.7	The members thanked Councillor John Lines, Councillor Bruce Lines and Officers for their attendance.	

	The Meeting Closed	
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DATE & TIME of NEXT MEETING

18 November 2019

**Hasbury Court Extra Care Sheltered Housing Scheme
Hasbury Road
Bartley Green
Birmingham
B32**

Commencing at 6pm- 8pm