

Kings Norton Housing Liaison Board

Minutes

Thursday 9 January 2020

Kings Norton

Melrose Close

B38 9DU

Residents	<ul style="list-style-type: none">• Ron Lees - Chair• Betty Swann• Ann Guise• Maggie Mayo• Pam Dean - Vice	
Councillors/ Others Attending		
Bcc Officers / Others	<ul style="list-style-type: none">• Nadeen Justice, Tenant Participation Officer	
Apologies	<ul style="list-style-type: none">• Helen Riley• Bill Goodwin• Carl Manning• Pam Dean• Arron Blake-Knight• Danny Kilbridge, Local Housing Manager	
No	Item welcome & Introduction	Action
1.	Ron welcomed the meeting; this followed around the table introductions.	

No 2.	Item Minutes of the last Meeting November 2019 – Approval /Matters Arising	Action
2.1	Ron has been chasing Fortem to attend meetings to no avail. Ron to ask Danny to make contact on behalf of group	Ron
2.2	5.12 typo, Bonfire not Bom	
2.3	Ron informed that he did received KPI reports	
2.4	Previous Minutes were agreed as accurate	
No 3.	Update FORTEM No apologies received – Nadeen gave updates from November’s newsletter	Action
3.1	<p>What Happens in November:</p> <p>Nationally we have raised £16,992 in fundraising YTD.</p> <ul style="list-style-type: none"> <input type="checkbox"/> We have attended 47 career events nationally YTD. <input type="checkbox"/> We have supported 27 school engagement activities nationally. <input type="checkbox"/> 20 Smart4Life digital events have been delivered by the community team to help our customer’s access on line services. <input type="checkbox"/> 20 females have completed a work experience placement <input type="checkbox"/> 11 people over the age of 25 have completed a work experience placement, totalling 778 hours. <input type="checkbox"/> Head office held a fundraising day to support Children in Need and raised £217.61 <input type="checkbox"/> RCf Scape team are currently planning social value activities alongside Northants Police to support the new Gifford House Project. <input type="checkbox"/> All Branches are currently supporting The Sick Children’s Trust Christmas Appeal. <p>Community Investment:</p> <p>YTD we have invested £748,209.07 back into local communities.</p> <ul style="list-style-type: none"> <input type="checkbox"/> 23 Legacy projects have been delivered YTD. 	

□ **32** Customer centred activities have been supported.

Young People:

161 Young People have had work experience totalling **10662.5** Hours!

Volunteers:

538 employees have volunteered their time to help deliver Community Projects so far this year

Our People:

Matt Ryan

I would like to pass on my thanks from both Orbit and myself having only worked with Matt since he has taken on the Majors he has demonstrated strong planning , excellent communication and a willingness to provide an exceptional service, the quality of works is most defiantly improving.

On another note I want to thank him for all the work he and his team do on out of hours including today where Matt has once again offered his support to the client in a positive responsive way.

Its apparent Matt is very knowledgeable and has a wide skill set and consistently delivers.

Thank you so much – it's both appreciated and noted.

Callaghan Construction & Maintenance Limited recently fitted a Level Access Shower and the customer wanted to thank them for their work.

“Paddy, Eddie and Tom were amazing and we are very pleased with all they did and would highly recommend them.”

If you can pass on the positive feedback received.

Good stuff!

Mentor George Thompson

Great Feedback from Michael Smith.

Firstly I just wanted to thank you for your support and help getting me on the two week work experience placement, George was great and taught me quite a lot. I have just completed the two weeks and really enjoyed it – it was great to get out on the road with one of your members of staff and the opportunity to get an insight into both the role and the company. The work experience has confirmed for me that this is career that I would like to follow and Fortem a company I would like to explore working for.

Marie Woodhouse

The Community team would like to thank Marie for all her hard work and enthusiasm in supporting and delivering the social value activities on the Chesterfield contract. Marie works tirelessly to get things done and always has a smile on her face! An asset to the business □

Thank you to **Richard Field** and **John Lappin** for the work they did on

a compliant property. The tenant contacted the PM directly to thank them for the work that they did and was very impressed with them. In addition, the PM was very complimentary about **Rob Campling** who worked with me to find a resolution to the issue with the floor and then spent 2 days at the block at my request removing poorly installed latex which allowed John & Richard to complete the repair.

Kenneth Flemming

Just had the sweetest lady on from 56 Brocksby Chase, Bolton, Lancashire, BL1 2JH She advised she has a received a letter explaining the challenges we are facing with our contractors and she has to advise she thinks they are great! She advised she has had no problems, they arrived within the hour for an emergency and the operative was very nice and helpful. Lovely to hear!

Community News

Charnwood Free Prize Draw Entry Winners

Each quarter our Charnwood customers are given the opportunity to win Love2Shop vouchers by allowing continuous access to their home and completing a customer satisfaction survey at the end of works. Congratulations to our 2 prize draw winners that were selected at random for the 1st quarter, Mrs Hodges and Ms Holmes.

2@2 Keynes House Fundraising

Keynes House have been busy this year fundraising for the Garden House Hospice by offering staff the opportunity to finish at 2pm on a Friday by entering the prize draw competition. So far they have raised an amazing £1175.00!

Well done team.

Leaf

Thamesmead School Employability Event

This month Laani Tombs, Adam Blake (repairs supervisor), Gemma Forbes (Administrator) and Scott McKellar (Roofing apprentice) went to Thamesmead School 22nd to do a Career/interviews skills day with 70 students from the school.

The day entailed a presentation and then the team worked in groups to discuss interview skills and career options. They also discussed work experience placements and apprenticeships and told the students what they needed to do to apply for either position within the company.

Leaf Event

Leigh Garbutt and Rebecca Goodwin supported the Leaf Event at Magna this month to showcase opportunities available within the business via our Pathways4Life Programme.

The event attracts over 2000 people each year ranging from school leavers to long term unemployed and offers employability opportunities from a wide range of organisations within South Yorkshire.

	December 2019	
6.1	Areas covered:	
6.2	12 November	
	Little Hill - Clean	
	Greaves Square – No.....– damaged fence	
	Heathside Drive - Clean	
	Icknield Street - Clear	
	Walkers Heath Road -Rubbish	
	Hillmeads – demolition area	
	Arrow Walk – carpets outside block number	
	Barratts Road no, overgrowth to rear	
	All of the above were reported to the neighbourhood caretakers	
6.3	Next walkabout due in 23 December	
	Vardon Way Shops - Clear	
	Spoon Drive - Clear	
	Fairway - Clear	
	Club View –(2 properties) Rubbish out Front	
	Chip Close - Clear	
	Wychall Road - Clear	
6.4	Next walkabout is scheduled for Friday, 10 January 2020, meeting in the Car Park @ Campion & Saffron House	
7	A CHLB 28 November 2019:	
7.1	The Chair of CHLB, Joan Goodwin, commenced the meeting promptly at 6.30pm with introductions and a review of the previous minutes of the meeting held on the 24 th October.	
7.2	Chairs Comments - Joan Goodwin The welfare reform group met in November, we discussed our outside events that would take place in November. On 6 th November was the annual Birmingham in Bloom Award evening. The PMG awards for some of the contractor's and Birmingham City Council officers were given out. The members of PMG group were awarded "Unsung Heroes" awards by the chair of the group, for all their sterling hard work. On 25 th November was the PMG group meeting it was a good meeting, all contractor's, repairs, capital works were either amber or green.	

Fortems were all green as you will see on the reports. We then gave out the other PMG awards to Birmingham City Council officers and departments.

Joan Goodwin then wished everyone a merry Christmas and a happy new year.

The RI team have BIB calendars on sale all proceeds will be given to charity. Please tell your HLB members.

Brenda Grigg asked: The fire safety information distributed at the ARCH conference, could this be distributed to the elderly residents who have had tenancies for a very long time.

Joan Goodwin answered: Due to budget cuts we are unable to afford to cover the costs. In the past information was reported in our own newspaper. The newspaper has been withdrawn and is no longer printed, due to lack of funding. We would like to have it re-instated.

Brenda said that they could photocopy and put in the Library.

Grounds Maintenance update by Joe Hayden

The Grounds Maintenance operations are now inhouse. PMG said we had seen significant improvements. In July we had delivery of the full total of ride on mowers.

- Our teams cover Housing, Bereavement, Schools, Parks and Social Services
- Staff are now working on hedge cutting, housing schools, parks, roads for highways, as the programme of work until February 2020.
- The summer cutting programme will start in March 2020
- Our plan for 2020, we aim to enter the city into the Heart of England competition
- We also aim to win and be able to enter the national competition in 2021.

Christmas Quiz

Robert James and the CHLB members gave a big thank you to our Chair who organised the rounds and kindly donated the prizes for the quiz again this year.

The next meeting of the CHLB will take place on Thursday 23rd January 2020 at 6.30pm in Committee Rooms 3 and 4 in the Council House.

All approved minutes will be published on the website in due course, and can be found

at: https://www.birmingham.gov.uk/downloads/50008/tenants_groups_associations_and_boards

8	<u>AOB</u>	
8.1	Kings Norton Redevelopment – Pam queried the plans for the area whether it was setting stone as she feels that the current development is showing a mass of houses, no shops etc	
8.2	Ron agreed to raise with Cllr Griffiths ie to find out whether there will be a doctor's surgery, dentist, shops, community cafe and trees etc	Ron
8.3	100yrs celebration will take place @ Campion & Saffron. The £89.00 for the Christmas meal will go towards the celebration. Group agreed that due to small attendance at their meetings, the money would be best spent in a large group setting to avoid waste	
8.4	The group agreed to host the celebration on Friday 29 February @ 1pm. At Campion and Saffron.	
8.5	Pam to invite Melrose residents; Ann to invite Campion And Saffron residents, Maggie & Betty to invite Shannon Road, Cornerway, Disabled group and Hobbis residents	
8.6	Nadeen to invite Frankley & Cockhill HLB and Weoley HLB	
8.7	Ann to ask Adam Lloyd to prepare PowerPoints of the housing stock of years ago	
8.8	Budget = £389 (£100 each from 3 HLBs plus Kings Norton's £89 for Christmas tea	
8.9	Ann and Nadeen to agree menu	
8.10	Meeting closed @ 7.35pm	
9	<u>VENUE/ TIMES OF THE NEXT MEETING</u>	
9.1	Meetings were agreed as 1 st Thursday of each Month; @ 6.00-7.30pm. Common Room Melrose Close, B38 9DU	
9.2	Kings Norton HLB 2020 Dates: <ul style="list-style-type: none"> • 9th January 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm • 5th March 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm 	

- 7th May 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm
- 2nd July 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm
- 3rd September 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm
- 5th November 2020 @ Common Room Melrose Close, B38 9DU; 6.00-7.30pm

Nil In December 2020

CHLB Dates:

9.3

CITY HOUSING LIAISON BOARD MEETING

DATE	TIME	LOCATION
23 January 2020	18.30 – 20.30	Committee Rooms 3 and 4
20 February 2020	18.30 – 20.30	Committee Rooms 3 and 4.
19 March 2020	18.30 – 20.30	Committee Rooms 3 and 4.
23 April 2020	18.30 – 20.30	Committee Rooms 3 and 4
21 May 2020	18.30 – 20.30	Committee Rooms 3 and 4
18 June 2020	18.30 – 20.30	Committee Rooms 3 and 4.
23 July 2020	18.30 – 20.30	Committee Rooms 3 and 4.
17 September 2020	18.30 – 20.30	Committee Rooms 3 and 4.
22 October 2020	18.30 – 20.30	Committee Rooms 3 and 4
19 November 2020	18.30 – 20.30	Committee Rooms 3 and 4.

Nil In December 2020