

**Frankley & Cock Hill Housing Liaison Board**  
**Minutes for Tuesday 28 January 2020**  
**Frankley Parish Office, 12 Arden Road, Birmingham, B45 0JA**

<b>Residents</b>	<ul style="list-style-type: none"> <li>• Ray Price</li> <li>• Bruce Pitt</li> </ul>	<ul style="list-style-type: none"> <li>• Ian Bruckshaw</li> <li>• Keith Smith,</li> </ul>
<b>Councillors/ Others Attending</b>		
<b>Bcc Officers</b>	<ul style="list-style-type: none"> <li>• Nadeen Justice, TPO</li> <li>• Chris Tame, Tame, Fortem</li> </ul>	
<b>Apologies</b>	<ul style="list-style-type: none"> <li>• Simon Roberts</li> </ul>	<ul style="list-style-type: none"> <li>• Ruth Bowles, Local Housing Manager</li> </ul>

<b>No 1</b>	<b>Item Welcome, introductions and Apologies</b>	<b>Action</b>
<b>1.1</b>	Keith opened the meeting and welcomed the group.	
<b>1.2</b>	Apologies were received as above	
<b>1.3</b>	Nadeen highlighted that she has order refreshment for the meeting as a post-Christmas tea party as previously agreed by the group	
<b>No 2</b>	<b>Minutes of the last Meeting November 2019 – Approval /Matters Arising</b>	<b>Action</b>
<b>2.1</b>	The minutes of the previous meeting were approved as accurate	

No 3	Fortem Updates – Chris Tame provided Updates for the Group	Action
<p><b>3.1</b></p>	<p>What Happens in November:</p> <p>Nationally we have raised <b>£16,992</b> in fundraising YTD.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> We have attended <b>47</b> career events nationally YTD.</li> <li><input type="checkbox"/> We have supported <b>27</b> school engagement activities nationally.</li> <li><input type="checkbox"/> <b>20</b> Smart4Life digital events have been delivered by the community team to help our customer’s access on line services.</li> <li><input type="checkbox"/> <b>20</b> females have completed a work experience placement</li> <li><input type="checkbox"/> <b>11</b> people over the age of 25 have completed a work experience placement, totalling <b>778</b> hours.</li> <li><input type="checkbox"/> <b>Head office</b> held a fundraising day to support Children in Need and raised <b>£217.61</b></li> <li><input type="checkbox"/> <b>RCf Scape team</b> are currently planning social value activities alongside Northants Police to support the new Gifford House Project.</li> <li><input type="checkbox"/> <b>All</b> Branches are currently supporting The Sick Children’s Trust Christmas Appeal.</li> </ul>	
<p><b>3.2</b></p>	<p><b>Community Investment:</b></p> <p>YTD we have invested <b>£748,209.07</b> back into local communities.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> <b>23</b> Legacy projects have been delivered YTD.</li> <li><input type="checkbox"/> <b>32</b> Customer centred activities have been supported.</li> </ul> <p>Young People:</p> <p><b>161</b> Young People have had work experience totalling <b>10662.5</b> Hours!</p> <p>Volunteers:</p> <p><b>538</b> employees have volunteered their time to help deliver Community Projects so far this year</p> <p>Our People:</p> <p><b>Matt Ryan</b>  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.</p>	

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 Camping** 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!

3.3

### **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.

3.4

Ian to contact Keith O’Rielly regarding the drain off @ Oberon Close

3.5

Group agree to have Chris at the meeting on request.

3.6

The group agreed that as he is regularly in the area, he could pop into the Parish office and pick up on issues

No 4	Community Improvement Projects	Action
4.1	Budget Report Status was as follows:	
4.2	The F&C HLB Allocation @ 2019-20 was £15,951.58	
4.3	<p>The group discussed a wish list for the new allocation 2019-20 as follows:</p> <ul style="list-style-type: none"> <li>• Bins; The Bund; Trim Back</li> </ul>	
4.4	<b>Bin ringfenced @ £5,000;</b> Ian has contacted lifford Lane	<i>lan chasing</i>
4.5	<p>Group agreed @ 15.08.19 and agreed at this meeting that the following Locations should be facilitated with bins. Group also agree for Ian to use his discretion for other locations which is not highways but council land.</p> <ul style="list-style-type: none"> <li>• 1 @ Fabian Close</li> <li>• 1 @ Oberon Close</li> <li>• 2 @ Frog Mill Walk</li> <li>• 2 @ Brightson Road</li> <li>• 1 @ Junction of Frogmill Walk &amp; New Street</li> <li>• 1 @ Miranda Close</li> <li>• 1 replacement for Frankley Hill Lane</li> <li>• 3 @ Forestdale School</li> <li>• 1 replacement – Frankley Hill Lane</li> <li>• 1 Windsor Close Stop</li> <li>• 3 replacement bins</li> </ul>	<i>lan chasing</i>
4.6	The Bund @ Fisher Close: <b>£3,000 was approved @ 28.05.19</b> and spent to date is £2041.86 for cleared works. Ian reported back @ 15.08.19 that the bund at Fisher Close is clear	lan
4.5	Trim Back agreed for - Oberon Close, Miranda Close, Holly Hill Road, Arden Walk; 5k agreed; @ 28.05.19; Ian to action	
4.6	Ian is pursuing the clearing of Oberon near the bungalow – the overgrowth to paths; he has contacted parks and garden but no reply. The bund in fisher close still unclear	Working progress - lan
4.7	Ian discussed litter bins and debated with the group about suitable locations and costs. Costs for 10 litter bins have been quoted @ £1647.50. Ian proposed to obtain quote for another 5 bins.	
4.8	Ray informed the group of a broken bollard @ Princess Ann Road at Lysander Road & Queen Ann Road. An investigation was carried out by Nadeen and Bruce on	

<b>4.9</b>	1 Princess Ann Drive Gating Project – consultation carried out and quote obtained @ £1,168.76	Group approved quote
<b>4.50</b>	New LED lighting Project -required to the walls outside 55 / 57 / 59 / 61 Cotswold Close – the idea is to improve lighting in this area at night, there is already an old light fitting on the wall near to 57 however, it does not provide enough lighting. A proposal of a total of 5 LED fitting to the wall, 3 outside the addresses and two on the wall at the side of 61 – to create lighting for the two parking spaces.	Group approved quote
<b>4.51</b>	Bruce raised a project for Bute Close – replacement gate	Bruce to email NJ with dates
<b>4.52</b>	Nadeen agreed to set up a site meeting with himself, Ray and Gurbax Chana	
<b>4.53</b>	The group agreed that any remaining funds will be spent with Parks i.e. trimming back bushes and trees	
<b>No 5</b>	<b>Local Housing Manager – Ruth Bowles</b>	<b>Action</b>
<b>5.1</b>	Apologies received from Ruth.	
<b>No 6</b>	<b>HLB Walkabout Update – Bruce Pitt</b>	
<b>6.1</b>	Walkabout in November:	
	• Brightstone	
	• Quantock Close	
	• Thornthwaite Close	
	• Epping Close	
	• Blackdown Close	
	• Cranbourne Close	
	• Dartmoor Close	
	• Frogmill Walk	
	Generally, a reasonable standard of cleanliness despite this area not have an indigenous	
	litter picking group. Some trimming of trees and bushes would be of benefit but lack the	
	manpower.	
	Frogmill Walk, which borders the East edge of today's walkabout, is one of the most abused;	
	in Frankley; it has benefited greatly from tree cutting financed by our HLB.	

6.2	<p>December 2019:</p> <p><b>List of roads/locations covered:</b></p> <ul style="list-style-type: none"> <li>• Romany Road</li> <li>• Crompton Road</li> <li>• Pearman Road</li> <li>• Dorant Close</li> </ul>	
6.3	Areas in Frankley has benefited greatly from tree cutting financed by our HLB.	
6.4	<p><b>Issues Identified:</b> relatively tidy, litter pick team alerted re minor litter</p>	
<b>No 7</b>	<b>Frankley Media &amp; CHLB Update</b>	
7.1	A CHLB 28 November 2019:	
	<p>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<sup>th</sup> October.</p>	
7.2	<p><b>Chairs Comments - Joan Goodwin</b></p> <p>The welfare reform group met in November, we discussed our outside events that would take place in November.</p> <p>On 6<sup>th</sup> 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.</p> <p>On 25<sup>th</sup> 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.</p> <p><b>Joan Goodwin</b> then wished everyone a merry Christmas and a happy new year.</p> <p>The RI team have BIB calendars on sale all proceeds will be given to charity. Please tell your HLB members.</p> <p><b>Brenda Grigg</b> 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.</p> <p><b>Joan Goodwin</b> 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</p>	

<p>7.3</p> <p>7.4</p> <p>7.5</p> <p>7.6</p> <p>7.7</p>	<p>newspaper has been withdrawn and is no longer printed, due to lack of funding. We would like to have it re-instated.</p> <p><b>Brenda</b> said that they could photocopy and put in the Library.</p> <p><b>Grounds Maintenance update by Joe Hayden</b></p> <p>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.</p> <ul style="list-style-type: none"> <li>• Our teams cover Housing, Bereavement, Schools, Parks and Social Services</li> <li>• Staff are now working on hedge cutting, housing schools, parks, roads for highways, as the programme of work until February 2020.</li> <li>• The summer cutting programme will start in March 2020</li> <li>• Our plan for 2020, we aim to enter the city into the Heart of England competition</li> <li>• We also aim to win and be able to enter the national competition in 2021.</li> </ul> <p><b>Christmas Quiz</b></p> <p>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.</p> <p>The next meeting of the CHLB will take place on Thursday 23<sup>rd</sup> January 2020 at 6.30pm in Committee Rooms 3 and 4 in the Council House.</p> <p>All approved minutes will be published on the website in due course, and can be found:<a href="https://www.birmingham.gov.uk/downloads/50008/tenants_groups_associations_and_boards">https://www.birmingham.gov.uk/downloads/50008/tenants_groups_associations_and_boards</a></p> <p><b>Social Media</b> – Bruce updated that they have 2 members who ae keen to tweet, email, blogg. They are also interested in attending the HLB. He added that there are 9 different ways to promote and advertise in Frankley. This include social media, newsletters, notice board, leafletting, via vulnteers, word of mouth etc</p>							
<p><b>No 8</b></p>	<p><b>AOB</b></p>							
<p>8.1</p> <p>8.2</p>	<p><b>Date &amp; Time of Next Meeting</b> – - Tuesday, 31 March 2020; 4-5.30pm @ The Parish Office, 12 Arden Road, Frankley, B45 0JA</p> <p>CHLB 2020 Dates:</p> <p><b>CITY HOUSING LIAISON BOARD MEETING</b></p> <table border="1" data-bbox="165 1888 1345 2058"> <thead> <tr> <th>DATE</th> <th>TIME</th> <th>LOCATION</th> </tr> </thead> <tbody> <tr> <td>23 January 2020</td> <td>18.30 – 20.30</td> <td>Committee Rooms 3 and 4</td> </tr> </tbody> </table>	DATE	TIME	LOCATION	23 January 2020	18.30 – 20.30	Committee Rooms 3 and 4	
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.	
8.4	Meeting closed @ 5.23pm			