

**Minutes of Regional Consumer Panel Meeting  
Monday 05<sup>th</sup> of October 2009 at 6.00pm – 8.00pm  
Island House Community Centre**

<b>Members present:</b>		
	Sammy Samuels (SS)	Pam Cole (PC)
	Dave Keeley (DK)	Jill Skeels (JS)
	Tony Ford (TF)	
<b>OHG:</b>	Michelle Mulcare – Mary Riley –	Community Investment Manager – OHG – Chair (MM) Community Investment Officer – Secretary (MR)
	Graham Morsman Barbara Wellington -	Quality and Aftercare - OHG (GM) Service Improvement – OHG (BW)
	David Snowdon-	Councillor – Lap 8. (DS)
<b>Guest's:</b>		

<b>Apologies:</b>	Emmanuel Ejimonyeabala (EE)
-------------------	-----------------------------

<b>MINUTES</b>		
<b>Minutes from previous meeting</b> – Agreed		
<b>Matters arising from minutes</b> – None. Suggested that minutes should be more brief/concise.		
		<b>Action</b>
1	<b>Quality and Aftercare – Graham Morsman</b>	
1.0	GM introduced himself and explained how aftercare surveys are conducted. He presented a copy of a survey which is sent to residents subsequent to a repair being carried out.	
1.1	A discussion took place around leaseholder repairs; who (landlord or leaseholder) is responsible for what and whether leaseholders also receive surveys.	

1.2	GM - Telephone surveys take place following completed repairs carried out by contractors which are all logged on a computerised database. The residents who are contacted to complete a phone survey are chosen by computer at random. GM highlighted that not all residents would receive call backs therefore.	
1.3	Questions were forwarded to GM on who he is answerable to, if the repairs only cover building typed repairs and if all points raised have something put in place to ensure that issues are dealt with.	
1.4	GM responded that his role as a manager is across the group, the repairs covered are day to day – re-active repairs. He concluded that they are looking into putting in place measure i.e. regular reports to tackle outstanding defects.	
1.5	MM apologised for outstanding repairs post estate inspections adding that things will be looked into and dealt with.	
1.6	SS highlighted that it is the same repairs which are outstanding; they receive no reports or feed back post Estate Inspections.	
1.7	A discussion followed regarding Gas Safety Inspections, GM confirmed that a boiler check is carried out once a year for all tenants.	
1.8	In addition it was also stated that Lease holders have a legal requirement to get their own boilers inspected.	
1.9	TF pointed out that OHG have no way of establishing whether a leaseholder has had a CP12 carried out which puts other residents at risk.	
1.10	GM informed of other surveys his team carry out including Aids and Adaptation.	
2.	<b>Service Improvement: Complaints Audit and Residents Impact Project - Barbara Wellington</b>	
2.0	BW gave an update on the Resident Impact Assessment. She also informed that they have 23 volunteers from Consumer Panels for resident reviewers, 2 of which are from the IH consumer Panel. BW in addition gave an update on the result of the Short Notice Inspection.	
2.1	SS asked if they are going to bypass the TRAs as this will clash with the BMT's aims.	
2.2	BW explained that it's not intended to bypass individuals or groups; it is for everyone to be involved in to cover all the diversity strands. <b>Report is available on the internet.</b>	
2.3	Further discussion followed on the issue of Diversity. TF asked if diversity meant that even if one is capable they will not be chosen.	

2.4	MM explained that it is to give all residents equal opportunity and the chance to apply as well as it being a requirement from the Audit Commission.	
2.5	MM asked how Panel members felt about all the information they have received and if its all clear and concise. All agreed, Yes.	
2.6	BW - complaints audit results an action plan has been completed. <b>Action. BW to pass on Action Plan.</b>	BW
	<b>Lap 8 You Decide – Councillor, Co-chair Lap 8 David Snowdon</b>	
3		
3.0	DS introduced himself as Councillor of Lap (handed out presentation) and gave a brief incite into his role and Lap 8.	
3.1	DS talked of the break down in structure on Tower Hamlets part due to uncertainty on which direction to take. DS voiced that it should have been resident lead.	
3.2	Questions were put to DS on where the money came from and if the good will money is to be fed back to the local community	
3.3	DS informed that that the section 106 money is a Government grant from the council often used to replace money; being spent on recovering spending rather than one off capital.	
3.4	MM - should be part of regeneration. If people wanted to get involved it is only a few who know how.	
3.5	DS explained that they are trying to get new members involved especially from the Barkantine.	
3.6	MM requested for DS to send information to MR with the required criteria. Action: DS to send MR further information and criteria.	MR
3.7	Discussion followed on Tower Hamlets consultative Health programme which DS explained that it was aimed at 60 – 70 people attending but only 20 people were present.	
3.8	DS explained the process required to get involved; completing a straight forward application form. Officers as well residents can get involved. Meetings take place 6 times a year.	
4	<b>AOB.</b>	

4.0	<p>DK presented further questions to Jerry Ball, from LBTH, as he felt that the response received previously was not adequate.</p> <p><b>Action: To invite Jerry to attend next meeting and answer the questions more fully.</b></p> <p>DK to email questions to MR.</p>	MR
	<p><b>Next Meeting:</b></p> <p>The date and time of the next Island Homes Regional Consumer Panel Meeting is  Monday of December 2009 at 6.00pm – 8.00pm  @  <b>Island House Community Centre</b>  <b>Roserton Street</b>  <b>Isle of Dogs</b>  <b>London</b>  <b>E14 3PG</b></p> <p><b>Tel: 020 7531 0310</b></p>	