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COMMITTEE: **JOINT HOUSING BOARD**

VENUE: **Garrick Room - Endeavour House,
8 Russell Road, Ipswich**

DATE: **Monday, 19 March 2018
at 2.15 pm**

Members

Babergh District Council:

Ms J Jenkins
Mr T Bavington
Ms J Osborne

Mid Suffolk District Council:

Mrs L M Mayes
Mr N Gowrley
Ms S Mansel

Tenants:

Mr M Berry
Ms M Hilton
Mr S Phillips
Mr J Taylor
Mr K Wykes

A G E N D A

ITEM	BUSINESS	PAGES
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PART I

- 1 **Apologies for absence**
- 2 **To receive any declarations of pecuniary or non pecuniary interests**
- 3 **JHB/17/10 To confirm the Minutes of the meeting held on the 14 December 2017** 1 - 4
- 4 **JHB/17/11 Time Table of Meetings 2017/18** 5 - 8

The Board to agree the Time Table for 2017/18
(Time Table attached)
- 5 **Customer Engagement Review Update**

Gavin Fisk, Assistant Director – Housing
Lee Crowdell, Corporate Manager – Tenant Service

The Joint Housing Board will be updated on the Customer
Engagement Review
- 6 **Any other business relating to the Joint Housing Board**

DATE AND TIME OF NEXT MEETING

Please note that the next meeting is to be confirmed.

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Agenda Item 3

MID SUFFOLK DISTRICT COUNCIL

Minutes of the meeting of the **JOINT HOUSING BOARD** held in the King Edmund Chamber, Endeavour House, 8 Russell Road, Ipswich on Thursday, 14 December 2017

PRESENT:

Tenant Representative: Mr K Wykes – Chair

Councillors:	Jennie Jenkins	Lesley Mayes	Tenants:	Mr M Berry
	Tony Bavington	Nick Gowrley		
	Jan Osborne	Sarah Mansel		

In attendance:

Assistant Director - Housing
Corporate Manager – Tenant Services
Tenant Involvement Officer
Barry Marlow – Consultant
Governance Support Officer

40 **APOLOGIES FOR ABSENCE**

Apologies were received from Councillor Jenny Jenkins and Tenant Representatives Steve Phillips, Maria Hilton and James Taylor.

41 **TO CONFIRM THE MINUTES OF THE MEETING HELD ON 18 SEPTEMBER 2017**

It was RESOLVED: -

That the minutes of the meeting held 18 September 2017 be confirmed as a true record.

42 **ELECTION OF THE CHAIR OF THE HOUSING BOARD AND VICE-CHAIR - GAVIN FISK ASSISTANT DIRECTOR - HOUSING**

42.1 Councillor Gowrley proposed Tenant Representative Keith Wykes as Chair for the Joint Housing Board and Councillor Mansel seconded the proposal.

42.2 The outgoing Chair, Councillor Jan Osborne, gave her thanks to Members for their work and support.

42.3 The elected Chair Keith Wykes asked for a proposal for a Vice-chair.

42.4 Councillor Mayes proposed Councillor Sarah Mansel and Councillor Osborne seconded the proposal.

It was RESOLVED: -

- 1. That Tenant Representative Keith Wykes be appointed Chair and further that Councillor Sarah Mansel be appointed Vice-chair of the Joint Housing Board.**

43 TO RECEIVE ANY DECLARATIONS OF PECUNIARY OR NON-PECUNIARY INTERESTS

None received.

44 JHB/17/9 RESIDENT INVOLVEMENT REVIEW PROGRESS REPORT

- 44.1 The Assistant Director, Housing, began by introducing Lee Cordell, the newly appointed Corporate Manager for Tenant Services and Barry Marlow, the external consultant conducting the review with the Housing Team. He then summarised the development of the review to date as outlined in the report.
- 44.2 Barry Marlow took Members through the main points of the Review Progress Report (Appendix 1) and said that the invitations for tenant and lease holders to attend Residents Events had been the main part of the review so far. Tenant engagement and involvement were an important part of the review, and the events had been open and interesting, though there was still room for further development. The meetings had been well attended.
- 44.3 He explained the SMART acronym on page 9, (Appendix A) and said that these were the five leading principles in tenant engagement and were to be the concept embedded in the tenant engagement work.
- 44.4 Staff Workshops were to be arranged for early next year.
- 44.5 In response to Members' questions officers responded that currently tenants were invited to the Residents' Events, but tenants had also been informed of an online fact-finding survey on the Councils' website. Further promotion of this site was to be conducted in the new year. Digital engagement was also being considered and Barry Marlow had met with the Managing Director of the Tenant's Net.
- 44.6 The survey was a good start to the review, but more would be done to motivate people and he asked Members to forward suggestions for how to engage further with tenants.
- 44.7 The Assistant Director - Housing, said the biggest development was staff training and to get staff out in the community and talk to tenants. However, as the budget was limited, and staffing had been an issue, the progress made to date was as expected.
- 44.8 Members debated how to reach and motivate a variety of tenants and some suggested using their surgeries and attendances to Parish Council meetings to conduct public engagement. It was felt that this was perhaps more

suitable in rural wards, but not in larger ward areas, such as towns as representation of tenants would be imbalanced.

44.9 The Assistant Director - Housing, in response to Member's questions, said that there were no figures available yet of the number of people who had completed the online survey. He said the best way forward was to get staff to engage directly with tenants and build a relationship on trust and involvement. This could be achieved by offering tenants the benefits the Councils had to offer including training on how to manage and save money, new legislation and going digital.

By a unanimous vote

It was RESOLVED: -

1.1 That the consultation and engagement opportunities will continue throughout January and February to include Councillors and Officers.

1.2 That Members are to consider, recommend and agree how and what further work would support the development of an alternative model of resident involvement; one that is premised on residents preferred needs and choices and will help define the Councils' resident involvement objectives and improve ways of working.

45 **ANY OTHER BUSINESS RELATING TO JOINT HOUSING BOARD**

There was no other business.

The date and time of the next meeting to be confirmed.

The business of the meeting was concluded at 3.07 pm.

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Chair (& Date)

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Agenda Item 4

JHBBABERGH DISTRICT COUNCIL and MID SUFFOLK DISTRICT COUNCIL

From: Henriette Holloway Support Officer Law and Governance	Report Number: JHB/17/11
To: Joint Housing Board	Date of meeting: 19 MARCH 2018

JOINT HOUSING BOARD – MEETING TIMETABLE 2018/19

1. Purpose of Report

- 1.1 To bring to the attention of the Board the meeting dates for 2018 -2019

2. Recommendations

- 2.1 The Board is asked to note the contents of this report.

3. Financial Implications

- 3.1 There are no financial implications.

4. Legal Implications

- 4.1 There are no legal implications

5. Risk Management

There are no risks to the report

6. Consultations

- 6.1 Consultation has taken place with the Committee Services to ensure the proposed dates do not clash with other committee meetings.

7. Equality Analysis

- 7.1 No equality analysis is needed for this report.

8. Shared Service / Partnership Implications

- 8.1 The Joint Housing Board is made up of members and Tenants representing both districts.

9. Key Information

- 9.1 Below are the suggested dates for the Joint Housing Board meetings 2018-2019. all meetings will continue to start at 2.15pm promptly.

- 9.2 Venues to be confirmed once the date has been agreed

Joint Housing Board – Timetable of meetings 2018 -19	
14 May 2018	Britten Room
11 June 2018	Shotley Room
16 July 2018	Dorothy Room
No August Meeting	
17 September 201	Britten Room
15 October 2018	Britten Room
12 November 2018	Britten Room
17 December 2018	Room TBC Alternative date 18 December (BDC Overview and Scrutiny 2.00pm MSDC Admin Briefing 2.30pm)
14 January 2019	Room TBC
11 February 2019	Room TBC
11 March 2019	Room TBC
15 April 2019	Room TBC
13 May 2019	Room TBC

10. Appendices

Title	Location
(a) None	n/a

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