

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)