



**MINUTES OF
SENTINEL TENANTS' & RESIDENTS' ASSOCIATION
MEETING HELD AT
SENTINEL'S BASINGSTOKE OFFICE
ON TUESDAY 22 FEBRUARY 2011**

Present: Dawn Moors Brian Sanders Arthur Williams (Chair)
 Bill Hall Dick Wylie George Herbert
 Helen Parry Isla Sutherland Kathy Hine
 Marion Witts Debbie Twinn

Absent: Tony Mitchell

In Attendance: Mary Page Mike Thomas Ruth Wadsworth
 Richard Pilbeam Val Bagnall Kari Tourle
 Steve Murphy Karen Connell Miriam Morris
 Sandra Crook (Minutes)

Distribution: Those Present / Those Absent / Those In Attendance Neighbourhood Managers

1. Communications

1.1 Steve Murphy, Communications Manager and Karen Connell, Social Networking and Communications Co-ordinator gave a powerpoint presentation (copy attached to Minutes) on Social Media and how on-line communications work for Sentinel.

Action

Info

Action

- 1.2 Links to Facebook (social network service and website launched in February 2004), Twitter (social networking and microblogging service), YouTube (video sharing website on which users can upload and share videos) and RSS can be found at the top of the front page of Sentinel's website: www.sentinelha.org.uk and also on the Contact Us and Have Your Say tabs on the website.

It was felt that the icons were too small and for those not familiar with them not explanatory enough. This would need to be better publicised and presented to encourage greater use. Dick commented that Sentinel decided to stop printing the annual Events Calendar and asked how long it would be before they decided not to continue issuing Community Spirit. A discussion took place on the emerging range of new communication media and its likely greater adoption and useage. These would need to be developed and promoted alongside existing communications such as Community Spirit. However, there always needs to be a balance between effectiveness, value for money and customer preferences.

Info

- 1.3 Sentinel needs to be forward thinking and adapt to the constantly changing ways of communicating. Communicating via TV sets is already happening and Skype (software application that allows users to make voice/video calls over the Internet) is widely used – all these need to be considered moving forward.

Info

- 1.4 Any help with understanding this important area, updates or further detailed figures can be provided by Communications if required.

Info

- 1.5 Arthur thanked Steve and Karen for attending the meeting after which they left at 7.40 p.m.

Info

2. Complaints Report

- 2.1 Miriam asked the Panel if they had any questions or concerns they wished to raise about the Report submitted to them with the Agenda. It would seem that a large majority of the complaints relate to missed appointments. Miriam advised that improvements have been made in this area but it still needs managing and monitoring.

Info

- 2.2 Dick raised his concern that the 6 numbers chosen at random do not correspond logically to the Complaint numbers. Miriam was unable to explain why this was the case but assured the Panel that in all but one case, the numbers chosen by the Panel since the process had started corresponded to the Complaint number. The one instance where this was not the case was when the complaint chosen was one logged by a member of the Panel and it had been agreed that the next nearest number would be used instead. Val suggested that in future the actual range of Complaint numbers be provided for the Panel to choose 6 at random.

Info

- 2.3 Arthur thanked Miriam for attending the meeting after which she left at 7.50 p.m.

Info

3. Apologies for Absence

- 3.1 Apologies were received from those listed above.

Info

4. Minutes of Meeting held on 25 January 2011

- 4.1 The Minutes of the meeting held on 25 January 2011 were agreed as a true and accurate copy.

Info

5. Matters Arising from the meeting held on 25 January 2011

Action

5.1 3.1 The action column should read Info not Val. Info

5.2 4.3 **Post Meeting Note:**

5.3 6.2 A meeting had been held on 15 February 2011 to discuss STARA membership and the Code of Conduct. Info

5.4 6.3 The question was raised about George being re-elected as Treasurer. Richard advised that the bank accounts (STARA and the Basingstoke Panel) had been closed down and whilst there had been initial problems with the payment of expenses it was hoped that this process was more timely. Richard had asked members to provide him with their bank details so that expense claims could be paid directly into their bank account. Kari suggested that the role of Treasurer be reviewed in 6 months. Info

5.5 9.1 Richard handed out a copy of Tony's report on the meeting held on 11 February 2011 involving Val, Isla, Debbie, Brian and Richard regarding Panel members carrying out telephone surveys . Dick raised his concern over the report as he believed the intention was for tenants to carry out telephone calls to tenants to get their feedback following refurbishments, repairs etc. as it was felt that tenants might be more able to speak freely to other tenants rather than Sentinel staff. The sub-committee that was set up to investigate this should have presented a formal report to STARA for its consideration and support. A discussion took place on the purpose and function of the role and its value. It was agreed that a report should be presented to the next STARA meeting.

Post Meeting Note: This issue to be added as an Agenda Item at the March meeting. Info

5.6 9.3 Richard thanked the members for their feedback to Sam Paul in Property Services on the Grounds Maintenance Contract. Info

6. **Treasurers Report**

6.1 Nothing to report. Info

7. **Proposal for STARA Going Forward**

7.1 Following the Panel members feedback on what they felt STARA's objectives should be, Kari had grouped them into themes and come up with 5 objectives: Scrutiny; Publicising STARA, Reviewing Customer Deal, Customer Feedback Review and Policy and Strategy Review. Kari explained each slide of the powerpoint presentation and at the end of the session handed out a template Agenda for future STARA meetings. Info

7.2 When discussing the Publicise STARA slide, Kathy asked who decided that it was the Chair that should do the quarterly report to the Board. The recent reports to the Board followed a format but STARA needs to decide what is the key message they want to get over to the Board and it should perhaps come up as an Agenda item, prior to the Board report being written, for all to put their thoughts forward. Info

Action

7.3 When discussing the Policy and Strategy Review objective it was noted that recently Policies had been sent out in between STARA meetings for members to comment on but no final versions appear to come back to STARA. Bill felt that the structure needed to be formalised as there are the 2 Panels, sub-committees, Focus Groups etc. and none of them feedback to STARA in a structured way. Kari agreed to bring back a proposal to the March meeting.

Kari

7.4 Sentinel has limited resources to take this structure forward and make it work. Kari advised that resources must be channelled to best effect and we needed to review how best to resource the current structure of Neighbourhood Panels and involvement. Kari asked the Panels to consider providing their own admin support and perhaps to consider alternative venues for the meetings. Dick advised that the Hart Panel had used sheltered schemes in the past and not found the meetings to be well attended due to their scattered locations. Dick reminded those present that it is minuted that there will always be an office in Fleet and the facility for meetings to be held at that office. As Tony was not present, Brian suggested that this be raised at the Panel meeting to be held on 2 March 2011. Dick agreed to raise at the Hart Panel meeting on the 1st. Both Panels to feed back at the next STARA meeting.

Brian /
Dick

8. Customer & Community Involvement

8.1 Richard reported that the Estate Inspections Review was progressing well. A meeting had been held earlier this evening in the Basingstoke office with a further meeting scheduled in the Fleet office on 1 March 2011. Inspections are to take place between 7 – 18 March 2011 with a feedback session planned on 23 March 2011 between 5.30 and 6.30 p.m.

Info

8.2 Richard reminded members of the e-mail addresses for the Panels and STARA.

Post Meeting Note:

basingstoke.neighbourhoodpanel@sentinelha.org.uk

hart.neighbourhoodpanel@sentinelha.org.uk

stara@sentinelha.org.uk

Info

8.3 SHARE is progressing and is scheduled possibly for the first week of July.

Info

9. Any Other Business

9.1 Arthur distributed a letter of thanks from John Doonan and Robert Redford following their attendance at the January STARA meeting to feedback on their recent involvement in the resident inspection of repairs.

Info

9.2 Debbie proposed that STARA meetings start at 6.00 p.m. A vote was taken on this suggestion plus others that were put forward – start at 5.30 p.m., stay at 7.00 p.m. and start at 6.00 p.m. It was agreed that future STARA meetings would commence at 6.00 p.m.

All

9.3 Bill asked why an e-mail had been circulated by Debbie regarding a Planning Application for Queen Elizabeth Barracks, Sandy Lane. Bill said it was outside their parameters and therefore the Panel could not get involved. Debbie advised that she circulated it only for information and discussion if appropriate.

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| 9.4 | Dick feels that he has learnt a great deal in his voluntary role as a tenant representative but he is not a housing professional. He will always try to do his very best for tenants and feels that he is doing a good job. However, Sentinel has the final say. Dick feels that he has built a good relationship with Sentinel which must flow both ways, but that communication needed to improve. He was particularly surprised at what was happening within Sentinel at the current time. | Info |
| 9.5 | Val excused himself and left the meeting. | Info |
| 9.6 | The next Corporate Induction is scheduled for Tuesday 15 March 2011. Dick will be attending in Arthur's absence. | Dick |
| 9.7 | Brian advised that as Chair of STARA he used to attend Sentinel's Health & Safety Committee Meetings. Brian wished to stand down and pass the responsibility to Arthur. The next meeting is scheduled for Wednesday 6 April 2011 at 9.30 in the Basingstoke Board room. | Arthur |
| 9.8 | Richard advised that he was looking for 6 volunteers from STARA and 4 from each of the Panels to attend the Customer Service Excellence Standard Assessment. Dick, Bill, Kathy, Helen, Marion and Mike put their names forward. | Richard |
| 9.9 | Marion agreed to speak to Kari after the close of the meeting about her concerns for an elderly tenant. | Marion |
| 10. | <u>Date of Next Meeting</u> | |
| 10.1 | The date of STARA's next meeting is scheduled for Tuesday 22 March 2011 at 7.00 p.m. in Sentinel's Fleet Office. | Info |
| 10.2 | There being no further business, the meeting closed at 9.15 p.m. | Info |