

Action

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| 2.1 | Val circulated the proposed Reporting Structure for Involvement. He explained that Members need to concentrate on how to get Focus Groups, Homing In etc to feedback to STARA and the Board. | Info |
| 2.2 | Recent feedback from residents shows that they do not want to attend monthly Board Meetings but would prefer to attend Focus Groups 2 or 3 times a year with residents in their local areas. | Info |
| 2.3 | Val was unsure how the Neighbourhood Panels would act as filters for reporting processes and whether the Focus Groups could meet this need. He asked Members for their comments. | Info |
| 2.4 | A lengthy discussion followed, during which everyone acknowledge that STARA and the Panels had been valuable; they had influenced/contributed to numerous decisions and policy changes and had a lot of achievements to be proud of. However, members generally felt that feedback was an area for concern. Members would often make suggestions, raise issues, undertake consultation with residents or participate in events, either through Panel/STARA meetings or projects with staff, but did not receive any feedback or results. | Info |
| 2.5 | It was agreed that a Working Party should be set up to discuss the way forward and report back to the next STARA meeting. Kathy, Dawn, Dick, Debbie, Mike and Mary volunteered to form this group. Pat Harris would arrange a meeting within the next few weeks. | Pat H |
| 2.6 | The HomeSwap process was also concerning members, and it was agreed that this should be discussed at the next meeting to establish what the current situation is and what Sentinel can do to help. Sandra to add to the Agenda. | Sandra |
| 2.7 | Val circulated graphs on Homing-In feedback to give members a feel for how information could be fed back to STARA as well as the quarterly performance indicators and results from inspections and Focus Groups. Members liked the graphs and found them very informative. Discussion followed on reporting practices and optimum reporting periods. | Info |
| 3. | <u>Apologies for Absence</u> | |
| 3.1 | Apologies were received from those listed above. | Info |
| 4. | <u>Minutes of Meeting held on 22 March 2011</u> | |
| 4.1 | The Minutes of the meeting held on 22 March 2011 were agreed as a true and accurate record with the following exceptions:. | Info |
| | ◆ Para 2.6 should read "Mark had been tasked with implementing changes to the way the Team had previously been run as Planned Maintenance ...". | Info |
| | ◆ Para 10.1 should read "...the Forum had no power to make anyone do anything and there was a real danger of it losing its importance.". | Info |

Action

5. Matters Arising from the meeting held on 22 March 2011

5.1 5.3 *Loss of Earnings Compensation* - Kathy had made enquiries into processes undertaken by other associations and was waiting to hear back, she would chase and report back to next meeting. Dick advised that the mileage rate would be increasing to 45 per mile, but Richard was waiting for confirmation from Lionel before implementing.

Kathy

5.2 8.1 *Minutes* - Debbie enquired whether Jane would be taking the minutes for the Basingstoke Neighbourhood Panel. Members confirmed that she would and Richard would take them for the Hart Neighbourhood Panel.

Info

5.3 8.2 *Estate Inspection Review* – Kathy felt that the review was going well. Resident Inspectors had undertaken their first inspection and found that there was as lot more work than anticipated, but had found the process very useful. It was intended that inspections would be carried out monthly on a rota basis eg 1 month inspections would be undertaken by staff, the following month by the caretakers and the month after that by Resident Inspectors. Sam Paul has suggested that the caretakers hold weekly blitzes, where they would work as a team in a problem area to make a real difference.

Info

5.4 10.2 *SHARE* – Debbie advised that the committee had agreed the aims and objectives of SHARE week, which would be to publicise affordable rents and inform residents how to get involved. The programme had been agreed as follows:

27th July Bowling at Camberley (evening).

28th July Cinema at Basingstoke (evening). The film chosen was Harry Potter and there would be rolling slide show compiled by Sentinel.

29th July Coach trip to Bournemouth (all day)
Comedy Night at Basingstoke Railway Club (evening). There would be 3 comedians, with 1 hosting.

Each morning there would be a cream tea event held at 2 of the sheltered schemes.

Residents in arrears would be excluded from attending events.

Info

5.5 11.6 *Homeswap* – Dawn asked for an update. Kathy advised that this had not been progressed at Val's request, but she could arrange if wanted. Val pointed out that this was a government priority, and there were a range of ways in which we could better inform residents. There were also opportunities to work with others to create a sub regional system through discussions perhaps with members of the Hampshire Forum.

Info

5.6 11.7 *TPAS* – Dick asked whether Val could advise whether members would be able to attend the TPAS Conference this year. Val stated that although Sentinel provided the budget, members were responsible for how this should be allocated. Members advised that they used to be advised throughout the year of expenditure and how much money was remaining in the budget, but this no longer happens. Val requested that the Training Budget be discussed at next month's meeting. Sandra to add to Agenda.

Sandra

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6. Treasurers Report

6.1 Nothing to report. Info

7. Customer and Community Involvement

7.1 Nothing to report. Info

8. Any Other Business

8.1 *Radian Neighbourhood Panel* – Kathy has been asked to join the Neighbourhood Panel for Radian as an independent member and asked members for their views. All members were happy with this. Info

8.2 *Membership* – Tony advised that Mike has been elected to STARA as Arthur's replacement. He also reminded members that elections would need to take place for Board Members. Info

8.3 *Ground Maintenance Feedback* – Generally members were pleased with the Ground Maintenance Feedback and felt that it would be a big improvement. Isla expressed concern that the grass at the sheltered schemes would be reducing from weekly to fortnightly. Val understood that this had been discussed and agreed with the sheltered schemes, but the objective was to increase the service for all. Members reassured Isla that this should not affect the standards at that schemes and that fortnightly cuts would still keep the grassed areas looking tidy. Val pointed out that these changes would exacerbate the problem of the Councils cutting their grassed areas at different times to our contractors, particularly as Sentinel were increasing the number of grass cuts they provide. Info

8.4 *Annual Report* – Val advised that the Annual report was due to be issued in September and requested help from members on how it would be compiled and what should be captured. A Working Group would be set up to discuss this. Bill, Kathy, Tony and Mary volunteered. Val to pass their names to Steve Murphy to co-ordinate meeting.

Post Meeting Note: The above volunteers were invited to attend a Focus Group meeting at the Basingstoke office on 16 May 2011. Info

8.5 *Meeting Start Time* – Bill felt that the 6.00 pm start time for STARA meetings was not working, as members travelling from the other area had to leave during the rush hour. Dick felt that as this was only the 2nd meeting to start at 6.00 pm, that more time was needed to evaluate it properly and suggested that it be continued for a further 2 months and discussed at the June meeting. Info

8.6 *Complaints Review* – Members chose the following C3 complaints to be reviewed at next month's meeting:

- 18 – C5519
- 101 – C5633
- 85 – C5610
- 171 – C5745
- 32 – C5535
- 160 – C5720

Info

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8.7 *Board Members* – Dick has received a letter from Zöe advising that the time to elect Board members was approaching and elections would be held at the STARA meeting on 24 May 2011. Dick clarified that Brian had the option to stand again, Tony was due for re-election and Kathy would be retiring from the Board. Dick reminded members that candidates would need to be proposed and seconded in time for the next meeting.

All

9. **Date of Next Meeting**

The date of STARA's next meeting is scheduled for Tuesday 24 May 2011 at 6.00 pm at Sentinel's Fleet Office.

Info