

Meeting minutes

Meeting: Customer Involvement Panel Meeting
Date: Tuesday 27th February 2024
Venue: Wednesfield Boardroom
Time: 09:00 – 11:00

CIP members in attendance

Louise Talbot (LT)	-	Tenant Member (Chair)
Mathew Tschubenko (MT)	-	Tenant Member (Chair)
Alzie Logan (AL)	-	Tenant Member
Gemma Taylor (GT)	-	Tenant Member
Ivor Richards (IR)	-	Tenant Member
Juliet Logan (JL)	-	Tenant Member

Wolverhampton Homes staff in attendance

Mandy Woolley (MW)	-	Customer Involvement and Community Engagement Business Partner.
Jenny Billingsley (JB)	-	Communications and Marketing Manager
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner.

1.0	Apologies	
1.1	<ul style="list-style-type: none">Irene Cheshire - Tenant Member	
2.0	Introduction	MT/LT
2.1	MT and LT opened the meeting and asked if everyone was happy with the minutes of the last meeting. IR stated he had not received them. GT said there was a correction needed on point 3.2 & 3.2.1 as GT was the only person to have signed the Code of Conduct.	
3.0	Ratification of Terms of Reference (TOR) – Louise Talbot (Chair) / Mathew Tschubenko (Chair)	MT/LT
3.1	Co-chairs and all panel members ratified the Terms of Reference. MT/LT reiterated conflict of interest with CIP, personal issues not to be discussed unless relevant.	

4.0	Review Estate Meetings	
4.1	<p>The panel discussed how customers are involved and how future estate meetings will take place, where located, title of the meeting etc., Previously the groups were called “get together”s . MW informed the panel this is currently being discussed as part of the Community Development strategy.</p> <p>Action – add update from MW on Estate Meetings on next meeting agenda.</p>	
5.0	Review Code of Conduct	MT/LT/IR
5.1	<p>IR still had some issue with the Code of Conduct and request a hard copy so he can view at home. The panel agreed and IR will liaise with the co-chairs once reviewed. All other panel members have now signed the Code of Conduct.</p> <p>Action – IR to update co-chairs re Code of Conduct.</p>	
6.0	Reports from ASB - Good Neighbour Agreement (GNA)	MT/LT
6.1	<p>LT and MT have both received the reports but felt it did not provide the information needed. As the panel members had not seen the reports it was agreed MW would share them on the team’s channel so the whole panel could review. The length of time to receive the reports was raised, MW suggested that in the future any further documents etc requested by the panel that a time/date is attached to the action.</p> <p>MW has provided the panel with a copy of the secure and intro tenancy agreement.</p>	
6.2	<p>GT requested copies of shop lease agreements and leaseholders’ agreements. The panel agreed the documents would be useful to form a response to the GNA.</p>	
6.3	<p>Action – MW to provide a copy of the shop lease agreement and leaseholder agreements to the panel by 8 April 2024.</p>	
6.4	<p>Action – Following review of the ASB report, CIP to draft a report detailing discussion of GNA, including recommendations made to be presented to a future Communities and Service Delivery Committee by CIP. Available dates to be provided to the panel by MW.</p>	

7.0	Boiler safety checks/servicing	MW
7.1	MW confirmed she had asked the appropriate department the question “are boilers serviced as part of the annual gas inspection.” The reply was YES. The document that is left by the engineer that the customer signs will have “yes” in the boiler service column. Panel members gave some examples where they thought the boiler had not been serviced.	
7.2	The panel have requested they review gas inspections as their next item.	
7.3	GT stated she had previously raised an issue with statistics around 100% services with JH and would like feedback from JH regarding this.	
7.4	Action – MW to speak to SMT re request to review gas inspection process and procedure.	
7.5	Action – MW to speak to JH re GT request.	
	<p>A.O.B</p> <p>ID Badges – MW took photos to send to HR so ID badges can be ordered. CIP members should wear an ID badge (supplied by Wolverhampton Homes) in a place visible to others, when carrying out their duties</p> <p>Taxi – can return taxi be booked during the meeting when nearing close just in case meeting runs over or short.</p> <p>CIP to visit WH departments – CIP requested visiting repairs and spending time with repair staff, also re visiting HD.</p> <p>Action – MW to arrange.</p> <p>Recruitment to CIP - CIP raised that more panel members where required. MW confirmed this and stated this will be mentioned in the CDO briefings taking place w/c 26 February 2024. Also, that it was key to address areas of the city that underrepresented so all wards are covered. CIP suggested an open day for recruitment.</p> <p>Action – MW and CDO’s to arrange recruitment activity with support from communication team.</p>	

	<p>IPAD's – CIP members still having issues, MT stated SD will be providing work instructions.</p> <p>Action – MW to arrange with SD.</p>	
	<p>Date of next meeting – 11 April 2024 10-1 Wednesfield Board Room, MW booked room and invites sent.</p>	