

**CORNERSTONE
MINUTES OF THE PERFORMANCE PANEL MEETING**

Date: Wednesday 6th December 2023 at 1500hrs at Cornerstone House

REP Members: JG (Chair), RM (Vice Chair – chaired this meeting), KK, GW, CW, CW

Cornerstone: RH (Housing, Customer & Communities Manager,), CB (Director of Housing), TW (CEO) PHJ (Chair of Cornerstone Board).

Attendees: TS (Tenant),

Apologies: HK, KA

Minute Taker: NG (Housing Assistant)

Item	Minute	Action
PP231201	<p>Welcome, introductions and apologies.</p> <p>Meeting started by BM, JG to join later.</p> <p>Apologies: HK</p> <p>Joined by PHJ – Chair of Cornerstone Board and TW (Chief Executive)</p> <p>TW announced his departure from Cornerstone in Spring 2024 to the panel. He will be moving to Teign Housing in around April 2023.</p> <p>Recruitment starts this month with interviews from January onwards and he and the board are looking at ways to involve the REP in the recruitment process.</p> <p>Feels one of the strengths of Cornerstone is the quality of the management team and hope that as such there will be little noticed change.</p>	
PP231202	<p>Minutes of the last meeting</p> <p>Minutes agreed.</p>	
<p>PP231203</p> <p>PP230605</p> <p>PP230505</p>	<p>Matters arising (1503hrs)</p> <p>RH: Social media recommencement of the communications panel. Has caught up with LS who is looking to arrange the first possible meeting before Christmas.</p> <p>Customer voice recommendations. Consultations to start in early 2024 on service charges and communal gardens.</p>	

<p>PP230505</p> <p>PP230505</p> <p>PP230804</p> <p>PP231107</p>	<p>Improvements: further work to be done on communication with tenants as to their responsibilities to prevent any future grey areas.</p> <p>Anti-Social Behaviour: Changes to the website, discussions with LS now in place and Customer Services being brought into the loop to clarify their role and understanding of the process so they can help better guide complainants.</p> <p>Warning Flag Policy: NG still awaiting communication from South Western Ambulance NHS Trust regarding key safe numbers.</p> <p>Training and appraisal process: to speak with JG once the 1 to 1s have been completed after 12th December.</p>	
<p>PP230904</p>	<p>Parking Enforcement Review (1515hrs)</p> <p>RH: sent to Lucombe Court residents, 6 responses so far.</p> <p>NG will send hard copies to residents and phone if needed to provide a larger sample size.</p> <p>RH: 2 respondents do not have a car, 1 motorcycle user, 2 potential e-vehicle users.</p> <p>Clarify: questions re visitor parking permit and Blue Badge holders.</p> <p>1 respondent with weekly carer visits 4 respondents want allocated parking spaces. 5 thing there should be one space per household.</p> <p>RH to double check the useable bays and allocated bays for visitors and Cornerstone service bays.</p> <p>Clarifications: Number of spaces available. Are they on a first come first served basis or are they allocated. GW believes they are first come first served, but this needs to be established.</p> <p>GW: suggested that questions need to give context and set expectations in the survey. Let the residents know how many spaces there are and the boundaries we will have to work in.</p> <p>Carers parking: GW suggested the Cornerstone service bay could be used or a visitor's space rather than a</p>	<p>NG</p> <p>RH</p> <p>RH</p>

	<p>resident's bay as they are providing a service and display a carers permit in their vehicles.</p> <p>Disabled bays: in order to provide an enforceable one, they need to be a required minimum standard, this would mean if one were to be put at the site one regular bay would be lost.</p> <p>RH: continued with the current survey results. 4 elected for the use of an automatic barrier at the site, but only two people felt they should pay for it.</p> <p>CB: states that if this were to be an option services charges would have to be looked at and increased for the barriers to be maintained once installed.</p> <p><i>Suggest looking at a second option of scaling the question to give a priority order.</i></p> <p>CB: this initial survey is a test so it can and should be widened to clarify questions to get a scheme-by-scheme consultation to provide clear, unambiguous answers.</p> <p>RH: communication is again key, and we need to make people aware there are differing agreements for differing areas. Customer Service also need to be aware of these differences and have easy access to the information to provide it.</p> <p><i>Finish: 1537hrs</i></p>	<p>RH</p>
<p>PP231106</p>	<p>Feedback from Residents Design Conference (1609hrs)</p> <p>Feedback from JG from the Residents Design Conference in November at Plymouth Community Homes.</p> <p>Concerned that Section 106 homes seemed to be in tight areas in developments and seemed to be an afterthought.</p> <p>Ran out of time to find out the internal differences between houses in social and private sectors.</p> <p>Planners and architects don't seem to work with tenants much to find out the needs of the end user. Asks why one resident is treated differently from another.</p>	

	<p>Gardens; all decking, no sheds, steep steps, storage underneath decking; a potential hazard? Did not come across as being child, elderly or disabled friendly, rooms not big enough with sockets low. Unable to compare with non 106 properties.</p> <p>Master bedrooms were also smaller than the second bedrooms which seemed an odd way to design a home.</p> <p>JG would like the panel to work with Development to find out how we are treated by developers and how the panel could provide input on residents needs.</p> <p>BM: felt the only thing the development got right was the amount of car parking provided, however it seemed the area the development was in had poor public transport links which could disadvantage those without access to cars.</p> <p>CB: wondered if there is an opportunity for the panel to attend new resident visits so they can feedback. With the Alphington development due to come online it would be a good opportunity for the panel to meet new residents, see the new build homes and make connections.</p> <p>PH: agrees standards of housing need to be acceptable. Said that Cornerstone sets its own standard which is higher than the minimum and if developers won't meet our standard, we won't work with them. Feels that social housing tenants are often in a better position to homebuyers as tenants have their landlords to back them up.</p> <p>BM: potential residents of these developments should be able to consult with architects and builders before places are designed and built as they will be the ones who will have to live in the homes and the potential consequences of the space.</p> <p>CB: proposes for AS or SG from Development to attend a meeting to go through the decision making for sites.</p> <p>RH: would like the panel to think about questions of the development process and how the REP can be more involved with it.</p> <p><i>Finish: 1628</i></p>	<p>RH</p> <p>RH</p>
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<p>PP231204</p>	<p>REP Planning for 2024 (1538hrs)</p> <p>RH: a busy past year! A lot covered in the past 12 months which has made himself and CB mindful about the amount being asked of the REP with scrutiny tasks and events. Showed the panel the 2023 schedule and stated more than the schedule was covered this past year.</p> <p>Outline 2024 timetable shown to the panel:</p> <p>Jan:</p> <ul style="list-style-type: none"> • Domestic Abuse Policy. • Parking Management • Communal service charges <p>Feb:</p> <ul style="list-style-type: none"> • Tenant Handbook • Mutual Exchange Operational Policy and Procedure • ASB processes. <p>March:</p> <ul style="list-style-type: none"> • Pet Policy • Tenant Handbook <p>April:</p> <ul style="list-style-type: none"> • Tenant Handbook <p>CW suggested for the tenant's handbook (for new tenants) an easy-to-understand guide for heating systems and how to work them. Can also be given to Customer Services to help residents when they phone in with issues. RH to explore.</p> <p>CB said the Tenant Handbook is a large piece of work and suggest a working group might be better for this.</p> <p>RH: asked the panel for other item they would like to look at in the coming 12 months.</p> <p><i>Finish: 1548</i></p>	
<p>PP231111</p>	<p>Customer Engagement (1548hrs)</p> <p>RH: Informed the panel regarding the upcoming 'Selfieland' event for residents.</p>	

	<p>A festive themed event where residents can take 'selfies' within sets. So far this has been the best engagement from residents with at least 150 booked to attend throughout the afternoon of the 20th December.</p> <p>Feels this is a nice opportunity for the panel to engage with residents at the event without being formal.</p> <p>CW and CW interested in attending.</p> <p>RH: Ebrington Road community garden. Justin still in talks with the council regarding ideas.</p> <p>QR codes due to roll out at communal sites. Previous ones were too big to be read by mobile devices so have been resized.</p> <p>Shorland House gardening project. JR speaking with the gardener at Shorland House with further action taking place.</p> <p>Community surgery. AS has held her second surgery at Heneaton Square and is looking to expand into other areas of her patch. JR is planning a surgery for the Courts and RLP is looking into surgeries within her area.</p> <p>(JG arrived: 1557hrs)</p>	
	<p>Customer Voice (1558hrs)</p> <p>Tenancy Satisfaction Monitoring update from CB</p> <p>Comparison with around 124 other organisations.</p> <p>Overall doing well with 86% satisfaction, higher than our regional peers.</p> <p>Need to improve on listening and acting on resident views and complaint handling, but we are already aware of this and acting upon it. However, we are not an outlier, and it is an area the sector as a whole will be looking to improve on.</p> <p>ASB: another area in which improvements needs to be made and currently lower compared with peers locally.</p> <p><i>Finish: 1609hrs</i></p>	
<p>PP230208</p>	<p>Youth REP Update (1609hrs)</p>	

	<p>No update from CW</p> <p>RH: Involvement Devon. Bigger associations now joining the group and talking about how we are engaging with younger people, the age groups involved and categories i.e., young parents, young residents (not tenants), age group etc.</p> <p>Looking at a young engagement project possibly around the cost of living and energy saving. Livewest have an energy officer which raises the possibility of getting involved and the set up of co working. An opportunity for CW</p> <p><i>Finish: 1631</i></p>	
PP231107	<p>Training and appraisal/induction feedback (1631hrs)</p> <p>JG: not finished yet, three more one to ones to complete. Will report back in January.</p>	
PP231205	<p>REP Recruitment (1635hrs)</p> <p>JG to go through the joining process with TS and HK.</p> <p>CB: asked TS if she would be willing to feedback on the joining and induction process and share what is and isn't working now. Also asked for suggestions on what would be helpful going forward.</p>	
	<p>ANOB</p> <p>Thank you from CB for the panel's hard work and commitment over the year.</p>	
	<p>DATE OF NEXT MEETING:</p> <p>Wednesday 10th January 2024 at Cornerstone House 1600hrs</p>	