



DISABILITY FORUM

Minutes

Wednesday 5 April 2011 - 2pm - 4pm

Chancel House, Neasden Lane

Present:

Mr Clyne	BHP resident (Chair)
John Finnie	BHP resident
Brian Litchfield	BHP resident & Board Member
Daisy Alleyne	BHP resident
Joan Copeman	BHP resident
Peter Rousselange	BHP resident
Ali Awes	BHP resident
Christina Daniel	BHP resident
Patrick O'Shea	BHP resident
Cassie Hawkes	BHP resident
Niru Patel	BHP resident
Kastur Kukadia	BHP resident
Jennifer Aneto	BHP, Resident Involvement Officer
Jill Stringfellow	BHP, Resident Involvement Officer
Tunde Asande	BHP, Mental Health Housing Support Officer
Nutan Shah	BHP, Housing Benefit Audit Officer
Dipak Umeria	BHP Corporate Services Officer

No	Item	Action
1.	Introductions & apologies Introductions were made.	

No	Item	Action
2.	<p>Minutes of last meeting and matters arising</p> <p><u>Item 3.1</u> - Members agreed that the presentation at the last meeting from DWP, Terry Dackcombe was useful. Members agreed to re-invite him to a future meeting.</p> <p><u>Item 5.10</u> - Ali Awes advised he had not been contacted by DWP for his individual welfare benefits check. Jill S. advised she would follow up the referral with Terry Dackcombe.</p>	
3.	<p>Public Sector Equality Duty</p> <p>Dipak Umeria, BHP Corporate Services Officer explained that the Government had introduced an Equality Bill that came into force October 2010. The Bill will have significant impact on BHP and a number of different elements of the Bill will be coming into force throughout 2011. In particular the Bill requires that service providers, like BHP have a duty to consult all service users and identify results by different customer groups. The Government have determined nine different customer groups including ethnicity and religion. Therefore BHP will be starting the gather information from residents so that future policy and procedure can be tailored towards different groups eg. Before implementing a new policy we will have to know how each customer group experiences the service and are our services relevant to them and do they meet their particular needs. BHP is at the beginning of raising awareness of the Bill, its impact on residents and devising a four</p>	

No	Item	Action
	<p data-bbox="347 107 995 159">year Diversity and Equality plan.</p> <p data-bbox="347 226 1295 394">Members described their experiences of the repairs service and hoped improvements could be made through the process described above:</p> <ul data-bbox="400 465 1286 1935" style="list-style-type: none"> <li data-bbox="400 465 1257 685">• Poor customer service relating to telephone manner & call handling by BHP staff and Linbrooks esp in relation to calls for south Kilburn <li data-bbox="400 703 1225 871">• Calls for south Kilburn repairs being routed to Chancel House and residents saying they were unaware of this? <li data-bbox="400 889 1262 1034">• The appointments system not appearing to work and meet the individual needs of residents <li data-bbox="400 1052 1198 1160">• Reference to poor liaison by Linbrook staff in relation to certain repairs <li data-bbox="400 1178 1286 1509">• An individual case regarding a tenant with a broken wash hand basin and the resident was in hospital & had difficulty getting an appointment slot to suit, Gerry is aware of this case according to the tenant <li data-bbox="400 1527 1278 1695">• Tenants still unsure how best to complain about poor customer service received & repairs issues. <li data-bbox="400 1713 1267 1821">• Difficulty accessing the repairs numbers when calling from outside <li data-bbox="400 1839 1129 1935">• Messages not relayed, or calls not returned as promised. <p data-bbox="347 2002 1295 2054">Peter R. commented that member of this</p>	

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	<p>forum had shown an interest in mystery shopping but nothing had come of it. Dipak U. advised BHP no longer carried out mystery shopping.</p> <p>Ali A. questioned the availability of language services. Dipak advised BHP staff members provided the service and spoke most languages spoken in the community.</p> <p>Peter R. commented that survey forms where people are asked to 'categorise' themselves need to be made very simple.</p>	
4.	<p>Vulnerability Register</p> <p>Tunde A. explained to members the purpose of the vulnerability register. Copies of the BHP Housing support strategy were distributed to members. Members discussed the vulnerability criteria, the difference between housing support and Social Services. It was suggested that the vulnerability criteria be reviewed. It was noted the strategy had been published in 2006 and members suggested it was updated. Members were advised they could refer themselves to the vulnerability register.</p>	
5.	<p>Community Alarm facility</p> <p>Tunde A. explained the community alarm service. Joan C. described her experience of using the service. Members were advised to contact the Housing Support team to learn</p>	

No	Item	Action
	more.	
	<p>Additional item - maximising income Nutan S. Housing Benefit Audit Officer gave members information about money saving options. Leaflets called "Managing your Money" from AgeUK were distributed to members. Information given by Nutan S. included: How to obtain disabled toilet key. Cinema tickets for carers. Concession price on electricity for partially sighted people.</p> <p>P. O'Shea recommended members be given information about BHP's new credit union. It was agreed Louise Egan would be invited to the next forum.</p>	
6.	<p>Date of the next meeting</p> <p>Date of next meeting 12 July 2011</p>	
7.	<p>AOB</p> <p>None.</p>	
	Meeting closed - 4:00pm	