

Minutes of the Glasgow and Eilean Siar Regional Network Meeting
Held on Thursday 7 August 2008 at 11am
at Ladywell Community Hall, Drygate, Glasgow

Present:

Jack McGuire	Eastpark Residents Association	Glasgow North
Donald Urquhart	Ladywell & High Street TRA	Glasgow North
Gerry Gillin	Sandyhills RA	Glasgow East
George McGuinness	Baillieston RA	Glasgow East
Greg Hine	Govan 'C' Residents association	Glasgow South
John Banks	Prince Albert Residents Group	Glasgow West
Rena Dowling	Partick United Residents Group	Glasgow West
Barney MacKay	Cearns Residents Association	Western Isles
Kevin Paterson	Western Isles Residents Forum	Western Isles
Ann Marie Stanley	Tenants Rights and Participation	Scottish Government

Apologies received :

Ann Rooney	South Toryglen TA	Glasgow South
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Item		Action
1.	<p><u>Welcome</u></p> <p>Donald welcomed everyone to the Community Hall and told the history of the Ladywell site. The committee agreed that the flats were built on an interesting site and that the new hall was lovely and a great resource for the community.</p> <p><u>Welcome from Chair</u> Kevin thanked Donald and welcomed everyone to the meeting.</p>	
2.	<p><u>Apologies</u></p> <p>Ann Rooney.</p>	
3.	<p><u>Previous Minutes</u></p> <p>Carried - Proposed: Barney. Seconded: Rena.</p>	
4.	<p><u>Matters Arising</u></p> <p>It was noted that the correct spelling of George's surname is McGuinness.</p>	

	<p>Barney is representing Cearn Community Association.</p> <p>The code of conduct to be signed by Ann at her next attendance.</p>	
<p>5.</p>	<p><u>Communication Strategy</u></p> <p>Change region 10 to region 9.</p> <p>Ann Marie talked about commissioning a contractor to develop a website for the network, then a working group would help develop the website solution which will have volunteers from the regional networks on the working group.</p> <p>Because of the change from Communities Scotland to the Scottish Government the letterheads and logos have also changed, because everyone had previously agreed on the idea of a map for the regions, a map with highlighted areas has been chosen and agreed for the new branding. This was chosen by committee members at the event on 28 July.</p> <p>It was agreed that the minutes should be sent out to every RTO once they have been approved. The AGM details and photo montages have been issued, and now the first minutes from the group have been approved they will also be sent out. (Post meeting note – minutes of the first meeting issued 28 August 2008).</p> <p>On the communications strategy, it was agreed to review this annually but accepted that change may occur during the course of a year and that the group would be flexible.</p> <p>Greg highlighted that the network needed to consider the two levels of communication and interaction as a strategy:</p> <ol style="list-style-type: none"> 1. The internal communications and method and 2. The way of developing the external/outside presence and image. <p>Regarding communications from Louise & Ann Marie etc, some members had not received their emails, so it was suggested that delivery and read receipts were used on email communications.</p> <p>Greg discussed some of the options for creating a web presence for region 9 but the group agreed to consider this again after the website for all the regions had been developed.</p> <p>It was agreed to accept the communications strategy document.</p> <p>Proposed: George. Seconded: Donald.</p>	

	<p><u>0844/0845 Numbers</u></p> <p>The issue of issuing 0844/0845 numbers to members for privacy purposes was raised, as there has been negative publicity surrounding the costs for callers.</p> <p>Greg advised that the numbers proposed were low-call numbers so not subject to the same 10p a minute indicative costs, however he also agreed to see if it would be possible to use the newer 03 numbers as these are apparently cheaper and do not have the negative image.</p> <p>If this is not possible then the section regards 0845 and privacy for members will be revisited along with the section of the communications strategy at the next meeting.</p> <p>It was agreed to remove the use of smoke signals from the document, and that a review would be carried out in six months time.</p>	
6.	<p><u>Firm Foundations Update</u></p> <p>Meeting 28 July in The Radisson Hotel had been well received by those committee members attending. The nine chairs met before the event to agree the programme.</p> <p>Kevin was proposed as chair for the event, and it was agreed to use region based locations until an alternative is proposed.</p> <p>Unfortunately a lot of effort and work was given to planning the meeting only for Kevin to be thwarted by weather and fog. George stood in at 10 minutes notice and did a great job which was much appreciated, Kevin thanked George. Ann Marie highlighted that Kevin had put a lot of work into his speech and that everyone at the meeting sympathised with his plight and were sorry he had been unable to attend.</p> <p>It was agreed that it would be a good idea to email copies of any speeches to a standby speaker before the event should a similar issue arise in the future.</p> <p>Ann Marie circulated copies of the Ministers speech, workshop detail and questions although the answers have not yet been compiled.</p> <p>Ann Marie read out a draft letter thanking the Minister for attendance the meeting on 28 July from George as acting chair for the day.</p> <p>George asked for a letter of thanks to be written through Kevin to all staff at Highlander House that arrange organised the event</p>	

Format of the day:

The morning was a networking opportunity for the committee members.

The Minister had lunch with the delegates and in the afternoon, he presented a speech and responded to questions, however the chairs of the regional networks agreed not to raise a question about STO as the Minister had clearly reaffirmed his commitment to working with the regional networks.

Workshops were held on:

- Review of Right to Buy
- Gathering Tenants Priorities for Social Housing
- Modernising the Scottish Housing Regulator
- Community Engagement

Representation

Ann Marie asked how the committee how they should approach who will represent them when representatives are requested to attend events for their independent perspective and how could this should be managed?

Changes to the Scottish Housing Regulator are being considered and 3 tenants reps from the regional networks are attending a couple of meetings to consider this. It was felt that the regulator did not have enough teeth, also that regulation should be independent of Ministers. Comments were to make the Regulator more robust and responsive to needs of tenants.

Representation on a working group considering Research into tenants priorities will also be required.

Barney asked about the feedback on the Firm Foundations document? He raise concerns as a regional network member that there should be a draft document prior to the white paper so that people can assess the changes. Discussion took place, Greg asked whether the groups use version control, as this is exactly what it is for, i.e. so that people can see what has changed. Ann Marie will discuss with Anne and feedback to the committee. The group should consider prioritisation of 5 things that have the most impact from our involvement. Ann Marie to circulate a list and forward to Kevin who will co-ordinate future representation. Rents repairs homelessness, allocations sprung to mind. Regards the Firm Foundations document, Barney suggested that everyone should go back to .government website and review changes to the document.

It was agreed that the 3 committee members on a working group, or any group should feed back to all regions regardless. This should be a basic way of working, allowing all regions to have an

	<p>opinion whilst not slowing down progress.</p> <p>Donald advised that he had concerns with morning session (28 July) as there seemed to be a misunderstanding of how the Q&A session should be handled. This may have been misinterpreted as the chairs had agreed for the inclusion of supplementary questions from the floor. We need to ensure that in the future there is clear communications to avoid any misunderstanding.</p>	
7.	<p><u>AOCB</u></p> <p>Look at areas of skills & interest of members. Chair to hold information, Ann Marie to circulate a proforma.</p> <p>Region 6 agreed to be a pilot, and there will be a comparison made with the requirements of region 4 which will be analysed by the consultants and propose a framework to progress. Peoplematters are having a meeting with region 6 beginning September to help with this.</p> <p>Regarding the event on the 28 July in the afternoon session some attendees were concerned at the intolerance of some of the delegates. Should we have diversity policies ourselves, check constitution code of conduct and relative docs. It was agreed that it would be the role of the Chair to deal with issues within their own regions.</p> <p>The group pondered whether it would be useful for all to reinforcing this using a communication about training needs and highlighting the code of conduct.</p> <p>Question:- Are our minutes circulated to other regions? Email to chair & secretary of each group.</p> <p>Barney, do we have ability to get details of RTOs in our respective areas? The onus is on the landlord to work with groups, however Ann Marie to bring on list to next meeting. Name landlord, contact, group.</p>	AMS
8.	<p><u>Forward Meeting Schedule</u></p> <p>Western Isles 11-12 September. Unfortunately Donald will not be able to attend the meeting in the Western Isles.</p> <p>9 October in Highlander House at 10.30am.</p>	