



Tenants Panel – Monthly Meeting

Tuesday 18th June 2024

Location – Tennyson Gardens, Skerne Park, Darlington

Minutes

Present: Matthew Hufford (Customer Engagement Coordinator) Claire Gardner-Queen (Head of Housing), Rachele Robertson (Housing Officer)

Tenants Panel Members; Karen Wright (Lingfield), Dawn King (Bank Top), Glynis Johnson (Skerne Park)

Apologies: Simon Woolridge (Albert Hill), Stephen Cain (Middleton St George), Hugh Mortimer (Park Place), Denise Parkin (Haughton)

		ACTION
1.	Introductions – Matthew and Claire Introduced the tenants panel members to Rachele who has just started as a Housing Officer in June 2024	MH to send all information after the meeting.
2.	Domestic Abuse Support Leaflet – CGQ went through the domestic abuse support leaflet which the tenants had seen prior to the panel. The booklet goes into details on how DBC will help victims of Domestic Abuse and the steps that are taken. This was widely well received by the panel who understand the immense importance of Domestic Abuse Support	MH will ask for feedback from members of the panel who were not at the meeting.
3.	Tenants Panel Moving Forward – Matthew went through what the Tenants Panel will look like in 2024. This will included monthly TP meetings, apart from August where they will have a summer break. These meetings will be at the Town Hall every other month	MH to send an updated schedule after this meeting

	with further meetings throughout the town. Locations will include Bank Top, Firth Moor etc. There will also be an Online Tenants Panel in November to introduce everyone to OTP members who are not able to make the usual meetings. The tenants panel were in agreement with this, but advised they may need help getting set up for the Online Tenants Panel.	
4.	Annual Report – Matthew went through the Resident Engagement page for the Annual Report. It was expected that the first drafts for the Annual Report would be ready, but tenants panel will get to see that when ready. The page looks at the introduction of the Online Tenants Panel, policies that the TP have looked at in the last 12 months, along with a quote from Simon Woolridge	Tenants Panel to be sent a copy of the Annual Report when draft is ready.
5.	Tenant Satisfaction Measures / Focus Groups – MH went through plans for focus groups to decipher data from Tenant Satisfaction Measures. Focus groups will take place in July 2024. These FG will be at Cockerton Library , the Havelock Hub with a possible third location at Windsor Court. The tenants panel have been asked to attend atleast one of these Focus Groups	TP to asked to attend Focus Groups, email to be sent after meeting.
6.	Making Scrutiny Work – MH gave dates of the Making Scrutiny Work training events. It is essential that all members of the Panel attend at least one of these event in July, September or November.	MH to ensure that TP attend one of the three events.

Next Meeting will be W/B 15th July at the Town Hall