

The notes of the Turnaround Project Steering Group meeting that was held on  
Monday 10 September 2007  
at 9.30am in the Conference Room at Testway Housing Ltd

Present: Janet Blann (Chairman) – TVCS  
Brian Cowcher – TVBC (Items 1-5)  
Clive Graham – Andover Family Learning  
Martin Jeffery – Hampshire Police  
Debbie Pike – Testway Housing  
Mike Wickenden – HCC  
Lorna Bradley (Minute Taker)

**1 WELCOME AND APOLOGIES**

**ACTION**

Apologies were received from Verna Brown (and also from Rob Carroll who was to have attended in Verna's place).

**2 MINUTES AND MATTERS ARISING FROM TURNAROUND PROJECT STEERING GROUP HELDON 12 JULY 2007**

The minutes were approved as an accurate record of the meeting.

**3 Feedback from Kerry St John – evaluation report**

Janet advised that Kerry's reports now show numbers attending the various activities.

**3 Meetings with Councillors**

Debbie reported that the recent meeting to update Alamein Councillors on Turnaround was cancelled as 2 of the 3 Councillors had given apologies. Another meeting would be rescheduled.

**Debbie**

**3 Representative from Alamein Community Association**

Janet advised that Margaret Inness would attend all future Turnaround Implementation Group meetings on behalf of the Alamein Community Association.

**3 Project Report – Cancellation of events**

Brian had discussed the issue of staffing cover to avoid cancellation of events with Community Wardens.

**3 Project Report – Community Audit**

Debbie reported that the Community Audit was in final draft,

subject to confirmation from EOL of questions they may wish to include. Debbie would circulate the draft to the Turnaround Steering Group.

**Debbie**

**Post Meeting Note: Query from Debbie – is there a questionnaire being circulated by TVBC at the Community Day on 22 September 2007?**

#### **4 Funding for Projects**

Brian was investigating Community Safety Partnership funding for the shop signage.

**Brian**

#### **4 Shop**

Janet expressed her disappointment on behalf of the Turnaround Steering Group that only 1 quotation for the IT had been received. She had hoped that local companies may have quoted and taken an altruistic view. Brian confirmed that the quote had been evaluated by TVBC IT department, and it represented value for money.

A panel had reviewed suggestions for the name of the shop, and "Askalot" had been selected.

Janet voiced concern over funding for the shop launch lunch. There was discussion about possible options, and it was agreed that TVCS would fund the lunch on this occasion, with the usual charging for lunches to resume thereafter.

#### **9 TVBC Scrutiny Committee**

Brian advised that he would be taking a report on Turnaround to the TVBC Scrutiny Committee in December 2007.

### **3 DIGITAL INCLUSION FUNDING**

Debbie reported that Christine Alexander had been seconded to the post of EOL Project Worker, for 30 hours per week. Debbie had cross-referenced Kerry and Christine's job descriptions. Christine had met with Catherine Maxwell and agreed objectives.

Kerry had agreed to work an extra 3 hours per week, to commence from the date of the shop opening. Debbie had already set up invoicing EOL for 30 hours, and Janet would need to set up invoicing EOL for 5 hours.

**Janet**

EOL wants to do a launch on 22 November at the shop, but have

declined to sponsor the opening of the shop. Debbie would communicate with Peter Cowen (BT) and Catherine Maxwell (EOL).

**Debbie**

#### **4**     **SHOP**

A meeting was being held at the shop on 11 September in order to brief the agencies who had shown interest in using the shop. Guidance and information on the operation of the shop would be issued. A lengthy discussion ensued with the following issues being raised:

- No single person to run the shop and be responsible for it
- Opening and closing the shop
- Lone working issues, safety and volunteers
- Honouring commitment to the shop schedule
- Taking responsibility for signposting to other agencies etc.
- Availability of centralised information
- Controlled access of the IT
- Where is money coming from for tea, coffee etc.?
- Each agency to promote their own activities, but also need to think how to promote the shop generically

Brian reiterated that Marianne Piggin would be the point of contact to report any issues regarding the fabric of the building, however it was not Marianne, Kerry or Christine's job to "run the shop". There would be a Maintenance Log Book at the shop.

It was agreed that Janet would advise the meeting tomorrow that a Lone Worker policy would be adopted. In the meantime, all to e-mail Marianne Piggin with Lone Worker Policies, so she could plagiarise and come up with one for the shop. Janet advised that John Cockaday's partner had agreed to volunteer to alleviate with any lone working problems.

**Janet**

It was agreed that each agency should nominate someone to advise Marianne what information they would be providing at the shop. Each agency must take responsibility for replenishing their own leaflets/information. Clive suggested that each agency takes responsibility for a day of the week, and would arrange cover if another agency had to cancel sending someone to a session. All to advise Marianne, which day they would prefer to take responsibility for.

**All**

**All**

The shop has security shutters, therefore once the shutters are down, the rota would be covered over. Janet to speak to Co-

**Janet**

optoseeifarotacouldbeputintheirwindow.

Clivesuggestedcompilinga“bank”ofvolunteers.Intheshort-term,Janetagreedtoco-ordinateCRBchecksandinducti onfor volunteers.However,thiswasnotfeasibleinthelonger-term.

**Janet**

Key to the success of the shop was the user groups being flexible, and working in partnership to resolve any emergent issues.

The running of the shop would need to be reviewed after the first few weeks of opening.

**Brian**

### Launch

Janet had sent out advance notice of the shop launch to the Turnaround lunch attendees, and hoped to send the invitation to the launch this week. Debbie asked if Janet had liaised with Marie Spanswick, as Marie was working on branding of the shop. It was agreed that Debbie would discuss with Marie, then feedback to Janet. Janet reiterated that she was dealing with the catering of the event only.

**Debbie**

## **5 PROJECT REPORT**

Janet presented Kerry's project report, and updated that budget planning for the activities would be tightened. A bid had been submitted for grant application for activities from now until March 2008. The bid also included a Youth Worker in order to keep the Youth Group running.

Charging for activities was discussed at length. The Turnaround Steering Group recognised the responsibility for sustainability of this project, and it was agreed that wherever activities are advertised with a charge, that charge must be collected. Group discounts would be considered.

It was agreed that Debbie would include a question in the Community Audit to ask what activities the community valued, whether they would be happy to pay for them, and to rate them.

**Debbie**

Janet advised that Kerry keeps attendance sheets, but she was unsure what minimum information was collected. Martin queried the health and safety issues inherent if attendees were showing attendance with “X” only. Mike offered to collate and analyse information from the attendance sheets. Janet and Mike to liaise outside of this meeting.

**Janet/Mike**

**6**      **FUNDAY-22SEPTEMBER2007**

Mike gave some information on the Fun Day that had been organised in relation to the Environmental Action Planning Team, with the theme of recycling awareness etc. Mike Pratt was leading on the Fun Day.

Debbie advised that due to the late notice, Testway 7's may not be available. Disappointment was expressed by the Steering Group that dates for the Fun Day were not available earlier in the year, to be tied in more closely with the CREW week to ensure resources and availability. Unfortunately Dave Kane would be unable to attend and Debbie was unhappy about the reflection on Testway for not attending.

Martin reported that the Community Safety Partnership had to do the CREW week, and it had been planned to coincide with the shop opening (the date for the shop opening had subsequently slipped to October). He advised that the first 5 days would focus on activities to clean up the King Arthur's Way estate, and that the Fun Day had been "tagged on afterwards".

Debbie queried who would be following up on the Environmental Audit. Martin advised that Ben Taylor (Romsey Police Station) would be evaluating the event. Each organisation would need to keep their own records on assessment of cost and to ascertain the value of holding the event. Land ownership issues to be logged.

**All**

Martin would be doing a briefing to the CREW co-ordinators at the Hall at 8am on Monday 17 September 2007.

**Martin**

**7**      **ACTION PLAN**

The Action Plan was incomplete as not everyone had fed back, despite reminders from Lorna. It was agreed that the Steering Group would go back to their staff and request the Theme Co-ordinator to provide an e-mailed update to Lorna.

**All**

Debbie requested the following item for the next Steering Group meeting:

**Janet**

- How to measure success and outcomes

**8**     **KEY INFORMATION TO TAKE TO TURNAROUND IMPLEMENTATION GROUP**

Clive suggested the following for the next Turnaround Implementation Group agenda:

**Debbie**

- How to promote the shop in the longer term to keep up the impetus and enthusiasm

**9**     **ALAMEIN COMMUNITY ASSOCIATION**

Janet reported that the Alamein Community Association were working well, researching funding/bids, and were hopeful that the kitchen refurbishment would be completed by Christmas.

**10**    **ANY OTHER BUSINESS**

**Broadband in the Hall** :- In the longer term, it was hoped that broadband would be installed in the Hall in order to facilitate larger learning groups.

**TVBC Scrutiny Committee:** Brian reported that he would be updating Members of the Scrutiny Committee on Turnaround in the Autumn.

**Brian**

Debbie agreed to put a presentation together and email it to the Steering Group.

**Debbie**

**Turnaround Implementation Group:** Debbie advised that her role as Deputy Managing Director would increase next year, and suggested rotation of Chair of the Turnaround Implementation Group. Mike agreed to chair the next Implementation Group meeting on 26 September 2007.

**Mike**

Martin gave his apologies for 26 September 2007.

**11**    **DATE OF NEXT MEETING**

15 November 2007, 2pm at Testway House