



North Star LINK

2016-17 North Star LINK Panel

'We have adult-to-adult relationships with our actively engaged customers and the power imbalance between us is minimised as much as possible. We call this 'co-creating' andwe have a reputation for customer relationships which is second to none' (Leading and Growing: North Star 2018)

LINK meetings take place on a Thursday of every month at **11am – 3pm** (but is subject to change as and when necessary). The venue will alter each month in a location where North Star has properties. Dates below.

Core staff attendance: Beth Danby, *Community Investment Officer*, other staff as and when necessary

LINK members: Eric Redfearn, Geoff Galloway, Eileen Bell, Maxine Stevens, Adrian Hill, Carol Pearson, Jen Laws, Lorraine Frost, Ann-Marie Bassnett-Roberts, Phillip Shaw, Sandra Lamb, Barbara Pallister, Maureen Pressley.

What is LINK?

LINK is a group of residents who give their time on a voluntary basis to meet regularly to represent the views of, and promote the interests of, all our tenants, residents and communities. They give us the customer view about what we do, whether it works for them and how it could be improved. They have direct involvement in and influence on policies and practices that have an effect on our tenants, residents and communities.

LINK's aim:

- a) To represent the views of and promote the interests of all tenants and to liaise with North Star Housing Group for this purpose. Regardless of nationality, race, ethnic or national origin, gender, disability, religious belief, marital status, sexuality or health.
- b) To take part in North Star Housing Group's decision-making process.
- c) To promote equality of opportunity in the working of North Star Link and the involvement of North Star Housing Group's tenants.
- d) To influence North Star Housing Group's housing policies and practice affecting tenants generally or in a particular area.

What do the LINK panel influence?

There is a wide range of information and material that can be taken to LINK meetings.

1. New, or changes to existing, policies/procedures/processes
2. Any changes to the business, particularly service-related changes
3. Challenges the organisation is facing
4. Updates on progress with new policies and practices or existing ones

The LINK panel will have the opportunity to influence anything brought to the panel, making improvements to services for all North Star tenants.

When / what staff attend LINK?

This depends on the nature of the information / material being presented. Managers might attend to talk about a significant service change or a new strategic approach; front-line staff might attend to talk about specific, service-related issues or the challenges of their day to day work; senior managers might attend to talk about significant changes to the business.

North Star LINK Dates 2016 - 2017

Date	Agenda Items
21st April – Venue TBC	
19th May – Venue TBC	Complaints Update (Katherine A)
16th June – Venue TBC	
21st July – Venue TBC	
August – Venue TBC	Summer Break
22nd September – Venue TBC	Complaints Update (Katherine A)
20th October – Venue TBC	
24th November – Venue TBC	Resident Involvement Update (Beth)
December – Christmas break	Christmas Break
19th January – Venue TBC	Complaints Update (Katherine A)

18 th February – Venue TBC	
24 th March – Venue TBC	

Standing Items

Welcome and apologies

Review of previous meeting's minutes

Finances (LINK hold their own budget)

Value For Money

Any Other Business

Date of next meeting

Customer Insight Update – every 4 month

Complaints Update – every 4 month

RI update – annually

