

ESSEX RESIDENTS CONSULTATIVE COMMITTEE MEETING

**Minutes of the meeting held on Friday 26th January 2018 @10:00am
Pilgrim House, Ground Floor Blue Room**

Present:

Carol Franklin (Chair)	Steeple View
Pearl Bulloch	Dobsons House
Jessica Hopkins	Harlow
Christine Davis	Laindon
Ron Cole	Brackendale Court

Officers present:

Caroline Richardson	Head of Resident Involvement
Natalie Anderson	Resident & Service User Inv. Officer
Chloe Heaps	Resident Involvement Trainee
Nicholas Kyprianou	Head of Partnership Compliance
Jackie King	Head of Tenancy Management
Diane Hammond	Estate Services Manager
Alex Blackwood	Community Development Officer

<u>Min no</u>		<i>Action</i>
1/18	<p><u>Welcome and Introduction</u></p> <p>CF welcomed everyone to the meeting. Introductions were made around the room for Alex Blackwood.</p>	
2/18	<p><u>Apologies for absence</u></p> <p>Apologies were received from Alison Battersby and Christine Strudwick. CF asked that when CH receives an apology from a member, whether she could direct them to CF to give their apologies to her as the chair.</p>	
3/18	<p><u>Minutes of the last meeting</u></p> <p>CF asked whether all members were happy to approve the minutes. All agreed, CF signed these off.</p>	
4/18	<p><u>Matters Arising/ Action Sheet</u></p> <p>All actions were complete. NK reiterated to JH that if an Axis operative arrives without an ID badge then she can refuse their entry and send them away.</p>	
5/18	<p><u>ASB Update</u></p> <p>JK handed out copies of the document. She explained that there were no major changes, but on page 4 they had clarified what wouldn't be classified as ASB – however, these are still issues they are able to deal with, just not as ASB cases. JK asked if the members were happy to</p>	

	<p>approve the document. All agreed.</p> <p>CF wanted to compliment the new ASB officer in Essex, Shaun De Souza Brady – this to be reported back to him.</p>	
<p>6/18</p>	<p><u>RCC Performance Scorecard Report</u></p> <p>Listed below are some of the key points in December's performance report, where performance was compared and additional information was supplied:</p> <p>Telephone performance: Target (to answer 90% of calls within 20 seconds) had not been met by Income Essex, Neighbourhood London, Leasehold, Allocations and Rapid Response Service. JK advised that the red faces for the Income team was the result of a glitch over the Christmas period – she hopes to see an improvement going forward. NK to check whether the Rapid Response Service is still in operation.</p> <p>Complaints: at 67% just out of target.</p> <p>Voids: On track with 13.5 days.</p> <p>Estate Inspections: DH advised that there were currently no active estate inspectors. It has been agreed that around spring time they will relaunch.</p> <p><u>Axis:</u></p> <p>Abandoned calls: at 8.42% which meant a red face was given. NK explained that this was due to failures over the Christmas period. Four new gas engineers have now been recruited, along with a new gas manager. NK hopes improvements will follow.</p> <p>Gas Safety Certificates: NK clarified that the 3 outstanding properties in London had now been serviced.</p>	<p>NK</p>
<p>7/18</p>	<p><u>Assistant Directors Overview Report</u></p> <p><u>Employee Update:</u> JK advised that Alex Blackwood started on 22nd January, covering Terry's position as Community Development Officer. Angelina Borg, who was scheme manager at Brackendale Court, has now moved to Hera.</p> <p><u>Diversity Day:</u> JK stated that the day was full of great speakers sharing their thoughts and experiences on Homelessness, Domestic Abuse and Female Genital Mutilation.</p> <p><u>TPAS Awards:</u> We have been shortlisted for 4 categories for the TPAS awards, with CF being shortlisted for Tenant of the Year.</p> <p>In regards to regeneration, CD wanted to ask when the trees would</p>	

	<p>be cut down on the Laindon Shopping centre areas as in the spring there will be birds nesting in the trees. This to be taken back to development/ Luke Riley. CD also asked whether the walkway would be coming down soon, as she had seen a notice on it for the public. This to be taken back to development/Luke also.</p>	<p>LR</p> <p>LR</p>
<p>8/18</p>	<p><u>Director's Overview of Swan's Supported Housing Services</u> CR presented the report on behalf of Alison Battersby.</p> <p>Staffing: Recruitment remains ongoing for two Young People Coaches (Heather Court and Swan House Foyer).</p> <p>Service Updates: CR reported that The Foyer Federation Endorsement is due to commence in January 2018 for Heather Court, with both the Basildon Foyers commencing in April 2018. This is a very exciting time for the services and will give both staff and residents a renewed focus on advantage thinking. PB asked how often the endorsement comes up. This will be passed back to Alison to confirm.</p> <p>A local charity donated a huge amount of food to Swan House Foyer and the young people are now working with staff to see how they can support the charity's work.</p> <p>CF wanted to bring up the issue surrounding the electrical firm that had been turning up to Swan properties to fit metres and wanted to know why no one had been informed that the visits were going to take place. CF stated this was not good enough, especially for vulnerable individuals. NK explained that the Facilities team had organised for these visits to take place, but they had not made sure that residents were notified. NK to take this back for any further info.</p>	<p>AB</p> <p>NK</p>
<p>9/18</p>	<p><u>Repairs Focus</u></p> <p>NK reported that in December, 1686 text surveys were sent. Axis had 361 replies which 21 was negative. This equates to 94.18% of residents being satisfied with the last completed repair.</p> <p>NK advised that there was no 5:15 for this month, but there will be one for next month.</p> <p><u>Customer Feedback Report</u></p> <p>NK reported a total of 12 stage 1 complaints were received during December giving us a year to date figure of 90. All complaints were responded to within target.</p> <p>December's missed/cancelled appointments: 24. December payments totalled £580.00.</p>	

	<p><u>Recharges to tenants:</u></p> <p>NK advised he and JK would be doing a review of the recharges.</p>	
	<p><u>Consultation on Policies & Strategies:</u></p> <p>Service Charge Policy: Very minimal changes which were set out in red for members to see. All agreed the policy.</p>	
10/18	<p><u>Resident Involvement and Community Development Update</u></p> <p>TPAS Awards: Have been shortlisted in 4 categories – congratulations to CF and Hollie from the Foyers for being nominated.</p> <p>CR wanted to mention the Leap Project which is similar to Warm in Winter and will be working in partnership with us on visiting residents surrounding financial advice and how they are coping. CR also advised that Warm in Winter will be rolled out to our Basildon areas this year.</p> <p>Budget update: all on track.</p>	
11/18	<p><u>Supported Housing Update</u></p> <p>CR reported that two residents from Dove Cott House came to the assistance of an elderly female neighbour who fell over outside the Foyer in December. Whilst one resident called for an ambulance, the other one came down with blankets to keep the lady warm. Following her discharge from hospital, both residents have visited her and bought her flowers and small presents over Christmas due to her not having any local family. Staff at Dove Cott are incredibly proud of these residents for their caring actions.</p>	
12/18	<p><u>Estate Improvement Grants</u></p> <p>1. Crabtree, Saffron Walden – to enhance the environment by installing fence and protecting greenery. The estate improvement was not agreed due to other suggestions such as turning the area into raised beds etc – JK to take back to the team for opinions.</p>	
13/18	<p><u>Community Grants</u></p> <p>CR wanted to mention that there is around £3,000 left of funding for community grants, and asked members to submit any before the new financial year. The grant is also currently being reviewed and redesigned by Puttock Brown and we hope to bring a draft to an upcoming meeting.</p>	
14/18	<p><u>Feedback from Represented Areas</u></p> <p>CD advised that her neighbour was broken into on 3rd January – back door and French doors were smashed. She wanted to know why this hadn't been repaired yet as there were only bits of wood covering the damage, and the family are due to go on holiday in a couple of weeks'</p>	NK



	<p>time. NK to look into this and report back.</p> <p>CD also mentioned that there was still water leaking into the shops from the roof in the Laindon shopping centre. CR advised that some of the roofs are the tenant's responsibility. CD also mentioned that at 6 Vestry Road there was a pile of dirt up against the wall of the property and wanted to raise it as a concern as this could make the wall damp and enter the property. JK to investigate this.</p> <p>PB announced that residents from Heather Court are due to be visiting Dobsons House. Maria will be showing them the garden in hopes that some of them will volunteer to help with the garden day. CR and NK to visit the garden and see if they can get any volunteers from Swan / Axis to help. PB also wanted to mention that the Dobson's lunch club is flourishing and they are doing very well.</p> <p>JH stated that the caravan opposite her property is still there and has been there around 9 months now. The man had left his dogs unattended as he left the area for a prolonged period of time. JH had reported this and managed to get the dogs to safety, however they were returned to the man when he came back. It was suggested that Alison look into this and perhaps liaise with Harlow Council.</p> <p>CF wanted to mention that the Steeple View kitchen was going well with around 70 people in attendance.</p>	<p>JK</p> <p>CR & NK</p> <p>AB</p>
<p>15/18</p>	<p><u>Any Other Business</u></p> <p>PB wanted to add that she will not be able to attend the next meeting, and gave her apologies.</p>	
<p>16/18</p>	<p><u>Date and Time of Next Meeting</u></p> <p>Next Essex RCC meeting: 23rd February 2018 at Pilgrim House, Billericay.</p> <p>The meeting closed at 11:35am.</p>	

Minutes Agreed - Signed *G. Frankel* (Chair, Essex RCC)
 Date *23.2.18*

