

ESSEX RESIDENTS CONSULTATIVE COMMITTEE MEETING

**Minutes of the meeting held on Friday 23rd February 2018 @10:00am
Pilgrim House, Ground Floor Blue Room**

Present:

Carol Franklin (Chair)	Steeple View
Jessica Hopkins	Harlow
Christine Davis	Laindon
Christine Strudwick	Beechwood Village
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
Alison Battersby	Head of Support and Innovation
Diane Hammond	Estate Services Manager

<u>Min no</u>		<i>Action</i>
17/18	<u>Welcome and Introduction</u> CF welcomed everyone to the meeting.	
18/18	<u>Apologies for absence</u> Apologies were received from Jackie King and Pearl Bulloch.	
19/18	<u>Minutes of the last meeting</u> CF asked whether all members were happy to approve the minutes. All agreed, CF signed these off.	
20/18	<u>Matters Arising/ Action Sheet</u> A discussion was held regarding the following actions: AB advised that the RRS line is still in operation and that they have a very large number of calls, and referrals usually take 20 – 40 minutes, which means a red face is always going to be given. CD was happy to confirm that the trees on the Laindon shopping centre were now coming down. CR confirmed that Luke Riley will be at the next meeting to give further updates on the Laindon regeneration. In terms of Vestry Close, CD had a look at the property recently and the mound of dirt is even bigger now. NK made a note of this and will look into.	NK

21/18

RCC Performance Scorecard Report

Listed below are some of the key points in January's performance report, where performance was compared and additional information was supplied:

Telephone performance: Target (to answer 90% of calls within 20 seconds) had not been met by Income Essex, Neighbourhood London, Resident Involvement, and Rapid Response Service. Swan will all be agile in May which means staff will still be able to be connected to the Hunt Group even when out and about on their mobiles – hope to see an improvement with the stats.

Complaints: at 170 which equates to 66% - this was a red face

Void: On track with 13.4 days.

Resident Inspectors: DH advised that two of their resident inspectors had to stop visits due to personal reasons. Estate Services are working with RICD to get more onboard, and a training day has been agreed for 11th April.

Axis:

Abandoned calls: were down to 5.95% which is a green smiley – all on track.

Gas Repairs/Appointments: 94.79% of gas repairs were made and kept – this was a red face against the target of 97%. The average time to complete all gas repairs was 3.03 days, which was not meeting the 2.2 day target.

Gas Safety Certificates: 8 overall – 6 in Essex, 2 in London. NK advised that this is the highest it has been in a while, and cannot confirm that all have been serviced at the time of the meeting.

22/18

Assistant Directors Overview Report

Employee Update:

- Mark Williams is the new Managing Director for Hera
- Kelly Webster, Fraud and Tenancy Officer, has now gone onto maternity leave and her role is being covered by Tracy Kinton who was previously managing our NHS scheme in Colchester.
- Assistant Estate Services Manager, which will report to DH has been appointed to Magdalena Pieniazek.

CR also wanted to mention that the RICD team has recruited a member of the Estate Service team to the Community Centre Caretaker post, Alina Wojcik-Waracka. Alex Blackwood has also joined the team as Community Development Officer.

	<p><u>TPAS Awards:</u> Hollie won Young Tenant of the Year, and CF came 3rd place for Tenant of the Year, both of these are a fantastic achievement.</p> <p><u>Times Top 100:</u> Swan are now the 22nd best Not-For-Profit organisation to work for and were awarded 2 stars.</p>	
<p>23/18</p>	<p><u>Director's Overview of Swan's Supported Housing Services</u></p> <p>Staffing: Emma Cole will be commencing her maternity leave in March and Caroline Maloney will be leaving Supported Housing on Friday 23rd February - Lisa Wightman returns from maternity leave on 8th May. Bola Suleman has commenced her role as interim Income Officer for Supported Housing.</p> <p>Swan House and Heather Court will be undergoing their Foyer Federation accreditation on the 28th February and 1st March.</p> <p>Service Updates: An ex-resident contacted the Foyer to advise that she is now a team leader for a care provider which is great news.</p> <p>Three Foyer residents attended a Fire Break course arranged by Swan and two of the residents were so inspired by this course that they are exploring volunteer opportunities with the assistance of the ETE workers.</p> <p>A supported housing tenant from Colchester has made a debut in a film called My Feral Heart. Due to the success of the film he has travelled around the world promoting this award winning film and also appeared on Loose Women.</p>	
<p>24/18</p>	<p><u>Repairs Focus</u></p> <p>NK pointed out that the totals of both tables did not add up correctly. He apologised for this and would make sure they were correct for next time.</p> <p>The 5:15 was available this time and NK was happy to include some compliments. CF wanted to mention that she had spoken to a new member of Axis staff and thought she had not had appropriate training for the role. NK took this on board.</p> <p>A total of 20 stage 1 complaints were received during January giving a year to date figure of 110. This equates to 65% of all stage 1 complaints year to date compared to 60% for the same period last year. All complaints were responded to within target.</p> <p>During January Axis undertook a total of 6868 appointments. The number of missed or cancelled appointments was 45 which is an increase from 24 in December (39 in Essex and 6 in London).</p>	

25/18	<p><u>A Helpful Guide to Learning Disabilities</u></p> <p>CR explained that this document was an action out of the Diversity Action Forum meetings, and two staff were tasked with creating it. The committee expressed that the guide was a good insight into disabilities and thought it was well put together. CF asked where the guide would be going. CR stated it would be available on Swan's internal intranet, as well as Swan's website and other social media for our residents.</p>	
26/18	<p><u>Consultation on Policies & Strategies:</u></p> <p>N/A</p>	
27/18	<p><u>Resident Involvement and Community Development Update</u></p> <p>CR reported that two lots of funds have been awarded to Only Cowards Carry and the Beechwood Youth Club, from the Beechwood Community Trust.</p> <p>Abdullah and Alex are working with ProCAT and the Factory in order to recruit residents who have been at college studying construction and engineering.</p> <p>Budget update: all on track.</p>	
28/18	<p><u>Supported Housing Update</u></p> <p>AB advised that they are looking at new ways of trying to engage with residents and plan to hold more away days.</p>	
29/18	<p><u>Estate Improvement Grants</u></p> <p>N/A</p>	
30/18	<p><u>Community Grants</u></p> <p>N/A</p>	
31/18	<p><u>Feedback from Represented Areas</u></p> <p>CS reported that people in the flats near her are disposing of their rubbish in the wrong places and not out the back of their properties. She asked whether a letter could go out, or whether something could be done to stop them. CR suggested sending estate services out to check through rubbish and let these individuals know they found their rubbish bags in a different area and what the reason for this was. DH happy to appoint this to the team.</p> <p>CS also asked when the Hub would be ready on Beechwood. CR to take this back to Luke Riley. Luke will be attending the next meeting also.</p>	<p>DH</p> <p>CR</p>

	<p>CF wanted to mention that there will be a Pamper and Shopping day on 10th March at Steeple View Centre, 2:30 – 5:30pm. Anyone is welcome to join. CF also stated that there had been some ASB in her area; however, the cameras that were put in place have made a big difference to the situation. CF wanted to thank Shaun De Souza Brady for his help with this. It was suggested that CF let Tina Reynolds know, and it can be logged as a compliment.</p>	
<p>32/18</p>	<p><u>Any Other Business</u></p> <p>CD wanted to mention that in Vestry Close there was an overhanging tree onto the public pavement, which was pushing the wooden fence out. NK took note of this and will pass to JK – get housing management to write to them?</p>	<p>JK</p>
<p>33/18</p>	<p><u>Date and Time of Next Meeting</u></p> <p>Next Essex RCC meeting: 23rd March 2018 at Pilgrim House, Billericay.</p> <p>The meeting closed at 11:25am.</p>	

Minutes Agreed - Signed *P. Frankel* (Chair, Essex RCC)

Date *23.3.18*

