

**ESSEX RESIDENTS CONSULTATIVE COMMITTEE MEETING**

**Minutes of the meeting held on Friday 23<sup>rd</sup> March 2018 @10:00am  
Pilgrim House, Ground Floor Blue Room**

**Present:**

|                            |                   |
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| Carol Franklin (Chair)     | Steeple View      |
| Pearl Bulloch (Vice Chair) | Dobson House      |
| Jessica Hopkins            | Harlow            |
| Christine Davis            | Laindon           |
| Christine Strudwick        | Beechwood Village |
| Ron Cole                   | Brackendale Court |

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| <b>Officers present:</b> | 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              |
|                          | Jackie King        | Head of Tenancy Management           |

| <u>Min no</u> |   | <i>Action</i> |
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| 34/18         | <b><u>Welcome and Introduction</u></b><br><br>CF welcomed everyone to the meeting.  |               |
| 35/18         | <b><u>Apologies for absence</u></b><br><br>Apologies were received from Caroline Richardson.  |               |
| 36/18         | <b><u>Minutes of the last meeting</u></b><br><br>The committee agreed the minutes and CF signed these off.  |               |
| 37/18         | <b><u>Matters Arising/ Action Sheet</u></b><br><br>A discussion was held regarding the following actions:<br><br>Regarding Vestry Close, CD confirmed that the mound of dirt is now gone.<br><br>DH gave an update on the bin situation and advised that the Estate Services team had found addresses and letters have been sent out. |               |
| 38/18         | <b><u>Laindon Update</u></b><br><br>LR advised that works will start on the landmark site soon and letters are going out to local residents to advise what is going to happen and the possibility of disturbance. He explained that the main construction   |               |

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|              | <p>around the trees and car park won't be starting until May. One of the dual carriage way lanes will be closed during this time.</p> <p>LR announced that there is no fixed date for the footbridge to come down, however they are preparing for this. In May 2020 they hope that the new Swan office will be open and ready to work from, and hope the new Lidl store will be open from Spring 2020 too. The new medical centre is hoped to be open by 2021 but this may even be moved forward.</p> <p>LR reported that the shopping centre should close around January next year but this might change. CD asked whether it could be announced to residents when the centre will be demolished, so they can see it take place. LR replied that the Communications team could do an announcement for residents.</p> <p>LR moved onto Beechwood:<br/>Information day 12th May. LR advised that before the hub can be built, concrete tanks need to be constructed under the ground and this needs to be signed off by Anglian Water, which has caused a delay. The Hub will consist of table tennis, an outdoor gym, green open areas etc. CS was concerned that the park area would need bigger fencing around it due to a main road the other side. She also highlighted that there were drugs issues in the surrounding area and she was worried these individuals would be able to congregate in the park and leave behind rubbish and items that would be dangerous for children. LR to look into this and check whether there will be CCTV in the area. DH advised that the Estate Services team would be able to monitor this but this wouldn't be daily.</p> <p>LR stated that traffic calming measures are going to be put in place and they are looking to remove the roundabout. CS reported that the speed that the cars go around the area is very dangerous, and she had seen a supplier lorry speed down this road too. LR said that she should report any speeding to the site office and if a registration plate and time can be given then that really helps.</p> <p>Everyone thanked LR for this presentation.</p> | <p>LR</p> <p>LR</p> |
| <p>39/18</p> | <p><b><u>RCC Performance Scorecard Report</u></b></p> <p>Listed below are some of the key points in February's performance report, where performance was compared and additional information was supplied:</p> <p><b>Telephone performance:</b> Target (to answer 90% of calls within 20 seconds) had not been met by Income London, Neighbourhood London, Leasehold, Resident Involvement, and Rapid Response Service. JK advised that the offices had power outages across the</p>   |                     |



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|       | <p>snowy weather period and had no power for 4 hours which would have affected the stats.</p> <p><b>Complaints:</b> at 189 which equates to 68% - this was on target.</p> <p><b>Voids:</b> On track with 13.5 days over Essex and London.</p> <p><b>Resident Inspectors:</b> DH identified that no resident inspectors have been active. A training date is in place for April and has also been advertised in the Communicator.</p> <p><b><u>Axis:</u></b></p> <p><b>Abandoned calls:</b> Abandoned calls at 1.56% which is a green face.</p> <p><b>Gas Repairs/Appointments:</b> Percentage of jobs completed on first visit was at 97.11% which was a green face.</p> <p><b>Gas Safety Certificates:</b> 4 overall – 0 in Essex, 4 in London. NK told the committee that as of April, gas safety checks will be changing – at the moment they are checked every 12 months from the date of the last check, however from April, households may have their checks up to two months early, but their next check will still have to be from their original date.</p>  |  |
| 40/18 | <p><b><u>Assistant Directors Overview Report</u></b></p> <p><b><u>Employee Update:</u></b></p> <ul style="list-style-type: none"> <li>- Magdalena Pieniazek is the new Assistant Estate Services Manager. DH hoped she would be able to make this meeting, however, she was unavailable, so will be invited to May's meeting.</li> <li>- Susan McBride has joined Swan as the new Head of Corporate Governance.</li> <li>- Swan will be welcoming Steve Judson as the new Service Charge Accountant at the beginning of April.</li> </ul> <p><b><u>Neighbourhood Services Audit:</u></b></p> <p>JK explained that the Neighbourhood team have now received their results from the internal audit and the team are pleased that the outcome has been determined as having reasonable assurance. There are some key areas that they will be working on going forward and this includes a number of improvements in administrative systems.</p> <p>JK wanted to mention the hard work of the Estate Services and Supported Housing teams over the snowy period, shovelling snow and laying down grit on a lot of the estates. RC brought up the issue at Brackendale Court, where no grit was laid down which meant a lot of residents were stuck inside all day – JK advised that this was not in Brackendale's contract, however moving forward, Estate Services would be able to come and do this.</p> |  |

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| <p><b>41/18</b></p> | <p><b><u>Director's Overview of Swan's Supported Housing Services</u></b></p> <p><b>Staffing:</b> The team have recruited to one foyer post, and 2 others are being advertised. Emma Cole is now on maternity leave and her role is being advertised both internally and externally. AB has received 15 applicants externally which is great.</p> <p>AB also announced that the Foyer has gone from a 1 star to a 3 star which is brilliant news. CF asked when the next event will be held at the Foyers as she would like to make a visit. AB is happy to arrange a visit for CF on the dates that she is available. JH wanted to compliment Adam Brett for his work and proactive approach to everything, she mentioned that a painter was meant to visit and hadn't. AB to speak to Adam about this and see what can be done.</p> <p>AB explained that in September 2016 the Government announced proposals for a new funding model for supported housing which would operate from April 2019 - the proposal was to cap the amount of rent paid to those in social housing at the Local Housing Allowance level, with the local authorities receiving ring-fenced funding to meet the shortfall between the LHA rates and the full cost of provision. She advised that the proposed new funding regime is tailored to the three main types of supported housing and is due for implementation in April 2020:</p> <ol style="list-style-type: none"> <li>1. Sheltered and extra care housing</li> <li>2. Short-term supported housing</li> <li>3. Long-term housing, for those with long-term needs</li> </ol> | <p><b>AB</b></p> |
| <p><b>42/18</b></p> | <p><b><u>Repairs Focus</u></b></p> <p><b>Satisfaction Survey:</b> Axis received 367 replies of which 22 were negative. This equates to a 94% satisfaction rate.</p> <p>5.15 will be at the next meeting.</p> <p>A total of 12 stage 1 complaints were received during February giving us a year to date figure of 122. 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 the month Axis undertook a total of 6284 appointments. The number of missed or cancelled appointments was 44 (41 in Essex and 3 in London).</p> <p>February payments totalled £980. Year to date this equates to £6,715.</p>   |                  |
| <p><b>43/18</b></p> | <p><b><u>Consultation on Policies &amp; Strategies:</u></b></p> <p>N/A.</p>   |                  |



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| 44/18 | <p><b><u>Resident Involvement and Community Development Update</u></b></p> <p>NA advised that at the next RCC meeting we will be consulting with members on the RI structure, and how to engage with more residents. This will be the joint meeting and will be taking place at Orsett Hall, as the CEME Conference Centre was fully booked.</p> <p>NA has sent out the training brochure and made everyone aware that there will be Presentation Skills training at Pilgrim House on Tuesday if anyone was interested in attending. PB was interested in booking on for the Excel training. The AGM will be taking place at the next meeting – members to think about whether they would like to nominate themselves for either Chair or Vice Chair.</p> <p>Budget update: all on track.</p> |  |
| 45/18 | <p><b><u>Supported Housing Update</u></b></p> <p><b>Dobson's House visitors:</b></p> <p>AB reported that on 14<sup>th</sup> February, three residents from Swan Foyer and Heather Court visited Dobson's House to help with a resident consultation game for Dobson's tenants. They worked together to complete the card game and questionnaires that would provide Swan with an insight into how the residents felt about where they lived, the environment around them and the services they receive.</p> <p>These responses have now been sent off to be assessed and we are looking forward to hearing what the outcome is in due course.</p>   |  |
| 46/18 | <p><b><u>Estate Improvement Grants</u></b></p> <p>N/A</p>   |  |
| 47/18 | <p><b><u>Community Grants</u></b></p> <ol style="list-style-type: none"> <li>1. Steeple View Afternoon Tea, £250. CF abstained from voting as she was the applicant. Members agreed the grant, PB signed this off as Vice Chair.</li> </ol>   |  |
| 48/18 | <p><b><u>Feedback from Represented Areas</u></b></p> <p>PB stated that Dobson's House were meant to have a group diversity day, however, with the bad weather this could not go ahead. Dobson's House residents had also been making Easter bonnets, and PB had photos of the day which she is happy to send through to Swan.</p> <p>PB also advised that Dobson's House are planning a Royal Wedding event, where they can dress up and celebrate with a wedding breakfast and singers in the afternoon.</p>   |  |

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|              | <p>CF reported that Steeple View's pamper afternoon went well and they wish to hold more of these in the future. They are looking forward to starting their afternoon tea days and this will fund itself after the initial grant from Swan. CF announced that on 1st June Steeple View are having a vegan fest and the invitation is open to anyone interested in attending.</p> <p>CF started sending out newsletters via Facebook and asking for volunteers.</p> |  |
| <p>49/18</p> | <p><b><u>Any Other Business</u></b></p> <p>N/A</p>   |  |
| <p>50/18</p> | <p><b><u>Date and Time of Next Meeting</u></b></p> <p>Next RCC meeting: Joint Meeting @ Orsett Hall, 6:30pm.</p> <p>The meeting closed at 11:45am.</p>   |  |

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

Date 26.4.18 .....