

**ESSEX RESIDENTS CONSULTATIVE COMMITTEE MEETING**

**Minutes of the meeting held on Friday 29th June 2018 @10:00am  
Pilgrim House, Ground Floor Blue Room**

**Present:**

Carol Franklin (Chair)	Steeple View
Pearl Bulloch (Vice Chair)	Dobson House
Jessica Hopkins	Harlow

**Officers present:**

Caroline Richardson	Head of Resident Involvement
Chloe Heaps	Resident Involvement Assistant
Nicholas Kyprianou	Head of Partnership Compliance
Diane Hammond	Estate Services Manager
Jackie King	Head of Tenancy Management
Sarah Cartwright	Supported Housing & Compliance Manager

<u>Min no</u>		<i>Action</i>
<b>85/18</b>	<p><b><u>Welcome and Introduction</u></b></p> <p>CF welcomed everyone to the meeting. Introductions were made around the room for SC.</p>	
<b>86/18</b>	<p><b><u>Apologies for absence</u></b></p> <p>Apologies were received on behalf of Alison Battersby, Christine Davis, Christine Strudwick and Ron Cole.</p>	
<b>87/18</b>	<p><b><u>Minutes of the last meeting</u></b></p> <p>The committee agreed the minutes and CF signed these off.</p>	
<b>88/18</b>	<p><b><u>Matters Arising/ Action Sheet</u></b></p> <p>The following was discussed around the action sheet:</p> <p>CF, PB and JH advised that they still have not received a privacy notice in the post from Swan. SC will take this information back to Alison Battersby, and also advised that these would be hand delivered on estates to make sure residents received it.</p> <p>CR advised that in terms of the man hole cover, the team had chased for an updated and had tried calling Rob Pearce this morning, however he is on annual leave. CF is happy to go and have a look and will let CR know.</p>	<b>SC</b>



89/18	<p><b><u>RCC Performance Scorecard Report</u></b></p> <p>Listed below are some of the key points in May'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 Essex, Neighbourhood London, Leasehold, Resident Involvement, Rapid Response Service.</p> <p><b>Complaints:</b> 11 received. Satisfaction was at 91% which was a green face.</p> <p><b>Voids:</b> 13.1 days which was a green face.</p> <p><b>Resident Inspectors:</b> DH to speak to CD when she's back from holiday regarding resident inspectors. She also advised that they will be promoting resident inspectors on their stall at Swanfest.</p> <p><b><u>Axis:</u></b></p> <p><b>Abandoned calls:</b> Abandoned calls at 6.01% which was a red face - tenants were putting down the phone within 60 seconds.</p> <p><b>Gas Repairs/Appointments:</b> Percentage of jobs completed on first visit was at 96.18% which was a green face.</p> <p><b>Gas Safety Certificates:</b> 3 outstanding, 2 in London 1 in Essex. NK advised that these have now been resolved.</p>	
90/18	<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>- Polly O'Callaghan, who joined us a Neighbourhood Officer from the Charity Works Graduate Scheme has been successfully recruited to the post of Welfare Reform Officer.</li> <li>- Carla Wood will be joining the Resident Involvement and Community Development Team in July and will be replacing Natalie Anderson. Carla has a wealth of experience in Resident Involvement and we look forward to welcoming her to the team.</li> <li>- Maxine Gillespie is our new Business Improvement Manager, and will be working with managers across the department to deliver the service improvement plans for 2018/19.</li> </ul>	

	<ul style="list-style-type: none"> <li>- Zuhra Karimzada has joined as an apprentice for the Neighbourhood Team in Essex.</li> </ul>	
<p><b>91/18</b></p>	<p><b><u>Director's Overview of Swan's Supported Housing Services</u></b></p> <p><b>Staffing:</b></p> <ul style="list-style-type: none"> <li>- Allison Eaglesham, maternity leave cover for the post of Enhanced Housing Management Officer, had a delayed start and is now joining the team on 27th June.</li> <li>- Recruitment has commenced for the post of Young People Coach, covering night shifts at Heather Court. The previous successful candidate declined to take up the position.</li> </ul> <p>Swan &amp; Axis have been starting to renovate the garden at Dobson's House. RICD team happy to move soil for PB when they come to visit on 19<sup>th</sup> July for their get involved day.</p>	<p><b>RICD Team</b></p>
<p><b>92/18</b></p>	<p><b><u>Repairs Focus</u></b></p> <p>During May, Axis received 34 informal complaints, 11 stage 1 complaints and 1 stage 2 complaint. This equates to 67% of all complaints received. All complaints were responded to within target.</p> <p>During May Axis undertook a total of 5625 appointments. The number of missed or cancelled appointments was 37 (35 in Essex and 2 in London). May missed appointments payments totalled £795.</p> <p>JH wanted to mention that Axis had changed her appointment and didn't let her know. NK advised that if they let the tenant know within 24 hours this wouldn't be a missed appointment, but if they change it on the day this is a missed appointment. NK advised that JH could speak to Lauren or Stephanie from Axis, and they would be able to organise the missed appointment payment for her.</p>	
<p><b>93/18</b></p>	<p><b><u>Customer Satisfaction Presentation</u></b></p> <p>CR explained that each year leadership factory does a survey with customers. Using 7 core questions we can look back on previous years and see where we are against performance and against other Housing Associations. We had 560 General Needs responses, 100 Leaseholder responses and 110 Supported Housing responses.</p> <p>CR reported that there had been a slight drop in satisfaction in 17/18 against previous years, but stated that Swan are not alarmed as this has been a huge trend across all Housing Associations. There has been an increase in satisfaction on repairs and maintenance, and customers are feeling like they're being listened too, and are</p>	

	<p>happier about where they are living. Leaseholders and General Needs' priorities are safety outside of property, Supported Housing's priority is being treated as an individual.</p> <p>CF wanted to mention that a leaseholder she had spoken to had felt that complaints were not being dealt with quick enough – 3 weeks ago the leaseholder had asked a question regarding a smart metre and they were still waiting for a response. This will be passed back to the Business Improvement team and the Leasehold team.</p>	<p><b>BI Team/ Leasehold Team</b></p>
94/18	<p><b><u>Consultation on Policies &amp; Strategies:</u></b></p> <p><b><u>Tenancy Policy:</u></b> CR advised that the policy has gone to service improvement and it has been agreed. It has been brought to the committee as reference. There were changes around benefits, which JK explained. No other changes. The committee had no further comments and were happy with the policy.</p>	
95/18	<p><b><u>Resident Involvement and Community Development Update</u></b></p> <p>CR wanted to highlight the SIA training which has been taking place on Vange, Beechwood and Craylands, which has had a really positive response. CR advised that Ade is still committed in Laindon, and that the Summer fun day went well. CF advised that Churchview Residents Association are hoping to start up again.</p> <p>The committee discussed having an RCC stall at the Laindon Fair in August.</p>	
96/18	<p><b><u>Supported Housing Update</u></b></p> <p>SC scanned over the projects that had been taking place for the month, and asked the panel whether they had any questions. JH gave an overview of what she had been up to, such as being part of a Hate Crime Ambassadors stall in Harlow, and volunteering for a local hospital.</p>	
97/18	<p><b><u>Estate Improvement Grants</u></b></p> <p>JK brought a grant to the meeting for Gower Chase, Laindon – overgrown areas. The committee were happy to agree, CF signed this off.</p>	
98/18	<p><b><u>Community Grants</u></b></p> <ol style="list-style-type: none"> <li>1. Busy Bees Preschool, £500. The committee decided to reject the application, due to the form not being filled out correctly/with care.</li> </ol>	



