

LONDON RESIDENTS CONSULTATIVE COMMITTEE MEETING

**Minutes of the meeting held on Thursday 22nd February 2018 @ 6:30pm
Bow Cross Community Room**

Present:

Stella Damm (Chair)	Forest Gate
Jean Murphy	Forest Gate
Russell Bamber	Exmouth Estate
Luigi Bianchi	Bow Cross
Mashud Ahmad (MaA)	Bow Cross
Munaim Ahmed (MuA)	Blackwall Reach

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
Jorgen Dyer	Head of Estate Services

<u>Min no</u>		<i>Action</i>
16/18	<p><u>Welcome and Introduction</u></p> <p>SD welcomed everyone to the meeting.</p>	
17/18	<p><u>Apologies for absence</u></p> <p>No apologies were received.</p>	
18/18	<p><u>Minutes of the last meeting</u></p> <p>SD went through the minutes to check for accuracy. Members agreed the minutes were a true and accurate record. These were signed off.</p>	
19/18	<p><u>Matters arising /action sheet</u></p> <p>Discussion was made around the following actions:</p> <p>125/17 – RB agreed that this action regarding the CCTV be removed from the action sheet.</p> <p>6/18 – NK advised that the Axis lines had been rebooted however the volume was still very quiet. This item to stay on the action sheet.</p> <p>9/18 – NA reported that Sean Scott will contact LB direct regarding his service charges.</p> <p>14/18 – JD gave update on grounds maintenance for RB and</p>	



	<p>announced that NEUK were appointed. He advised that the final decision will be made next month with the resident panel. RB asked which residents sat on the panel. JD stated that this was Rod Lamb, the chair of the Scrutiny Panel.</p>	
20/18	<p><u>RCC Performance Scorecard Report</u></p> <p>Listed below are some of the key points in January'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, Resident Involvement, and Rapid Response Service. JK advised that these were marginally outside the target and hopes this will be on track next month.</p> <p>Voids: On track with 13.4 days.</p> <p>Resident Inspectors: JD advised that they currently do not have any resident inspectors and he is working with the RICD team to get more residents onboard and hope to launch the new scheme in April.</p> <p><u>Axis:</u></p> <p>Abandoned calls: were down to 5.95% which is a green face – all on track.</p> <p>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. NK explained that this was caused by staffing issues.</p> <p>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. NK hoped that this would be back on track for next month.</p>	
21/18	<p><u>Assistant Directors Overview Report</u></p> <p><u>Employee Update:</u></p> <ul style="list-style-type: none"> - 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. - Magdalena Pieniazek has been appointed Assistant Estate Services Manager and will report to Diane Hammond. <p>CR also wanted to mention that the RICD team has recruited a member of the Estate Service team to the Community Centre</p>	



	<p>Caretaker post, Alina Wojcik-Waracka. Alex Blackwood has also joined the team as Community Development Officer.</p> <p><u>TPAS Awards:</u> The ceremony was held on 9 February 2018 and JK was delighted to announce that former Foyer resident Hollie won the TPAS Young Tenant of the Year award. JK also mentioned that Carol Franklin came third in Tenant of the Year award. Both were fantastic achievements.</p> <p><u>Neighbourhood Services Audit:</u> JK announced that the Neighbourhood team have recently had an internal audit which included their approach to Estate management and inspections, Anti-Social Behaviour and Tenancy Management. The team are currently awaiting the outcome from this which will be shared with members at a future meeting.</p> <p><u>Bow Cross Office:</u> Swan will be looking to introduce a surgery twice weekly at the Bow Cross office and to put in a direct telephone service to the Housing Team and Axis repairs. The Estate Services Team including the Concierge will continue to be available on site between 9.00 am to 5.00pm in case of any emergencies. JK assured that home visits and office appointments will still be available, in order to meet individual needs. LB advised that a lot of residents on Bow Cross were upset with this decision and the lack of communication before it was put forward and approved. JK took LB's comments on board.</p>	
22/18	<p><u>Repairs Focus</u></p> <p>JM pointed out that the totals of both tables did not add up correctly. NK 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 highlight that the report included some compliments.</p> <p>A total of 20 stage 1 complaints were received during January giving us 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>	
23/18	<p><u>A Helpful Guide to 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. JM pointed out that the yellow font</p>	

	for one of the headings was a little harder to read than the others. CR said this feedback would be given to the Communications team for future reference.	
24/18	<u>Consultation on Policies and Strategies:</u> N/A	
25/18	<u>Resident Involvement and Community Development Update</u> CR mentioned the Employment & Training courses that were taking place such as one for coding training, which guarantees a job at the end of the course if completed successfully. MaA expressed his interest in this and asked what level of training it would be. CR to take back to Mamnun to confirm and discuss with MaA. MaA advised that with previous courses, they have only been advertised a week in advance. He felt this was not enough time/notice as if the training course is a week long, individuals who work would need to book time off in advance to attend the training. CR took this on board and will ask adverts to go out well in advance to future training. The new Resident Involvement video is also available for residents to view, and has been uploaded to Swan's YouTube, Facebook and Twitter pages. It was also confirmed that Swanfest will be taking place at the Olympic Park (London Stadium) this year, July 28 th .	CR
26/18	<u>Estate Improvement Grants</u> N/A	
27/18	<u>Community Grants</u> 1. Chatsworth Action Group – St. George's Day party, £500. SD abstained from voting as she was the applicant. All members agreed the grant and MaA signed this off as Vice Chair.	
28/18	<u>Feedback from Represented Areas</u> MaA raised an issue with his front door which has been ongoing since September. NK to look into this. RB wanted to mention that a bed ridden man on his estate was burgled recently. NK advised that they were aware of this issue and were dealing with it. RB just wanted to thank Polly O'Callaghan for all her hard work dealing with the situation. JK to pass RB's thanks onto Polly. The committee discussed that Axis are getting complaints from residents due to their vans being parked in awkward places when attending a visit. NK to feedback to Axis.	NK JK NK



<p>29/18</p>	<p><u>Any Other Business</u></p> <p>CR wanted to mention that Swan have come 22nd in the Times' Top 100 Best Not-for-Profit Organisations to work for, and are now a 2 star company!</p>	
<p>30/18</p>	<p><u>Date and Time of Next Meeting</u></p> <p>Next London RCC meeting: 22nd March 2018 at Bow Cross Community Centre @ 6:30pm.</p> <p>The meeting closed at 7:50pm.</p>	

Minutes Agreed - Signed *J. M. Owen* (Chair, London RCC)
 Date *26/4/18*

