



**JOINT LONDON & ESSEX RESIDENTS CONSULTATIVE COMMITTEE
MEETING**

**Minutes of the meeting held on Thursday 26th April 2018 @ 6:30pm
Orsett Hall**

Present:

Carol Franklin (Essex Chair) Steeple View	
Stella Damm (London Chair) Forest Gate	
Pearl Bulloch	Dobson House
Ron Cole	Brackendale Court (Leaseholder)
Christine Strudwick	Beechwood Village
Jessica Hopkins	Harlow
Jean Murphy	Forest Gate
Luigi Bianchi	Bow Cross
Munaim Ahmed	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
Anna Williams	Housing Diversity Manager
Sandra Fawcett	Executive Director – Operations

<u>Min no</u>		<i>Action</i>
31/18	<u>Welcome and Introduction</u> CF and SD welcomed everyone to the meeting.	
32/18	<u>Apologies for absence</u> Apologies were received from Jorgen Dyer, Pete Watts, Jackie King, Russell Bamber, Mashud Ahmad, Christine Davis.	
33/18	<u>AGM</u> The Chair's handed over to CR. SD had put herself forward again for London Chair, LB and JM seconded SD's nomination. There were no nominations for Vice Chair for London. The London RCC to revisit this next meeting to appoint a Vice Chair. CF put herself forward for Essex Chair, RC and PB seconded this nomination. CH announced that there were two nominations for Essex Vice Chair, JH and PB. The Essex members casted their vote for Vice chair position on paper that was handed round then collected. CR announced that PB had been successful and CR thanked JH for putting herself forward.	



	CR handed back to the newly appointed Chairs.	
34/18	<p><u>Minutes and action sheet from the last London RCC meeting</u></p> <p>SD checked through the minutes for accuracy. The minutes were agreed as a true and accurate record – SD signed these off.</p> <p>The following was discussed regarding the action sheet:</p> <p>Axis phone lines – NK advised that they have rebooted the system but this still wasn't working as it should be, so this will remain on the action sheet.</p> <p>Coding training – CR advised that Mamnun tried to make contact but wasn't certain if he had been successful – this to stay on the action sheet.</p>	
35/18	<p><u>Minutes and action sheet from the last Essex RCC meeting</u></p> <p>CF asked if the Essex members were happy to agree the minutes. All agreed and CF signed them off.</p> <p>All actions were completed.</p>	
36/18	<p><u>RCC Performance Scorecard Report</u></p> <p>Key points in March's performance report:</p> <p>Telephone performance: Target (to answer 90% of calls within 20 seconds) had been met by all teams except Income Essex, Income London, London Neighbourhood Team, Leasehold and Rapid Response Service. CR advised that this was only marginally off target and should be on track for next month.</p> <p>Complaints: Satisfaction was at 71% which was above target.</p> <p>Rent Collection: On target.</p> <p>Resident Inspectors: CR advised that there was a resident inspector recruitment day today, and two new members have joined and another two have expressed their interest so hopefully there will be four in total soon. SD asked if there were any from London who had joined. NA advised that they are all Essex at the moment, but hope to promote more at Swanfest to hopefully recruit some London residents.</p> <p>Axis telephone stats: NK reported that abandoned calls were at 9% which was outside the monthly target. This is being investigated and they believe it is from the 1st week in March when there was snow - there were an additional 600 calls due to different issues such as outages, frozen pipes, heating etc. NK explained that calls tend to get abandoned when the resident is told where they are in the queue. If</p>	

	<p>they are told they are 7th in the queue then they are likely to end the call, which means it gets abandoned.</p> <p>Appointments made and kept: The snow affected appointments too as Axis were concentrating on emergencies repairs. NK hopes next month will be back on track.</p> <p>Gas Safety Certificates: Gas servicing 100% across the board. Good result.</p>	
<p>37/18</p>	<p><u>Heads of Service Report – Tenancy Management</u></p> <p>CR presented the report.</p> <p><u>Employee Update</u></p> <p>CR reported that Rosie Holder will be covering Vicky Roper's post whilst she is on maternity leave. The Service Charge team have also recruited to two new positions and the Neighbourhood team are trying to recruit apprentices in both London & Essex.</p> <p><u>Customer Service Excellence</u></p> <p>CR announced that Swan had passed the annual Customer Service Excellence assessment and wanted to thank the residents who had met with the assessor.</p> <p><u>Swan's award success</u></p> <p>CR and SF spoke about celebrating being named WhatHouse? Housing Association of the year 2017, and the 22nd Best Not-for-Profit Organisation to work for by the Sunday Times.</p> <p>Swan are also shortlisted for awards at the Diversity Conference, UK Housing Awards for Income Management and Housing Hero Awards for the Feedback (Business Improvement) Team which is great news.</p>	
<p>38/18</p>	<p><u>Heads of Service Report – Supported Housing</u></p> <p>CR presented the report.</p> <p><u>Staffing</u></p> <p>CR advised that the team had successful recruited for some maternity leave cover for the post of Enhanced Housing Management Officer. The appointee will be commencing their position mid-May.</p> <p>Interviews for two Young People's Coaches positions will be taking place on 16th and 20th April.</p>	

Lin Green, Young People and Income Manager has resigned from her post. Lin's notice period is 3 months and she will be leaving on 3rd July. The post has been advertised internally and will go externally week commencing 23rd April.

Inaugural Care and Support Away Day

CR reported that the Inaugural Care and Support team away day took place on 19th February 2018 at the Best Western Hotel in Marks Tey, and was attended by most staff from both Care and Support – this was the first time that both care and support teams have come together at one event.

Colin Falkner, from Inspire Chilli, hosted the event. He has experience in delivering learning programmes and guidance systems both as a classroom teacher and charity youth worker. Colin has developed asset based approaches since 2005, which was the focus of the away day.

Intergenerational events

CR advised that there was an intergenerational event at Boyescroft where residents from Dove Cott House visited for afternoon tea. An enjoyable afternoon was had by all, with good conversations flowing, which involved finding out about each other's lives from both spectrums of Supported Housing. This is the second intergenerational event that has been held and as they have been so successful, they will be programmed to take place as a bi monthly event, as well as featuring in an article within Inside Housing publication. CF asked when the RCC could visit Boyescroft, as they had not had the opportunity to. NA told members that she had met with Alison Battersby and she is scheduling in some visits which the RCC will be able to attend.

39/18

Repairs Focus

NK reported that as part of Axis's satisfaction survey, 2029 surveys were sent in March, which received 454 replies (34 of these were negative). This equates to 92.51% of residents being satisfied with the last completed repair which is a slight decrease on the previous month.

Complaints at 16 in March which totals 138 for the year. There have been 47 missed appointments – NK advised this is a small percentage, and £940 was paid out.

NK moved onto the 5:15 and explained that digital transformation was happening for Axis too, and the two systems: K2 and Cx will be able to talk to each other, meaning investigations of issues will be a lot easier for Swan staff. He advised that they have recruited a new Gas Manager and NK has already noticed a positive change in staff attitudes.

CF wanted to mention that she had noticed Axis staff uniforms were not

	<p>in a good state when she had someone attend her property recently. NK and SF ensured they would take this comment back to the operatives.</p>	<p>NK/SF</p>
<p>40/18</p>	<p><u>Resident Suggestion Scheme</u></p> <p>CR advised this would be the last time we will see the report in this format as the Business Improvement team are looking to redesign this. CR pointed out that the report did not detail a true reflection of what has happened – 6 will be implemented in the future and 1 idea was already underway. This meant only 3 suggestions were not being taken forward.</p>	
<p>41/18</p>	<p><u>Resident Involvement and Community Development</u></p> <p><u>Resident Involvement & Community Development Update:</u></p> <p>NA highlighted that Alex Blackwood is now covering Beechwood, and Ade has moved onto Laindon; this was a positive change.</p> <p><u>Demo on Resident's Digital Engagement:</u></p> <p>CR stated that the team are looking at more ways residents can get involved and more opportunities for them – at the moment there is Web4Residents, but no one searches for it or uses it. CR explained that the plan was to close Web4Residents down but transfer all the information from the site onto the corporate Swan website, as this is the site most residents will use.</p> <p>CR and NA introduced 'Count Me In', a proposed new site which will be used to engage with residents and allow them to shape our services digitally, via online surveys etc. The aim is to keep the site very simple, and not to overload it with lots of information or buttons. Residents will need to register to get involved, and this will all be fully compliant with GDPR.</p> <p>CR asked what members thought of this and what else they could potentially include. CF mentioned with Linked In, there's the opportunity to like and dislike things, and wondered if this could this be on this site. CR took this on board.</p> <p>CR advised there were two options for the layout and design of the website, and herself and NA showed the committee two different versions, and how they would look on hand held devices too. The members then chose their favourite version.</p> <p>CR asked the committee what they would like to see on the site and whether there were any more ideas to take on board. CF suggested having the RCC on there, however, CR suggested having them on the corporate Swan website instead. PB suggested promoting training on there, or even having online training on there for residents to complete.</p>	

	<p>LB asked what the aim of the website was. CR replied that its aim is to give people the opportunity to engage digitally with Swan. It is sometimes a struggle getting people to attend meetings, so this could be a great alternative for residents to have their say. SF suggested offering vouchers to resident for filling out surveys. JM thought this was a good idea and appreciated that residents can complete surveys in the comfort of their own home and don't have to travel out to a venue.</p> <p>Members suggested being able to tick what areas of business they're interested in, so then only relevant information is available to them which is a more personalised approach. MA wanted to show the Blackwall Reach Resident's Board the website once it has been finalised. CR would like to get volunteers to test the site to see if it works smoothly, once it is in its final stages.</p> <p>CF wanted to extend her compliments to the Resident Involvement team for being out in the community and supporting residents. She wanted to thank NA, CH, CR and Alex Blackwood for attending her afternoon tea event which was funded by a Swan community grant, and thanked Ade Adelekan for being on the estate to meet and help people.</p> <p><u>How Might We? – Resident Involvement moving forward</u></p> <p>CR and NA asked a series of questions to the committee revolving around how resident involvement might look in the near future. Members brainstormed their ideas on some post it notes and NA and CR went around and collected all the ideas, and would take these on board and will come back with another proposal.</p>	
<p>42/18</p>	<p><u>Equality Scheme 2018 – 2022</u></p> <p>AW advised that the new Equality Scheme had been approved by the board and wanted to thank the committee for their feedback the last time she was at an RCC meeting. She has consulted in many different ways, such as online, at Swanfest, in the Communicator, and also wanted to announce that Diversity Day has been shortlisted for a National Award. She will be sorting a date for this year's Diversity Day by next week and asked members to think about what topics they might like to see.</p> <p>AW outlined that the committee wanted to see more support for residents who might be vulnerable to scams, and mentioned that warm in winter will be taking place in Basildon this year. Members suggested perhaps having some general hate crime training, like the E & D training that is put on. AW took this on board.</p> <p>SD stated that the elderly are not just targeted by scams, but can also suffer financial abuse from carers or even their own family. AW ensured that they are raising awareness in the Communicator of the different types of abuse.</p>	

	CF to speak to AW after the meeting regarding a particular case she was aware of.	
43/18	<p><u>Estate Improvement Grants</u></p> <ol style="list-style-type: none"> 1. Roding Court: lack of plant growth replace with paving slabs. Members happy to approve and would like to go for NEUK's offer. This was signed off by SD. 2. Southview Road: no lights on left side of estate. Members happy to approve and would like to appoint Willow Electrical Services to complete the work. CF signed this off. 	
44/18	<p><u>Community Grants</u></p> <p>None received.</p>	
45/18	<p><u>Feedback from Represented Areas</u></p> <p>MA wanted to thank Abdullah Hossain for his help at The Reach for a family gathering. This to be passed back to Abdullah.</p> <p>LB wanted to mention that it was nice seeing the Bow Cross Community Hall being used, however, he thought it was a shame that there wasn't a separate entrance that could be used rather than the Swan office entrance. SF stated that in retrospect Community Centres wouldn't be built in the same way.</p> <p>CF mentioned that she puts flyers up around the area advertising Steeple View community centre hire for a fee for a certain amount of hours (e.g. 3hrs for £60) – CR and SF thought this was a good idea and took this on board to try and promote Swan's community centres.</p> <p>CS explained that the rubbish issue was still occurring in the flats in her area – an address was found by Estate Services and everyone got a letter, however there are still two properties still taking rubbish to flats. This to be passed back to Chloe Blackburn for a response.</p> <p>JH wanted to mention that although she is nervous of new adventures, she made a visit to Devon with her church for a week – the members congratulated her.</p> <p>PB has been trying to encourage more people to come along to resident's meetings. The lunch club is still taking place every Friday.</p> <p>CF spoke on behalf of Christine Davis regarding security lights at the Laindon shopping centre. She explained that a trip switch underground was throwing the lights out. CF showed the committee photographs of how dark and uninviting the area was, and pointed out a lamp that someone had positioned in a window to help shed some more light onto</p>	CB

	<p>the pavement. SF will take this up with development first thing tomorrow morning.</p> <p>RC stated that Brackendale Court still haven't got a Scheme Manager, there is a temporary agency man there at the moment. SF to ask Gill Macdonald to call RC to discuss.</p>	<p>SF</p> <p>SF</p>
46/18	<p><u>Any Other Business</u></p> <p>SD wanted to mention that in February, two residents from Forest Gate paid £20 to get some bulk rubbish removed and they are still waiting for its removal. She advised that Kay Martin had emailed and phoned Newham, yet nothing was being done – as a result the area is now infested with rats and mice. SF stated she will pursue Newham on this and will raise with one of the managers.</p> <p>SD also asked whether she could have a copy of Newham's Equality documents. AW to try and get these.</p>	<p>SF</p> <p>AW</p>
47/18	<p><u>Date and Time of Next Meeting</u></p> <p>Agreed: London – 24th May 2018 @ Bow Cross Community Centre Essex – 25th May 2018 @ Pilgrim House</p> <p>The meeting closed at 8:45pm.</p>	

Minutes Agreed - Signed *[Signature]* (Chair, London RCC)
 Date 24.05.18