



**Minutes of the Meeting held via Zoom  
&  
Invited Residents at the Balmoral Centre  
on Tuesday 29<sup>th</sup> June 2021 at 10am**

Present Via Zoom: Keith Ducker Chair (K.D), Bob Ayriss (B.Ay), Mike Smith (M.S), Majzoub Ali (M.AL), Geoff Moore (G.M), Barbara Lambert (L.B), Diane Nicholls (D.N), Brenda Tilly (B.T), Alison Mckenna (A.M), Ron Fleet (R.F), Elain Ridge (E.R),  
Invited to the Balmoral Centre & Running the event: Peter Sommerville (P.S), Hedley Brown (H.B) & Chloe Hague (C.H),

**Apologies to those that I have missed off. Please let me know.**

1.0	K.D welcomed everyone to the meeting and introductions were made.	
2.0	<b>Apologies from:</b> Jeannette Cohen, Edna Phillips, Sam Elliott, Sheree Gould, & Chris McPhillips.	
3.0	<b>Minutes of previous meeting:</b>	
3.1	Section 2.0 of previous minutes. KD reported that the Crafting Club had made 30 Teddies so far for the Hostels Teddy Bears Picnic on 11 <sup>th</sup> August	
3.2	Section 3.0 of previous minutes. The chair of the scrutiny has agreed to do a presentation and question time for the August meeting.	
3.3	Section 6.0 of previous minutes. GM. Sarah Gallagher has arranged to meet GM and give him a key to the 3 notice boards in his area. M.AL said that the notices in the notice boards are all out of date. Number one. Residents look at it and as they are out of date, they do not look again. Number 2. All notice boards she be correct and checked at least weekly. He said that he was very pleased when the new notice board was brought in. M.AL also said that the caretakers and other staff should have a key to the notice board as well. K.D explained that in the past every member of staff could access these notice board and that led to confusion. The resident rep would put up notices with information for residents and along came someone else and took it down as they wanted to put their information in it. This was not working as some of the important information disappeared and some bits that did not need to be in there were replacing it. So, it makes sense that the Resident Rep has the key and all information goes to them and in turn they can put the up-to-date information on the board and keep an eye on it. It also allows for things to be emailed to the Rep rather than taken or posted. It was agreed that this is how residents would like it to be. The minutes were then agreed as a true record.	
4.0	<b>Health &amp; Safety:</b> Nothing to report.	
5.0	<b>Update from Chair:</b> Not much to report that's not in the minutes except we are getting bookings for events during August. If any of you can help out with this, we NEED YOU, even if just to put up and take down the gazebo.	

	Other than that, nothing to report.	
6.0	<p><b>Sarah Gallagher.</b>  Sarah started by explain her job role that she is in until September 2021. She explained that she has been working from home since 22<sup>nd</sup> March 2020. Her job has been with Sheltered until now. Her task at the moment is to get digital inclusion up and running in part 2 sheltered. She explained that not only face to face but digital as well. They have done an audit on sheltered 2 so know who do and who does not want to go to technology. There are plenty of things coming soon to sheltered 2, like dance ology, an art class, and knitting club among other things. B.L said that Kestrel is trying and that they have a coffee morning arranged and that KD is invited to so that he can explain what the Fed is all about. SG said that what Kestrel is doing she would like to see it go across the schemes. GM said that he wanted updated contact details of officers who can be contacted on his notice board so residents know who to ring if they have a problem. KD explained that this is not what SEH want to happen as they need everyone to contact via email or phone to the contact centre so that there is a trail that can be followed. Also, we don't want residents phoning directly to officers because not only does it mean that the officer has to stop work to deal with the call, but there is no record of the call so cannot be followed up at a later date. So, please only have the free phone 0800 number on any communications that go up on the notice boards. B.Ay said that there are lots of information and leaflets that you can download for your notice boards. B.L said that when they have meeting where she is and she says the Federation, most don't know who or what we are. K.D said that if he is invited to come along to any meeting, them Bob or himself will always attend. R.F explained that some residents complain about decisions that are made at meetings and he said that unless the residents attend these meetings, then they can not complain. If they attended, they would have a chance to put their view forward. Sarah said that she would like to have a list of the resident reps so that she can send any relevant information to the Resident Representatives (R.R). K.D said that he is hoping to get more residents to come forward and become an R.R. Being an R.R is easy and the Federation is here to help them with anything they need to be a R.R. B.Ay said that we do ask R.Rs to attend meetings, but it would be nice if they did attend so they can put anything forward from their area and also take back information they pick up from the meeting. It is entirely up to them if they do come to our meetings, as we do not insist it. Sarah said that not making it compulsory might help and some may attend because it's up to them if they do come along. Sarah said that at resident meetings the R.R will be spoken about and the meetings will be held face to face and via Zoom with the projector and screen. This will give residents the choice to participate how the wish to. That way, hopefully we will get more involved. Sarah also said that she would like someone from the Federation to come along to their coffee mornings and meetings to talk about the Federation and explain what they do and how residents can get involved. B.Ay &amp; K.D said that they are willing to come to any event, just let them know date, time and place and one of them will be there.</p>	
7.0	<p><b>Sam Elliott.</b>  Sam was unwell and could not attend but has asked if she can come along for the August meeting.</p>	
8.0	<p><b>Updates from Departments.</b>  These are attached to the bottom of the minutes.</p>	

9.0	<p><b>Requests for Help.</b></p> <ol style="list-style-type: none"> <li>1. We had a request for help from Stephen McAdden House regarding having a stairlift put in place for them. This was looked at by SEH with advice from Essex Fire and it can not be installed due to the amount of space if a fire did occur there.</li> <li>2. A request from a resident in Kestrel House on the 15<sup>th</sup> June regarding a repair they had been waiting to have done for over a year. Contacted repairs on their behalf and it was repaired 17<sup>th</sup> June. It was one that had slipped through the net.</li> <li>3. Request from Barrington to find out their Economy 7 start and finish time. This was reported back that each supplier has their own times and if they contact them, they will tell them the hours of reduced cost.</li> <li>4. Further request from Barrington Resident regarding the lounge curtains and carpet. They are over 30 years old and resident wishes to know if they both meet current fire regulations. Email sent to Graham Hart (Fire Manager) to investigate and report back.</li> </ol>	
10.0	<p><b>Gold Awards:</b></p> <p>We are not having very many requests for the awards and K.D said he is very surprised that there has not been one for a child or young person especially during these times that we are in. There must be lots of people who deserve to be recognised for what they have done for their friends and neighbours over the last year. I'm sure it would be nice to award these people. We have one for a contractors operative and a few residents have asked for staff to be put forward. Only one staff member has asked for a colleague to be put forward for what they did during Lockdowns. So, please push it out there to everyone, appreciation goes a long way and just giving this award could make someone's day for them, to know that they are thought of and appreciated for what they have done.</p>	
11.0	<p><b>Future Events:</b></p> <p>We are now arranging the events for this year so if you know of anywhere that would appreciate us coming along, let us know and we can discuss it with them. Yanlet on the 26<sup>th</sup> August. Kestrel and Chaucer have asked us to attend. SEH department would come along if requested and Sam Elliott has asked us to attend Balmoral on the 1<sup>st</sup> September and put on an event. We have worked it out that we can do 8 events this year and have 4 already requested. All we need is the space to put up the gazebo and to do the barbecue if it's needed, along with helpers to put the gazebo up and down again. It is not a hard difficult one to erect as Bob can tell you.</p>	
12.0	<p><b>Any Other Business:</b></p> <p>12.1 <b>Meetings.</b> The AGM is next month 27<sup>th</sup> and by the same method as today.</p> <p>After the reading of the last AGM (2019) minutes, the meeting will be handed over to SEH to conduct. The present committee will resign and elections of the new committee comprising of the Chair, Vice-Chair, Treasure, Minute Taker, Publicity Officer and other members who wish to join the committee up to 2 more members making a total of 7 committee members in total.</p>	

<p>12.2</p> <p>12.3</p> <p>12.4</p> <p>12.5</p> <p>12.6</p>	<p><b>The Constitution</b> This has 3 amendments to it to be agreed by those attending the AGM.</p> <p><b>Funding:</b> We are attempting to get funds in by bidding for funds. C.S asked if we were interested in sending anyone to Rochford to attend their workshop on putting in bids for grants. K.D thank him for the offer and said that the STRF would love to attend. Who will go would have to wait until after the AGM to see who will be available but if anyone would like to take up this place then please contact KD?</p> <p><b>Decorating Vouchers.</b> I still have the £100 pounds worth of Dulux Decorating Vouchers that we need to decide how to deal with. As I have said, we cannot just give them away as they were given to us to exchange for money to help the Federations bank account.</p> <p><b>Projector and Screen</b> We now have a projector and screen to use when we return to the Civic, so that we can run meetings by face to face and those residents that wish to use Zoom can join the meeting as well.</p> <p><b>M.AI.</b> He said that there is a problem with Healthwatch Southend. The whole board resigned last January so they need people to come forward to help and join them to keep Healthwatch going as our health is very important. K.D has since spoken to Healthwatch and they say if anyone would like to be considered for their board, to drop a line to <a href="mailto:info@healthwatchsouthend.co.uk">info@healthwatchsouthend.co.uk</a> M.AI also spoke about the call centre not giving out the job number when you report to them. Every time you call regarding a repair, you should be given a job number so that if you call back you can give it to them. K.D will take this up with them.</p> <p><b>D.N.</b> Said that she is willing to come along in August as an agenda item to explain what the Scrutiny Panel work and what they do. Also, if anyone would like to join the scrutiny panel they should get in touch with her at <a href="mailto:diane.nicholls@sehscrutiny.co.uk">diane.nicholls@sehscrutiny.co.uk</a> K.D said that if he is not chair in August, then the next committee have one item already set for them.</p> <p><b>Lastly.</b> Sarah wanted it minuted. that she and other staff wish to thank the Crafting Club members for all they do and especially the Teddy Bear makers, as they are amazing. That goes for all of us as well. A BIG THANK YOU to you all and I hope that the club can continue for a long time. We will organise a meeting for just the Crafting Club members as soon we can in person but in the meantime maybe we can get a Zoom meeting running.</p>	<p>K.D *</p>
<p>*</p>	<p>K.D spoke to Caroline the Call Centre Manager and she said that they have 3 new members of staff that are being trained and she will tell the immediately that they must give the job number to residents for every job. K.D then had a call back after 5 minutes to say it had been done ant to please get back if anything like this happens again.</p>	
<p>13.0</p>	<p><b>The next Meeting will be on Tuesday 27<sup>th</sup> July at 10am and invites will go out on the 23rd so that they do not get lost. If you do not receive an invite by midday then please let me know.</b></p>	

13.1	Please note that the Balmoral Centre will <u>only</u> be for residents who do not have internet access. An invite will be sent to those residents, as the Balmoral Centre room we use is small. We will be using PPE for those that wish to do so if lockdown is lifted, if not it will still be compulsory to wear masks.	
	Distribution List: Julia Pack at communications and the following: Barry Andrews, Peter Sommerville, Headley Brown, Jeni Oliver, Edna Phillips, Chinn Kalaspathy by mail. All other residents in attendance and who gave apologies. Plus, Resident Representatives by email.	



Notice is hereby given that STRF will be holding their Annual General Meeting on Tuesday 27th July 2021 at 10.00.a.m. This meeting will be held by both Zoom and also at The Balmoral Community Centre, Salisbury Avenue, Westcliff on Sea, Essex, SS0 7AU.

Invitations to attend either meeting **MUST** be obtained by contacting Keith Ducker by phone on 01702 309064, by email at keith.ducker@strf.org.uk, or by writing to him at STRF AGM Invitation, 154 Gainsborough Drive, Westcliff on Sea, SS0 0SN.

**Please note that the meeting at The Balmoral Centre is strictly for those without internet access due to restrictions regarding numbers and Social Distancing and admission is by prior invitation only.**

*The outgoing Committee Members would like to thank you for your support throughout their Term of Office and look forward to serving you again should they be re-elected. All current Committee Members wish to pass on their best wishes to any newly elected Committee Members and offer their full support to any New Committee.*

**AGENDA**

1. Welcome & Introductions.
2. Apologies.
3. Minutes of previous A.G.M.
4. Matters Arising.
5. Election of Officers.
6. Any Other Business.
  - 6.1. Amentments to Constitution.
7. Date and Time of next meeting.

**PLEASE NOTE THE CHAIRMAN AND TREASURERS REPORTS WILL BE ATTACHED TO THE MINUTES AND ACCOUNTS WILL BE PASSED TO SOUTH ESSEX HOMES FOR AUDIT PURPOSES.**

## South Essex Homes' Service Area Updates – May 2021

DEPARTMENT	UPDATE
CarelineSOS  From Deborah Hill-David	Careline have now chosen their new platform for future independent living options and 24/7 monitoring. The Umo platform works with all different peripherals and will be able to talk to the latest Telehealth interventions as and when they are launched and requested by social services and individuals alike. The team are busy cleaning up the database and are very busy on all shifts. You will speak with new members of staff when you interact with Careline so please ensure that you say who you are and what you do and try to

	<p>be patient with the new team members. It's difficult for everyone learning new things.</p> <p>Our repair team contact centre is losing one of its founder members who has worked tirelessly to provide an excellent service to our residents and other colleagues. Tori will be sorely missed but is moving on to great things. There will be the usual back lash when losing an experienced member of staff whilst training the new ones so please bear with us for a couple of months and our other two team members really need their summer break as they too have been pivotal to the excellent customer service being delivered.</p>
<p><b>Communications</b> From Julia Pack</p>	<p>Work is well underway on our new website following resident and staff workshops that took place in April. We are waiting to receive first draft of the 'wireframe' site from the web developers. We hope to launch in July 2021.</p> <p>We are coordinating a review of all policies and procedures to standardise their appearance and ensure they are easy for staff and residents to find via the new website.</p>
<p><b>Estate Services</b> From Tony Holliday</p>	<ul style="list-style-type: none"> <li>• Caretaking and cleaning plan continues to meet expectations with an increase in standards in line with coming out of lockdown</li> <li>• Recruitment drive to fill vacant posts</li> <li>• Fire door and window maintenance on schedule with this year's annual programme. Over 90% of long term non access properties now completed.</li> <li>• Grounds maintenance – Grass cutting commenced at full speed due to recent rapid growth. Additional planting taking place to help us meet environmental sustainability and also improve the surroundings of the Estates.</li> <li>• SEPS Security, additional bore hole cover completed. Additional security commenced at Barringtons due to faulty door intercom.</li> <li>• SEPS Cleaning, Majority of Covid testing sites now closed (security and cleaning) Normal cleaning resumes at a number of sites alongside daily covid clean. Deep clean completed at Castle point building.</li> <li>•</li> </ul>
<p><b>Finance</b> From Rebecca Coleman</p>	<p>Following some staff changes, Finance are settling into the new dynamics of the team and working towards our annual external audit in July.</p>
<p><b>Fire safety</b> From Graham Hart</p>	<p>Fire Safety Awareness Sessions have started with EMT &amp; Hostel staff the 1st receiving the training.</p> <p>24<sup>th</sup> June &amp; 1<sup>st</sup> July 2 More Sessions for Sheltered Staff and other members of South Essex Homes anybody welcome.</p> <p>Fire Risk assessments still being carried out along with Sprinkler repairs within the Hostels.</p> <p>Annunciation system at Longbow fitted by Keith Spencer &amp; PFS Ltd, demonstrations being carried out to ECFRS Personnel.</p> <p>Compartmentation works to begin within some of the Hostels.</p>
<p><b>Projects</b> Paul Longman</p>	<p>Balmoral Refurbishment Works – Project currently being evaluated contract award expected shortly</p> <p>Cecil Court Sprinkler installation – Project currently being evaluated contract award expected shortly</p>

<p><b>Property Services</b></p> <p>From Russell Haynes <b>Capital and Planned Maintenance team</b></p> <p>From Louise Morl</p> <p>From Michael Bryant</p>	<p>Works have continued on the Decent Homes side. Programmes are currently in various stages of Tender preparation.</p> <p>Recent award of the Window Contract has been made and awaiting Contracts to be signed.</p> <p>Bishops House Lift Refurbishment due to start soon.</p> <p>All works at this time are still subject to Covid restrictions and any possible changes made by Government.</p> <p>Please refer to attached list of works programme.</p> <p>We are now resuming our normal routine repairs service, however, please bear with us whilst we make this transition in order that we can catch up with the backlog of repairs. We appreciate your patience at this difficult time.</p> <ul style="list-style-type: none"> <li>• Live procurement projects currently running: <ul style="list-style-type: none"> <li>M2122-02 Window Replacements, Boroughwide. Contracts being drawn.</li> <li>M2122-03 Heating Upgrades, Boroughwide.</li> <li>M2122-04 Roof Replacements, Boroughwide. Evaluation underway.</li> <li>M2122-10 Installation of Sprinklers at Cecil Court. Evaluation underway.</li> <li>M2122-11 Balmoral Towers – structural and refurbishment works. Evaluation underway.</li> <li>M2223-01 Gas Servicing &amp; Maintenance Stakeholder scoping meeting complete. Now producing Tender documentation.</li> </ul> </li> <li>• Tender documents being prepared (in addition to those from Russell’s Team) for : <ul style="list-style-type: none"> <li>M2021-13 Water Tank Replacements, Riverstone</li> </ul> </li> <li>• Renewal of Corporate procurement projects complete: <ul style="list-style-type: none"> <li>○ <b>Print Services framework</b></li> <li>○ <b>Telecare Services framework</b></li> </ul> </li> </ul> <p>Other work streams:</p> <ul style="list-style-type: none"> <li>• Major project to ensure the six key H&amp;S strands (<b>Fire Safety, Asbestos, Water Safety, Electrical Safety, Gas Safety, Lift Safety and High Rise Window Restrictors</b>) are managed efficiently and fit for the upcoming Building Safety element of the Housing White Paper.</li> <li>• Working with Sheltered Team to manage regime of <b>flushing of taps in communal facilities</b> of sheltered &amp; hostel accommodation. Training for relevant staff has been arranged.</li> <li>• KS continues low rise FRA’s and other H&amp;S related functions. Kerry is also working to formalise our <b>Lone Working policy</b> and ensure appropriate measures are enabled for staff on site.</li> </ul>
<p><b>SEPS</b></p> <p>From Lynsey Hurd</p>	<p>South Essex Property Services are continuing to explore new business opportunities both with Southend Borough Council and the wider community. We are currently working on a new SEPS website which we hope will be live by the summer.</p>

<p><b>Specialist Income Management</b></p> <p>From Laura Thomas</p>	<p>The Income team continue to largely work from home with just one member of the team in the office covering our printing and posting. We are largely continuing business as usual with the exception of some court and eviction restrictions still in place. As we have done so over the past year or so we are continuing to speak with residents about their arrears and other matters by phone, email etc. We have had some staffing changes with Jan Byrne and Lesley Palfreman now job-sharing and Terri Street returning to her role as an Income Management Officer.</p> <p>We are very busy in Leaseholder Services with lots of Pre-Sales enquiries (LPE1 forms) and Right to Buy applications. We continue to promote the Leaseholder Services email as the best way to contact us regarding Leasehold and Right to Buy matters (<a href="mailto:LeaseholderServices@seh.southend.gov.uk">LeaseholderServices@seh.southend.gov.uk</a>).</p> <p>We are hoping to have a face-to-face team meeting outside soon (weather permitting) now that the covid restrictions allow it and it will be lovely to see everyone face-to-face.</p>
<p><b>Tenancy Services</b></p> <p>From Paul Davey</p>	<p>Tenancy Services are currently short staffed, we have two vacancies, which I will be filling early part of June 21. Also, some staff on leave and sickness. This has made it hard on the team and arrangements to cover areas whilst the vacancies are in place. East 1 is currently being covered by Hayley Sharman and Teri Bedford and East 4 being split amongst the other team members. We are currently reviewing all the policy and procedures within Tenancy, which is time consuming, but will be beneficial in the long term. Performance on voids has raised a concern, which we are working with our contractors to get this back on track. ASB is high in the borough, which has seen an increase since Covid came into play.</p>