

## Resident & Staff Involvement Focus Group

Wednesday 17<sup>th</sup> July 2019

### Meeting Notes

Attendees:

Terry Swinney	<b>TS</b>	Blyth Ave – Chair	Graham Burnett	<b>GB</b>	SPIRALSEED
Bob Ayriss	<b>BA</b>	Barringtons - Vice Chair	Alexandra Waite	<b>AW</b>	Get The Kids Out
Diane Nicholls	<b>DN</b>	Mendip Crescent - Secretary	Alison Davis	<b>AD</b>	Get The Kids Out
Beryl Chapman	<b>BC</b>	Stephen McAdden House	Maria Medina	<b>MM</b>	South Essex Homes
Peter Somerville	<b>PS</b>	Nicholson House	Sue Rickard	<b>SR</b>	South Essex Homes
Majzoub B Ali	<b>MBA</b>	Viking Court	Chloe Hague	<b>CH</b>	South Essex Homes
Sonia Bayliss	<b>SB</b>	Fraser Close	Stuart Long	<b>SL</b>	South Essex Homes

		<b>Actions</b>
1	<p><b><u>Welcomes and Introductions</u></b></p> <p><b>TS</b> Welcomed and Thanked all for attending</p>	
2	<p><b><u>Apologies</u></b></p> <p>Brenda Tilley, Jean Grindall, Keith Ducker, Chris McPhillips, Jeni Oliver, Headley Brown, Terry Brown, Elaine Ridge</p>	
3	<p><b><u>Matters Arising from last meeting</u></b></p> <p><b>JG</b> I can confirm that I still don't have the Traffic Regulation Order needed to progress the process on cycling on the High Street. One of the Highways officers has returned and instructed a colleague to provide it for me but it taking some time unfortunately. For now, we'll continue to verbally enforce and get people who are cycling off their bikes. Thanks Jon, Jon Gurel – Community Safety Manager – Southend-on-Sea Borough Council Creating a Better Southend. Email: <a href="mailto:jongurel@southend.gov.uk">jongurel@southend.gov.uk</a> <a href="http://www.southend.gov.uk">www.southend.gov.uk</a> Southend Community Safety Unit c/o Southend Police Station Victoria Avenue Southend on Sea SS2 6ES Follow us on twitter@Southend CSP</p> <p><b>BA</b> At repairs meeting yesterday Morgan Sindall – their jobs now at 100%, only about 300 of the old Kier jobs remain outstanding.</p> <p><b>BA</b> Keir's now meant to have finished doing works, but I have seen operator on sight. Has anyone else seen them? We need to know who our Tenancy Officers are.</p> <p><b>SL</b> Will find out who it is.</p> <p><b><u>Minutes Agreed</u></b></p>	
4	<p><b><u>Community Development – Project Funding</u></b></p>	
4a	<p><b><u>Get The Kids Out - Alexandra Waite</u></b></p> <p>We are a Community, Non-Profit Organization started 5 years ago. We are a group that organise affordable trips in the school holiday get families out for fun days. I work with Achievement Through Football (ATF) on Saturday mornings. We have more than 22 children coming along now. We work in schools Against Knife Crime. I would like to bid for a Youth Hub for between year 6 and 7 which is the age youths are being</p>	

		Actions
4b	<p>groomed. Would like it to run Monday – Friday, working with schools at the moment will be working at The Hub. We also have a Festival Group. Will be putting on a venue at Garon Park. Radio Group working with the media. Youth Shout is working online all this will be starting in September. You can find out more about Get The Kids Out on: <a href="https://www.facebook.com/Getthekidsout/">https://www.facebook.com/Getthekidsout/</a></p> <p><b>MM</b> I have done a lot of work with Alex and it has had a very positive thing to have not only for the kids she works with but also the wider community. There is a gang called “The 12 Block Gang”, the girls in the gang get passed around and if they say no they are beaten up.</p> <p><b>Spiralseed - Graham Burnett</b></p> <p>Spiralseed is an independent, ethical publishing and educational enterprise founded by Graham Burnett in 2001. I am trying to organize help with the Mendip Wildlife Garden. It has suffered a lot of vandalism and we need locals to help out. Working with volunteers to bring the garden back to looking good. We would like to have a one-day Open Day. We will social media and developing the website. Patching up the building, repairing, tools, etc, we have been talking to schools we also work with Project 49. Short term work is needed before we can look at the gardens as a long-term project.</p> <p><b>BA</b> What you need is local people to manage it so it’s run as a project.</p> <p><b>TS</b> You really need a strong infrastructure to be in place.</p> <p><b>BA</b> Yes, this infrastructure needs to be in place first.</p> <p><b>SL</b> What we need is funding to keep the gardens in a good condition, i.e., grass cutting, hedge cutting. If you don’t want the funding to go ahead, we can’t get this off the ground.</p> <p><b>MM</b> e need some funding for now so we can support Graham and Project 49.</p> <p><b>SL</b> We only need to look at funding for now.</p> <p><b>TS</b> We should put allotments there and work with Alex to get some of her kids in the garden to help and learn. You can find out more about Spiralseed on: <a href="https://spiralseed.co.uk/">https://spiralseed.co.uk/</a></p> <p><b>SL</b> Last year we had problems at Chaucer House with people smoking weed, etc, we have turned the area into a community garden with allotment areas we would like too, in the future open it to the wider community.</p> <p><b>GB</b> It would be a shame if people grew veg, etc, there and it all got damaged.</p> <p><b>BA</b> As far as I am concerned you will be throwing money into a money pit. This is just my opinion.</p> <p><b>SL</b> It is up to this group to decide where the funding goes to.</p> <p><b>BC</b> Could we just fund them for now until they have a meeting with Trust Links?</p> <p><b>MM</b> We have signed up to Fareshare, we work with Supermarkets who redistribute surplus food to charities that turn it into meals.</p> <p><b>MBA</b> If you are thinking of a Project you have to have the people in place first.</p> <p><b>BA</b> The People Heart Trust gave us money we organized groups and Residents Association were all united, we laid on food etc, and only 12 people turned up. People want these things but don’t bother to turn up.</p> <p><b>SL</b> We can only but try. Well done everyone. I have a list of Tenancy Officers for those who wanted them and I will get Sue to send copies out to everyone with the minutes.</p> <p><b>Follow up: YOUR TENANCY OFFICER</b></p> <p>In depth details of all this information can be found in Summer 2019 Insight magazine on pages 10 and 11.</p>	<p style="text-align: center;"><b>SL ER</b></p>

		Actions
	<p><b><u>Chaucer House - Stuart Long</u></b></p> <p>Within this Hostel Building, we manage around 100 rooms for use by individuals and families who present themselves to Southend Council as homeless. They are intended to provide short term emergency accommodation whilst longer term housing solutions are found. Due to the lack of Social Housing properties residents often have to stay for several months. Our Support Officers work with other agencies within the town to support and advice residents to make longer term plans. We work with the charity FareShare, to collect from Supermarkets their near to or on its 'use by' date but is still good to eat foods. This has enabled hostel residents to have their own Foodbank. Thanks to donations from the community they have a clothes store, items for men, women and children as some only have the clothes they come into us. As well as funding we do need volunteers, if residents are interested, they can call the team on 01702 212 650. We have received varying amounts of funding and donations, but as some residents present themselves and their families with only the clothes on their backs, as you can imagine, we are in constant need of varying supplies. Our friends at Project 49 have helped us regenerate the beautiful garden space at Chaucer House, they grow fruit and vegetables for the residents to use and they help with the upkeep. There is also a play area for the children and space for the parents to meet and chat.</p> <p><b>MM</b> We hope to have a themed Meeting/Open Day in the gardens, 'Teddy Bear's Picnic' from 10am to 4.30pm. If anyone wants to join us that would be great.</p>	
5	<p><b><u>Resident Involvement Budget (Audit)</u></b></p> <p>Printed Outgoing List Budget spreadsheets were handed out to members.  <b>BA</b> Still have a high monthly cost (£32.50) for STRF Broadband and work is not being done on the website. You can get Broadband from around £12 a month.  <b>SL</b> I will talk to Shirley about this.</p>	SL
6	<p><b><u>Department Written Updates</u></b></p>	
6a	<p><b><u>Communications</u></b></p> <p>The Careline SOS brand has been developing at a rapid rate with the introduction of a new website, that includes an online shop, new social media channels- Twitter and Facebook and the continuation of marketing the product in the local area and further afield, through online publications and print. The next issue of Insight is due for publication Mid July, and since the last meeting there have been some alterations to the content following further discussion with staff members. Work is continuing on ensuring the website is 'accessible' by September 2020, as required by the Government legislation. Unfortunately, this is a not a 'quick fix'; and every single page need's looking at individually, with some options out of our control when it comes to design. However, Julia and Lynsey are confident this project will address some of the concerns raised by Keith at the last meeting and we are looking at ways about how we can get residents involved in this. Hope this helps Kind regards Simon</p>	
6b	<p><b><u>Tenancy &amp; Estate Services</u></b></p> <p>On the capital works programme, the improvements are being undertaken as planned with the exception of the Kitchen, bathrooms and rewires. These works were awarded</p>	

		<b>Actions</b>
<p>6c</p> <p><b><u>Leaseholders</u></b></p> <p>6d</p> <p><b><u>Contractors</u></b></p> <p>6e</p> <p><b><u>Anti-Social Behaviour</u></b> - NO UPDATES RECIVED</p> <p>6f</p> <p><b><u>Customer Care</u></b> - NO UPDATES RECIVED</p>	<p>to Kier but the works did not progress in accordance with their programme of works and when we applied pressure on them to undertake their contractual commitments, they invoked the break clause in the contract so their contract actually ends on 14th July 2019. The works to replace the kitchens and bathrooms will therefore be undertaken on an interim basis by Morgan Sindall using a separate contract team and the electrical rewire work will be re-tendered in July 2019. Happy to attend the meeting and give a more detailed update if requested. Kind regards Paul Longman</p> <p>The main update would be the Leaseholder Focus Group are holding their annual drop in session at the Civic Centre on the 23rd July between 5pm-8pm. We had approximately 30 attendees last year and are hoping for a similar successful event this year. Testing is also underway for online forms, using our website. Leaseholder's will be able to submit some of our forms online, which will include our subletting form and will also enable tenants, to submit their Right to Buy Forms through the website</p> <p>Performance by Morgan Sindall Since April 2019 has been below target on the responsive repairs due to the new contract set up, staff learning the new computer system and also the additional workload caused by Kiers failure to undertake their issued works, however June is currently showing a good improvement. Aaron Services have continued their excellent performance achieving virtually 100% on every performance indicator.</p>	
7	<b><u>Any Other Business</u></b>	
	<p><b>TS</b> Some of us went to the Board meeting with members concern of 'Voice your View' section and below is the information for everyone.  <b>MBA</b> I was at the meeting too for the discussion.</p> <p><b><u>South Essex Homes Board Meeting Update</u></b></p> <p>Some of us attended the Board meeting on 10<sup>th</sup> July 2019 and found it very informative and we were made very welcome. Our members were very concerned that the Board where trying to remove the 'Resident' "Voice Your View" section and that South Essex Homes Residents were not going to be allowed to attend any future Board meetings. This is completely incorrect. We were assured by Board members that they are very happy for South Essex Homes Residents to attend the Public section of their meetings. They actually stated that they would welcome more Residents to join them and put forward anything they feel is relevant to The Board. The only thing that they have said is that when anything is put to them by Residents for the first time, it will be discussed by them at the meeting and if they have too, they will then advice you which relevant department, organisation, group, etc., to present your enquiry too so it can be dealt with correctly. But once this enquiry has been discussed and passed over, they will not agree for the same enquiry to be bought</p>	

	<b>Actions</b>
<p>back to the Board as it would be irrelevant to them for further discussion. We asked if this could be clarified more clearly in the minutes as Residents did not read it to be this, there was no real explanation or detail. The Board agreed that this would be done. Chair of the Board Roger Eastwood and Board members, firmly stated that Board are hoping to have more Resident Involvement, within South Essex Homes now and in the future. Hope this puts involved Residents minds at rest. Kind regards, Elaine Ridge.</p> <p><b><u>Message from Corporate Services Officer</u></b></p> <p>Any questions regarding Residents' Voice Your View for the Board need to be submitted via the normal process, which is via email or letter to either myself or Simon Putt which needs to be received 15 working days prior to the date of the Board meeting. This enables Officers to investigate the situation and give a relevant and complete response to the question being asked. Unfortunately, whilst we would encourage residents to attend the public section of the Board meetings, we are not in a position to take questions from the residents at the meeting. Residents can be assured that the Board wish to continue with the Residents Voice Your View as part of the agenda but through the above process. Regards, Carol Cooper Corporate Services Officer.</p> <p><b>TS</b> Thanked all for attending and closed meeting.</p>	
<p><b><u>Dates, times and venues of future meetings:</u></b></p>	
<p><b><u>Wednesday 21<sup>st</sup> August – has been cancelled for group holiday break</u></b></p> <p>Wednesday 18<sup>th</sup> September – 11 to 1 Committee Room 5  Wednesday 16<sup>th</sup> October – 11 to 1 Committee Room 4  Wednesday 20<sup>th</sup> November – 11 to 1 Committee Room 1 (Jubilee Room)  Wednesday 18<sup>th</sup> December – 11 to 1 Committee Room 5</p>	
<p style="text-align: center;"><b><u>Confirmed for 2020</u></b></p> <p>Wednesday 15<sup>th</sup> January – 11:00am – Committee Room 6  Wednesday 19<sup>th</sup> February – 11:00am – Committee Room 5  Wednesday 18<sup>th</sup> March – 11:00am – Committee Room 5  Wednesday 15<sup>th</sup> April – 11:00am – Committee Room 6  Wednesday 20<sup>th</sup> May – 11:00am – Committee Room 5  Wednesday 17<sup>th</sup> June – 11:00am – Committee Room 6  Wednesday 15<sup>th</sup> July – 11:00am – Committee Room 5  <b><u>Wednesday 19<sup>th</sup> August – No meeting due to Holiday Break</u></b>  Wednesday 16<sup>th</sup> September – 11:00am – Room to be booked  Wednesday 21<sup>st</sup> October – 11:00am – Room to be booked  Wednesday 18<sup>th</sup> November – 11:00am – Room to be booked  Wednesday 16<sup>th</sup> December – 11:00am – Room to be booked</p>	