

Wednesday 19th February 2020

Meeting Notes

Attendees:

Terry Swinney	TS	Blyth Ave - Chair	Diane Nicholls	DN	Mendip Crescent
Bob Ayriss	BA	Barringtons – Vice Chair	Brenda Tilley	BT	Blyth Ave.
Elaine Ridge	ER	Snakes Lane - Secretary	Chris McPhillips	CMc	Kingfisher Close
Peter Somerville	PS	Nicholson House	Kerrie Maher	KM	Project 49
J. Barrie Andrews	JBA	Westwood House	Graham Burnett	GB	SEH/Spiral Seed
Keith Ducker	KD	Gainsborough Drive	Tracey Nicola	TN	SBC Benefits Department
Natasha Rochester	NR	Morgan Sindall Social Value Coordinator	Angela Lloyd	AL	SEH Sheltered Housing Officer
			Stuart Long	SL	SEH Support Services Manager

		Actions
1	<u>Welcomes and Introductions</u>	
	TS Welcomed all attendees to the meeting	
2	<u>Apologies</u>	
	Jeni Oliver, Ann-Marie Gough	
3	<u>Matters Arising from last meeting.</u>	
	Page 1/2 - TS Lights in tower block not working - for TH to follow up Page 2 - BA Rubbish shoots/rubbish bin storage issues - for TH to follow up Page 2 - TB Balmoral on-going estate issues - for TH and BA to follow up Page 3 - MBA Rubbish on balcony areas regularly caretakers do not clean - for TH to follow up 6 Page 3 - Designated Resident Involvement Support office - covered below Page 4 - Keats & Chaucer Houses Project Funding - covered below Page 4 - BT We still haven't had any minutes or Constitution from Federation <u>Minutes Agreed by:</u> Chris McPhillips, Brenda Tilley	
4	<u>SBC Benefits Department</u>	Tracey Nicola
	TN Thanked members for allowing her to attend. The council are opening a survey which is going live on Monday and they want as many residents as possible to take part in it. It is general life questions and nothing about personal information. The impact of Universal Credit, Homelessness, etc., the council have set up the on-line survey <u>Southend Financial Wellbeing 2020</u>. Feedback from this will help us to support people experiencing financial pressures, hardship or just about managing with their finances Southend Borough Council wants, with your help, to develop a Financial Wellbeing Strategy. This strategy aims to look at services that are currently being provided to support people and gaps in support and service provision that are needed to help people to enjoy a better life. The council will take the lead and with around 25 local support agencies and organizations, such as HARP, C A B, PEABODY, etc., to target what services are needed and where, to give the best use of resources. The Strategy will be a working document owned by all the organisations and people involved in putting it together with a comprehensive plan that will be regularly reviewed. It will help us to get a picture of the experiences people are having, the services that are used, and the support	ER

	that is needed. All responses must be received by 25th March 2020. It can be found at: https://consult.southend.gov.uk/KMS/dmart.aspx If you would like a different version of this survey e.g. paper, or to feedback to us in a different way, or if you have any queries about this survey please contact: Tracy Harris, Interim Head of Social Inclusion on Tel: 01702 534378 or Email: TracyHarris@southend.gov.uk I can be contacted on: traceynicola@southend.gov.uk KD We have got our Federation meeting here at 10am next Tuesday if you can get some forms to us then and we can hand out to members. Group discussion Members agreed to do what they could to support the council and spread the word about this. TN Thanked members for their on-going support and for all the work we do.	
5	Resident Involvement Stuart Long	
	<u>Keats & Chaucer Houses Project Funding</u> AL Thanked members for considering their Project for funding. Keats House is a SEH managed property in Shelley Square, Southend on Sea currently home to 12 residents with complex needs. Many of the residents experience social isolation. The property has two under-used garden areas that have potential to be utilized as more productive and social garden spaces, and the residents have expressed wishes to develop a wildlife garden and allotment. We would like to develop two currently underused garden/lawn spaces at Keats House as a wildlife garden/mini orchard and productive allotment area, including a raised bed container garden area for increased disability access. This would promote social inclusion for the residents at Keats House by enabling them to work alongside volunteers from the wider community including from Project 49 (adults with learning disabilities), Volunteer Services, etc., who would be involved in developing and maintaining the project. The project would also promote well-being through exercise, providing meaningful activities, increasing skills including gardening and cooking, plus promoting healthy eating and the mental health benefits associated with gardening and outdoor activities. The project would also serve as a model example that could be replicated at other gardens and social housing to enhance wellbeing and social inclusion, demonstrating good practice regarding recycling, caring the local and wider environment and education. It would also integrate with the existing successful garden project being developed at nearby Chaucer House. GB & KM Gave members a brief insight into their groups' involvement outside and together in the project. Group discussion A member wanted the decision on funding to go to the Federation to be voted on. ER Resident Project Funding requests have come to our Focus Group since we were joined and formed last year. This request should have been decided on when it was bought to us last year, but unfortunately, due to one thing and another it has had delays and comes to us today. They have come along today, given all the information and estimates for what is needed and I think we should vote to make the decision for them today. Group discussion SL Reminded members that staff and non-attendees' names and personal information should not be mentioned at the meeting. Any issues about anyone on a personal level should be dealt with outside the meeting. Members agreed for a vote today. Show of hands vote gave over whelming majority agreement for the full funding request of £1,600 (ONE THOUSAND, SIX HUNDRED POUNDS) to be granted. SL Thanked members for agreeing to help support the project and would arrange payment for them as soon as possible. AL, KM & GB Thanked members for supporting them and stated they would keep us	SL

	updated on the progress. They hope to have an Open Day later in the year and will let members know and were welcome to join them. Members wished them well in the project	
6	<u>Social Value Co-ordinator</u> Natasha Rochester	
	NR Thanked members for inviting her and went on to say, that the role has been in place for nearly a year now and progress is being made slowly. We have sessions of Digital Inclusion at Sheltered Units that have a communal lounge, computers and internet connection. Residents can bring their lap tops or tablets with them to the lounge and we can show them how to set up use things like, setting up emails, using websites etc. We can set up Skype for those who wanted to talk to family and friends who live away. We are only having a few of the residents within the units coming along. Group discussion Members stated that just having information leaflets on the notice boards or in lounges is not reaching all of the residents. Not all residents look at the notice boards, the leaflets are sometimes not left on them for very long and sometimes don't even get put onto the boards. The leaflets should be put through every door so all residents are made aware of these sessions. NR Thanked members for their suggestion. We hold sessions at The Hub, for Employability support, we undergo mentor work to support youth, help them to set goals; we have a Work Place Project where they come into the office and talk to staff, see how things work and experience the working environment. We have one apprentice and another will start in April. We have done some work with South Essex Collage where they can under go short courses and receive Certificates. Have Steward Training, shop front Security Training, Retail Courses, Mental Health in the Work Place courses. TS We all know Stuart was one of the first ones to get the Hub up and running and it has just got better and stronger and helps a lot of residents. NR Work to learn is a six-week course; three weeks work experience and three weeks training in Billericay. Some find the travel cost difficult so we are trying to work out how we can help tom with that. TS Maybe you could ask SEH to possibly sponsor that and help with their fares. SL Could look into that? NR We have found that between the ages of 16 to 18 years old there is nothing out there. SL Can you get into schools? NR, We have nothing in place for that at the moment. PS Can residents of any Sheltered go to any of the Digital training? NR Yes, residents from one unit can go to another close by Sheltered unit to attend sessions there. ER Could you email me A5 size information leaflets for the Sheltered sessions and I will attach it to the minutes for members. NR Agrees to do this and Thanked members for their interest.	NR ER
7	<u>Department Emailed Updates</u>	
7a	<u>Tenancy Services & Contractors</u> Email update from Paul Longman Performance by Morgan Sindall has improved in recent months and the action plan to resolve the out of priority jobs has been positive, however they still need to continue with this improvement over the next month and then maintain it in the future to achieve the contractual targets which have been set. Void performance	

	has been good over recent months (except for a slight decline over the Christmas period) and no concerns exist with Morgan Sindall's ability to deliver void works. Aaron Services have continued their excellent performance and they are achieving virtually 100% on every performance indicator. On the capital works programme the vast majority of contracts are either on site or in the final stages of tender and they are progressing well.	
7b	<u>Communications</u> Email update from Julia Pack Lynsey and I are busy looking into options for the future of our website and staff intranet. Once we have decided on a supplier, we will be inviting tenants to be involved in the design of the website – so watch this space! We are currently carrying out a review of all our policies and procedures to ensure they are up to date in order to ensure only current and relevant documents are transferred to the new websites when we get to that stage of development. Also been busy as SEPS are taking over Courtyard Café in the Civic and Tickfield Café so we've been involved in the design and literature for new café promotional material etc. Will start working on the spring Insight in mid to late March so let us know if you have any story ideas? We're off next week for half term but back in on Monday 24th if you have any questions.	
7c	<u>Anti-Social Behaviour</u> No updates received	
7d	<u>Income</u> No updates received	
7e	<u>Leaseholders</u> No updates received.	
7f	<u>Customer Care (Call Centre)</u> Email update from Clark Everitt SBC Telephony Manager Attached to minutes	
8	<u>Any Other Business</u>	
	<u>Partnership Day - Op Southchurch</u> Email update from Joe Gruel – Community Safety Manager – Southend-on-Sea Borough Council The next Partnership Day of Activity is on Wednesday 18th March 2020. At 10am sharp to 2pm in the Council car park (known as Ilfracombe Avenue car park) on Southchurch Road at the side of Tesco Esso Express. The Community Safety Gazebo will be in location to maximise presence and footfall. Activity will be focusing on: Residential Premises – Respect Survey completion. Retailers – Engagement re challenges & current activity. Public Engagement – Opportunity to be visible & provide a platform to promote positive activities and complete Street Surveys around perception. Outreach Engagement – Street Community outreach opportunities.	

	Board was asked if it would fund a Resident Involvement Officer to work with Residents only, it could be a part-time worker and would give SEH staff much needed free time to cover all they now have to do. KD Board said they would not agree to pay for another member of staff. We could pay for one from our own budget, but it would have to be a full-time position, paying £29,000 (TWENTY-NINE THOUSAND POUNDS) per year. They would also be doing work for SEH as and when needed. Board have said if we want to fund. TS Thanked members for their input and attendance and closed the meeting.	
	<u>Dates, times and venues of future meetings:</u>	
	Wednesday 18th March – 11:00am – Committee Room 5 Wednesday 15th April – 11:00am – Committee Room 6 Wednesday 20th May – 11:00am – Committee Room 5 Wednesday 17th June – 11:00am – Committee Room 6 Wednesday 15th July – 11:00am – Committee Room 5 <u>No meeting in August</u> Wednesday 16th September – 11:00am – Room to be booked Wednesday 21st October – 11:00am – Room to be booked Wednesday 18th November – 11:00am – Room to be booked <u>No meeting in December</u>	