

Resident & Staff Involvement Focus Group

Wednesday 17th April 2019

Meeting Notes

Attendees:

Terry Swinney	TS	Blyth Ave - Chair	Andy Bury	AB	Brecon House
Bob Ayriss	BA	Barringtons - Vice Chair	J. Barrie Andrews	JBA	Westwood House
Elaine Ridge	ER	Snakes Lane - Secretary	Patrick Nightingale	PN	Nicholson House
Glenn Ashdown	GA	East Street	Majzoub B Ali	MBA	Viking Court
Brenda Tilley	BT	Blyth Ave	Ros Lane	RL	Resident Board member
Terry Brown	TB	Balmoral Estate	Barbara Lambert	BL	Resident Board member
Chris McPhillips	CMc	Kingfisher Close	Kerry Sinclair	KS	Regulation Compliance
Keith Ducker	KD	Gainsborough Drive	Sue Rickard	SR	Community Development
Diane Nicholls	DN	Mendip Crescent	Nadine Gould	NG	Tenancy Services
Jeni Oliver	JO	Scott House			

		Actions
1	<u>Welcomes and Introductions</u> TS Welcomed and Thanked all for attending.	
2	<u>Apologies</u> Jean Grindall, Beryl Chapman, Phyllis Ward, Stuart Long.	
3	<u>Matters Arising from last meeting</u> JG Enquiry for Sutton Road Bathrooms - written response from Paul Longman; Regrettably we have not got a start date for the bathrooms in Sutton Road at the moment, the contract is being delivered by Kier and they are not performing well at the current time hence the delays. TB Enquiry for Balmoral Estate – written response from Paul Longman given to TB TB Not happy with response. BA What's the problem with the windows? TB Gave in-depth details regarding continuing issues on Balmoral Estate. Group discussion TS Advised TB to take issues to South Essex Homes Board meeting we are a Focus Group we have made contact received a response but if TB not satisfied he should make Board aware. BL & RL Advised TB to email Carol Cooper and gave him her details. Carol will pass questions to Board prior to their meeting on Wednesday 29th May at 5pm in Civic Centre for their response, TB can attend Board meeting. MBA Residents do have a voice at Board meeting. Question to be sent to Carol 7 days prior to the meeting. Carol will set into Agenda and questions will be answered and discussed. JBA When we had the old Focus Groups the relevant officer would be made aware of problems. TS We are Focus Group and we have done that but we cannot take it any further. It should be taken to the Board meeting. KD It was asked if Scrutiny could Review how Focus Groups were doing, but it was not on the minutes. ER Apologised and will add this to the February minutes.	ER

		Actions
	<u>Minutes Agreed by</u> Bob Ayriss, Brenda Tilley	
4	<u>Community Safety Team</u>	
	ER Unfortunately Peter Harmsworth did not attend the meeting despite earlier confirmation. I was not able to make contact with Peter so have no updates or apologies from the Community Safety Team. Group Discussion Members were not happy as this is the second time group has been let down by them. KD Suggested that ER notifies Mario of this; to see why no-one from Community Safety Team made contact to advise they would not now be attending today's meeting and have not attended three invites in a row.	ER
5	<u>Community Development</u> Sue Rickard	
5a	SR Gave apologies for Stuart Long who is on annual leave. Gardens in Bloom Competition will be set earlier this year, end of June or beginning of July, in the hope of more entries also SR and HSO's will encourage Residents of Sheltered Part 1 & 2 to enter, as a lot of them tend areas of their Communal gardens and do a very good job. Members agreed and will pass on in their own areas. SR Advised members that invites for the Resident Recognition Event had been posted and would need to be R.S.V.P by 30th April. The event will be different this year with some changes and things added we hope you will all enjoy the changes. It will be earlier Afternoon Tea at Park Inn Palace, Ballroom, Church Road, Southend, on Tuesday 21st May 2019 from 2pm until 6pm, a shorter time as well. We are listening to the feedback we received from last year so hope you all enjoy. It will include the Awards Ceremony, live band and much more. <u>Terms of Reference</u> Group were handed copies of the amended Terms of Reference. Group Discussion 'Leaseholders' to be added to paragraph 3 Name. ER To amend the changes and have the final sent out to members with these minutes. BA Can our meetings' be held monthly; as we cover so much in each one and feedback outcomes needing to be responded to quicker than 2 monthly. Group Discussion TS Expressed his concern that this will be too much work for ER as Secretary. DN Stated that she was happy to support in any way as did BT. ER Thanked them. KD Asked if minutes could be sent out sooner after the meetings to allow members to comment or pick up on anything within them, in plenty of advance of the next meeting. ER Stated that she waits to get responses for all actions, in-puts and outcomes needed to be added to the minutes, which sometimes takes longer resulting in them going out the week prior to meetings. KD Stated that they do not need to be in the minutes prior to them going out, they can be confirmed to members at the following meeting. ER Agreed to produce the basic minutes as soon as possible and send to SR to be sent out to members. SR Agreed to this and took contact details for new members and members who preferred minutes forwarded by email. Members without email will receive them by post. SR Will book meeting rooms and send information to ER to be added to minutes.	ER
5b	<u>Audit</u> SR I am in discussion with the Finance Team to get the end of year figures information	SR

		Actions
	for you. TS Some members expressed that they were not happy with Audit not being broken down into more detailed listings as they used to be. Group Discussion Members majority agree that the last print out gave no explanations and they need the spread sheet that have more break downs and details to assess budget spending. SR Agreed to talk to Finance department to try to request this information for members.	SR
6	<u>Health & Safety</u>	Kerry Sinclair
	KS Thanked members for the invite. Explained her role as Health & Safety Officer for SEH. Undertakes Fire Assessments in tower blocks, all Sheltered Housing, low rise blocks and all our buildings. Risk Assessments including Communal Areas inside buildings up to and including front doors and outside buildings including gardens. I do just over 300 Assessments per year. Fire, Emergency & Safety Notices should be on the inside front door of all flat accomodation. It give's you evacuation and important Emergency information. Group Discussion Some stated that they do not have them in their flats or Comunal Areas. KS Advised members living in flats to request them from SEH, Caretakers or HSO's All new tenants have these in their Tenancy Hand Book. New information should be sent to all residents that need them. I have a Check List for assessments so nothing gets missed. Notes are made and any issues are dealt with acordingly. These are set out direct from Legislation. Handed out information, photo's, posters and notices used. Fire Notices are compiled by Fire Service Regulator they Audit once a year all the Assessments I carry out. We are training Caretakers and Housing Officers to carry out health & Safety checks, making sure notices are where they should be, doors are not propped open, obstructions, walls ceilings in good condition, stair wells, etc, they know what to look out for on a daily basis. Evacuation Procedure signs should be on display on walls on all floors and Comunal Areas. No Smoking signs should be on all Front Enterance Doors and Communal Areas. All Comunal Areas, Stairways and Foyays in SEH flats are No Smoking Areas. All Communal Areas should be clear of any obstructions in case of Emergencies and to prevent Fire, including, mats, flower pots, shoes, bikes and importantly free from any fueled Bikes and Mobility Scooters. AB Balmoral have ongoing issues with Motor Bikes being parked in Communal Areas and basement of the block. Reported this 3 weeks ago and it is still parking there. RL, BL and KS Asked TB for more details and Tenancy Officer name and would look into as a matter of urgency. KS We are fitting new Safety Locks on windows which prevent anything being thrown from windows they have restricters to prevent them being fully opening windows as sudden air flow can feed a Fire. All main Communal Doors are now Gurder doors, when the alarm goes off they automaticly close if propped open, they have 60 minutes Fire protection, front doors have 30 minute Fire protection. Air vents fitted, they will take smoke out as that will get to people before the fire will. LED trigger lighting to help evacuation. JBA Our LED lighting works on sensors to allow light when needed and have Front Door Notices. BA Keep being asked if new fire doors being fitted at Nicholson House? KS The works are on a working programme, going from highest risk blocks over 10 floors are high risk and working through levels down through hight. New Front Doors are being painted by tenants, so not now Fire Safe and residents will be re-charged to replace them. Lifts are maintained and checked by Fire Brigade. Water Dry Risers go through all the building they are on all floors in high rise for Fire Brigade use. Bin areas, power cupboards also have Gurder Doors fitted. TS AB Are kitchen doors Fire Safe? KS Not all, Residents make their own home Fire Safe, working Smoke Alarms, are very	

		Actions
	important because the smoke is the immediate danger. TB Gave in-depth details of issues at Balmoral Estate. On Estate walkabout Drop Boxes, that should hold information on vulnerable tenants within the block for Fire Brigade use. We could not find the key to open it and when we did there was nothing in it? KS They hold Private, Confidential and personal information so have to be locked, Fire Officers can get into them. We are looking into that and will address. Some of the boxes have been upgraded and this is on-going. TS Again advised TB to put all that information into the email and send to Carol Cooper for SEH Board to respond. BL Carol will add it to the Agenda and it will be addressed, you need to email her and come to the meeting. AB Do missing signs get reported as missing, we have had some missing for a long time? KS We have been out this morning and there was only one sign missing. You want them to be screwed into the walls. KD That has been discussed and will not be possible because it will break the seal of the Fire Resistant paint. TS We need to move on, again bring to the attention of Board. MBA We have large cages in the bin area, are they for general rubbish? KS They are for caretakers to use if they have to clear large or dangerous objects they come across obstructing communal areas, such as furniture, it gets the items away quickly and not hanging about until they can be collected.	
7	<u>Tenancy, Estate Services & Contractors</u>	
7a	Update Responsive repairs – Paul Longman: Kiers contract ended on 31st March 2019 however despite numerous promises they failed to complete all the outstanding works. We are therefore in the process of contacting over 500 residents with outstanding repairs to determine what works is required. Please be aware that we have also come across jobs which Kier have stated were complete yet they are still outstanding, regrettably it will take many weeks to determine the status of the jobs and complete all these works. Morgan Sindall are performing well, but they currently have a large volume of works as residents (from the outstanding jobs above) are contacting them about their repairs and new orders are being issued.	
7b	Planned works: Kiers' are also delivering the Kitchen, Bathroom and Electrical rewire contract; regrettably their performance in relation to the adherence to programme and quality of works is unacceptable. We are currently trying to get an acceptable programme of works from them but this is not forthcoming. The future of this contract is under discussion. There is a delay in the fitting of the new windows to Barringtons due to planning, planning approval was submitted in December 2018 and we have still not obtained this approval. No reason has been given for the delay. Others contracts are progressing well.	
7c	Tenancy - Year End performance figures April 2018 – March 2019 – Paul Davey Gas = 100% Mutual Exchanges = 100% Re-housing = 13.9 average days per property Estate Walkabouts = 29 areas completed in 2019 KD Kier have not been co-operating with doing bathroom works, they finish their contract in a matter of weeks and the work will then be taken over by Morgan Sindall so we should see some movement on them soon. MBA We are still waiting for our wiring to be checked, do you know when this will be started?	

		Actions
	KD That work has stopped at the moment. Only ones already started are being finished and some being made good. New work due to go out to tender, will give you updates as and when. MBA I have LED bulbs in my kitchen and bathroom I asked to have them fitted in my other lights but I was told they could not do them, is that right? KD The contract was for rewiring to be in the kitchens and bathrooms. SEH will replace them in the bathroom and kitchen in some cases but you have to buy the other bulbs yourself, there are lots of sizes and lots of shops sell them now.	
8	<u>Anti-Social Behaviour</u>	
8a	ASB - Year End performance figures April 2018 – March 2019 – Paul Davey Satisfaction of Outcome = 98% Successfully resolved cases = 100% Priority's met = 95.8% New cases reported = 231 Eviction for ASB = 0	
8b	NG Gave a breakdown of result figures from ASB issues. 186 live cases of ASB. Broken down into different areas, the largest area being Central. We have been successful gaining Court Orders, had injunctions, cases going through court, cases for procession, case tenant voluntarily gave property back. The changes with the Law and Polices and Procedures have had a positive effect on new actions we can take. Positive actions around drug issues helped by changes to the Law. DN Largest area Central covers where? Are new Policies & Procedures making things easier to deal with? Does it make it clearer to Residents and you? ND Central is from Quantock to Bournes Green area. Yes it does. New Record Sheets make's all the details needed clearer and easier, more break down on paper so easier to get specific data information. The new Polices & Procedures only came into effect in July last year; we are seeing large improvements with cases and actions. Confirmed the performance figures above and gave general updates to members. TB Can you tell me the figures for Balmoral Estate? ND I will send them over to you.	ND
9	<u>Communications</u>	
	ER No updates received this month, both ladies on annual leave. Lynsey will be at our June meeting. KD Can ER check, if Lynsey is coming to June meeting I think that will be too late to add anything. It will come to us completed. ER I asked when would be the best time to discuss input and was told June would be good, so expect us to be able to have group input into the Insight after that. KD I was advised yesterday that I was too late for information to go into the next one as it is closed and gone to printers. Group discussion Members disappointed that Resident's Focus Group is no longer being able to have input into the contents of the Insight magazine as they used too. As Communications is part of our joint Focus Group, could we have more involvement in putting the mag together before sending it to press? ER To pass this onto Lynsey and Julia for consideration.	ER
10	<u>Customer Care</u>	Lorraine With
	ER Gave members hand-out copies of South Essex Homes Statistics from Call Centre.	

		Actions																				
	<table><tr><th colspan="4">KP28 – 94% CUSTOMER SATISFACTION FOR MARCH 2019</th></tr><tr><td></td><td>Good</td><td>Average</td><td>Poor</td></tr><tr><td>Number of Respondents</td><td>263</td><td>10</td><td>8</td></tr><tr><td>Percentage of Respondents</td><td>94%</td><td>4%</td><td>3%</td></tr><tr><td colspan="4">Overall rating – GOOD</td></tr></table>	KP28 – 94% CUSTOMER SATISFACTION FOR MARCH 2019					Good	Average	Poor	Number of Respondents	263	10	8	Percentage of Respondents	94%	4%	3%	Overall rating – GOOD				
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11	<u>Any Other Business</u>																					
	KD Focus Groups that are running would like to come along to here. BT They wanted to be their own Focus Groups when all the changes were made. KD They now want to come together, Disability Group, Repairs Focus Group, Leaseholders, Income Focus Group. They want to feedback information. Group Discussion TS We will send a copy of the minutes to FED and other Focus Group’s for members there. All residents are welcome to come to here to have and give information and updates. ER Asked KD to get a contact from each of the groups so I can make contact with them. MBA The Board have discussed having closed meetings because not many residents go alone. I objected to that because SEH encourages Resident Involvement. It is important we do not loose that. It is for the situation you are in that needs to be discussed. Thought members should be aware that was being considered. TS Thanked MBA for bringing this information to us. Thanked all attendees and closed meeting.																					
	<u>Dates, times and venues of future meetings:</u>																					
	Wednesday 19th June – 11 to 1 Committee Room 4 Wednesday 17th July – 11 to 1 Committee Room 5 Wednesday 21st August – 11 to 1 Committee Room 5 Wednesday 18th September – 11 to 1 Committee Room 5 Wednesday 16th October – 11 to 1 Committee Room 4 Wednesday 20th November – 11 to 1 Jubilee Room 1 Wednesday 18th December – 11 to 1 Committee Room 5																					