

Resident & Staff Involvement Focus Group

Wednesday 19th June 2019

Meeting Notes

Attendees:

Terry Swinney	TS	Blyth Ave - Chair	Barbara Lambert	BL	Resident Board member
Bob Ayriess	BA	Barringtons - Vice Chair	J. Barrie Andrews	JBA	Westwood House
Elaine Ridge	ER	Snakes Lane - Secretary	Peter Somerville	PS	Nicholson House
Beryl Chapman	BC	Stephen Mac Aden House	Tracey Hart	TH	Delaware Crescent
Terry Brown	TB	Balmoral Estate	Jon Gurel	JG	SBC Community Safety
Jeni Oliver	JO	Neil Armstrong Way	Lynsey Hurd	LH	SEH Communications
Chris McPhillips	CMc	Kingfisher Close	Stuart Long	SL	SEH Supported Housing
Keith Ducker	KD	Gainsborough Drive			

		Actions															
1	<u>Welcomes and Introductions</u> TS Welcomed and Thanked all for attending, introduced Jon Gurel.																
2	<u>Apologies</u> Brenda Tilley, Jean Grindall, Diane Nicholls, Phyllis Ward, Ros Lane																
3	<u>Matters Arising from last meeting</u> ER Jon Gurel Community Safety Manager sent sincere apologies and has confirmed he will be attending our June meeting. ER Amended Terms of Reference as discussed copy sent with April minutes. ER Sent basic minutes earlier, members pleased. SR/ER E-mailed or posted minutes/paperwork to members amended. New monthly meeting dates and rooms have been confirmed and booked. JP May I take this opportunity to explain this a little further. In order to concentrate resources in the run up to an Insight publication date, I set aside a few weeks whereby I focus on the Insight process - gathering together all article subjects that have been suggested, arranging for articles to be written by contributors or writing and researching them myself. I then liaise with designers throughout the design and editing stage. The Spring issue has been finalised now and will be distributed at the end of next week/ start of the next week. The door is open all year round for residents and staff alike to suggest articles for future issues of Insight; this invite is not limited to a set timeframe. I'm sorry if this has not been made clear before but has always been the case. The Focus Group is welcome to discuss suggested articles for Insight magazine at each of their meetings – perhaps this could be a standing agenda item? That way these could be fed back to me via yourself and when I am at the stage of preparing the next issue I already have your list of suggestions and this is not constricted by times of your meetings, as those few weeks in the run up to publication are hectic to say the least, but this has proven to be the best method of juggling this large piece of work with other on-going work that the Comms team are involved in. I have created a simple table below so you have an idea of my deadlines for story submissions if you want something to appear in a specific issue: <table border="1"> <thead> <tr> <th>Publication</th><th>Estimated Delivery Date</th><th>Story idea deadline</th></tr> </thead> <tbody> <tr> <td>Summer 2019</td><td>Late July 2019</td><td>Fri 14th June 2019</td></tr> <tr> <td>Autumn 2019</td><td>Late October 2019</td><td>Friday 13th September 2019</td></tr> <tr> <td>Winter 2019-20</td><td>Late January 2020</td><td>Friday 13th December 2019</td></tr> <tr> <td>Spring 2020</td><td>Late April/early May 2020</td><td>Friday 13th March 2020</td></tr> </tbody> </table>	Publication	Estimated Delivery Date	Story idea deadline	Summer 2019	Late July 2019	Fri 14th June 2019	Autumn 2019	Late October 2019	Friday 13th September 2019	Winter 2019-20	Late January 2020	Friday 13 th December 2019	Spring 2020	Late April/early May 2020	Friday 13 th March 2020	
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		Actions
	ND Has made no contact with TB with regard to Balmoral Estate. TB I did not receive any paperwork or minutes in the post, I usually do. ER will email them to you direct with others on list. BA Page 6, I did not say this it might have been Patrick or someone else. ER to amend April minutes. PS & BA short discussion on Nicholson House Fire Doors. Minutes Agreed by J. Barrie Andrews, Chris McPhillips. TS Informed members of the very sudden and very sad loss of Patrick Nightingale. Members expressed sincere condolences and stated that if family agree, some would like to attend Patrick's funeral.	
4	Communications Lynsey Hurd	
	LH Thanked members for the invite and introduced herself then gave detailed description of her job share roles with Julia Pack. Areas they cover for Communications as well as Facebook, Website, internet, posters, photography for South Essex Homes, advertising and publicity, etc. We put together Insight magazine and reminded members of Julia's email information giving details of Insight time scales and information. Group Discussion took place. LN Advised members of some of the content that will be in the next issue of Insight mid - July. We need items for future magazines 2 weeks before the printing. Members gave some suggestions. Lynsey stated she would look into adding these to future Insight magazines and Thanked members for their input. Herself and Julia are always open to suggestions, recommendations, information and ideas from all residents and hope the deadline details given will help. KD We used to have proof reading for the Insight magazine before it went to print and I have found several mistakes in the last one, this is not good enough, they should not be there. Gave Lynsey the details. Several members agreed to assist with this. Group Discussion took place. LH Will pass on to Julia members concern for need to proof read prior to publication. KD SEH website information needs sorting out, nothing really on there, what is on there is very out of date. When residents contact SEH or SBC switchboard for whatever reason they are advised to go to our website, but it is no good, either we can't find or if we do it's out of date. We are bottom of the list compared to other websites. Group Discussion took place LH Will pass on information, may look into having residents sent task and finish on any particular areas and give us feedback. Members agreed this was a good idea. LH Thanked members for a very informative meeting.	
5	Community Safety Manager Jon Gurel	
	JG Expressed his sincere apologies for the teams' absence at previous meetings. We are a council run team based at Southend Police station. Originally to tackle rough sleepers, beggars and High Street ASB. As of 1st March, a permanent team was established we have 6 members of staff on the ground. From 1st April we went borough wide and included ASB and other issues borough wide. Team work 7 days a week around, two daytime shifts 9am – 5pm and 12pm - 8pm, these can be expanded as and when needed. We were only allowed to give verbal warnings and no powers as such. We have trial body cameras. Radios, high vis jackets and have had our powers increased. Can now give out Community Protection Warnings, Orders, or Notices. These allow us to prosecute if actions continue. Verbal warnings first, then written warnings, then written notices, we refer to outreach Agencies to assist where possible. If they still continue offending and not comply with orders we will prosecute. Group Discussion took place The Magistrate has to have loads of information and proof for anything to be taken to	

		Actions
	Court, but prisons are full so powers are limited. TS We still don't see many of them about the different areas. JG Police numbers will be increased, we and Businesses Security work alongside as a partnership, we all combine resources and back up each other. Resources are tight because of continual Government fund cuts and we have to work the best we can with what we get. Group Discussion took place, majority members agreed this is causing major issues in our town. BC Has served as a magistrate and they are advised by Clerk of the Court who has the power on actions, not the Magistrate. JG Thanked BC for clarifying that information. BJA The victims can put in an impact statement for the court. JG Yes they can. JG A lot of incidents with cyclist on the High Street despite being a No Cycling area. Council are taking on new initiatives to deal with this, such as more signage, notices and publicising, they will also be putting in place new powers to deal with offenders. I will email ER with new order dates and actions. BJA A lot of bikes are stolen, could they have bicycles taken away from them until they can proof it belongs to them. JG Not practical and no legal powers to do this, it would mean new Laws to do that. BA There is still a lot of drug dealing in town. JG The new orders will allow us to deal with those issues. PS Cyclists are in danger on the roads, with a lot of near misses, can they ride legal on other path. JG The High Street is designated pedestrian area by legislation and laws but other pathways and areas are not. Police can enforce No Cycling in High Street we will have that power soon. Police have to prioritise resources with more serious crimes around. We will be getting Public Space Protection Order (PSPO). Consultations have come back positive. These are Fixed Penalty on the Spot Fines for designated areas and designated issues, drinking, drugs. BC I was struggling with my shopping bags and a young homeless lad helped me get to my car. He was a very nice lad and I was very grateful, so they are not all bad. I object to out of town beggars who get very abusive and nasty. Our genuine homeless get lost in them. JG We refer the genuine ones in need to outreach groups, such as HARP; we do have a lot of resources within the town to support them. TB We have a lady that has her own South Essex Homes flat but sits on the High Street begging saying homeless. She opens her flat to everyone and causes many issues. JG Had discussion with TB and took details gave in-depth response and advice. ER At our meeting Nadine Gould advised that SEH will gain new powers to deal with ASB issues quicker thanks to Government new Legislation and Laws. JG Yes and there are a lot of areas under discussion, they all have to go through the processes to be approved. We are looking on how we can work alongside and helping with the tower block issues and enforce orders where SEH can't. TB I get residents knocking on my door late at night telling me what is going on. BA I get that as well but tell them to contact Police or SEH and report, the more residents that contact them to report the more they become aware. JG One report is one incident, lots of reports will highlight constant issues and patterns. TB People should be filling in diary sheets for incidents, gives SEH written evidence. BA Are you in any way connected with South Essex Property Services? JG We work with them and can enforce where they can't. TS Do you carry Diary Sheets to hand out? JG We can use them but do not hand out, maybe that is something we could work with South Essex Homes on that, but we just take statements. ER Maybe some contact details for you guys can go into Insight so residents know how to make contact. JG I was going to do that, all Council issues can report on My Southend, via Council	JG ER

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	switchboard on 01702 – 215000, Smart phone app SBC, and gives direct access to My Southend on mobiles. Reports on these will be logged and will give you a number for reference and are recorded. If you put in your email address you will get updates on progress where possible. JG Will update ER as and when things come along and any questions, ER has my contact details. Members Thanked Jon for attending and for information given.	
6	<u>Community Development</u> Stuart Long	
6a	<u>Resident Involvement Budget (Audit)</u> SL Thanked members for the invite. Outgoing List 2019/2020 Budget detailed reports handed out for members to look at. Group Discussion took place majority agreed a better lay out to understand. Majority agreed Resident Recognition Event at Park Inn Palace was a very good afternoon and a good choice of changes, more concentration on Awards and much more acceptable price. Cost for Taxi's in May maybe higher due to event. KD Questioned why the payment for the internet for FED is so high, there is much cheaper one's about, over the year it is expensive? SL I will raise that at FED.	
6b	<u>Community Development</u> SL Gave details of activities and groups in communities and areas now being covered by outreach groups, agencies and organisations. Youth Boxing Groups, Youth Hubs, Community Events etc. They are run by residents for residents. Would members like me to make contact with the different groups and ask them to attend a meeting to advise what they do within communities and bid for Project Funding? Group Discussion took place. Majority of members agreed this to be a very good idea and for SL to contact groups and will co-ordinate with ER to set agenda for this possibly in August meeting. TS The Disability & Carers Action Group need funding, they are not supported by anyone. SL I will make sure they are on the list with the others. TS What is going on with South Essex Homes, we keep hearing all different things? SL Restructure and changes on-going, my role now includes Sheltered Housing, Community Development and Resident Involvement. I have spent time on getting familiar with all those areas. I put in a case for extra funding from council due to staff cuts but the high rise in demand, due to rise of Homelessness from residents receiving Universal Credit. We can take on staff on a yearly contract to work in Temporary Accommodation and Hostels; they can train them on Health & Safety. Sheltered Housing checks as well. Maria Medina back with Community Team will be general support and Sheltered to encourage involvement and Community Projects. TS Are we going back to how things used to be? SL We have never had so many areas under one band before. TS We seem to hear about things going on in Sheltered but nowhere else. CMc Only in Part 2 not Part 1. SL I can only speak for Sheltered; they have a lot of issues around ASB. Is this down to Social housing now only going to Band A and Band B which is only for more vulnerable people. Due to the lack of Social Housing there are fewer properties available. Higher Bands will be more priority but this brings with it all its own social issues within the units. We are trying to get someone to concentrate on ASB side of things working to support that where needed. Things have changed a lot within Sheltered over the years. BL I understand you have Duty of Care for that person, but what about the Duty of Care to the people already there? SL It's a very difficult area.	SL ER

		Actions
	KD What has happened to Sheltered Focus Group, meetings not had any this year? SL Sam Elliott went to all Sheltered units Residents meetings for feedback. BL/KD We never got told about it. CMc As far as I know she did not come to our meetings, we are in Part 1. SL Will take this back to Sam to see what happened and why not all residents were notified of the meeting. KD Maria was doing Temporary Accommodation, can we have her back on Disability & Carers Action Group, because she was a great help to us and has a lot of helpful contact, we have missed her there? SL Yes, she will be back to help supporting that group and getting back to focus on the Community Development side of things, because of council demands around other areas, like drug taking, alcohol, ASB, Temporary Housing, Hostels and the consequences and impact of peoples change of Benefits to Universal Credit and not receiving money for quite a while, our staff have had to put resources into that area. Now have/getting and are getting more staff to deal with these issues, we can get back to our other roles. With reduced staff and less resources we had to priorities what we did? BL Stuart doing a great job in Sheltered. SL Acknowledged and thanked. TS I used to live in Sheltered and it can work. I now live outside Sheltered and the Anti-Social Behaviour I see is terrible. SL I can't get involved in everything but I know the Youth Groups and Youth Projects can work and are keeping youngsters out of drug, knife and gang crime, I've seen it work. That's why I put them forward for Project Funding it keeps them off the streets and teaches values. Like the police we can only do what we can. KD Project 49 no longer involved in Sheltered they did a brilliant mosaic at Bishop House, they did another beautiful one at Adams Elms, could they do that in other units? JO They did one at Scott house as well. SL Maybe they could be part of the Project funding. Group Discussion Majority agreed this was a good idea. They will be added. Project Funding to be on August Agenda.	SL
7	<u>Tenancy, Estate Services & Contractors</u>	
7a	Email update – Paul Longman Fire Risk Assessments – these are being undertaken as per programme. Capital Improvement works – A number of contracts are already on-site and others are either being tendered at the current time or the specification of works is being prepared. It is expected the programme will be fully delivered by March 2020. Stock condition surveys 2019/20 – These are nearly completed; however, we still have some 'difficult to access' properties which we will endeavour to access during the remainder of the financial year. As expected, the level of rent arrears was being impacted upon by the increase in the number of Universal credit claimants, and the subsequent increase in arrears. This was mainly due to the payment not being made to the claimant for 5-6 weeks. In terms of the expected migration of the existing benefit cases onto UC, this has been further delayed, and now the pilot is commencing July19, which is aiming at migrating over 10000 cases and depending on the outcome of the pilot the final migration process will commence in January 2020 ending in December 2023. Other changes that were proposed, which included: Extending the advance payments and repayment period, which will be extended from 12- 6 months with effect from October 2021? Also, the Maximum third-party debt deduction will be reduced from 40% to 30% of the standard allowance, with effect from October 2019. A positive report on the take up and outcomes from the C.A.B referral scheme, which is free of charge to residents and allows them to get independent financial advice to help them deal with any financial concerns they may have and importantly to help them sustain their tenancies. Other impacts of the UC concerning the increase use of food banks, and the potential link to homelessness and	

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7b	rough sleeping. It was agreed that S.E.H would further promote the monthly prize draw scheme for those who have up to date rent account and no arrears, as it hadn't been promoted for a while. Aaron Services (Gas boiler servicing and repairs) 100% compliance on all gas servicing and all KPI targets are being achieved. Morgan Sindall (Responsive repairs) As with most new contracts we have had some teething issues as staff learn the new systems and procedures which has resulted in delays with some works being undertaken. However, the situation was made worse as the outgoing contractor failed to undertake all the repair works that were issued to them despite them promising they would complete all these works. Morgan Sindall are still currently working through all these jobs and have provided additional staff resources to complete the works as soon as possible. Apologies for the delays however the majority of the issues were due to the outgoing contractor's performance. <u>Tenancy</u> - Year performance figures April 2019 – May 2019 – Paul Davey Gas = 100% Mutual Exchanges = 100% Re-housing = 21.7 average days per property. Current issues with Contractor performance Estate Walkabouts = 23 areas completed since April 2019 to present	
8	<u>Anti-Social Behaviour</u>	
	<u>ASB</u> - Year performance figures April 2019 – May 2019 – Paul Davey Satisfaction of Outcome = none returned Successfully resolved cases = 100% Priority's met = 100% New cases reported = 24 Eviction for ASB = 0	
9	<u>Leaseholders</u>	
	Email update – Simon Putt Jan Tate our Leasehold/Right to Buy Officer has arranged a Leasehold Drop-in event on the 23rd July. Last year was the inaugural event with approximately 25 leaseholders attending throughout the evening. Due to the success of the event Jan has held smaller drop in sessions in the evening in February and there are two more are planned for December. Following July's meeting the next Leasehold Focus Group will be held in October. During the year the group meet on six occasions and will also attend the Leasehold Event. The meetings are split between afternoon and evening slots to assist Leaseholders who work. The Focus Group meetings will take a set format. In the first agenda item colleagues are invited from across South Essex Homes to explain their roles and answer any queries the leaseholder's may have. Recently, Anita McGinley attended which was incredibly useful. Anita advised members she would attend again in the near future and update the group on the CCTV review. Mike Bryant will be attending in October to discuss how South Essex Homes tender for contracts. After Matters Arising and the previous minutes reviewed. The Focus Group attend to Communications, Policy and Procedure. Here members will discuss the contents of future editions of Leasehold Matters the section in Insight devoted to Leaseholders and plan future Leaseholder events. As with the Resident Involvement and Staff Focus Group; the Leaseholder Focus Group now has a repairs and contract section where queries are escalated directly to Paul Longman if expertise is required. In Addition, the chair often supplies an update of developments taking place within South Essex Homes and South Essex Property Services, some members also attend	

		Actions
	the Resident Involvement and Staff Focus Group and will supply an update on developments within this group. Please note there may not be an update every meeting on leaseholders, it will very much depend on what's happening; however, I will of course provide anything that may be helpful to your members. Hope the above proves useful.	
10	<u>Customer Care</u>	
	Email update - Lorraine With New repairs now on board, obviously it is still early days and things are starting to settle down now. Stats are now given to Simon Putt but all is well and above the KPI Please let me know if anyone raises any comments or questions for the contact centre.	
11	<u>Any Other Business</u>	
	CMc Could we record of recognition for all the hard work Patrick Nightingale put into The Hubs; he did a great job and will be sorely missed by a lot of people. Group Discussion all members agreed and requested to be advised of funeral arrangements and would like to attend if family permit. SL Acknowledged and would let us know as soon as family contact. Group Discussion took place. Majority agree not to hold the August meeting for members to have a holiday break. July meeting will be department written updates only so members can go through and discuss information SL and ER receives from local Resident run Projects. This will enable us to give projects time to prepare a short presentation on our September meeting for us to vote on. TS Thanked all for attending and closed meeting.	
	<u>Dates, times and venues of future meetings:</u>	
	Wednesday 17 th July – 11 to 1 Committee Room 5 <u>Wednesday 21st August – has been cancelled for group holiday break</u> Wednesday 18 th September – 11 to 1 Committee Room 5 Wednesday 16 th October – 11 to 1 Committee Room 4 Wednesday 20 th November – 11 to 1 Committee Room 1 (Jubilee Room) Wednesday 18 th December – 11 to 1 Committee Room 5	