

Resident & Staff Involvement Focus Group

Wednesday 18th September 2019

Meeting Notes

Attendees:

Terry Swinney	TS	Blyth Avenue - Chair	Jeni Oliver	JO	Neil Armstrong Way
Bob Ayriss	BA	Barringtons - Vice Chair	Terry Brown	TB	Balmoral Estate
Elaine Ridge	ER	Snakes Lane - Secretary	Headley Brown	HB	Kent Avenue
J Barrie Andrews	JBA	Westwood House	Keith Ducker	KD	Gainsborough Drive
Peter Somerville	PS	Nicholson House	Sonia Bayliss	SB	Fraser Close
Chris McPhillips	CMc	Kingfisher Close	Rob Brushette	RB	Team Leader SEH
Majzoub B Ali	MBA	Viking Court	Stuart Long	SL	South Essex Homes
Billie Szczypka	BS	Chancellor Road	David Chidgey	DC	South Essex Homes
Wayne Lambert	WL	Chancellor Road	Maria Medina	MM	South Essex Homes
Martine Newman-Farmer	MNF	Chancellor Road	Lynsey Hurd	LH	South Essex Homes
			Nadine Gould	ND	South Essex Homes

		Actions
1	<u>Welcomes and Introductions</u> TS Welcomed and Thanked all for attending	
2	<u>Apologies</u> Brenda Tilley, Jean Grindall, Beryl Chapman, Diane Nicholls, Glenn Ashdown, Barbara Lambert	
3	<u>Matters Arising from last meeting</u> ER YOUR TENANCY OFFICER In depth details of all this information can be found in Summer 2019 Insight magazine on pages 10 and 11. BA Morgan Sindall figures are slightly down on last month as they have had some IT issues, but they are working to deal with them. TS Elaine has got written updates for everyone on them. MBA Is Headley Browns name spelt right? Are the minutes on the website. HB Yes. ER Yes, they are. BA Aaron are achieving 100% in their work, so that's good news. The voids are behind due to the lack of inspectors, I am now the only one. Tanya left with no notice and Ross Bassan has stepped up to take it on. He is doing the training and then he can train residents so will take a bit of time. TS Several of us put our name forward a long time ago and we have not heard back from anyone about joining. BA Will pass onto the group that some residents are happy to join the team. <u>Minutes Agreed</u> Bob Ayriss, Majzoub B Ali	
4	<u>Community Development – Project Funding</u>	
4a	<u>Chancellor Friends Patio</u> Leaflet information was handed out to members. MM Chancellor Road Hostel has 14 rooms mostly for 2/3 people, however, there is a large 5 bedroomed room that is always fully occupied. Last summer some of the residents joined together for some events in the hostels and begun to grow new friendships. Over the last few months the harmony amongst the residents and the care for each other is quite clear. As well	

		Actions
	as events they cook together and eat together with their children. Their Community Lounge is very small and challenging to get residents together. It has a nice size patio area however it is not usable because the paving slabs are broken and old and the furniture is the same. TS What is it you would like the funding for? WL We would like to make a vegetable garden; some raised beds, got to get rid of the nettles and the trees need cutting back and would like an area where residents can enjoy events and meals together. TS We are not able to give money for plants, that is across the board, we can consider funding for the other things you need. MM We have got some seeds and things that can be planted. The hostel managers have asked Estate Services and they are going to sort out the overgrown tree. The residents have done a lot of the clearing and weeding themselves but need funding to buy garden tools, garden furniture, a gazebo to extend out to give us more seating area and sort out the patio area. Group Discussion Members asked group to bring estimates for all they would need to help them with this project and we will discuss and agree funding amounts at the next meeting. MM and Chancellor Friends Patio representatives thanked members for allowing them to come along to the meeting and agreed to bring the information next month. Members thanked group for coming along. MM Once we have got it all sorted, maybe we can put on an event in the garden and invite you along as way of a thank you for supporting them and to see what they have done. Members agreed a good idea and will be happy to join them.	
4b	<u>Hostels Football Club</u> Leaflet information was handed out to members. DC There are 4 family hostels close together and the one in Southchurch Road has a large garden and is well used. During the summer, as well as being a hostel manager, I have been supporting the kids and encouraging them to be active and play in a positive way; however, the environment is not ideal for them as it has not been looked after. We are asking for funding to purchase two small football goal posts so as to give the kids more focus. We also would like to get artificial grass or support to re-grass the garden so we can set up a football team for all of the Hostels' residents. I have experience in playing and have been involved with ATF and am happy to lead the project. ATF are also keen in supporting the project and would look for further funding once the group is established for some equipment and ongoing support. Group Discussion Members asked DC to bring estimates for all he needs to help with this project and we will discuss and agree funding amounts at the next meeting. DC thanked members for allowing him to come along and agreed to bring the information next month. Members thanked DC for coming alone.	
5	<u>Resident Involvement Budget (Audit)</u>	
	SL Advised members of the good news from Sue Rickard. Members sent Congratulations. SL We all knew that covering the role of Sue would take time because of the amount of work and time Sue had been here. If residents could be understanding of the transition and allow Chloe time to settle into her role, the rest of the team are supporting where it is needed but if you have any issues please contact me and I will deal with it for you. Group Discussion Members understand this. SL Gave a few rough Audit figures to members, Transport £332. Catering £472. General Events £2,560 this includes the Awards Event. I will get the Audit spread sheet to Elaine. ER To make sure this is sent out to members with these minutes.	SL ER

		Actions
	TS It was put to the Sheltered Group about amalgamating with the Disability & Carers Group and it was turned down. We will have to discuss at the next Disability & Carers Group and if that is the case then we may have to disband it because there are not enough people going. SL I was not aware of this. Group Discussion SL Will speak to HSO's to ask if they promote for group within Sheltered. TS To speak to Disability & Carers Group at the meeting next week and feedback to SL. CMc Could you make sure the information goes out to Part 1 sheltered as well. SL Will make sure that they do. ER The funding for the projects, what sort of figure are we looking at that are available to them for us to consider. SL I think around £6000. Group Discussion BA It keeps coming up at these meetings about the cost of the Broadband for Glenn for FED. SL FED did not meet last month so I will bring it up at their next meeting on 24th September, the website is not being updated, I know Glenn has not been to the meetings for a long time and he has not been very well. TS If that the case then maybe someone else would be willing to take the website on and then we can sort out the costing issue. SL Will take up with FED. BA Morgan Sindall allow their staff 2 days per year to do charity work. MBA Is that kind of information general knowledge and known? BA I was not aware of this until yesterday when I went to Mendip Gardens. It was all part of the bid they had with SEH. SL If it is not maybe group could invite them to next meeting to discuss. Group Discussion Members agreed ER to invite to our next meeting.	SL TS SL ER
6	<u>Estate Services</u>	Rob Brushette
	RB Thanked members for the invite. He introduced himself as 1 of the Team Leaders for Caretakers. Caretakers all now have mobile phones with apps. They put down the address where they are going to, if it is high rise or low rise, or general they are going to they get a check sheet come up with jobs that have come through. They can take photos before and after they do the work. It helps us to keep an eye on what they are doing and who is doing what and where our time is spent. Instead of doing things just for the sake of it, now jobs are done when they need to be, e.g. mopping, sweeping, etc. At the moment all the teams cover Sheltered units but in the future one team will cover all the 22 Sheltered Units. The work will include, jet washing, carpet cleaning, chair cleaning as we have a long list of them to cover. Teams at the moment have to keep moving around due to holidays, sickness and emergencies, etc. these bigger jobs are taking longer to get around to. A specific team would keep on top of all the Sheltered Unit's needs. TS So basically, we are going back to the old way of doing it. RB Before my time it was done that way. We have a lot of new equipment and waiting for the new carpet cleaner, hoping that will be better than the old ones. We have machines that clean hard floors, machines that are battery run for areas with no electric supply, we can scrub areas that moping does not make any difference to. We are trying to get out of sweeping as that only makes the dust and dirt fly about everywhere, now we have back packed hoovers so caretakers will be hovering instead of sweeping. We have battery operated strimmer to help keep the weeds down quicker. The laws for carrying petrol are very strict so battery one's are much easier, storage is better for them. The battery one's now are as good as petrol one's. We are trying to bring Caretaking into the 21st Century, instead of mop and buckets the new modern equipment helps teams with the high demands on less staff. Group Discussion	

		Actions
	CMc Our blocks have had no caretakers for a long time. I live in Part 1 Sheltered and I looked and he hadn't done our block. RB I see them there yesterday. I see he had done some of them but I did not physically see him in yours, I will look into this for you. CMc We have got a lot of long weeds around our block that needs to be cut down. RB The team will be coming around soon, it's hard to keep on top of them they grow so quick. They will be carrying the battery strimmer's on the vans and if they see the weeds needs cutting, they will do it then. TB We had our residents meeting and we had a lot of complaints about the caretaker who does Beacon and Breckon he does not seem to be doing his job, he stands and talks to residents about music and what he has been going outside work but jobs don't get done. We have a caretaker in Blackdown and he is brilliant and a very hard worker and a nice guy he does a great job. RB Could you please get the residents to report the caretaker to the office so they are aware of these issues. TB Their drain is still blocked, we have boxed planters and they are going rotten and falling apart and look a mess, they have put shells around the dug outs they get blown or kicked everywhere causing a mess and are noisy and disturbing for the residents on the ground floor. We have areas where dead trees were taken out and are now just a mess. RB I will go down there and take photos and look into all this for you. TS Could you get Project Funding to repair or replace them? TB I will find out more about that thank you. RB Please report the caretakers if the work is not being done straight away and we can look into it for you. MBA Rob was on our Estate Walkabouts but not for a long time. We have had continual changes of officers on them; we go around photos are taken and we are promised things would be done, but it isn't. We are then sent letters stating jobs including expected completion dates but they are not being done. RB They needs to be taken up with Tenancy Services we don't do the inspections anymore. ER They were invited to this meeting and despite confirmation of attending, no one has turned up. Group Discussion ER To re-invite to next meeting. JBA We don't seem to be having the caretakers or staff or anyone there now at Westwood, we don't know when they come and things don't seem to be done. We don't see the signing in book so can't check he has been. I go around every night and make sure everything is alright and I can see it has not been done. RB Westwood does not belong to us anymore; we do the cleaning but they are not our properties. I will check who your cleaner is and how often he goes. Update: Rob Brushette Re: Westwood cleaning - the cleaner will now be signing in and out his name is Julian. RB We only clean where it needs doing not for the sake of it. If you let us know we will sort it for you. MBA Pleased to see that RB has now been ranked Team Leader, well deserved after long service. Members Thanked RB for joining us. RB Thanked members for the invitation and stated a member of the team is always happy to come along to meeting.	RB RB ER
7	<u>Communications</u>	Lynsey Hurd
	LH Thanked members for their invite, asked members if they found last Insight magazine interesting/helpful. Group Discussion Members agreed that it was and liked the way the Tenancy Officer's list and areas covered	

		Actions
	was laid out very well and clear to understand. TS Would be nice going ahead if you do a little bit about officers to say what they do and cover. LH We are doing that in this one focusing on a new starter and yes, would be a good one to keep going. Sam Elliot has got a degree in Housing so there is a story on that in the Annual Report. Information on the children's Christmas Party and application. TS Some members have put their names forward to be proof readers but still not being sent anything. KD We used to do this before and have offered for a long time but we do not get sent it. It's bad that the magazine is going out with silly minor mistakes and errors that we could pick up on. LH Will discuss with Simon and Julia about that it wasn't always seen as best use of resources. LH There is some in the Annual report but good idea for Insight and will take members suggestions forward. LH In the next Insight will be out mid-October and will include South Essex Homes Annual report for 2018 – 2019 with performance stats and information, it will have your rent statement, we are promoting Careline, training we have been doing, and much more as well. We are undertaking a website review to get it updated, there is a lot involved in that so will take time to be gradually done. We have information on Facebook we work on too. We have a section promoting Morgan Sindall new rating service due to go live in January 'Rant & Rave', after repairs are done you can rate the service they have provided via your mobile. We are promoting Gas Safety, a new Fire Safety Manager and lots more information. Reminded members that they were happy to consider anything the residents put forward for the magazine, obviously taking publication rules and regulations into account. TS Do you advertise the apprenticeships? LH I'm not sure how many we have or where but I know we do meet the quota. TS Maybe a story about that would be good for insight too. LH Will put suggestions forward. MBA Where did Sam have her degree and how many have got it. LH Chelmsford I think and I am not sure how many staff have got it but I can find out for you. ER Maria put together a good leaflet about the Disability & Carers Group could you not put one of those into every Insight and that way it will get to every resident? LH Will look into that. Members thanked LH for attending.	LH LH LH LH LH LH
8	<u>Anti-Social Behaviour</u>	Nadine Gould
	ND Advised members that she was asked to come along to the meeting and apologised for the mix up. Then gave members detailed information with regard to the new Anti-Social Behaviour Order. NG We have risk assessments on each report and they are categorised into Low, Medium and High and worked on from there. We have had a success to tell you about with changes in ASB Laws, it brought in new orders. We can now issue an ASB Order. It is a quicker process if needed to go to prosecution. We had a resident who was given an ASB Order Injunction, they breached that injunction we went to Court yesterday and it was agreed. So, we can now prepare the paperwork to take possession of the property. TS With this Mandatory Order is it going out to all the residents, could it go into Insight? NG The knowledge of it, it might be able to but it would have to be considered around legal side. I will look into it. KD A small piece in Insight will make residents aware that their tenancy is at risk. PS If someone is doing ASB, how long after they are warned can they stay? NG That's not set; each case will be on its own merit. Also, it will depend if it has to go to court. PS So you warn the person first?	

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NG We do on lower level first but we now have the tools to move forward quicker. TB What about the backlash and impact to the residents who report ASB? NG We need to have evidence direct from them and it cannot be via third party. Residents can report issues in several ways not just through us, the diaries are needed and don't presume that other residents have reported it. You can report ASB to Local Community Meetings, Police via 101, Crimestoppers, etc, these can all be used anonymously so the perpetrator does not know who has reported it. Group Discussion MBA If residents are having problems then they should report it to the landlords and get the information to them, they cannot act if they do not get enough information on the ASB. TS Again it comes down to residents keeping and sending in ASB Diary Sheets. NG That's true and we are getting the new Noise app. Allows residents to report noise nuisance free and it takes you through the process while it is happening. This should make it easier for people to report it to us. BA If a resident is not prepared to report issues then they cannot complain if nothing is done. SB I have reported ASB and nothing gets done and other residents are afraid to report it. TS They should be filling in the diaries to get the evidence. BA As said they can make their reports to Crimestoppers anonymously. Group Discussion TB We are all having the same Anti-Social Behaviour issues, its borough wide. NG Whoever you report it to, we all work together, collating the information and discussing actions. ER The Police work on statistics, if there are lots of reports in one area, they will send officers there as a presence and check the area out, but all you can do is report it.																																																																	
<table><tr><td></td><td>2018</td><td>2019</td><td></td><td></td><td>2018</td><td>2019</td></tr><tr><td>Alcohol</td><td>3</td><td>1</td><td></td><td>Noise Nuisance</td><td>105</td><td>57</td></tr><tr><td>Animal</td><td></td><td>3</td><td></td><td>Rubbish</td><td>2</td><td></td></tr><tr><td>Communal</td><td>6</td><td>2</td><td></td><td>Sex Attack</td><td></td><td></td></tr><tr><td>Criminal</td><td>1</td><td></td><td></td><td>Vandalism</td><td></td><td>4</td></tr><tr><td>Drugs</td><td>13</td><td>3</td><td></td><td>Vehicle</td><td></td><td></td></tr><tr><td>Garden</td><td>1</td><td></td><td></td><td>Violence</td><td>4</td><td></td></tr><tr><td>Harassment</td><td>54</td><td>23</td><td></td><td></td><td></td><td></td></tr><tr><td>Hate</td><td></td><td></td><td></td><td>SUM:</td><td>189</td><td>93</td></tr></table>			2018	2019			2018	2019	Alcohol	3	1		Noise Nuisance	105	57	Animal		3		Rubbish	2		Communal	6	2		Sex Attack			Criminal	1			Vandalism		4	Drugs	13	3		Vehicle			Garden	1			Violence	4		Harassment	54	23					Hate				SUM:	189	93	
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9	<u>Department Written Updates</u>																																																																
9a	Email update – Paul Longman <u>Contractors</u> Following perceived excellent performance in July 2019 by Morgan Sindall performance in August 2019 has declined considerably, investigation has confirmed that the cause is that they are undertaking a number of 'old' repair orders and these jobs are therefore being completed after the priority date has elapsed. This issue is expected to continue in September and as a result meeting are being held with Morgan Sindall to rectify. As with the responsive repairs works Morgan Sindall have failed to deliver works to the void properties in accordance with the contract and action is being taken with them to address this issue. Aaron Services have continued their excellent performance and they are achieving 100% on every performance indicator. On the capital works programme, the improvements are being undertaken as planned with																																																																

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	the exception of the Kitchen and bathrooms which are being delayed by lack of progress by Morgan Sindall, meetings have been held with Morgan Sindall and they have promised to commence the works shortly. Works are progressing in Barringtons and due to start in Nicholson shortly Email update – Simon Putt																			
9b	<u>Leaseholders</u> On the leasehold front only a couple things to mention, because as I mentioned previously sometimes the updates may be quite short or nothing particular to report, however as far as leaseholders are concerned we held a Drop in event in July 2019 and there was a Leasehold event on 23rd July 2019, however attendance was quite poor , so we have arranged a further Drop in event in December for Leaseholders, dates to be advised, so if you could mention this, that would be great, as it's an opportunity for leaseholders to have their say. In addition to advise you that Account statements went out in April 2019 and Actuals statements are due to go out imminently.																			
9c	<u>Contact Centre</u> On the Contact centre I would advise you that currently this year the stats are as follows: <table><tr><td></td><td>April</td><td>May</td><td>June</td><td>July</td><td>August</td></tr><tr><td>Calls received</td><td>5726</td><td>5587</td><td>5257</td><td>6249</td><td>5563</td></tr><tr><td>Emails received</td><td>1385</td><td>1331</td><td>1355</td><td>1338</td><td>1239</td></tr></table>		April	May	June	July	August	Calls received	5726	5587	5257	6249	5563	Emails received	1385	1331	1355	1338	1239	
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10	<u>Any Other Business</u>																			
	BA What happened to Katy Brown could she be asked again to come to the next meeting and also can someone from the Security Team be asked as there are major issues with them. KD Board meeting is on 2nd October 5pm and Disability & Carers Group is on 23rd September at 11am. Question was raised at Sheltered Focus Group about the cladding at The Brambles the resident was going to come here for a response. I have asked and the work will not be carried out during this financial year. It will be replaced with PVC. They are aware of the larger obstacle needing to be removed prior to work starting and will give residents plenty of notice so it can be removed. JBA Our Fire Notices keep falling off the walls. KD They are now screwing them onto the walls now and it will take a bit of time to do them all. Westwood is not managed by SEH. BA I did find out that for you and told you that it is nothing to do with South Essex Homes it is down to your management company. MBA It is good that we are told here when the Board meetings are being held. The minutes for this group were not sent out and not on the website. Group Discussion ER Due to the change of staff they are having to get used to how things are done and that will take time. I send minutes for the website but I have no control of putting them onto it. SB What is happening about the rewiring? KD Tenders have gone out to companies and one of them should be assigned to do all the works after Christmas. SB Was told the tree was going to be cut down as it has got very big. TS Call them on 0800 833 160 and ask when it will be done. KD I have had a discussion and when the call centre went over to SBC they stopped giving out job numbers on reports, now going to be doing that again, so reports will be easier to																			

		Actions
	trace and follow up. TS Thanked everyone for attending.	
	<u>Dates, times and venues of future meetings:</u>	
	Wednesday 16th October – 11 to 1 Committee Room 4 Wednesday 20th November – 11 to 1 Committee Room 1 (Jubilee Room) Wednesday 18th December – 11 to 1 Committee Room 5	
	<u>Confirmed for 2020</u> Wednesday 15th January – 11:00am – Committee Room 6 Wednesday 19th February – 11:00am – Committee Room 5 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>Wednesday 19th August – No meeting due to Holiday Break</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 Wednesday 16th December – 11:00am – Room to be booked	