

Resident & Staff Involvement Focus Group

Wednesday 16th October 2019

Meeting Notes

Attendees:

Terry Swinney	TS	Blyth Avenue - Chair	Keith Ducker	KD	Gainsborough Drive
Bob Ayriss	BA	Barringtons - Vice Chair	Sonia Bayliss	SB	Fraser Close
Elaine Ridge	ER	Snakes Lane - Secretary	Geoffrey Moore	GM	Viking Court
Brenda Tilley	BT	Blyth Avenue	Stuart Long	SL	South Essex Homes
Peter Somerville	PS	Nicholson House	Paul Davey	TD	Tenancy Services Manager
Chris McPhillips	CMc	Kingfisher Close	Jon Gurel	JG	Community Safety Manager

		Actions
1	<u>Welcomes and Introductions</u> TS Welcomed and Thanked all for attending	
2	<u>Apologies</u> Jean Grindall, Beryl Chapman, J Barrie Andrews, Jeni Oliver, Majzoub B Ali	
3	<u>Matters Arising from last meeting</u> 5 – Page 2 SL More detailed Paperwork for Audit handed out. Page 3 SL & TS Sheltered & Disability & Carers FG – ongoing. Page 3 ER Invite sent to Morgan Sindall - will attend November meeting <u>Minutes Agreed</u> Diane Nicholls, Keith Ducker	
4	<u>Community Safety Manager</u> Jon Gurel JG Thanked members for the invite today. Then went on to explain that a few changes had taken place since he last attended in June. We have contractors who work alongside us and the Police all share information and support each other. Youth Offending Team is involved too. Body cameras have now been implemented and the footage we collect from them is big help evidence wise. Community Notices are now being issued to anyone committing the same thing, ASB, drinking, begging, etc. consistently and we have our first prosecution under the changed orders. A lot of new Notices, Orders and powers for PSPO's are in the final stages of being approved by the Legal Team for use and should be in place very soon. More details will be released once approved. TS Will this information go into Insight to make everyone aware JG Not as yet but will put in place when all has gone live. JG Due to Firework displays we have longer shift's so we have more cover for those times and officers will be visible. JG We are having a lot of 'Soup kitchens' being set up and we need to make sure they are working and undertaken in the right way. TS We went to Van-Looy's for Saturday lunch there was a man and woman outside The Last Post, smoking, drinking and asking for money. We kept walking and they started shouting abuse at us and becoming aggressive. We looked for your Officers but could not find any. JG They could have been anywhere in the borough. SB I was at Primark and they were outside, they were asking for money and were right in my face, I felt very intimidated and frightened by them. JG You need to report these at the time we get more detailed information and evidence for us to use under the new Orders. You could telephone the Council switchboard on 01702 –	

		Actions
	215000. If they are closed you will get through to the After Hours/Emergency, they will take details and then send a report to our team. If you have an iphone and internet on your mobile you could go onto MySouthend www.southend.gov.uk/MySouthend to make the report, also at Essex Police online www.essex.police.uk/ any of these will feed the reports to our team to make them aware. Local Community Meetings, take place on a regular basis in the different wards details for them can be found on www.essex.police.uk/a/your-area put in your postcode all the details come up. All residents are welcome to attend their area meetings. DN My daughter lives near York Road some houses near her are used by gangs of youths hanging around outside and going in and out of different houses. My daughter has young children and is frightened and intimidated on the school runs she has to do. Officers are now around and she has noticed a reduction in the youths but they are still there from time to time. JG We are aware but keep reporting we collect all information and with joint intelligence we can take action. DN The lady is still in a tent on the island on Woodgrange Road. JG Thank you for update will look into. PS We have a resident being harassed because he won money. Members As within Part 2 Sheltered it needs to keep being reported to HSO's. JG We all have to do a lot of work behind the scenes, so please don't feel we are doing nothing, it takes time to collect enough evidence to be able to take actions. Please keep reporting we need all the information. Partnership Day – Thursday 14th November 2019 10am - 2pm. OpHighStreet. This is a public street briefing it starts at 1000hrs (sharp) the Community Safety Gazebo will be based in Southend High Street outside the Odeon in an effort to maximise visibility and footfall. Partnership Day of Activity. Please come along, I will send information and invite to Elaine to forward to you. ER To make sure Partnership Day information/invite is sent to members with minutes.	ER
5	<u>Resident Involvement Budget (Audit)</u> Stuart Long	
5a	SL We are looking into FED situation and the Constitution. Invites to the next meeting on 30th November will be sent to all involved residents for them to see what they would like to do going forward. BT Not everything can be covered in this group as we are Focus Group so we need to have a Federation in place. TS We have our own speakers to cover what we need within the group and we don't like to rush them. SL If anyone has any concerns or questions I am happy to be contacted direct on 07411 630 102 or on stuartlong@seh.southend.gov.uk <u>Audit</u> Group discussion. Members picked up on quite a few queries. KD Voucher amounts wrong. Catering charges can't be right, they are exactly the same. Are contractors catering charges being put onto our budget because that cost is high? Taxis charges are very high again, we have fewer meetings. BA None of my vouchers are on there at all. SL Sue used to put these together and I'm sure you can appreciate that Chloe has got to get used to where to find everything and then put it all together, I will chat with her about it. BT These still do not have all the information on them as they used to. It needs more details within the spending breakdowns, there's no starter amount and no amount so far details. SL Will get Chloe to look at them again. SL I have asked the HSO's to promote the Disability & Carers Action Group. Once FED is set back up, we can promote more.	SL

		Actions
5b	<u>Project Funding</u> <u>Chancellor Friends Patio</u> Email update from Maria Medina I have been trying to contact the residents involved in the meeting, but they either have moved or in the process of moving one has said he is happy to continue and I think the ladies from Chancellor would be too, they just wanted me to wait until he is moved as he was going to get the list for the things needed for the gardening and he is rather snowed under with the move. I will chase him in a couple of weeks. Gardening is not my forte I am not really sure what he needs. <u>Hostels Football Club</u> Email update from Maria Medina The football pitch I believe there has been a few moving over the last few weeks too I am waiting for David to confirm however I do believe we can probably still do this as this area has been used for this maybe if we can give the families a few more weeks to get settled we can approach this? Let me know what you think Maria <u>Get the Kids Out</u> Group discussed this project Group members fully agreed to Project Funding request of £1000 towards Holiday Club. Member's feel you do an amazing job with the youths of our Borough and were very happy to agree to this amount. Members would like to send a very big Thank you for all your hard and much needed work with our youths. Members would like to invite Alex to the next meeting to have information and updates on how your group is doing. They will discuss and make a decision on your request of £750 towards the Christmas Party event. SL To contact Alex to let her know the outcome and to arrange payment to the group. ER To update Alex and invite to our November meeting.	MM MM SL ER
6	<u>Tenancy Services</u> Paul Davey	
	PD Thanked members for their invite. We have recruited a Senior Officer Nicola Pale to work with myself and support officers. When officers are off instead of other area officers sharing the load, the Senior will step in and cover; this allows officers to maintain the work in their own areas and allows me to continue with the larger work load that I now cover. I will be meeting with officers this afternoon to discuss patches and go over the details. We have tried to share the areas out fairly, which makes it appear some have more properties than others, but we take a lot of things into consideration with these altercations, so if one area is more prone to ASB issues then that officer covers a smaller area. We hope that this then shares the actual work load out fairly for the officers. We all support each other as and when needed. Extra member will enable department to run more effectively. BT Have issues got worse since you joined departments with ASB? PD Yes. BA They should have stayed as separate departments. BA The standards of the voids I am seeing are not very good at all. Simple jobs that should have been completed are not and I'm told they will be completed when the tenant has moved in, but going by my guide lines I should not pass them. PD I am not happy with the standards of them either and we are dealing with that. Morgan	

		Actions
	Sindall has been finding it hard to keep on top of this works and in talks with managers with regard to this. We have had to train a Void Inspector after the sudden loss of the last one and as soon as he is in place residents whose names we have will be contacted. My aim is to go on more void inspections and hopefully with the new Senior in place I can do that. GM We have works not being done after they are reported on Estate Inspections, have issues for 2 years still not done. Concrete slabs leaking on our balconies. PD Need to report via Call Centre and ask for a surveyor to be sent out to assess. Tenancy officers doing Inspections send reports to relevant departments and then having to follow up if jobs not done. KD The reports will all have target dates on, if they are not done by that date phone in and report, will then be looked into. Officers are told they are done; residents can see if they are done or not. Email updates – Paul Davey The figures as they stand from 1st April 2019 on performance are as follows: 6a Mutual exchanges 100% completed within 42 days Gas 100% CP12's completed on time Voids Current average turnaround time 24.76 days. Email Update - Paul Longman 6b <u>Contractors</u> Regrettably performance (relating the timely completion of the works) by Morgan Sindall has not improved in September and we are currently working with the company to deal with this issue. No concerns exist with regard to the quality of the works just job completion. Void performance has improved; however, this is being closely monitored. Aaron Services have continued their excellent performance and they are achieving 100% on every performance indicator. 6c <u>Planned Maintenance</u> On the capital works programme, the works are progressing as per programme and no concerns exist, other than with the Morgan Sindall kitchens and Bathrooms as previously advised. Kind regards Paul Longman	
7	<u>Department Written Updates</u>	
7a	Email update – Julia Pack <u>Communications</u> I think Lynsey responded with a few comments before. I've just finished the autumn issue of Insight and sent to the printers today. We now publish it on a very tight 2-3-week turnaround schedule (from start of writing articles to finish artwork) so as to free up more of our time to work on other projects in between issues of Insight – a much more effective use of resources. With such a short space of time to finalise each issue, we have a group of staff proof readers who go through it for us as they come straight back to us with tweaks. Unfortunately, we don't have the time in the schedule to send it out to residents and allow a fair amount of time for them to come back to us. I would reiterate that we wholeheartedly welcome article suggestions from residents, who can contact Julia directly at any time. With regards to suggestions received via the meeting minutes: Officer focus – yes, we're hoping to do this every issue – starting with Fire Safety	

		Actions
	Manager in this issue. Apprenticeships – have requested info on available opportunities and will look to promote these in the winter issue (January). Disability & Carers Group – we did carry an article on this group in summer issue and don't repeat articles in consecutive issues unless a company priority such as fire safety / CarelineSOS. But may be able to promote this again soon. Hope that helps. Best wishes Julia Email update – Paul Davey	
7b	<u>Anti-Social Behaviour</u> The figures as they stand from 1st April 2019 on performance are as follows: ASB Total number of cases reported = 61 cases Risks assessments High – 2 Medium – 24 Low – 35 Satisfaction – 50 cases Fairly dissatisfied – 2 No opinion – 9 Fairly satisfied – 21 Very satisfied – 3 Not returned – 15 Email update – Simon Putt	
7c	<u>Leaseholders</u> There is no update on Leaseholders at this time, as the next meeting is later in the week, so there will be an update for your next meeting. Nothing else at the moment I'm afraid, but will of course, let you know if there is anything Kind regards, Simon	
7d	<u>Customer Care</u> No information received prior to meeting.	
8	<u>Any Other Business</u>	
	Members had no other business. TS Thanked everyone for attending and closed meeting.	
	<u>Dates, times and venues of future meetings:</u>	
	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	