

## Resident & Staff Involvement Focus Group

Wednesday 20<sup>th</sup> November 2019

### Meeting Notes

Attendees:

|                  |            |                          |                 |           |                    |
|------------------|------------|--------------------------|-----------------|-----------|--------------------|
| Terry Swinney    | <b>TS</b>  | Blyth Avenue - Chair     | Keith Ducker    | <b>KD</b> | Gainsborough Drive |
| Bob Ayriss       | <b>BA</b>  | Barringtons - Vice Chair | Jeni Oliver     | <b>JO</b> | Neil Armstrong Way |
| Elaine Ridge     | <b>ER</b>  | Snakes Lane - Secretary  | Jean Pickering  | <b>JP</b> | Cunningham Close   |
| Diane Nicholls   | <b>DN</b>  | Mendip Crescent          |                 |           |                    |
| J Barrie Andrews | <b>JBA</b> | Westwood House           | Alexandra Waite | <b>AW</b> | Get the Kids Out   |
| Jean Grindall    | <b>JG</b>  | Sutton Road              | Alison Davis    | <b>AD</b> | Get the Kids Out   |
| Majzoub B Ali    | <b>MBA</b> | Viking Court             | Stuart Long     | <b>SL</b> | South Essex Homes  |
| Terry Brown      | <b>TB</b>  | Balmoral Estate          | Sheree Crofts   | <b>SC</b> | South Essex Homes  |
| Chris McPhillips | <b>CMc</b> | Kingfisher Close         | Chloe Hague     | <b>CH</b> | South Essex Homes  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Actions</b> |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| 1  | <p><b><u>Welcomes and Introductions</u></b></p> <p><b>TS</b> Welcomed and Thanked all for attending</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                |
| 2  | <p><b><u>Apologies</u></b></p> <p>Beryl Chapman, Brenda Tilley</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                |
| 3  | <p><b><u>Matters Arising from last meeting</u></b></p> <p>Group members were concerned for Beryl and asked if Stuart could check she was okay.</p> <p><b><u>Minutes Agreed</u></b> Bob Ayriss, Diane Nicholls</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>SL</b>      |
| 4  | <p><b><u>Fire Safety Officer</u></b></p> <p><b>Graham Hart</b></p> <p><b>GH</b> Introduced himself as South Essex Homes new Fire Safety Officer and asked if any members would like to undertake the role of Residents Fire Safety Champion for their area, block and Sheltered Units. We get together roughly every three months for Coffee and chat about what is happening in your area or discuss any concerns you may have.<br/>He handed out papers for members to fill in if interested. BA to take list back to GH.<br/><b>ER</b> To add GH contact details to minutes for resident's information.</p> <p><b>GRAHAM HART Mobile: 07557 845 254 e-mail: grahamhart@seh.southend.gov.uk</b></p> |                |
| 5  | <p><b><u>Resident Involvement</u></b></p> <p><b>Stuart Long</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                |
| 5a | <p><b><u>Budget (Audit)</u></b></p> <p><b>SL</b> Introduced Sheree Crofts SEH Senior Support Officer and with Sam Elliott as Team Leader.<br/><b>SC</b> Explained her roles in more detail including her involvement with the Hostels that SEH manage. SC Was not able to stay today but happy to attend future meetings to update members of the work she is undertaking and its progress.<br/><b>SL</b> Was accompanied by CH and they handed out papers with figures and information for Resident Involvement Budget. Chloe is getting her head around the work Sue used to do and thought she could come and get your feedback from the budget information.</p> <p><b>Group decision</b></p>      |                |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Actions                                 |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
|   | <p><b>BA</b> Could you explain which of the three main groups that covers.</p> <p><b>SL</b> This is the money we have to be used for things like Big Conversation Days, Conferences, Awards evening costs, equipment and supplies Residents need for doing the volunteering for us. We had a budget for taxis of £14,000 and as it stands spent around £1,400.00. We have had a lot of staff cuts and a lot of changes as we were all fearful and mindful of the fact that this budget might be taken away. We have been very careful what and where the money goes to. This has enabled us and you guys to help and support the Residents Projects that have been going on within the Borough for our Residents. The prime example is Get the Kids Out Project that has had a big impact on the younger residents and their families.</p> <p><b>KD</b> Surely, we should not be paying for the taxis for the Hub, they are a Charity with their own money.</p> <p><b>SL</b> They do use some of their own money but overall, we have the money to support them. The Hubs now deal with so many different things for our Residents and we help to support them too. Full time Volunteers are given use of the taxis because they are there all day and don't ask for anything else. They would struggle to keep going without them there. If you feel that you do not want to pay for the taxis that are not our Residents Groups, I can move it from one budget to another. But we are all doing the same, Residents supporting Residents. I can give you a breakdown of who the taxis are for if you want.</p> <p><b>TS</b> In my opinion these people are there all day and they are committed then I don't see why not.</p> <p><b>JBA</b> Surely it is our own people who are helping and going there why should we not pay for them? They are part and parcel of us.</p> <p><b>SL</b> Discuss it amongst yourselves and let me now at the next meeting.</p> <p><b>SL</b> Going back to when you asked if you could have a designated Resident Involvement Officer. I took that back to Management Team and they have said 'Yes' and have put it into the Budget for next year so fingers crossed we will get a Resident Involvement Officer back. <b>Members</b> were very pleased with this.</p> <p><b>SL</b> We have just got to wait and see if the Council agree and allow for the post. I will update you next time. We have to discuss more Project Funding's.</p> <p><b>Group discussion.</b></p> <p><b>KD</b> The Projects we were considering have gone by the way side and we need to find them.</p> <p><b>SL</b> I will put some information together for next time. You may be interested in going into TEPAS again, it is expensive but if we can do it and you want to. They have Conferences and Events around the country for involved residents to get together to catch up with other boroughs.</p> <p><b>BA</b> It would be good to have money allocated to the different things and that way we know how much we have in the pot to doing other things with instead of going in blind. If something comes up and everyone thinks it worthwhile, we can discuss and possibly help.</p> <p><b>TS</b> We have Alex from Get the Kids Out here and I know you have asked for SEVEN HUNDRED AND FIFTY POUNDS (£750.00) towards your Christmas Party but I would like to suggest we give you ONE THOUSAND POUNDS (£1000.00) towards it.</p> <p><b>BA</b> I second that suggestion.</p> <p><b>Group discussion.</b></p> <p>Members overwhelmingly agreed for £1000.00 to go to Get the Kids Out.</p> <p><b>ER</b> To confirm this with SL so payment can be made as soon as possible.</p> <p><b>KD</b> We are paying a lot for catering being as though we only have two meetings we cater for.</p> <p><b>SL</b> Will find out and report back.</p> | <p>SL</p> <p>ER</p> <p>SL</p> <p>SL</p> |
| 6 | <p><b><u>Get the Kids Out</u></b></p> <p style="text-align: right;"><b>Alexandra Waite</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                         |
|   | <p><b>AW</b> Thanked members for inviting them along and for the Funding they agreed to give her for the Holiday Project in October. This enabled the Project to involve 30 to 40 children with activities, outings, sports, movies, board games, arts and crafts, paper machete, baking, and making play-do, which was very messy and they had fun with it. Most importantly to have</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                         |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Actions |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
|    | <p>food and drink throughout the day including a cooked lunch. Some households would not have been able to finance anything for the children during half term holiday. Photos were handed round to members. I set up the group about 5 years ago for Kids and families on low income. I am based at The Hub, Victoria shopping centre, 324-325 Chartwell Square, Southend-on-Sea, Essex, SS2 5SP and can be contacted there Monday – Thursday 10.30am – 3pm. Telephone number: 01702 611199 email: <a href="mailto:getthekidsout@hotmail.com">getthekidsout@hotmail.com</a> or via <a href="http://www.sech-uk.com">www.sech-uk.com</a>. The Christmas Performance we are putting on is a show 'Scrooge', with solos and dances. Then a Christmas Party with food, refreshments, Santa's Grotto and presents and entertainment to thank the children and their families for all the hard work they have put in for the year. The Christmas Party that SEH puts on for the Residents is completely different. We make it a very special time and day for the children and families because for some of them it will be the only Christmas feel they will have. We have started from nothing and got to a big event now and all our families get involved. We invite the Local Community to attend. It will be held on <b>Saturday 21<sup>st</sup> December 2019 2.30pm – 8pm. All Saints Church &amp; Hall 1 Sutton Road Southend-on-Sea Essex, SS2 5PA</b> Members are welcome to come along and join us.</p> <p><b>KD</b> As the Federation is different now, I was thinking you could take over their Party which would save money.</p> <p><b>AW</b> It may be a possibility I just want to do things for the kids.</p> <p><b>TS</b> Would you be able to handle it with all you are doing Alex?</p> <p><b>SL</b> Could be discussed later, Alex to contact Sheree to maybe include the children from the Hostels.</p> <p><b>AW</b> Explained to members the ideas they had got for helping and supporting more vulnerable children, to guide them in the right direction and away from the drug Gangs that are targeting them. Feel's that a lot of work could be done at Primary School age to educate children sooner and is working with the Borough Schools to go and talk to the children.</p> <p><b>CMcP</b> Some members of our Church would like to give to your group can we do that through the Hub?</p> <p><b>AW</b> That is very kind of them, they can, and I work out of the Hub in Victoria Plaza. Thank you.</p> <p><b>MBA</b> How many of your group staff are trained?</p> <p><b>AW</b> All of them, even if they have already been trained, they re-train.</p> <p><b>MBA</b> Do your staff have relevant training?</p> <p><b>AW</b> Yes, I make sure all our staff has training even if they already have it making sure they are all up to date with everything we need to have. We have tops with our logos on so the children know who we are.</p> <p><b>Group Discussion</b></p> <p>Members thanked Get the kids Out Team for all their hard work and agreed what a positive impact this must be having on the children of the Borough. Members agreed that ONE THOUSAND POUNDS could be given to them towards their Christmas Party.</p> <p><b>AW &amp; AD</b> Thanked members for their support and extended the invitation to the Christmas Party again and said would keep members updated with their progress. I would like to update you on a boy who was involved in the gangs, next week he will be starting an apprenticeship at Southend United and he is out of the gang chain now, we are so very proud of him</p> <p><b>Members</b> Congratulations for this achievement and advised Alex we are happy to support you.</p> |         |
| 7  | <b><u>Department Written Updates</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |         |
| 7a | <p><b>Email update – Paul Longman</b></p> <p><b><u>Contractors</u></b></p> <p>Morgan Sindall are currently dealing with a backlog of responsive jobs which have been caused by various issues the main one being I.T. problems. They are working through their</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |         |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Actions          |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|---------|--|-----------------------|--|--|-------------------------------------|------|-----------------|-----------------------|------|--|-------------------------|------|--|------------------------|----|------------------|-----------------------------|--------|--|--|--|--|--|--|--------|---------------|------|------|--|--|--|------------------------|-----------|---------|--|
|                                     | <p>recovery plan to deal with this backlog of works.<br/> Aaron Services have continued their excellent performance and they are achieving virtually 100% on every performance indicator.<br/> <b>KD</b> Morgan Sindall workers have no support from upper Management. Mike Gatrell, Mario Ambrose, Paul Longman and I have a meeting booked with the Directors next week. They can be financially penalised if they are not performing to their contract.<br/> <b>MBA</b> Who make's the decision about penalties?<br/> <b>KD &amp; BA</b> South Essex homes do.<br/> <b>Group discussion</b> Paul Longman to be invited to next meeting to feedback information from the meeting with SEH and Morgan Sindall Directors with regards to their performance.<br/> <b>MBA</b> Who makes the decision on the penalty and when to apply?<br/> <b>TS</b> South Essex Homes Board.<br/> <b>KD</b> They have the ultimate decision; they will have a financial penalty imposed and a loss of contract time.</p> <p><b>Email Update – Paul Longman</b></p> | ER               |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| 7b                                  | <p><b><u>Planned Maintenance</u></b></p> <p>On the capital works programme, the issue with the delays on the kitchen and bathrooms have been resolved and works are now progressing in accordance with their programme. All other capital works are progressing well with the exception of the external works contract (which was being delivered by Field Brothers). As a result these works are now having to be allocated to other contractors while we contractually 'discuss' with Field Brothers.</p> <p><b>Email update – Lynsey Hurd</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| 7c                                  | <p><b><u>Communications</u></b></p> <p>We are currently undertaking a huge audit and review of the website and internal intranet. This is to ensure information is up to date but to also adhere to the Governments Accessibility requirements. The next Insight is due to be sent January 2019 and work has begun on collating articles for this. We are continuing to promote the CarelineSOS service and trying to drive more sales</p> <p><b>Email update – Paul Davey</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| 7d                                  | <p><b><u>Anti-Social Behaviour</u></b></p> <p>Performance information:</p> <table border="1"> <tr> <td></td><td>Current</td><td></td></tr> <tr> <td>Anti-social Behaviour</td><td></td><td></td></tr> <tr> <td>KP11- Satisfaction of ASB complaint</td><td>100%</td><td>Only 3 returned</td></tr> <tr> <td>ASB target time 1 day</td><td>100%</td><td></td></tr> <tr> <td>ASB target time – 5 day</td><td>100%</td><td></td></tr> <tr> <td>New ASB Cases reported</td><td>65</td><td>Since April 2019</td></tr> <tr> <td>Successfully resolved cases</td><td>91.67%</td><td></td></tr> <tr> <td></td><td></td><td></td></tr> </table><br><table border="1"> <tr> <td></td><td></td><td>target</td></tr> <tr> <td>Gas servicing</td><td>100%</td><td>100%</td></tr> <tr> <td></td><td></td><td></td></tr> <tr> <td>KP7 - Void turn around</td><td>23.9 days</td><td>17 days</td></tr> </table>                                                                                                                                                      |                  | Current |  | Anti-social Behaviour |  |  | KP11- Satisfaction of ASB complaint | 100% | Only 3 returned | ASB target time 1 day | 100% |  | ASB target time – 5 day | 100% |  | New ASB Cases reported | 65 | Since April 2019 | Successfully resolved cases | 91.67% |  |  |  |  |  |  | target | Gas servicing | 100% | 100% |  |  |  | KP7 - Void turn around | 23.9 days | 17 days |  |
|                                     | Current                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| Anti-social Behaviour               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| KP11- Satisfaction of ASB complaint | 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Only 3 returned  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| ASB target time 1 day               | 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| ASB target time – 5 day             | 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| New ASB Cases reported              | 65                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Since April 2019 |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| Successfully resolved cases         | 91.67%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | target           |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| Gas servicing                       | 100%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 100%             |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                  |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |
| KP7 - Void turn around              | 23.9 days                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 17 days          |         |  |                       |  |  |                                     |      |                 |                       |      |  |                         |      |  |                        |    |                  |                             |        |  |  |  |  |  |  |        |               |      |      |  |  |  |                        |           |         |  |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Actions |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| 7e | <p><b>Email update – Simon Putt</b></p> <p><b><u>Income</u></b></p> <p>Income Focus Group meeting is next Friday, so no updates.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |         |
| 7f | <p><b><u>Leaseholders</u></b></p> <p>Jan Tate has advised that the next Leasehold Focus Group is being held on the 3<sup>rd</sup> December.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |
| 7g | <p><b><u>Customer Care</u></b></p> <p>No information received prior to meeting.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |         |
| 8  | <b><u>OpHighStreet</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |         |
|    | <p><b>TS</b> On Thursday Elaine and I went along to support the guys on this event. It was attended by other aggies as well. Small groups of residents and officers covered different areas of the town filling in surveys with passers-by to see how they feel on various areas of safety in Southend. It proved to be a very successful day.</p> <p><b>BA</b> Attended the local Community Meeting they were very pleased with the attendance and knowledge/ feedback they gained from the public.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |         |
| 9  | <b><u>Any Other Business</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |         |
|    | <p><b>JG</b> Where is the information about the planned Maintenance Works? I can't seem to find out when our area will be done?</p> <p><b>TS</b> Could you check on that please Barry and let Jean know?</p> <p><b>BA</b> Will do.</p> <p><b>BA</b> They are being worked out now. Works for this year will still be worked on.</p> <p><b>TB</b> We still have the blocked drain outside Bracon. Care taking not improved. Outside Notice Board is still missing at the block and the inside one is broken. Had a terrible smell coming from the shoot room since October and nothing being done about it. We still have no notice board.</p> <p><b>TS</b> It's all Estate Services, that's Tony Holliday.</p> <p><b>ER</b> If you email me the details of the long term issues, I will email that to Tony with his invite then he should be able to give you the answers.</p> <p><b>JBA</b> Has a lot of Caretaking issues where he lives as well.</p> <p><b>KD</b> That's Tony Holliday as well.</p> <p><b>ER</b> Will invite Tony to our next meeting.</p> <p><b>KD</b> Next Tuesday Federation meeting 10am.</p> <p><b>TS</b> Reminder the next Board meeting is on 4<sup>th</sup> December at 5pm.</p> <p><b>ER</b> On the website a week before the meeting you can see the minutes and it will give room details.</p> <p><b>TS</b> Thanked everyone for attending and closed meeting.</p> | ER      |
|    | <b><u>Dates, times and venues of future meetings:</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |         |
|    | Wednesday 18 <sup>th</sup> December – 11 to 1 Committee Room 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |         |
|    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |         |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Actions |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| <p><b><u>Confirmed for 2020</u></b></p> <p>Wednesday 15<sup>th</sup> January – 11:00am – Committee Room 6<br/> Wednesday 19<sup>th</sup> February – 11:00am – Committee Room 5<br/> Wednesday 18<sup>th</sup> March – 11:00am – Committee Room 5<br/> Wednesday 15<sup>th</sup> April – 11:00am – Committee Room 6<br/> Wednesday 20<sup>th</sup> May – 11:00am – Committee Room 5<br/> Wednesday 17<sup>th</sup> June – 11:00am – Committee Room 6<br/> Wednesday 15<sup>th</sup> July – 11:00am – Committee Room 5<br/> <b><u>Wednesday 19<sup>th</sup> August – No meeting due to Holiday Break</u></b><br/> Wednesday 16<sup>th</sup> September – 11:00am – Room to be booked<br/> Wednesday 21<sup>st</sup> October – 11:00am – Room to be booked<br/> Wednesday 18<sup>th</sup> November – 11:00am – Room to be booked<br/> Wednesday 16<sup>th</sup> December – 11:00am – Room to be booked</p> |         |

## TENANCY OFFICERS AREAS AS OF 18<sup>TH</sup> NOVEMBER 2019

| EAST 1                    |    | EAST 2              |    |
|---------------------------|----|---------------------|----|
| ROSS BASSAN               | NO | THOMAS HARE         | NO |
|                           |    |                     |    |
| BOURNEMOUTH PARK ROAD     | 16 | APPLETREE CLOSE     | 2  |
| CHASE ROAD                | 2  | ARCHER AVENUE       | 30 |
| CLUNY HOUSE               | 23 | ARCHER CLOSE        | 11 |
| CLUNY SQUARE              | 6  | BOYDEN CLOSE        | 4  |
| COKEFIELD AVENUE          | 26 | CANTERBURY AVENUE   | 33 |
| CUMBERLAND AVENUE         | 1  | CHAINGATE AVENUE    | 12 |
| THE BRAMBLES              | 39 | ELDBERT CLOSE       | 6  |
| EASTERN AVENUE            | 16 | LINCOLN CHASE       | 16 |
| HAMSTEL ROAD              | 20 | NEWINGTON AVENUE    | 71 |
| LEWES ROAD                | 11 | NEWINGTON CLOSE     | 12 |
| LITTLE WAKERING ROAD      | 1  | PHILPOTT AVENUE     | 43 |
| LORNES CLOSE              | 5  | NORMAN HARRIS HOUSE | 29 |
| NORTH AVENUE              | 1  | LONGBOW             | 83 |
| NORWICH AVENUE            | 37 | SHERWOOD WAY        | 69 |
| NORWICH CLOSE             | 15 | SOUTHCHURCH AVENUE  | 2  |
| SUTTON COURT              | 71 | CHRISTCHURCH COURT  | 31 |
| TEMPLE COURT              | 68 | NURSERY PLACE       | 34 |
| PANTILE AVENUE            | 17 | VALLANCE CLOSE      | 16 |
| PEARTREE CLOSE            | 33 | WELCH CLOSE         | 5  |
| ROYSTON AVENUE            | 14 | BEWLEY COURT        | 73 |
| TREVETT HOUSE             | 30 | WHITTINGHAM AVENUE  | 7  |
| SOUTHCHURCH RECTORY CHASE | 33 | WICKMEAD CLOSE      | 9  |
| ST EDMUNDS CLOSE          | 2  |                     |    |
| ST LUKES ROAD             | 26 |                     |    |
| THE MULBERRYS             | 3  |                     |    |
| WALTHAM CRESCENT          | 10 |                     |    |
| WESTBURY ROAD             | 2  |                     |    |
| WEYBOURNE CLOSE           | 5  |                     |    |

# TENANCY OFFICERS AREAS AS OF 18<sup>TH</sup> NOVEMBER 2019

| EAST 3               |    |  | EAST 4                  |     |
|----------------------|----|--|-------------------------|-----|
| PAULA DE'ATH         | NO |  | TRACEY WALLER           | NO  |
|                      |    |  |                         |     |
| ANSON CHASE          | 40 |  | AVON WAY                | 34  |
| ASHANTI CLOSE        | 67 |  | BLYTH AVENUE            | 78  |
| BULWARK ROAD         | 28 |  | BROADWAY                | 1   |
| CARMANIA CLOSE       | 27 |  | BUNTERS AVENUE          | 36  |
| CROUCHMANS           | 31 |  | CAULFIELD ROAD          | 27  |
| CENTURION CLOSE      | 30 |  | CHELMER WAY             | 19  |
| CUNNINGHAM CLOSE     | 63 |  | CROUCH WAY              | 7   |
| DANE STREET          | 8  |  | DELAWARE ROAD           | 84  |
| DELAWARE CRESCENT    | 40 |  | GOLDMER CLOSE           | 13  |
| KESTREL HOUSE        | 50 |  | VIKING COURT            | 46  |
| EAGLE WAY            | 54 |  | ST AUDREYS              | 3   |
| ELM ROAD             | 8  |  | LONGSAND                | 1   |
| EXETER CLOSE         | 8  |  | MAPLIN WAY/THE BUNGALOW | 1   |
| FRASER CLOSE         | 51 |  | NESS ROAD               | 9   |
| FRIARS STREET        | 1  |  | RICHMOND DRIVE          | 1   |
| GREAT MEAD           | 49 |  | SAXON GARDENS           | 110 |
| GEORGE STREET        | 12 |  | SEA VIEW ROAD           | 1   |
| JOHN STREET          | 20 |  | STOUR CLOSE             | 4   |
| KINGFISHER CLOSE     | 24 |  | WEST ROAD               | 11  |
| ROPER'S FARM COTTAGE | 1  |  | WOOLPACK                | 12  |
| LONGMANS             | 15 |  |                         |     |
| SANDPIPER CLOSE      | 32 |  |                         |     |
| SHOEBURY AVENUE      | 1  |  |                         |     |



## TENANCY OFFICERS AREAS AS OF 18<sup>TH</sup> NOVEMBER 2019

| WEST 1                            |    |  | WEST 2                |    |
|-----------------------------------|----|--|-----------------------|----|
| TRACEY WILLIAMS<br>HAYLEY SHARMAN | NO |  | DONNA VINCENT         | NO |
| ARTERIAL ROAD                     | 1  |  | ALTON GARDENS         | 19 |
| MUSSETT HOUSE                     | 22 |  | AUDLEYS CLOSE         | 8  |
| BELLHOUSE LANE                    | 8  |  | AVRO ROAD             | 2  |
| BROOKFIELD COTTAGES               | 1  |  | CAROLINES CLOSE       | 11 |
| BIRCHE CLOSE                      | 11 |  | CRANSTON AVENUE       | 2  |
| BRADFORDBURY                      | 46 |  | DENTON AVENUE         | 23 |
| BRENDON WAY                       | 1  |  | DENTON CLOSE          | 3  |
| CROFT CLOSE                       | 18 |  | DEREK GARDENS         | 9  |
| DANESCROFT CLOSE                  | 11 |  | EASTWOODBURY CLOSE    | 3  |
| SHANNON CLOSE                     | 15 |  | EASTWOODBURY CRESCENT | 24 |
| DANESCROFT DRIVE                  | 44 |  | EASTWOODBURY LANE     | 2  |
| EAST STREET LEIGH                 | 10 |  | HORNBY AVENUE         | 48 |
| WESTWOOD                          | 15 |  | HORNBY CLOSE          | 6  |
| EASTWOOD OLD ROAD                 | 8  |  | LUNDY CLOSE           | 39 |
| EASTWOOD ROAD NORTH               | 12 |  | LAKENHAM HOUSE        | 15 |
| EATON ROAD                        | 9  |  | NAYLAND HOUSE         | 28 |
| ELMSLEIGH DRIVE                   | 3  |  | MANNERS WAY           | 1  |
| FLEMMING CRESCENT                 | 14 |  | SCOTT HOUSE           | 39 |
| NESTUDA HOUSE                     | 31 |  | NEIL ARMSTRONG WAY    | 21 |
| HILDAVILLE DRIVE                  | 1  |  | NIGHTINGALE CLOSE     | 19 |
| IRVINGTON CLOSE                   | 3  |  | PRINCE AVENUE         | 19 |
| LEIGHWOOD AVENUE                  | 10 |  | PURLEY WAY            | 14 |
| LITTLE FRETCHES                   | 12 |  | ROCHFORD ROAD         | 78 |
| BEAVER TOWER                      | 60 |  | SIDMOUTH AVENUE       | 9  |
| MANSELL CLOSE                     | 3  |  | BISHOP HOUSE          | 61 |
| FURZEFIELD                        | 29 |  | WESTERN APPROACHES    | 18 |
| RAYLEIGH DRIVE                    | 17 |  |                       |    |
| RECTORY GROVE                     | 2  |  |                       |    |
| ROTHWELL CLOSE                    | 24 |  |                       |    |
| SENIER HOUSE                      | 21 |  |                       |    |
| SNAKES LANE                       | 49 |  |                       |    |
| WEST STREET                       | 4  |  |                       |    |
| WOOD FARM CLOSE                   | 38 |  |                       |    |
| WOODLEIGH AVENUE                  | 9  |  |                       |    |

## TENANCY OFFICERS AREAS AS OF 18<sup>TH</sup> NOVEMBER 2019

| WEST 3                       |    |  | WEST 4             |    |
|------------------------------|----|--|--------------------|----|
| ELISE COLLINS<br>JOE OSBORNE | NO |  | KATY BROWN         | NO |
|                              |    |  |                    |    |
| BRIDGWATER DRIVE             | 25 |  | BLenheim CHASE     | 29 |
| BROOMFIELD AVENUE            | 15 |  | CARLTON AVENUE     | 12 |
| BRUTON AVENUE                | 7  |  | CLEVELAND DRIVE    | 10 |
| HARDWICK COURT               | 9  |  | COLEMANS AVENUE    | 4  |
| CHARLES CLOSE                | 10 |  | DARLINGHURST GROVE | 1  |
| CHEDDAR AVENUE               | 21 |  | FAIRFAX DRIVE      | 15 |
| DANBURY CLOSE                | 24 |  | FOSTAL CLOSE       | 2  |
| DUNSTER AVENUE               | 18 |  | GAINSBOROUGH DRIVE | 10 |
| FAIRVIEW DRIVE               | 3  |  | HARRIDGE CLOSE     | 3  |
| HIGHBANK CLOSE               | 9  |  | HARRIDGE ROAD      | 16 |
| HURST WAY                    | 4  |  | INVERNESS AVENUE   | 1  |
| CECIL COURT                  | 66 |  | KENT AVENUE        | 32 |
| JONES CLOSE                  | 22 |  | ADAMS ELM HOUSE    | 89 |
| JUNIPER ROAD                 | 15 |  | YANTLET            | 42 |
| MARTOCK AVENUE               | 33 |  | TRAFFORD HOUSE     | 27 |
| THE MENDIPS                  | 3  |  | MANCHESTER DRIVE   | 31 |
| MENDIP CRESCENT              | 77 |  | NORFOLK AVENUE     | 26 |
| MENDIP ROAD                  | 8  |  | NORTHVILLE DRIVE   | 11 |
| SANDHURST CRESCENT           | 4  |  | PAVILION DRIVE     | 4  |
| STONEHILL CLOSE              | 1  |  | PICKETTS AVENUE    | 1  |
| STONEHILL ROAD               | 38 |  | PRITTLEWELL CHASE  | 1  |
| THISTLEY CLOSE               | 2  |  | QUEEN ANNES DRIVE  | 9  |
| TIPTREE CLOSE                | 3  |  | RANDOLPH CLOSE     | 30 |
| TREECOT DRIVE                | 22 |  | ROCHESTER DRIVE    | 2  |
| TREELAWN DRIVE               | 5  |  | SOUTHVIEW DRIVE    | 1  |
| ST MARYS COURT               | 35 |  | SPRINGFIELD DRIVE  | 1  |
| VICTORIA AVENUE              | 4  |  | SUFFOLK AVENUE     | 17 |
|                              |    |  | SURREY AVENUE      | 41 |
|                              |    |  | WESTBOURNE GROVE   | 1  |
|                              |    |  | WENHAM DRIVE       | 1  |

## TENANCY OFFICERS AREAS AS OF 18<sup>TH</sup> NOVEMBER 2019

| CENTRAL 1             |    | CENTRAL 2           |     | CENTRAL 3             |    |
|-----------------------|----|---------------------|-----|-----------------------|----|
| GRAEME MOORE          | NO | LORRAINE GAUDYN     | NO  | OLAIDE BALOGUN        | NO |
|                       |    |                     |     |                       |    |
| ALEXANDRA ROAD        | 1  | QUANTOCK            | 89  | BETJEMAN MEWS         | 6  |
| ARGYLL ROAD           | 6  | CHILTERN            | 92  | BRONTE MEWS           | 7  |
| AVENUE ROAD           | 2  | MALVERN             | 91  | BROWNING AVENUE       | 14 |
| GRAMPIAN              | 61 | PENNINE             | 92  | BYRON AVENUE          | 13 |
| BALTIC AVENUE         | 1  | LANCASTER GARDENS   | 1   | CARNARVON ROAD        | 3  |
| BOSTON AVENUE         | 5  | BARRINGTONS         | 107 | CEDAR CLOSE           | 28 |
| STEPHEN MCADDEN HOUSE | 59 | SUTTON ROAD 5 - 29a | 23  | CHESTNUT GROVE        | 32 |
| BURR HILL CHASE       | 8  |                     |     | TOWNFIELDS            | 14 |
| CEYLON ROAD           | 3  |                     |     | CROWBOROUGH ROAD      | 3  |
| CHINCHILLA ROAD       | 1  |                     |     | DICKENS CLOSE         | 32 |
| CLAREMONT ROAD        | 10 |                     |     | DRYDEN AVENUE         | 6  |
| CRANLEY AVENUE        | 3  |                     |     | EAST STREET 81 - 224  | 42 |
| RIVERSTONE            | 38 |                     |     | ELIOT MEWS            | 3  |
| DEVEREUX ROAD         | 1  |                     |     | KIPLING MEWS          | 5  |
| FIRST AVENUE          | 1  |                     |     | THE JORDANS           | 62 |
| HAMLET COURT ROAD     | 1  |                     |     | MAPLE SQUARE          | 19 |
| HERBERT GROVE         | 1  |                     |     | RUSKIN AVENUE         | 68 |
| HEYGATE AVENUE        | 3  |                     |     | KEATS HOUSE           | 24 |
| ELM COTTAGES          | 7  |                     |     | SHELLEY SQUARE        | 36 |
| LONDON ROAD 616a      | 6  |                     |     | NICHOLSON HOUSE       | 98 |
| BLACKDOWN             | 68 |                     |     | ST BENETS ROAD        | 3  |
| PALMERSTON ROAD       | 3  |                     |     | SUTTON ROAD 443 - 489 | 45 |
| PRINCES STREET        | 4  |                     |     | SYCAMORE GROVE        | 36 |
| QUEBEC AVENUE         | 1  |                     |     | TENNYSON AVENUE       | 10 |
| ROOTS HALL AVENUE     | 2  |                     |     | WORDSWORTH CLOSE      | 12 |
| BRECON                | 68 |                     |     |                       |    |
| BUCKINGHAM HOUSE      | 28 |                     |     |                       |    |
| SATANITA ROAD         | 2  |                     |     |                       |    |
| MORNINGTON HOUSE      | 44 |                     |     |                       |    |
| VALKYRIE ROAD         | 3  |                     |     |                       |    |
| VICTORIA ROAD         | 1  |                     |     |                       |    |
| YORK ROAD             | 1  |                     |     |                       |    |



## **SOUTH ESSEX HOMES BOARD INFORMATION**

### **Governance / Board**

We are governed by a Board of Directors, who have overall responsibility for South Essex Homes.

Our Board of Directors is made up of three local residents, three councillors and five independent members. Our current Board Members are:

- Roger Eastwood (Independent - Chair of the Board)
- Meg Davidson (Councillor - Vice Chair)
- Peter Wexham (Councillor)
- Margaret Borton (Councillor)
- Chris Silvey (Resident)
- Phyllis Ward (Resident)
- Barbara Lambert (Resident)
- David Joyce (Independent)
- Sacha Jevans (Independent)
- Prof. Michael Oxley (Independent)
- Chris March (Independent)

Papers will be available online prior to the meeting.

For more information about the Board please contact us

- Write to: South Essex Homes, PO Box 5817, Southend on Sea, SS1 9EL
- Freephone: 0800 833 160
- Email: [sehcustomerservices@seh.southend.gov.uk](mailto:sehcustomerservices@seh.southend.gov.uk)

Information as of 19<sup>th</sup> November 2019