

Resident Steering Group Meeting

Monday 7 October 2019

6.30 pm 3 Tadlow

Attendees:

RSG - 6 members	Mark Ludlow (Countryside)
John Lindsley (RBK)	Iain Glover (Soundings)
Liz Bishop (RBK)	Cllr.Emily Davey (ward councillor)
Nina Burich (RBK)	Cllr Olly Wehring (ward councillor)
Matt Bell (RBK)	Cllr David Ryder-Mills (ward councillor)
Lurline Cumberbatch (PPCR)	

Apologies:

RSG - 2 members	Louise Rawsthorne (RBK)
Malcolm Wood (Countryside)	Kerry O'Driscoll (RBK)

1. Welcome and Introduction

1.1. Apologies given

2. Minutes

2.1. Minutes - no corrections raised

2.2. RBK officer updated RSG about the publication of minutes on the website and following internal advice from democratic services, resident RSG members will not be named in the minutes or attendance, senior officers will be named as attending, and councillors will be named as elected representatives.

2.3. Cllrs felt this was a pragmatic approach and asked resident members' opinion. Two residents did not object to their names being in the public domain, but it was felt that this might discourage participation in RSG, especially for recruitment. The proposed approach was unanimously approved by residents present

2.4. Matters arising: PPCR are passing on mobile numbers. Sustainability workshop date confirmed for 24.10.19

3. Action Log

3.1. Review action 12: Sustainability workshop date has been confirmed

3.2. Review action 21: video of Acton Gardens is now available on the screen in the community showroom

3.3. Review action 22: 3D visualisation of the phased approach to construction is in draft and will be launched soon. Cllr Davey said that phasing was difficult for some residents to understand and it was confirmed that this visualisation will be on the website, tablets/ipads for visiting officers, and in the community showroom. Cllr Ryder Mills asked about narration and it was confirmed that this will also have narration. RSG member asked about about the 2 stages for 1st Phase and CS rep confirmed that the 3D video was part of the communication and will give an overview. Further detail is being worked up to

cover the impact of construction following resident comments to date. RSG member highlighted the importance of this detail and CS rep will bring this back to RSG. It was confirmed that trees are on the visualisation.

- 3.4. Action 26: Accessible trip to Acton Gardens will be arranged and invitations sent to the residents identified as having a disability. It was confirmed that Ely Court residents will be included. RSG member asked how many residents have Autism and raised concerns about the impact that construction might have on these households in particular. RBK officer confirmed we have this information where residents have provided it and the needs assessment visits will also pick up additional information. RSG member confirmed the concerns around this and asked about prioritising the needs of households with autistic residents to negate the effect. RSG member suggested contacting the Austistic Society and to work with specialists. Cllr Davey asked about signposting residents to additional support services and it was confirmed that this is part of housing management and Resident Service Officers will make referrals as part of their role. **ACTION 30:** Local lettings policy and decant process to explore support for residents with additional needs and affected by construction

4. Ballot Update

- 4.1. RBK officer restated the purpose of the paper that went to SHAP in September 2019. As a result of eligibility being extended to RP residents on CRE there will be an extension to the ballot into early 2020 and delegated authority to Portfolio Holder and Director of Growth to sign off the decant policy. RBK officer renewed the commitment to share the ballot date as soon as it's published. RSG member asked if this will push all the other dates and it was confirmed that it will shift but not shift by that much, and this is currently in discussion with GLA. RSG member thanked officers for briefing RSG ahead of the committee

5. Programme Stream Updates

5.1. Event feedback

- 5.1.1. Soundings rep gave a presentation on recent events: CREst fun day and community showroom launches. Events have been attended predominantly by CRE residents, by secure tenants in particular, and attracting residents new to the consultation process. Feedback has been positive on the kitchen and bathrooms and residents are spending more time looking at the exhibition. Feedback has highlighted areas where further feedback or information is required. Acton Gardens visit have also taken place and further visits are being planned.
- 5.1.2. Work has also been undertaken with external organisations including primary schools, faith groups, Refugee Action, Mind, Fulham Football. This has helped to use trusted organisations and their mailing lists to reach out for those who have less time or have been harder to reach.
- 5.1.3. Looking forward, presence on the estate will be increased to reach out to more residents through door knocking and pop ups, using tablets to take information out onto the estate. Detailed sessions on a set of

topics for residents will be arranged. 121 sessions and support will continue.

- 5.1.4. Cllr Davey welcomed RAK links and the need to reach out to minoritised groups on the estate. Suggested that relatives supporting residents should be invited to Acton Gardens with residents and PPCR rep confirmed that they take details of family members to include them. CS rep confirmed that show units are based on availability and shared equity ones on the ground floor are not available.
- 5.1.5. Cllr Ryder Mills asked about sharing contact information and data. RBK officer confirmed that data management system is currently being finalised and this system will enable monitoring and analysis of engagement easier.
- 5.1.6. RBK officer confirmed that staff are aware that those supporting residents are able to attend visits and often come to the hub with residents. RSG member raised the importance of managing expectations for show homes. CS rep said they will look at available units and will be working with BNP Paribas on understanding needs of FH and LH to start doing high level matching for phases. RSG member asked about specific sessions for LH and FH sessions and it was confirmed that this was being worked on.

5.2. Stakeholder Engagement

- 5.2.1. RBK officer gave an overview of stakeholder engagement and the outputs. Next step is to visit secondary schools. Faith groups being approached and RSG members asked to email any ideas. RSG member asked about discussions with the homeless support service to confirm that expectations are not raised. RBK officer confirmed that only an initial meeting to discuss the programme in general has taken place
- 5.2.2. Cllr Ryder Mills said that residents might go further afield for their place of worship so may need to extend out. RBK officer reiterated that any ideas should be sent to the team

5.3. Resident Engagement

- 5.3.1. RBK officer gave an overview of the proposed social programmes through the Autumn and asked residents to send any comments, in particular on dates, to RBK officer by the end of the week
- 5.3.2. Cllr Davey suggested that the size of print needs to be easy to read in comms materials

5.4. Landlord offer

- 5.4.1. RBK officer informed that a series of 4 themed sessions for residents will take place between November to December: how your new building will work, moving to your new home, New homes: costs and comforts, Play areas and communal spaces. Specialists will be at sessions to provide detailed information. Session details to be confirmed and then communicated

- 5.4.2. RSG member suggested these are added to the calendar with social activities
- 5.4.3. RSG member asked about LL offer and whether a draft will come to RSG. RBK officer said she can't confirm at present and have taken account of the feedback from the Landlord Workshop sessions. RSG member said Fed would like external feedback from partner Federation organisations. RSG member asked that this will come before the meeting so that it can be digested

5.5. Sustainability workshop

- 5.5.1. CS rep confirmed the date: 24.10.19 and confirmed that there will be experts at the session which will cover the proposed energy strategy, renewable energy initiatives, efficiencies in the home, sustainable buildings, biodiversity and ecology.
- 5.5.2. RSG rep asked if questions in advance would be helpful and CS rep said it would be very helpful. RSG rep asked about environmental impact reports coming to RSG. CS rep confirmed that this is a planning document and will be published then. The ecology report is currently being undertaken and further reports are needed in the Spring to conclude the report. CS rep offered to bring the report to RSG. **ACTION 31:** future agenda item.
- 5.5.3. RSG member reported that the leaflets have made residents aware of issues. CS rep confirmed that they will unpack the information that has been sent to residents and address this in the sustainability workshop.

6. PPCR Update

- 6.1. PPCR report was sent in advance and PPCR rep took RSG through the report highlighting what they have delivered. PPCR have reached almost 70% of residents on the estate and have talked to residents across tenancy types. Currently targeting residents that have not yet been reached. PPCR have been answering resident questions and informing them of the support that is available to them. PPCR are able to answer questions straight away and few need referring.
- 6.2. Cllr Davey asked about the figures on page 2 and clarification on 100% is not referring to residents eligible to vote. PPCR rep reported that the figure refers to the number of households and that discussions with non-eligible residents is often short but does have some benefit. RBK officer confirmed that now we have verification forms targeted engagement can take place with those that are eligible to vote and by phase. Cllr Davey said that contract needs to be 100% eligible residents not all those resident on the estate. PPCR will review
- 6.3. Cllr Ryder Mills asked about point 4.7 and is concerned about minorities with another language and whether there is the ability to speak to these households in their own language. PPCR confirmed they are enquiring about this, but that most use family and aren't keen on translation outside their own arrangements. RBK officer added that the website is translatable. RBK officer confirmed that we are building database and we know households that have asked for translation. RSG member asked about decanting and how well

words such as this might translate. RBK officer said we are moving away from these terms to take on board feedback to use 'moving home'.

- 6.4. PPCR rep confirmed contract is to speak to every household and that there are benefits to speaking to all residents and RSG member confirmed that PPCR have been doing a great job.

7. **AOB**

- 7.1. RSG member raised concerns that different tenures will get different fixtures and fittings and feels everyone should get the same. RBK officer added that properties are identical from the outside. RSG member added that private properties need to be sold and need a higher specification, which was discussed in dialogue sessions. Cllr Davey added that elsewhere secure tenants are fitted with durability in mind to minimise maintenance costs. RBK officer said that agreement to the fit out of other tenure properties still needs to be agreed and that the current focus is on secure tenants.

8. **Next Meeting**

- 8.1. All confirmed the change of the next meeting to 4 November