



**FER Meeting**  
**2 May 2018, 11.00am**  
**Boardroom, 9<sup>th</sup> Floor Maitland House,**

**Present:**

- Lynda Buckley – LB – Chair**
- Liz Mansfield – LM- Vice Chair**
- Janet Ledgerton – JL – General Officer**
- Fatou Ogunbiyi – FO – FER Committee Member**
- Ambrose Ghazali – AG – FER Committee Member**
- Ron Shadforth – RS – FER Committee Member**
- Yahia Bakr – YB – FER Committee Member**
- Cherish Hill – CH- Senior Customer and Community Engagement Officer**
- Laura Ball – LBa – Customer and Community Engagement Officer – Minutes**
- Janice White – JW – Housing Manager: Performance and Customer Engagement**
- Kevin Turnpenney – KT – Director of Housing and Communities**
- Peter Mercer – PM – Director of Property Services**
- Natalie Schofield – NS – Senior Housing Officer**

<b>1</b>	<b>Apologies and Introductions</b>
	Julia Davis – FER Secretary
<b>2</b>	<b>Minutes of the last meeting</b>
	Approved as true copy.
<b>3</b>	<b>Matters Arising</b>
	<ul style="list-style-type: none"> <li>• LB and RS have been invited to all Core meetings.</li> <li>• Incentives meeting will take place 21<sup>st</sup> May.</li> <li>• H&amp;S to remain separate however E&amp;D/Safeguarding group have now merged. FER to nominate a rep to attend.</li> <li>• KT will raise tablet issue at Services on 14<sup>th</sup> May. KT would recommend that residents also raise this as it is more powerful.</li> </ul>
<b>4</b>	<b>Declaration of Interest</b>
	Nothing to declare
<b>5</b>	<b>Update from Chair</b>
	<ul style="list-style-type: none"> <li>• JD cannot commit to FER meetings at present. Would like to look into joining ERSRP. CH to clarify if JD is resigning from FER.</li> <li>• LB, JL, and LM worked on impact assessments with CH. CH thanked FER for all of their hard work on this.</li> <li>• Attended Resident Awards, thank you to CCET for organising a very good event with worthy winners.</li> <li>• Attended Bitesize Tenancy training as a refresher hosted by Susan Harland. Recommend these courses to the rest of the committee.</li> <li>• Please could all members try to attend least one of the community days.</li> <li>• Launched Facebook 1<sup>st</sup> May.</li> <li>• LB has now passed CIH Level 2 in Housing Practice.</li> </ul>

	<ul style="list-style-type: none"> <li>• CH added that Fatou took part in work experience with Axis. PM said Axis gave a lot of positive feedback about having the residents take part in this.</li> </ul>
<b>6a</b>	<b>Property Services Update</b>
	<ul style="list-style-type: none"> <li>• Improved performance on all indicators this time. Happy with the performance for an interim contract given the performance information at the end of the last contract. Performance has improved year on year.</li> <li>• Would like to present an update on moving forward of contract at next meeting. This will include an update on the tender process. Currently organising stakeholder meetings.</li> <li>• Restructure charts will be presented at the next meeting.</li> <li>• Looking to change the repairs number to prevent confusion as a high volume of calls are being transferred back to Axis. This would be an 0880 number but further research will be done.</li> <li>• FER initial thoughts– good idea as it is a direct line to Axis.</li> <li>• Working with CCET on consultations with residents around repairs and repairs appointments to help create a tender that residents have had input into. This will also enable us to give greater flexibility to residents.</li> <li>• PM will be running training for residents involved in tendering. LM will be leading, with JL and FO as backup. PM would like the residents who start the process to be able to finish it.</li> </ul>
<b>6b</b>	<b>Health and Safety Compliance – Better Safe than Sorry</b>
	<p>Asset management data is very accurate – currently at 90%. Working with Housing to get access to difficult properties.</p> <p>There is a record of carbon monoxide detectors in houses. These are checked as part of the gas safety checks.</p> <p>Zero tolerance to items left in communal areas is still being enforced. Residents will be expected to comply with legislation rather than updating the tenancy agreement.</p> <p>FER noted the report.</p>
<b>7</b>	<b>Board and Management Update</b>
	<p>Next Services Committee meeting is 14<sup>th</sup> May.</p> <p>Executive Director of Corporate Services, Amanda Ashley-Smith, left the organisation. Have now recruited in this role with the added responsibility finance.</p>
<b>8</b>	<b>Welfare Fund Evaluation</b>
	<ul style="list-style-type: none"> <li>• Spend has increased from 2016/17.</li> <li>• Aim to pick up online requests within 24 hours. Residents will be advised if their request is approved or not. The fund requires two managers to approve any spend and to have a clear picture of the residents income and rent account position. Previously needed requests to be declined by the Essential Living Fund. Officers are now able to determine whether or not it would be accepted by the ELF. The fund is £7000 not £5000 as the update states. JW to update.</li> <li>• Find that single tenants are more vulnerable as they are likely to just have a single income of JSA.</li> <li>• The fund is a grant not a loan.</li> <li>• Although the fund will not cover any rent, it can pay for removals where a Discretionary Housing Payment will not cover this.</li> <li>• Draft policy to be written and presented to FER January 2019. LM to work with JW on policy review.</li> </ul>
<b>9</b>	<b>Vulnerability Policy</b>
	<p>Policy helps to provide support from the start of tenancy. All staff have a duty to support residents and housing work with individual local authorities. Often make adult welfare referrals.</p>

	<p>At present staff from housing, welfare, income and allocations are working on putting together a risk matrix so that residents can identify if they are care leaver, if there is a language barrier etc. This would be for new residents.</p> <p>For current residents there is a tenancy audit process which identifies residents who have not been in contact, vulnerabilities are often identified this way.</p> <p>FER Approve the policy to move forward and would like feedback on this in 6 months.</p>
<b>10</b>	<b>Anti Social Behaviour Policy</b>
	<p>This is presented to the FER following the recent ERSRP report.</p> <p>This policy will be updated to reflect the new ICT software – <i>ReAct</i> when it is approved.. Procedure is coming to the FER in July.</p> <p>The tenants agree an action plan when they report ASB. If a non-Estuary resident contacts EHA to report ASB they will be treated in the same way.</p> <p>All options will be exhausted for an early intervention before action will be taken to remove tenants. For context- 7 households were evicted in 2017/18 for ASB.</p> <p>FER Approved pending legislations update.</p>
<b>11</b>	<b>FER AGM</b>
	<p>FER have suggested venues for AGM this year as part of taking an active role in the AGM and organising. Venue will be agreed at July meeting.</p> <p>LBa will be consulting with residents on the venue. Choice of Billericay or Southend.</p>
<b>12</b>	<b>Feedback from groups</b>
<b>A</b>	<b>Core Group</b> LB and RS will attend meeting 21 <sup>st</sup> May.
<b>B</b>	<b>Health and Safety</b> – 25 <sup>th</sup> March. RS – Fly tipping no information to share from Caroline. GEMS are now main cleaning and grounds maintenance services contractor. RIDDOR statistics quite low. PM meeting with Axis and CC weekly to check improvements around WDE. There are now three surveyors also carrying out audits. Next meeting 24 <sup>th</sup> May LB to attend.
<b>C</b>	<b>Planned Maintenance</b> – JL updated on current performance. Since Axis took over 47 bathrooms were delivered on time and 82 kitchens. 3 bathroom and 2 kitchens still outstanding. Axis performance is up from previous contract. Next meeting Tuesday 8 <sup>th</sup> May. YB and JL to attend..
<b>D</b>	<b>Services Committee</b> –Next meeting 14 <sup>th</sup> May
<b>E</b>	<b>Equality and Diversity</b> KT to update FER on whether they need to attend. FO to attend in future.
<b>F</b>	<b>ERSRP</b> Still working on Voids project. Finalising the last pieces of research and write up. CCET are assisting with writing but there has been a delay as the team were focusing on the Resident Awards. ERSRP chair explained the scope of the review. Discussed why EHA have removed Void Inspectors.
<b>15</b>	<b>Any Other Business</b>
	<p>Axis work experience: FO worked on Resident Satisfaction Survey. Spent two days calling residents to complete surveys. Found that residents had planned works that were ongoing and had been waiting for parts but residents were not kept updated. FO to share further feedback with CCET.</p> <p>Would like to suggest a repairs handbook to clarify what resident need to contact Estuary</p>

	<p>for and when they need to contact Axis.</p> <p>KT – Income policy came to FER in March. Will be presented to Service in May but without the proposal to take a month’s rent in advance. Will be completing more research on this.</p> <p>Estate Improvement Budget – LBa and CH to look at promoting.</p> <p>KPI report presented to FER tabled for May Services Committee is subject to change and approval.</p> <p>Mobility scooters – becoming a much bigger issue. In many cases these are stored in external communal areas. More research needs to be done on this.</p> <p>Lettings policy and tenancy agreement review was circulated outside of the FER meeting. Please speak to Corinne Roach or KT with any questions.</p>
	<p><b>Next meeting will be on 4<sup>th</sup> July – Maitland House Boardroom</b></p>