



Estate Management Service User Group
Housing Forum

MINUTES

<i>Meeting</i>	<i>Date</i>	<i>Time</i>	<i>Location</i>
Estates SUG	07/12/2023	18:00	Zoom
Attendees			
Residents	Councillors		Staff
Amran Boycee (B) Chris Sweetham (CS) Dottie North (DN) Francis Mureithi Jo Coomber (JC) John (J) Michael Foley Nigel Varley (NV) Philip Morris (PM) Sibusiso (S) Thomas-Frith Cooke (TC) Tim De La Rew (TDLR)			David Maggs (DM) Hilary Waldron (HW) Kate Ryan (KR) Ilona Marciniak (IL) Henry Murray
Apologies		Minutes	
		Henry Murray	

Agenda items

- 1. Welcome and Housekeeping – Hilary Waldron (Chair), Team Manager Support to Older People**
- 2. “You Said, We Did” Actions from previous meeting – David Maggs, Tenant Participation Officer**
- 3. Anti-Social Behaviour – Kate Ryan, Tenancy Manager**
- 4. Support to Older People Service - Update and Performance Review – Hilary Waldron Team Manager Support to Older People**
- 5. Initial Discussion on Service User Group consultation of changes**

within the existing budget for Grounds Maintenance – David Maggs

6. Agree items for forward plan

7. Any other business

8. Date of next meeting (29.2.24) and close

Agenda Item	Discussion Points/ Outcomes & Actions	Actions
1	Welcome (Housekeeping/ code of conduct)	
	<p>You Said, We Did – David Maggs</p> <p>Gave a presentation on “You Said, We Did”. Topics included wildflower meadowing, recycling facilities and bathroom replacement timescales.</p> <p>B - Asked about difference in lead time between EIB and NIB funded works and ordinary repairs/maintenance routes.</p> <p>DM – Advised EIB and NIB are dependent on the decisions of a panel which happens every 6-8 weeks, and a surveyor usually has to go out before the tenants meet.</p> <p>CS – Advised on guttering that gets blocked on his property every autumn due to fallen leaves.</p> <p>DM – Advised that CS to contact their housing officer. <i>(NB Post Meeting note - guttering can reported by the HO or other staff to the Rapid Repairs Team.)</i></p> <p>YSWD Item was paused due to the limited availability of Kate Ryan for the next item.</p>	
	<p>Anti-social Behaviour – Kate Ryan</p> <p>Presentation by Kate Ryan</p> <p>B – Suggested that 56% is a low figure for satisfaction with Council’s work on ASB.</p> <p>KR – Advised on benchmark nationally is around 45%. Advised on steps they have been making to address low</p>	

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	<p>satisfaction.</p> <p>B – Asked how record keeping has been improved.</p> <p>KR – Advised they have removed redundant cases, generally streamlined their online filing and are awaiting new filing system coming in 2024.</p> <p>PM – Asked when they cancel cases.</p> <p>KR – Advised they don't cancel cases unless it was set up by mistake.</p> <p>PM – Advised there is an ongoing case at their estate.</p> <p>KR – Asked if Ilona and/or David can be given details to follow up after.</p> <p>NV – Suggested that housing officers are crucial in dealing with ASB</p> <p>KR – Agreed they are first contact for informal measures.</p> <p>NV – Suggested that as previously commented by a resident, a lack of housing officers is a problem.</p> <p>KR – Advised there has been a successful round of recruitment for new housing officers.</p> <p>Back and forth about staff retention. KR advised on new actions being taken to improve staff retention. KR advised that a team of specialist Housing Officers will deal with vulnerable tenants, allowing for more time for general work by other housing officers.</p> <p>PM – Suggested website should be updated with current housing officer contacts.</p> <p>KR – Advised that this update is currently in progress.</p> <p>PM – Asked for contact details of housing officers being displayed on notice boards.</p> <p>KR – Advised that they cannot share contact details of</p>	<p>IL/KR</p>

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	<p>housing officers and advised tenants to contact the call centre as first point of contact.</p> <p>PM – Raised problem of on long wait times for call centre.</p> <p>CS – Asked if individuals who call the Call centre will have information on availability of housing officers.</p> <p>KR – Advised that information may be available via callbacks. Advised they do have work to do in this area, as well as ensuring housing officers’ work is covered during absence.</p> <p>B – Asked if housing officer contact details could be displayed in laundry rooms.</p> <p>KR – Advised on GDPR rules but that a generic inbox is available for contact.</p> <p>B – Raised again the problem with response times and inaccurate information in automated reply from inbox.</p> <p>KR – Advised they will ask admin team to change generic message to be clearer about timescale of response.</p>	<p>KR</p>
	<p>Supported housing older people service</p> <p>HW gave a detailed presentation on the service, including welfare support to residents, and it’s performance, and some ideas on planned expansion of the service.</p> <p>B – Asked about next steps once resident has received food voucher.</p> <p>HW – Advised that referral is made for food parcel which is then delivered by a food bank.</p> <p>B – Asked for lead time on food being delivered.</p> <p>HW – Advised they don’t have that information but will be taken away as an action point.</p>	<p>IL</p>

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	<p>IL – Advised they have worked in relevant team and the rough time is under 48 hours.</p> <p>B – Asked about house-bound residents.</p> <p>IL – Advised it wasn't same day but around 48 hours.</p> <p>HW – Advised Boycee that their team would always aim to assist a resident there and then if it was required.</p> <p>DN – Advised they had no idea that this particular service existed via wardens. Suggested that more awareness raised to residents about this. Raised previous experience of finding neighbour on the floor and warden dismissing it as part of their job description.</p> <p>HW – Asked for more details to be investigated.</p> <p>DM – Suggested information is put into housing news about the food bank referrals.</p> <p>B – Asked about petty cash process as previously suggested by HW.</p> <p>HW – Advised it would depend on immediate need and often warden's would use their own discretion paying for items if needed.</p> <p>NV – Advised on alarms being raised at their block having up to ten minute response time.</p> <p>HW – Stated they would want to investigate any delays like that as it should not be something that happens. Advised on email address to be used to report problems such as alarm delays.</p> <p>NV – Asked what help can be given to residents who cannot afford extra heating.</p> <p>HW – Cited recent news letters that may have provided information for advise on finances in relation to heating costs.</p>	<p>HW</p> <p>HW to follow up</p>

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	<p>NV – Emphasised ongoing problem of cladding removal during winter period causing extra problems.</p> <p>CS – Advised on name of another organisation called Carelink that helps with alarm systems for older residents, who are not covered by the SHOP service. Wanted to mention so that all residents are aware of what is available to them.</p> <p>PM – Held up their copy of housing news and advised there is no information about supported housing or contacts for wardens. Asked why food voucher service isn't advertised inside housing news or in places like laundry rooms.</p> <p>HW – Advised they will take ideas away as they seem helpful.</p> <p>NV – Went to find the notification previously mentioned in their building. Advised that the notice is quite small and some residents may not be able to see it. Asked if wardens could raise awareness. Advised heating has been turned down in the common area of their building.</p>	HW
	<p>Second Part of Item 2 You Said, We Did and incorporating Item 3 Initial Discussion on Service User Group consultation of changes within the existing budget for Grounds Maintenance</p> <p>David went back to first agenda item to finish.</p> <p>TDLR – Expressed concern regarding garden refuse being flytipped in the garden area of their estate. Expressed concern that rewilding certain areas would potentially create more hiding places for flytipping.</p> <p>DM – Asked about distance between property and flytipping area.</p> <p>TDLR – Advised on boundary layer that the council do not maintain.</p> <p>DM – Advised they will take a note, and that the rewilding wont take place everywhere.</p>	DM

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	<p>B – Asked why the consulting firm being used isn't based in Bristol. Advised on current litter problem that comes with grass cutting. Expressed their problems with rules around estate maintenance including flytipping and weed removal.</p> <p>Back and forth on what points that council are not living up to and how maintenance is monitored and managed.</p> <p>PM – Asked if meeting could be held to discuss provisions. Asked which departments are responsible for various parts of hedges.</p> <p>DM – Advised they don't have full information but that the only contention would be about which department is paying for maintenance. Advised that the boundary issue being mixed in with the rewilding issue could create complications for both issues going forward. Suggested they are taken up as separate issues.</p> <p>PM – Advised on plot of land that has notice stating it is a car park for their block and there are vehicles that shouldn't be there.</p> <p>DM – Explained that BCC has a service for this and cited previous issue of vehicle removal at Gilton House.</p> <p>J – Advised that the process of rewilding is not the same as walking away from pieces of land and not touching them.</p> <p>Back and forth on working systems for raising this issues within council.</p> <p>DM - Asked if there was general support to move forward with a Consultation on changes to Grounds Maintenance within existing budgets. It was agreed by those present</p>	DM
	<p>Forward plan for the SUG.</p> <p>PM – Asked why a wet room wasn't installed instead of plastic bath in new resident's property. Explained that heating and water was also turned off in their property. Suggested flat should not have been signed off when it</p>	DM/HW

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	<p>was. Advised it is being raised with housing ombudsman.</p> <p>HW – Asked if they should check if complaint has been acknowledged. Asked for resident’s details. Advised they don’t have information on bathroom installation but they will take it away.</p> <p>NV – Asked what is happening about EIB and NIB, expressed belief they are dying as policy.</p> <p>DM – Advised it can be wrapped up in next meeting agenda.</p>	<p>DM/HW</p> <p>DM</p>
	<p>AOB</p> <p>B – Asked for cost of consultancy. Expressed belief that a lot of the paper provided regarding consultancy is untrue.</p> <p>TDLR – Suggested residents watch a program on climate change policy in which no fitting of large or small scale solar panels would be permitted due to a David Cameron era policy.</p> <p>NV – Suggested a discussion on Barton House, should the worst case scenario arise by next meeting in February.</p> <p>DM – Advised that scenario planning is currently underway for all three options for Barton House. Advised not all information is in the public domain.</p> <p>TC – Asked if there are any buildings in Bristol built similarly to Ronan Point.</p> <p>CS – Asked for any impact on council services due to possible bankruptcy be discussed and brought up prior to possibility of bankruptcy.</p> <p>Back and forth on HRA budget.</p> <p>DM – Advised on person to bring in for HRA budget discussion.</p> <p>Back and forth about Barton House.</p>	<p>DM</p>

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	End of meeting.	