

**Residents' Forum
Minutes**

Date: Monday 9 May 2011

Venue: The Grange, 1 Central Road, Morden

Start time: 7pm

Present:

Name	Initial	Address/Residents Association/Post
Kathy Adams	KA	Aberconway Road, Morden
Ken Barton	KB	Bordesley Road
Geoffrey Bowring	GB	St Helier Avenue
Jim Carter	JCa	Harland Estate
Judith Cortez	JCo	Delamere Road, Morden
Lucy Hedden	LH	Glebe Court TMO
Selina Hollands	SH	Carters Estate RA
Marion Hyde	MH	Sadler Close RA
Tina King	TK	Marham Gardens
Pat Lindup	PL	Blanchland Road, Morden
Tony Perkins	TP	Portland/Lewis Road RA
Sheila Perkins	SP	Portland/Lewis Road RA
Lesley Sorrell (Vice Chair)	LS	Morden Rd
Janet Watkins	JW	All Saints RA
In attendance:		
Nick Walker	NW	Circle
Doreen Jones	DJ	Consultation Officer (minutes)
Theo Scott	TS	Consultation & Communications Manager
Mary Bennell	MB	Assistant Director Property Services (Interim)

Apologies:	
Moses Salisu	Harlands Estate RA
Michael Adams	Aberconway Road, Morden
Bob Hughes	Trafalgar Court
Ruby Chapman	Trafalgar Court

Item	Details	Action
1	Welcome & Introductions	
1.1	LS opened the meeting and introductions were made.	
2	Minutes and matters arising from 7 March 2011	
2.1	P4.5 JW clarified that it is not as stated in the minutes that the RA has not had any feedback, it is that the RA do not know what ideas are being taken forward. Once the RA knows what is being taken forward from the environmental improvement budget we will be in a better	

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	position to submit proposals under LEAF (Large Estate Allocations Fund).	
3.	Repairs & Maintenance Review	
3.1	Circle is currently reviewing the repairs and maintenance contract throughout the organisation. The aim is to save £120m through streamlining structures and processes through a single procurement exercise.	
3.2	We currently have an estimated 180 contracts across the group being delivered by over 37 contractors. The way we currently monitor performance of our contractors could be better. We also need to focus on the repairs services as residents have told us this is the most important service delivered to them. The review will ensure a consistent delivery of standards and performance across the group.	
3.3	We will also start looking at the section 20 notices. JC – What is this? NW – A section 20 notice is a legal document that entitles the leaseholder to be made aware of works that is being carried out to the property/block. It will state that a contract is being placed and the leaseholder is advised of their share of the cost for the works to be carried out.	
3.4	As part of the review we will look at, how customers engage with contractors, the need to reduce the current number of contractors, and look at contractors who use local companies and encourage apprenticeships with the aim to build this into the contract.	
3.5	TP – if the decision is made to use a big player they may subcontract the jobs out which may not make it local. NW – we want to get involved with the sub-contractors as well. Measures would be put in place to ensure risk management is also reviewed.	
3.6	As part of the review we will need help from residents around health & safety and customer engagement. We would like resident to get involved in different aspects of the review.	
3.7	LS – If you want to save money will you be required to spend less on the service? NW - No, we want to save money on how the contracts are managed and the current number of contracts and contractors in place. PL – What will happen if the new contractor's performance is less than satisfactory? NW – We will build performance management into the contract and this will be monitored. PL – Will the MPH standard remain the same? NW – it will be the same or better.	
3.8	MH – We have entered into a contract for the decent homes work for kitchens and bathrooms, can this be broken? NW – Yes, six months notice would be required.	
3.9	MB – what is the thought process behind merging Merton stock profile with Circle 33, considering stock condition and London prices, is this set in stone? NW – No it isn't, we welcome any discussion regarding this.	
3.10	We aim to start the process in mid August and would welcome resident's involvement. An information pack will be sent with the minutes.	
4.	Environmental improvements	
4.1	MB - Work was started on this last year, however since the beginning of February, I have taken on the role of Interim Assistant Director of Property Services and have not been able to spend as much time on this as I would like. We are hoping to appoint a project assistant to lead on this so that the money can be spent and the work promised	

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4.2	<p>As part of the transfer promises there are different budgets allocated to different work programmes. The following table gives details on the scope and funds from the available budgets.</p> <table border="1" data-bbox="248 338 1257 1142"> <thead> <tr> <th data-bbox="248 338 461 398"></th> <th data-bbox="461 338 624 398">Where</th> <th data-bbox="624 338 772 398">Scope</th> <th data-bbox="772 338 936 398">Total Amount</th> <th data-bbox="936 338 1091 398">Amount 2011/12</th> <th data-bbox="1091 338 1257 398">Amount 2011/12</th> </tr> </thead> <tbody> <tr> <td data-bbox="248 398 461 584">Estate Improvement Budget</td> <td data-bbox="461 398 624 584">Largest 22 estates (as detailed in transfer document)</td> <td data-bbox="624 398 772 584">Better lighting, new planting, signage etc</td> <td data-bbox="772 398 936 584">£1,250,000</td> <td data-bbox="936 398 1091 584">£140,000</td> <td data-bbox="1091 398 1257 584">£1,110,000</td> </tr> <tr> <td data-bbox="248 584 461 678">Fences, gates, paths and hedges</td> <td data-bbox="461 584 624 678">Across the borough</td> <td data-bbox="624 584 772 678"></td> <td data-bbox="772 584 936 678">£500,000 over 10 years</td> <td data-bbox="936 584 1091 678">£50,000</td> <td data-bbox="1091 584 1257 678">£50,000</td> </tr> <tr> <td data-bbox="248 678 461 831">Neighbourhood Improvement Budgets (LEAF)</td> <td data-bbox="461 678 624 831">Largest 22 estates (as detailed in transfer document)</td> <td data-bbox="624 678 772 831">To improve the local area</td> <td data-bbox="772 678 936 831"></td> <td data-bbox="936 678 1091 831"></td> <td data-bbox="1091 678 1257 831">£211,000</td> </tr> <tr> <td data-bbox="248 831 461 954">Street properties & Small Blocks</td> <td data-bbox="461 831 624 954">Street properties & Small blocks</td> <td data-bbox="624 831 772 954"></td> <td data-bbox="772 831 936 954">£50,000 per annum</td> <td data-bbox="936 831 1091 954"></td> <td data-bbox="1091 831 1257 954">£50,000</td> </tr> <tr> <td data-bbox="248 954 461 1142">Neighbourhood improvement budget sheltered housing</td> <td data-bbox="461 954 624 1142">Sheltered housing</td> <td data-bbox="624 954 772 1142"></td> <td data-bbox="772 954 936 1142">£44,000 per annum</td> <td data-bbox="936 954 1091 1142"></td> <td data-bbox="1091 954 1257 1142">£44,000</td> </tr> </tbody> </table>		Where	Scope	Total Amount	Amount 2011/12	Amount 2011/12	Estate Improvement Budget	Largest 22 estates (as detailed in transfer document)	Better lighting, new planting, signage etc	£1,250,000	£140,000	£1,110,000	Fences, gates, paths and hedges	Across the borough		£500,000 over 10 years	£50,000	£50,000	Neighbourhood Improvement Budgets (LEAF)	Largest 22 estates (as detailed in transfer document)	To improve the local area			£211,000	Street properties & Small Blocks	Street properties & Small blocks		£50,000 per annum		£50,000	Neighbourhood improvement budget sheltered housing	Sheltered housing		£44,000 per annum		£44,000	
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4.3	There is currently a list of addresses of fences that need repair/replace across the borough, residents can also add to this list by contacting the repairs department. Surveyors will also add to the list when they are carrying out their duties in the borough.																																					
4.6	LS - What improvements are planned for Ravensbury? MB – new concrete slab style fencing is planned to be erected, which will protect the trees in its design. There is still work to be done with bollards being erected. We will use this as a prototype going forward at other estates. It will certainly make a difference.																																					
4.7	One of the lessons learnt from this exercise is that we initially wrote to all residents informing them of the works suggested together with the estimated cost for each item of work. Some of the work has started, although this was not communicated to residents. In future we will ensure all stages of work are communicated.																																					
4.8	DJ – what is happening with the drain work at High Path? MB – we are aware of this and are taking steps to address this.																																					
4.9	LH - Our estate has had new railing along London Road, and we are planning for each block to have the pathway tarmac and bridle brick on some of the pathways. The probation services are making new benches and tables for the garden area and we are sourcing fruit trees, shrubs and washing poles from local companies.																																					
4.10	JW - Is there any update on the dustbin shed? MB – We have received costing for them, however they are quite expensive I will provide you with the details.	MB																																				

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4.11	SP – what is the outcome of the gates at Portland/Lewis Rd? MB – they need looking at I will provide you with an update on this.	MB
5.	Resident Involvement Framework/ Resident Scrutiny Panel	
5.1	We are reviewing the resident involvement framework to improve the effectiveness of resident involvement and to drive service improvement. A survey the ‘big question’ was sent to residents recently to find out if involved residents felt their involvement was making a difference. 359 surveys were sent out, 44 were received a 12% response rate.	
5.2	The main question on the survey was whether residents felt their involvement has helped MPH to improve service delivery to residents. Of those who responded 48% answered yes and 52% said no. We need to look at this and reflect this in the review as we want the time given up by residents to be meaningful and to be making a difference to service improvement which at the moment it is not clear that residents believe it is.	
5.3	LS – How were the residents that received surveys selected? TS - These are residents who have been involved in the last 12 months, it could be attending meetings, focus groups, an event or training sessions.	
5.4	TP – MPH has only been in operation just over 12 months, it is in the second year that we will really see what difference residents involvement has made. TS – This is true, whilst we may make changes as a result of the review, they will not be major, what is clear is that we need residents to challenge and test the services provided.	
5.5	KB – if only 44 residents responded you would have thought they would have said yes, so maybe things have not changed.	
5.6	SP – I answered no, what I find is the same thing is discussed over and over again, there is no clear cut decisions being made things need to happen and residents need to see this.	
5.7	JS – Maybe the things residents wanted are the things that have not been done. TS – We will treat the results of the survey with caution as it is a small percentage of residents. The information in the survey and the feedback provided at other meetings and forums will help us to make the changes that residents want.	
5.8	The next step to the review is to provide this information at all residents meetings and with Merton Tenants & Residents Federation (MTRF). At the next Forum meeting the outline proposals will be shared. In July the Board will be given timelines and progress on reviewing the framework and setting up a Resident Scrutiny Panel. Resident will have the opportunity in August to review comments on the proposed changes it is anticipate that the changes will be agreed in September/October.	
5.9	LH – What kind of training is available? There are a number of training opportunities that will be aimed at building your capacity to get more involved, if we don’t directly fund something of particular interest to residents we will signpost residents to relevant training that might suit them.	
6.	Scrutiny Panel	
6.1	We ask that residents give their views on the Scrutiny Panel by Monday 23 May. LS – Is the job for the mentor a permanent or paid position? TS – It is not permanent or a paid position. The role is to help with the development of the panel and provide training to the	

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	members. Once residents and the Board have signed off the job description we will issue a tender brief and approach housing agencies to find a suitable person.	
6.2	MH – Is it right that if you become a member of the scrutiny panel you cannot be involved in other meetings? TS – You can continue to be part of a resident’s association committee, but you will not be eligible to continue with any other involvement on formal forums led by MPH.	
7.	Any other business	
7.1	<p>Osborne Resident Council</p> <p>Osborne will be having their first Resident Council on 25 May in London, the aim of the council is to work at a strategic level with partners looking at performance from the customer viewpoint, discussion on how Osborne can work locally with residents and agreeing the remit of the resident council</p>	
7.2	<p>Visit to Houses of Parliament</p> <p>A trip has been arranged for 30 June to the Housing of Parliament, there is a £5 cost which includes travel - if you would like to attend contact Marion Hyde on 020 8646 2694.</p>	
7.3	<p>Customer Access Focus Group</p> <p>A Focus group is being arranged to look at customer access across the services, if you would like to take part please contact Doreen Jones on 0300 500 3000 or email us at getinvolvedmerton@circle.org.uk</p>	
	<p>Date of next meeting: Monday 6 June 2011 Time: 6.30pm for 7pm start Venue: The Grange, 1 Central Road, Morden</p>	