

CHALCOTS WORKS GROUP (CWG) NOTES AND ACTIONS 17.7.2019**Attendees**

Cllr Tom Simon (TS) Hasan Shah, Chair and Burnham rep (HS) Paula Schofield, Dorney rep (PS) Paul Urquhart, Bray rep (PU) Roger Evans, Taplow rep (RE) Cllr Steve Adams (SA) Lawrence Nicholson, Blashford rep (LN) Donna Peters (DP) Nilva Thompson (NT) Sally Kikaya (SK) Ruth Craven (RC) Astrid Kjellberg-Obst (AK) Graeme Beedham (GB) Kalice Cooke, Taplow rep (KC)

Notes	Action	Due by
<p>Discussion on the Terms of Reference</p> <ul style="list-style-type: none"> Context on the formation of the CWG was shared in the meeting. Group emerged from time around PFI contract – this had input from the works teams, the repairs team, housing and estate services A Terms of Reference (ToR) was drafted but was not finalised. The CWG has functioned in a similar fashion to points of the draft ToR proposed by LBC. LBC asked if the draft could be shared via email. <p><i>Comments on the new LBC draft ToR</i></p> <ul style="list-style-type: none"> The ToR needs expansion on contractor expectations. Meeting minutes should be shared within 5 days. The agenda should be shared 5 days prior to the next meeting The ToR will clarify that final decisions cannot be revisited. The TRA attending the CWG meeting have decided to meet to compare the draft LBC ToR and the original draft CWG ToR and will make their comments and amendments. 	<p>TRA to share original draft CWG ToR</p> <p>LBC to make amends to the draft ToR as discussed</p> <p>TRA to share their comments and amends on the ToR</p>	<p>30/7/19</p> <p>6/7/19</p> <p>26/7/19</p>
<p>Resident engagement discussion</p> <p><i>Why the new approach?</i></p> <ul style="list-style-type: none"> The Director said that this programme needs to open up a wider range of channels for dialogue with residents in response to feedback. Need to avoid engagement being seen as secretive and be more transparent. Block by block works groups would help complement the engagement currently happening by helping deal with block-specific issues and speaking to the relevant residents more directly. TRA reps said there is a concern that block by block works forums will create divides on the estate. The group discussed challenges around passing on information effectively. With some TRA reps saying they are being stretched for capacity, the block by block engagement should be seen as additional support to enable strong engagement. There are residents who are opposed to the current window design plans and suggested that LBC do their own door knocking exercise to see what residents are saying. The issues such as the window sills and the radiators need to be addressed or there might be problems. The Chair said that there is a Chalcots Action Group who are doing their own survey, and the results of this survey will be shared soon. The group discussed that the current format doesn't seem to be working as well as it should. LBC suggested a clear Terms of Reference and published notes and actions would help this. Block by block meetings and CWG meeting would have two different purposes. The CWG will be for estate-wide concerns and overview of progress. Block by block forums could be ad hoc meetings for that block. 		

<ul style="list-style-type: none"> • TRA reps asked about the background behind the formation of the new works group at Taplow, LBC confirmed that this came from Taplow residents who have been pushing this forward. It is not for LBC to listen to one group over another, AKO confirmed we are committed to open engagement channels. Collaboration and working together are key principles that will help to deliver the works safely and smoothly. • It is important to facilitate groups to work together and support each other. This will ensure residents are well informed and can make their voices heard about what matters to them how the works are being carried out. <p><i>Suggestion going forward</i></p> <ul style="list-style-type: none"> • Observations and a strategic viewpoint on tenant participation (GB) is that engagement should be working in accordance with the Housing Act. In usual day to day, the TRA would be enough but this can't be the case while there are major works like those ongoing at the Chalcots Estate. As a landlord, LBC have an obligation to engage. Increased engagement is about absolute transparency for all of the blocks. • It is advisable to adopt a different approach to manage the complexities of this block by block • It is known that there are currently challenges in the existing engagement model, but how will the parallel group not have the same difficulties? TS suggested that the existing CWG structure should stay with block by block concerns feeding into CWG. • Suggestion by SA Resident Liaison Officers should have a key role in block by block engagement and could feed into the estate-wide group. • LBC are currently interviewing to recruit 5 quality inspectors – one for each block - that will work closely with the block RLO. These roles working closely together and with residents should help with increased engagement and help ensure issues are dealt with efficiently. • LBC agreed to think of other possible terminology for the future engagement networks and roles. 		
<p>Issues arising since the last meeting</p> <ul style="list-style-type: none"> • Misinformation from some residents has made some other residents feel uncertain. Getting the ToR agreed for the CWG and the block by block engagement should help build trust and accountability with residents. • When will Blashford have their meeting for some idea of design to update residents? LBC will confirm a meeting date and proposed design after testing. 	LBC to update/consider update meeting for Blashford and feedback.	31/7/19
<p>Actions for the future meeting discussion</p> <ul style="list-style-type: none"> • LBC to collate Phase 1 and 2 outstanding works for discussion • Look at standardised template agenda options 		
<p>Next meeting</p> <ul style="list-style-type: none"> • To be held in 2 weeks' time, 31st July 2019 		