

Fair Community Housing Services

Minutes of Meeting of the Board Held at 7.00 pm on 5 April 2016

Attendees	Role
Teddy Amoyaw (TA)	Chair
Vanessa Shone (VS)	Board Member
Helen Cadwallader (HC)	Deputy Chair
Tracy Stedman (TS)	LBS monitoring officer
Tim Gadd (TG)	Board Member
David Goodchild (DG)	Board Member
Jon Harford	Estate Manager
Apologies	
Christine Nicholls (CN)	Secretary
Seval Tahsin (ST)	Board Member
Inocente Novo (IN)	Board Member
David Monaghan (DM)	Board Member
Alika Agidi-Jeffs (AAJ)	Board Member
Ifra Khan (IK)	Board Member
Not In Attendance	
Emily Dent (ED)	
Guest Presenter	
Jon Tighe	Manager, Potters' Fields Park Management Trust

The meeting started at 7.00 pm.

Nos	Agenda Item	Action
1	Welcome & Introductions	
	Teddy Amoyaw, Chair, welcomed Board Members	
2	Apologies	
	As above.	
3	Declarations of Interest	
	Non to declare.	
4	Community Development: updates	
4a	St Johns Churchyard (SJCY)	
	Jon Tighe (JT), Manager Potters Fields Park Management Trust PFPMT), gave an update on the trust's plans to take over service management of SJCY following consultation with local communities (FCHS – us - and STRA Shad Thames Residents Association) in Autumn 2014. The lease contract has taken some time to finalise but is scheduled for sign off this summer following which a small event is likely to be staged in the Autumn. The purpose of JT's informal presentation to FCHS was to outline the development plan for SJCY as priorities to undertake in the next	

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<p>12 months moving forward. JT outlined the following 7 priorities with reference to an outline of the park:</p> <ol style="list-style-type: none">1. Maintain the listed railings.2. Re-spec the playground, particularly the swings to be safer and move the wooden climbing frame to be re-sited within the playground area again to be compliant with safety guidelines. The current footprint of the playground will be maintained and one of the walls closed off to prevent dogs from entering.3. Seating no longer in use from Potters Fields Park will be recycled and installed in SJCY and LCD lighting will also be introduced. The seating is wooden.4. Planting beds will be improved and new ones introduced near the main entrance off Druids St.5. Vegetable beds will be introduced in response to community feedback to facilitate community gardening.6. All weather table tennis and a boules pitch will be installed, again near to the main entrance, along with outdoor gym equipment.7. Improvements will be made to the entrances to the park and 2 other key features – lighting overall and the feature planting. <p>JT confirmed PFPMT will take over SJCY from June 2016 onwards. Further consultation – as notification of work to be undertaken - will be undertaken by the Trust from June to September following which work will start on site.</p> <p>JT very keen to have FCHS management committee response to these proposals and any other feedback as part of this consultation process.</p> <p>John Goodchild (JG) flagged the issue of security partly on account of the high number of rough sleepers in SJCY. Vanessa Shone (VS) highlighted general anti-social behaviour including: drug users and the pigeon feeding man in the wheelchair. Helen Cadwallader (HC) pointed out there is a high number of personal trainers who damage trees and grass and dominate the walkways with the endless jogging and erratic physical gestures etc. HC flagged the need to prioritise supporting wildlife in the new vision for SJCY through, for example, birdfeeders, and bee-hotels etc perhaps involving Team London Bridge to source sponsorship etc.</p> <p>JT responded by saying a specially designated gardener would help with security Mon-Fri. LED lighting will make the park safer at night-time and would not impact on residents living close to the park. Plus, a CCTV will be costed in and likely to be installed pending budget availability.</p>	
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	<p>JT thanked the management committee for their input and stayed for the following item as this involves PFPMT and FCHS working together with PFPMT playing a lead role supported by STRA and FCHS.</p> <p>JT proposed to use 12 June as a platform for consultation on SJCY by setting up a gazebo in the park inviting responses from the local communities.</p> <p>Action: could FCHS explore doing this too with reference to early stage business planning strategic workshop thinking.</p>	<p>JH to look into this</p>
4b	<p>Potters Fields Park – Royal Big Lunch, 12 June 2016</p>	
	<p>JT reported that the Royal Big Lunch will be an ambitious two day event with a programme of events focused on the local communities on Sunday 12 June. This will when the community Royal Big Lunch will be staged as a Family Fun Day style event.</p> <p>Communications and marketing has been developed to include a poster for the FCHS noticeboards (outside the front doors), direct letterboxing and FCHS will feature this item in our next edition of the Newsletter in May.</p>	
4c	<p>Current Funding Applications</p>	
	<p>Over the last 2 months, FCHS management committee members have been busy identifying sources of community funding and drawing on existing partnerships and relationships to develop community events as forms of ‘action research’ parallel to developing an actual Community Plan as part of the business planning phase.</p> <p>HC attended the London Borough of Southwark TSRIG workshop in February, gave a report on these available funds to develop community cohesion and shared information by email with a call-out to the rest of the management committee to set up a sub group and develop a plan. Seval Tahsin (ST) conferred with the lead contact of Avant Garde Gardening who then developed a project involving inter-generational training to tackle skills development and social inclusion using SJCY as a platform to deliver and stage this as a series of small scale events over a period of weeks. PFMT would be an ‘in-king’ partner by supporting access to SJCY. This project was fine-tuned with input from JH setting the local scene and reinforcing strategic benefits to the local community and FCHS and then submitted to TSRIG.</p> <p>A decision is due at the end May. This project is likely to start in September 2016.</p> <p>Note: JT left the meeting at this point.</p>	

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5	Minutes of meeting held February 2016	
	Minor points were raised and the minutes were approved as correct and signed by the Chair.	
6	Matters Arising	
	Keegan's – JH met with them since the last meeting. JH has looked at all aspects of the report and line by line identifying and prioritising what is an LBoS or FCHS responsibility in order to take action for 'quick wins'. The next task is to then identify work to be designated for procurement of sub contractors.	
5	Planning	
5a)	Business Plan Brief	
	<p>JH presented the paper - Business Planning Brief - as circulated. Note: it is important to refer to the paper in detail with the outline of a 3 phased approach over a 3 – 5 year period. Since starting in post a month ago, JH has spent time undertaking an informal internal review and referring to the Annual Action Plan to understand the scope of work which, in its totality, is significant. JH presented the paper to seek approval to key recommendations.</p> <p>JH flagged key observations at this stage:</p> <ul style="list-style-type: none"> a) FCHS is financially secure. b) Housing Services performance is actually strong which suggests the issue that this is not the case is really based on perceptions and the need to evidence more clearly the strength of our performance. <p>JH is able to build on this to ensure that the organisation becomes stronger and more sustainable in the next 2/3years by:</p> <ul style="list-style-type: none"> 1) engaging more people on the management committee – strengthening Governance 2) ensuring mid/long term planning is more robust <p>JH time lined priorities over the next 3/5 years:</p> <p>Phase One (yr 1): becoming more robust. Once this initial phase is completed, the management committee would then need to point the way ahead by identifying an overall direction moving forward. It will be necessary to identify what is practical and feasible and what isn't. This needs to be further discussed. Essentially, it is JH as executive lead and the management committee with governance strategic role and function that are the primary leads and 'authors' of the Business Plan. The Business Plan is devised and delivered by JH and the management committee, therefore, these parties are working in joint ownership of business planning.</p> <p>JH pointed out that the backlog of work detailed in the Annual Action Plan and cross referenced in his Induction Plan is a lot of</p>	

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<p>work. Given this, for JH to work with the management committee in developing the business plan, he is proposing to bring in a housing specialist on a fixed term contract to manage the day to day housing services and support in the delivery of this work over the next 8 months or so. This will include support in producing the outstanding policies and procedures. JH noted that in terms of delivering repairs and maintenance, the existing staff team can undertake this as too existing staff can support tenant focused services.</p> <p>JH iterated the need to get the basics right around service delivery before reviewing the MMA (Modular Management Agreement). Only then will it make sense to negotiate with LBoS about the MMA and then make amendments to our rules. It makes sense to do this at a later date.</p> <p>Note: Phase Two and Phase Three are detailed in the paper.</p> <p>Feedback from the management committee was opened up with JG sharing how reassured he felt that we are now making progress as evidenced in JH's proposal and feedback. JH responded by saying that it is all deliverable, but that the key question for all to consider – do we want to do all those things? The group agreed with JH's recommendation that we need to prioritise essentials, as too, that the Business Plan will be a living document needing to reviewed, ideally, twice a year.</p> <p>Question: does the Management Committee agree with Estate Manager JH's proposal as detailed in the paper with key points as presented?</p> <p>Management Committee gave approval to the all in JH's paper proposal and the need to get basics right first.</p> <p>Further discussion included HC suggestion to develop a community space shared with others (community groups and charitable not for profit organisations) in the locality. JH suggested a useful way to promote FCHS and expand operation (along with budget from LBoS) would be to consider offering FCHS maintenance and repairs services to other nearby TMO's. JG suggested, in support of expanded services, apprentices could be developed and offered to young people on the estates, perhaps older skilled workers could offer training too and pass on skills.</p> <p>JH will bring in an external facilitator to facilitate the strategic workshops with the management committee. He is waiting for feedback due in mid April from around 3 or 4 consultants, some sourced through NFTMO and through recommendations.</p> <p>Timeline for Business Planning:</p>	<p>All agreed</p>
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	<ul style="list-style-type: none"> - May to end of June – facilitated strategic workshop with m/c - June (?) – General Meeting to consult with wider community - Summer – drafting various versions of BP - Early Autumn – final draft for presentation, approval and sign off at next AGM (Oct / Nov) 	
7b)	Annual Action Plan	
	This is a big document and demonstrates the scope of work that needs to be undertaken with work starting now, parallel to the development of the Business Plan and thereafter.	
7c)	Governance	
	<p>JH highlighted the importance of Governance and that it was crucial that members attended the management committee meeting as often as possible. JH confirmed he will be contacting those who had breached the 6 months non-attendance rule. JH underlined that ongoing, serial non-attendance really affects the performance of the management committee and, in turn, the overall quality and delivery of services by FCHS as an organisation. The management committee has a duty of care towards its staff who are themselves engaged not only in doing a job but developing a career. FCHS needs the best governance in order to be the best TMO. So, being on the management committee is a real commitment and is a service to the wider community, as too, the organisation.</p> <p>Overall, the management committee need to review the committee rules and general Governance terms as part of the MMA review. It was also flagged that anyone attending training provided for free would need to attend the management committee with a report and outline of how the training insights could support and be used by the organisation.</p>	
7d)	Staffing	
	<p>JH pointed towards the skills and scope of responsibilities needed for the FTC housing services specialist with an equivalent PAYE but as a contract, payment of around upper £30K's and lower £40K's. Their skills would be required for around 8 to 9 months. Overall, the cost allocated for this contract falls below a total of £10K as the contract would be on variable hours/days with time increasing and decreasing as needed against the work plan.</p> <p>Discussion was generated amongst the management committee on how to procure the services of a freelancer to cover this FTC. JH responded that the contract scope had been sent to a specialist recruitment agency and one candidate fitted the brief perfectly. JH knew the work of this candidate and was very happy to see their CV being offered. The role needed someone with solid housing services experience alongside resident engagement and with the ability to think strategically in order for JH to have support in delivering phase one of the BP and improve existing</p>	

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	<p>Question: does the management committee approve the budget for 2016/17 as presented?</p> <p>Management committee gave full approval to the budget.</p>	<p>All agreed</p>
9	<p>Health and Safety</p> <p>JH reported that Peninsula Services could provide a full Health and Safety review of the office for a small additional cost.</p> <p>Question: does the management committee approve the proposal for a full Health and Safety review of the office.</p> <p>Management committee gave full approval.</p>	<p>All agreed</p>
10	<p>AOB</p> <p>HC will produce a written report on Governance training and share information retrieved from training day to be held by FCHS in a Governance Training Resource file/box.</p> <p>Future dates – to be continually circulated and updated in all emails on board papers.</p> <p>JH was contacted by a resident of Devon Mansions to set up a coffee stall (portable) by the horizontal garden (overhanging terrace by newsagents on corner of Fair St and Tooley St). This resident has applied for a licence to set up his stall where there's anti social or unacceptable behaviour. This is a point of information.</p>	<p>HC to do</p> <p>JH to do</p>
	<p>Next dates:</p>	