**CHALCOTS WORKS GROUP (CWG) MINUTES AND ACTIONS 26.02.2020**

**Attendees**

Paul Urquhart (PU), Nigel Rumble (NR), Cllr Steve Adams (SA), Cllr Tom Simon (TS), Cllr Meric Apak (MA), Hasan Shah (HS), Mandy Ryan (MR)

LBC: Astrid Kjellberg-Obst (AKO), Abdul Khalique (AK)

Wates: Lynne Mitchell (LM), Maxine Watson (MW)

Guest: Oonah Lacey (OL)

**Apologies**

Matt Jenkins (MJ), Paula Schofield (PS), Lawrence Nicholson (LN), Cllr Luisa Porritt (LP)

**Notes**

* Brief overview of 19/02 minutes and matters arising were picked up and all are covered by up-dates or are on the agenda.
* Representatives are broadly happy with detail and format.
* Suggestions were made to include initials placed next to comments that lead to actions as a means of accountability. It is felt that this is already included and representatives are invited to ask for this when they review the minutes and feel initials are missing.

**Works Update**

* LBC have early informal feedback about the window tests that was carried out at Bray in early February and LBC will share the outcome once confirmed.
* AKO suggests to use the meeting on 11/03 to focus on windows, where it is hoped to have received the final BRE report for sharing and to invite decision makers and designers present to answer questions.
* AKO up-dated on the final steps to get into contract.
* AKO shared with the group that as all the details are being finalised, the intention is to arrange drop in sessions in each block to share with residents the final designs, approach to works, detailed programme together with helpful illustrations and supporting information material. It is anticipated for this to start in April, with 3 sessions per block.
* Concerns of data breach of ‘Getting to know you and your home survey’ – one of the members raised a concern at the last meeting, which was picked up and investigated immediately. The entire data set was reviewed and an error occurred on a single occasion, where the front door photo and flat number was linked in error to one part of the survey. This was caused by human error and the system got amended to prevent this going forward. This error resulted in one person seeing photos of another flat. The error was reported in line with the relevant GDPR process. It was confirmed that there was no data breach.

**Project Team Overview**

* AKO provided an overview on the project team and partner organisations involved together with key roles and responsibilities.
* The group found this helpful.

**Terms of Reference**

* Version 8 sent on 25/02. Representatives will continue to comment via email with the final draft to be sent out a few days before the next meeting so it can be reviewed prior to the next meeting.
* Reiteration that ‘all TRA’s are invited to be represented in the CWG’.

**Recruitment of independent chair**

* Standard format of draft profile for TRA Chair and potential timelines shared. Views and input from representatives welcomed.
* The group agreed that it would be beneficial that the Chair has an understanding of social housing and building expertise/construction background. The group felt it was also important to highlight the requirements for the chair to demonstrate an active interest in resident welfare and a track record of focusing on putting people first.
* AKO asked representatives for their final feedback at the next meeting on both, the role description and the recruitment letter (a draft proposal was shared). The feedback will be incorporated prior to progressing the recruitment.
* AKO asked to the representatives to designate maybe 3 volunteers for the recruitment process.

**Wates Demonstration of Survey**

* Data breach mentioned above was reported to Wates legal team. Report came back as no breach of data as no personal information was involved.
* LM demonstrated the test version of Wates’ system for surveys.
* 6 properties are allocated to RLOs per day. They do not have access to the database with all properties. The team now quality checks and cross references each entry to make sure each survey is attached to the correct property.
* Surveys are carried out on tablets and the information synchronises onto the system once RLOs are back in the office.
* LBC are controllers of all data. Wates are the processors. Once the works are completed, all data will be destroyed.
* Wates will carry out pre-conditional surveys before internal works start. This is a refresh visit to see what was agreed, if circumstances haven’t changed and whether information is still accurate. Also, residents may have questions they didn’t ask on initial survey.
* The group raised concerns about the consistency of approach among the RLOs. LM reassured representatives and confirmed the following:
* Wates offer evening and weekend appointments and have released block times to gauge up-take and will accommodate appointment times accordingly.
* To ensure the information provided by the RLO is correct and consistent, the following is in place: RLOs have been re-trained and regular meetings are held with site managers. There are separate meetings with individual RLOs to talk them through everything. Monthly refreshers are held where RLOs relay back information as if they are conducting a survey.
* Wates feel feedback from residents is generally positive and encourage residents to provide feedback so Wates can get it right.
* LBC/Wates are working on ways to improve the information about the designs and the approach to the works.
* Wates RLOs regularly monitor emails from residents and constantly check throughout the day to make sure no message remains unanswered.

**Action Summary**

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|  | **Owner** | **Date Raised** | **Anticipated completion date** | **Date**  **Completed** |
| Design and detailed programme information.  **Action: Work is underway to share this with residents from April onwards.** | LBC | 26/02/20 | 31/3/20 |  |
| Forward Planning. Key topics in terms of timeline.  **Action: AKO to share the proposal for feedback.** | AKO | 26/02/20 | 27/2/20 | 27/02/20 |
| Cladding Report.  **Action: Hard copy of report to be circulated.** | AKO | 26/02/20 | 11/3/20 |  |

**AOB:**

Tighter agenda going forward, agree that OL is the Interim Chair and consider name of group.