

BENHILL RESIDENTS' STEERING GROUP (RSG) Meeting notes (No.9)

Venue: Thomas Wall Centre, 52 Benhill Avenue, Sutton SM1 4DP

Date: Thursday 18th July 2019 **Time:** 7.00pm - 9.30pm

Attendees: Residents from Benhill Estate

Regen Team: Michael Hunte (LBS), Amina Rafique (LBS)

Observers: Colin Hawkins (SFTRA), Margaret Phillips (SLA), Bev Bridgen (SLA)

Apologies: Ian Sellens (LBS), Cllr Ali Mirhashem, Cllr David Bartolucci, Cllr Richard Clare, Suzanne Richards Jones (SHP), Lara Amato (SHP)

Chair: Clive Lynch (Resident)

1.	Welcome: Introductions & Housekeeping	Action Owner
	<p>The Chair Clive Lynch (CL) welcomed everyone to the meeting and introduced Amina Rafique as a new member of the Regeneration team. Michael Hunte (MH) said that Lauren Fabregas will be joining the Regeneration team on the 22nd July and Tom Bremner had been appointed as a Regeneration Consultant, working two two days a week. MH reassured members that although the Regen team had undergone a few changes recently, there would still be a continuity with the open and honest relationship between the RSG and the Regen team. CL has a meeting arranged with Tom Bremner.</p> <p>A few attendees of the meeting commented that they did not have access to emails so had not received a few of the documents relating to the previous meetings. Amina Rafique (AR) agreed to take details from those residents, so any future documents could be posted to them.</p>	AR

2	Matters Arising / Action Log / Notes from previous meeting	
	<p>CL brought the meetings attention to the minutes of the previous RSG meeting.</p> <p>A resident referred to No 2 - item 7 on the notes from previous meeting, where a request had been made to send out the Housing Standards: Minor Alterations to the London plan to those residents that did not have access to emails. AR distributed copies of the document to those residents.</p> <p>MH brought the meeting's attention to the distributed "Summary of Actions" document where actions are recorded and monitored.</p> <p>Action 1: An offer to all residents to have a 1.2.1. Keith raised concerns about the safety of LBS staff and the residents, he strongly suggested that LBS staff should work in pairs. Keith also felt that the information provided to vulnerable residents may not be fully understood by them. AR reassured him that the most recent 1.2.1s she had undertaken were carried out at the Civic office. MH also advised that any vulnerable residents would be given the opportunity to bring a representative or Support Worker. CL wanted feedback on the information that had been gathered so far from the 1.2.1s. MH explained that the Regen team were in the process of evaluating the information that had been gathered.</p> <p>Action 2: The need for a formal Terms of Reference. MH said that this will be revisited in the future meetings or when the Benhill ITHA is appointed.</p> <p>Action 3: Establish a plan on how to engage with non resident leaseholders. MH explained that the team still needed to review this matter, including a potential forum for non - resident leaseholders to engage. The forum will provide an opportunity to make a clear distinction between the proposed offer to resident and non resident leaseholders. Jenifer Williams (JW) felt that all meetings involving non resident leaseholders should be open to the RSG for transparency. Non resident leaseholders should also be invited to future</p>	

	<p>RSG meetings.</p> <p>Action 4: Residents to consider taking up the role of RSG Vice Chair and correspondence Secretary. This will be revisited at future meetings as there was no interest amongst RSG members.</p> <p>Item 5: Provide details of the new rent and service charge levels for the new homes on the Lavender Scheme. Regen team have asked for this information from Clarion Housing Association and this should be available by the next meeting. Members of the group, voiced concerns that as with the Lavender site after regeneration - Sutton Council would no longer be the landlord for the site. It was explained that during the Lavender scheme; residents were aware from the start of the regeneration programme, that Clarion would be their new landlord. However there are no such plans for Benhill and Sutton Council will remain the landlord after any regeneration. Colin Hawkins (SFTRA) requested that if regeneration occurred, all future rents for existing tenants should be set at social rent levels, not higher affordable rents levels.</p> <p>Item 6: Support the RSG in understanding data protection legislation. MH informed the group that the Regen team are discussing possible training options with the Data Protection Officer at Sutton council and he will provide an update at the next meeting. The Data Protection team has given training previously to a Residents Association in Kingston.</p> <p>Item 7: Progress on ITHA panel procurement (stages 1&2) RSG are still in the process of reviewing all of the ITHA tender submission. MH distributed the names and website addresses of the five ITHA companies being appointed to the Council's ITHA Framework. The RSG will review the websites.</p> <p>Item 8. Creation of a file of old previously distributed documents for the caretaking room. CL had received a file containing some of the previous meeting notes and handouts. However CL thinks that the folder may not have</p>	<p>Regen</p> <p>AR</p>
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	<p>contained all the documents that had been distributed by the Regen team. The file needs to include all documents previously distributed as the information will be used to update the newly appointed ITHA and any new members of the RSG.</p>	
3.	Independent Tenant and Homeowner Adviser (ITHA)	
	<p>Feedback from Residents Only Meeting (11th July 2019): JW explained that during the residents only meeting, the members were asked to check the websites for all the five ITHA's. JW was still in the process of reading through all the case studies that had been provided. JW wanted clarification from MH if the case studies, could be shared with all the RSG members. MH confirmed that the case studies could be shared.</p> <p>CL confirmed that they were following a three stage process. 1st stage being a written response from all 5 ITHA's, stage 2 would be a video response and stage 3 would be an interview.</p> <p>CL advised all members to google the different ITHA's as this would provide an up to date snapshot about the recent work they have done.</p> <p>MH offered the RSG members an opportunity to speak to Sutton council's Procurement team, for clarification of what was allowed during the procurement process. CL declined his offer as he felt that the selection process should be done independently of Sutton council. CL didn't want any rigid guidelines which would limit their ability to ask appropriate questions for their estate.</p> <p>MH suggested that members use a scoring system to assess the interviews to allow for better comparisons, as assessments are subjective and it can be difficult to distinguish between what different members think. CL felt that the use of a scoring system would not be the most effective way to assess the different ITHA's and the RSG would need to have further discussions about what method would be used by the group. JW felt that a scoring system would be an effective tool in assessing the ITHA's.</p> <p>CL confirmed that a list of generic questions will be provided to all 5 ITHA's. However, the RSG will also have a list of open questions that will not be provided to the ITHA's until the</p>	

	<p>actual interview. All 5 ITHA's will be asked to provide a video presentation. MH suggested that they ask the ITHA's to send staff members that would be assigned to Benhill as this would help find the right fit for Benhill and the resident.</p> <p>Members were keen to look at the work carried out by the ITHA's on other estates, facing the same situation as Benhill. JW found that the case studies already provided showed all 5 ITHA's were appointable, as they had lots of relevant experience. JW stressed the need to move forward so a residents charter could be developed. This would allow a more level playing field and give residents a voice.</p> <p>JW asked if the group were able to ask separate questions during the interview process to individual ITHA's, to enable them to gather information about the previous work they have carried out. MH will seek clarification from the Procurement team and feedback at next BSG meeting.</p>	MH
4.	Agreed Next Steps	
	JW felt that BSG needed to have further discussions about the marking system .	BSG
	MH to arrange a joint meeting with Police and SHP to discuss the issues on Benhill.	MH
	MH to invite Tom Bremmner to next BSG meeting.	MH
	MH to provide a team structure for the Regen team which would include the different roles of all staff members.	MH
	MH to carry out a review of the 121 interview procedures, due to the concerns about safety raised by members.	MH
5.	Suggested future agenda items	
	<ol style="list-style-type: none"> 1. The progress of the selection of the ITHA by the BSG. 2. Inform members that SHP do quarterly walkabouts on Benhil estate and details of this are on the SHP website. Next walkabout is on Wednesday 2nd October at 9am - 11am. This is the best forum to raise any concerns regarding estate issues. 	
6.	AOB	

	<p>Open day invitation to members of BSG, to visit the council's new build scheme Ludlow Lodge, Wallington SM6 on Monday 12th Aug 2019 at 9am and Richmond Green, Beddington CR0 4SA on Monday 19 Aug 201 at 9am. MH explained that the visits would allow BSG members to see the newest homes built by the council. Providing an idea and flavour of what can be done on Benhill. AR to arrange transport for BSG members, to attend open days. Residents were concerned that both open days were on weekdays. MH to investigate the possibility of arranging an open day on the weekend.</p> <p>Keith voiced his concerns about anti social behaviour on the estate, including a recent incident of drug dealing and stabbing. It was felt that SHP had not been managing the situation and concerns were raised by members of the group, that the issues on the estate were getting worse. MH reassured the group that the recent stabbing that happened on the estate did not involve a resident of Benhill. However he agreed that the Regen team will discuss the issues raised at the next Problem Solving Meeting with the Police. CL had a meeting arranged with Steve Tucker and Catherine Charlton from SHP and he would discuss the concerns raised with them. CL would also request there is a presence from SHP at future meetings.</p> <p>Residents felt that the information about regeneration was not in simple english and could be difficult to understand. It was also felt that residents who did not speak english, were being excluded from information about regeneration. MH agreed to consider adding a paragraph on future communication in languages spoken by residents at Benhill, asking if they wanted the document translated.</p> <p>CL is keen to arrange drop in sessions on every other Saturday at Newlyn House room to allow more detailed discussions with residents. ITHA could also be invited to attend.</p> <p>Next meeting date for resident only meeting to be held on the 5th September. BSG meeting to be held on the 12th September.</p>	<p>AR</p> <p>Regen</p> <p>MH</p>
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10.	Summary of Actions	Owner
1	Review of the 121 procedure to ensure the safety of both LBS staff and Benhill residents.	MH
2	Rent and service charge levels for the new homes on the Lavender scheme to be provided to members of the BSG.	Regen
3	Regen team to arrange training on data protection for BSG in understanding data protection, including the "Do's & Don'ts of information gathering and sharing.	Regen
4	Progress with the ITHA panel procurement (Stage 2).	RSG
5	File containing all documents for the caretaking room needs to include every document that have been distributed regarding Benhill regeneration. CL to check which documents are missing from file provided and update AR.	CL/AR
6	A diagram of the Regeneration team structure including the role of each staff member, to be given to all BSG members.	MH
7	MH to arrange a joint meeting with the Police and SHP (ie Senior Manager / Steve Tucker) to discuss estate issues.	MH
8	RSG members who do not have email address to be posted any information relating to regeneration.	AR
9	RSG members wish to ask separate questions during the interview process to individual ITHA's, to enable them to gather information about the previous work they have carried out. MH will ask the Procurement team - if this is allowed.	MH
10	RSG to have further discussions about the marking system for assessing interviews and presentations by the ITHA's.	RSG
11	MH to invite Tom Bremmner to next BSG meeting.	MH
12	Open day visits to Ludlow Lodge, Wallington SM6 on Monday 12th Aug 2019 at 9am and Richmond Green, Beddington CR0 4SA on Monday 19 Aug 2019 at 9am. AR to arrange transport for RSG attendees who wanted to attend.	AR
13	Reports by members of anti social behaviour on the estate, which included drug dealing, fly tipping and a recent stabbing incident. Regen team will discuss all issues at the next Problem Solving Meeting with the Police.	Regen
14	Any future correspondence about regeneration will be in simple English and include a paragraph, in different	Regen

	languages spoken by residents at Benhill, asking if they wanted the document translated.	
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Links to helpful websites:

<p>Mayor of London - Better Homes for Local People, Good Practice Guide to Estate Regeneration (February 2018)</p> <p>https://www.london.gov.uk/sites/default/files/better-homes-for-local-people-the-mayors-good-practice-guide-to-estate-regeneration.pdf</p>
<p>GLA Capital Funding Guide, Section 8 - Mayor of London - Funding Conditions that require Resident Ballots for Estate Regeneration Projects (July 2018)</p> <p>https://www.london.gov.uk/sites/default/files/gla_cfg_section_8_resident_ballots_-_18_july_2018.pdf</p>
<p>GLA Housing Standards - Minor Alterations to the London Plan (March 2016)</p> <p>https://www.london.gov.uk/sites/default/files/housing_standards_malp_for_publication_7_april_2016.pdf</p>
<p>HEB Report - Estate Regeneration Rehousing and Compensation Scheme (15th October 2018)</p> <p>https://moderngov.sutton.gov.uk/ielssueDetails.aspx?IId=40537&PlanId=0&Opt=3#A139427</p>
<p>Estate Regeneration Good Practice Guide (December 2016)</p> <p>https://www.gov.uk/government/publications/estate-regeneration-good-practice-guide</p>
<p>Benhill Estate Regeneration Webpage</p> <p>https://www.sutton.gov.uk/info/200502/housing_advice_and_options/1781/benhill_estate_regeneration</p>
<p>Sutton Link</p> <p>https://consultations.tfl.gov.uk/trams/sutton-link/user_uploads/sutton-link-consultation-report.pdf</p>
<p>Report It (Sutton Council)</p> <p>https://www.sutton.gov.uk/info/200447/report_it or telephone: 020 8770 5000</p>
<p>Report It (Sutton Housing Partnership)</p> <p>https://www.suttonhousingpartnership.org.uk/report-it or telephone: 020 8915 2000 or contact Lara Amota (SHP Housing Manager) on 202 8915 2181</p>

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