



**COPLEY CLOSE
JOINT RA & RSG ZOOM MEETING
TUESDAY 13 OCTOBER 2020
4PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG Chair – Chaired the Meeting	Contituency
	AP	RA & RSG	Constituency
	AV	RA Secretary	Constituency
	FW	Resident Observer	
Attendees External			
Magda Kasprowicz	LL	Hanwell Hub	LB of Ealing
Sarah Philpot	SP	Project Manager - DEvelopment	LB of Ealing
Khalid Khan	KK	Safer Communities Officer for Copley	LB of Ealing
Lee Brinden	LB	Metropolitan Police	
Stacey Young	SY	Metropolitan Police	
Octavian Andreescu	OA	Metropolitan Police	
Cllr Carlo Lusuardi	CL	Labour Councillor for Cleveland	
Cllr Linda Burke	CL	Labour Councillor for Cleveland	
Janet Edwards	JE	Consultant – Co-chaired the Meeting	PPCR
Catherine Michelet	CM	Consultant	PPCR

Apologies		
SW	RA & RSG	Constituency
JD	RA & RSG	Constituency
JD	RSG	

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	MS and JE welcomed all to the joint RA & RSG joint meeting, all the participants introduced themselves.	
1.2	Apologies as noted above.	
2.0	DECLARATION OF INTEREST (All)	

2.1	There were no declarations of interest.	
3.0	CODE OF CONDUCT (All)	
3.1	Please observe the Code of Conduct and allow everyone to speak.	
3.2	A copy of the RSG Terms of Reference, RA Constitution and RA Code of Conduct was circulated to everyone last week.	
4.0	MINUTES of RA & RSG MANAGEMENT MEETING	
4.1	Minutes of the last Update Hub & Update Regen minutes, dated 22 September, were used as a point of reference to update the meeting.	
5.0	ASB Issues	SCT, SNT & Metropolitan Police
5.1	<p>The Safer Communities Team (SCT) and Safer Neighbourhood Team (SNT) Police Officers for Cleveland Ward were invited to give an update following a request by residents and RA & RSG members.</p> <p>Update and overview - Khalid (SCT)</p> <p>Since the last meeting attended by KK prior to lockdown, there are currently 5 live cases on the Copley Close relating to drug usage, drug dealing and neighbourhood disputes. The SCT are planning with the SNT Police, late evening patrols scheduled for next week as part of the Autumn Nights initiative on Copley. There are presently active reports and issues on Paddington, Monmouth and Darlington Court and SCT continue to work with Parkguard who are visiting the area and picking-up sporadic bits of intelligence and see the tailend of paraphernalia in stairwells and passing on information. Residents are encouraged to continue to report incidences to the appropriate authorities.</p> <p>The purpose of the operation is to gather intelligence, reassure our residents and improve enforcement. There have been some notable successes in the adjacent Hobbayne Ward which has had an impact upon the Estate and this has included a NOSP being served on a property just outside of the ward boundary and one successful closure which has had a big impact on Copley. The Safer Neighbourhood Team continue to work closely with the Unit</p> <p>MS reported that the police have been patrolling her corridor in Paddington Court.</p>	

<p>5.2</p>	<p>Police update – PSCO Lee Briden This is the first time the police attend this meeting. They have completed a 6 months statistical report. The police have had a few reports re drugs from Paddington. They have stopped people and issued community resolution and Early Intervention Scheme ASB Warnings. Today, an officer for the ward gave another Early Intervention Scheme ASB warning on Paddington Court.</p> <p>PC Stacey Young reported on cannabis possessions offences on Copley Close and successful resolutions issued in Cheyne Path in April, another cannabis possession outside Nisa in April, Hereford Court in May, Oxford Court in June, two interventions on Paddington Court, one an early intervention for ASB on 17 September, and another community resolution issued on 8th July in Cheyne Path. We are stopping and searching people with some successes.</p> <p>Khalid’s recommended ways to report crime.</p> <p>If residents dial 999 the police may not come automatically to the address as they may have a more serious crime scene to attend. For low level issue, please dial 101. Khalid outlined preferred way of communication is via the Met Police website, it takes about 8/10 minutes from start to finish and you get a CAD ref number; 999 is for particularly urgent issues: drug use or dealing, domestic abuse and violent assault.</p>	
<p>5.3</p>	<p>Raising the Profile</p> <p>Khalid extended his Team’s thanks to the Hub who have been providing quite detailed information in terms of what is happening on the ground during this period. We are getting more referrals and building a good picture of intelligence of what is happening on the ground. If residents see something suspicious or if they witness something they should ring the Police but also contact the SCT Team.</p> <p>MK extended her thanks to Khalid and the SC Team for attending the meeting. MK re-iterated the aim of the meeting: residents were not always clear how to report crime and ASB, what type of incident the police would attend, what information needed to be provided and what is the best department to contact. If residents are witnessing rowdy behaviour, selling or taking drugs, getting into fight or threatening residents, if witnessing a crime, please call 101 or 999 accordingly and in addition report to Khalid/SCT Team (details below). SCT utilise Parkguard who patrol the estate. It is a private security company commissioned by the Council who gather intelligence and act as a visible deterrent to offenders.</p> <p>Regarding the residents partying in the summer months which were reported by AV, there has been a lot of activities in the background with various agencies. They are complex cases and there is no quick fix. Two households which have been identified as perpetrator have been moved off the estate, several ASB warnings have been issued</p>	

<p>5.4</p>	<p>by SC and letters of breach of tenancy have been issued by the Hub. It is a lengthy process. The Hub need residents to take the time to report crime and ASB via the correct channels to raise the profile so both the police and SCT can target their resources affectively.</p> <p>Cllr LB asked if there is a way where residents can be informed on a regular basis of the criminal activities that is going on on the estate. Residents might feel safer and reassued. Maybe to have a 3 monthly report, taking into account potential confidential issues, to show that crime/ASB have been reported and show the police and SCT results.</p> <p>Khalid informed there is a police-lead Ward Panel who gives in-depth statistics in terms of local drug enforcement, motor vehicle crime, effractions, burglaries, SCT stats, police stats, multi-agency work and operations on the ground.</p> <p>Khalid is happy for residents to call/email him with information regarding ASB or crime and are unsure about reporting it or they don't want to give a statement, and are concerned about what they can do and what the SCT can do as an agent of the landlord (Ealing Council).</p> <p>KK spoke about the OWL system as it alerts households about crime happening in their area, drugs, motor vehicle crime and distraction burglary, or thefts. AP said she is receiving info from this source.</p> <p>Cllr LB is on the Ward Panel and hasn't been invited since Covid. Khalid will ask the Chair to send invite to the Councillors. It is not a police meeting it is lead by the Ward Panel's chair. There hasn't been any virtual meeting. The last meeting was in March. All members have signed a confidentiality agreement.</p> <p>The police are conducting stop and search on Copley Close with some success. Cllr CL asked whether 4/5 people found with drugs on them is a small minority or it is more wide-spread. Khalid stated that it is probably more prolific and replied that all the Police are doing is disrupting drug activities.</p> <p>Residents queries</p> <p>FW heard gun shots (firearm) last Wednesday evening on Copley Close, luckily she said they were blanks. Residents called 999, some called 101, some reported it on SnapChat. She remarked that it took a long time before the Police attended the scene.</p> <p>SY from the Met explained that all 999 calls are taken by call handlers who have to follow a safety procedure. If it is a firearm call, it has to go to a specialised unit, police officers would go to a pre-determined points and until such time Firearm Officers arrive on the scene, unarmed officers would not be deployed to the area. This is why it can seem to take a while to see police on site because of the safety procedure that needs to be followed. It means that the next available</p>	
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specialist unit could be travelling from the other side of London and unarmed police would have to wait until they arrived.

FW reported she saw a Parkguard van parked at the bottom of Framfield Road on separate occasions and had taken video footage of this. There were 2 officers sitting in the van for 2 hours and not walking about. What can they see from the vehicle? Khalid asked for the film footage of incident to be emailed to him – details of email and telephone number given. The Parkguards asked FW on one occasion why she was recording them. MK recalled that other residents gave similar feedback previously.

AV reported issues happening in the Monmouth Court and Cheyne Path stairwells, and in the parking opposite the Hub. Where are the CCTV cameras? This is where the drug activities take place. If there were cameras, the Hub could give film evidence to the Police. MK advised that there are 11 cameras on the mile long estate. The council is going to add more cameras to cover the blind areas. The programme was supposed to start in October but it is slightly delayed because of regeneration work. MK remarked that residents should be mindful that cameras cannot cover every aspect and parts of the estate, and reminded the residents if they witness an incident they should report it to the right agencies so it can be investigated and the perpetrator(s) dealt with. The Hub does work with SC and the Police and have provided CCTV footage.

Residents and Councillors thanked the SCT, SNT and the police for attending the meeting and for their update and advice.

5.5 **Information for reporting issues**

Police

Emergency/Life Threatening - 999

Non-emergency - 101

Other ways to report:

Online - <https://www.police.uk/pu/contact-the-police/report-a-crime-incident/>

Crime stoppers Anonymous - <https://crimestoppers-uk.org/> In person – Acton Police Station, 250 High Street, Acton, London, W3 9NH Report

ASB - <https://www.met.police.uk/ro/report/asb/asb-b/report-antisocial-behaviour/>

In addition, please ensure this information is passed to the **Safer Communities Team** using the following details:

Phone: 020 8825 5994 (Mon - Fri 9am - 5pm)

Email: saferrcommunities@ealing.gov.uk

To report noise emanating from a property please contact our **Noise team** on 020 8825 8111. Their operational hours are as follows;

- Monday to Thursday 9am to 2am
- Friday 9am to 5am
- Saturday midday to 5am
- Sunday 2pm to 11pm

6.0	RSG Update - Regeneration	SP
6.1	<p>Phase 3 (Warwick Court) Engie continues to complete mostly internal refurb related works whilst Project Team await the completion of the structural assessment (SA) of the tunnel and the new load advisory. It is hoped that the structural assessment will be completed by the end of November and the new load advisory will be received beginning of December.</p> <p>In practice it means that any work outside the new build or the super structure won't start until the new year.</p> <p>They completed all the site investigative work for the SA, it was done 2 weeks ago.</p>	
6.2	<p>Phase 6 (Central Square) Hills continues to make good progress and continues to work on Saturday to try and make up time lost during Covid.</p> <p>The new shop will be operational at the end of November. There is some delay caused by refrigerating units and the condenser issues. SP visited the shop to see fit out last week. She is confident that the community will have a provision of goods by the end of November or first week of December.</p> <p>Soft sales launch took place over the August bank holiday weekend. To date since the launch, the sales agent collected 40 sales lead. They will be completing with the PR company a webinar over the coming month discussing the Affordable Ownership Options available on Phase 6 to residents and the local community and others interested parties. Once they get a firm date in the diary, SP will circulate to PPCR to forward on. The sales agents/PR will be doing an introduction to Help to Buy and Shared Ownership.</p> <p>From the new year on, there will be a monthly update, as requested at the last meeting by Cllr CL, to present stats on what has been completed and what has been sold, etc.</p> <p>Residents asked about the height of the new blocks. Phase 6 site is staggered, starting from Templeman Road, there is a 2 storey high houses, then a 3 storey high block apartments, then a 5 storey high block and finally a 7 storey high block in front of Copley Close Road, a total of 201 units. They done it this way so that residents don't have issues with the daylight in their properties or gardens. SP visited Block B this week and the views are amazing and she could see as far as Wembley.</p> <p>The units across phase 6 are mixed tenures, social, discounted market rent, Help to Buy and Shared Ownership.</p>	

<p>6.3</p> <p>6.4</p> <p>6.5</p> <p>6.6</p>	<p>Energy Centre Hills sub-contractors recommended additional parts to be included within the energy centre, and thus there is an additional 5 weeks worth of work. The new completion date for the energy centre is now circa mid-December as opposed to early November. The heating on date is still be close of play 1st week of November.</p> <p>Phase 7 Viability review on-going. As the result of temporary load advisory and the on-going structural assessment (SA) which the Highways Department are completing, the Project Team will have to wait for the SA and new load advisory, as it will impact the buildability of Phase 7 which seat on the other side of the tunnel structure opposite Phase 3.</p> <p>SP will be able to give an update with new dates in about 6 months time.</p> <p>Project Team News Currently everyone remains working from home for the majority of the time. Weekly site inspections by both Clerk of Works and the surveyors continues to occur to monitor sites activity accordingly.</p> <p>SP is attending once every six weeks the Sales and Marketing meetings for the past 12 weeks in the marketing suite under Covid guidelines.</p> <p>New working practice are pending new government advice.</p> <p>AOB Reminder: Sales Agents and PR company are doing webinar on Affordable Housing Options - SP to email PPCR with dates to be circulated to RA and RSG</p>	<p></p> <p>SP</p>
<p>7.0</p>	<p>RA Update – Estate Services</p>	<p>MK</p>
<p>7.1</p> <p>7.2</p>	<p>Hub News Hub staff are still working from home. The Hubs have been working towards a recovery plan providing there is no second lockdown. Safety screens for reception desks are being fitted this Friday to make going back to work safe. The recovering plan is looking at re-opening the Hub to the public by appointment only, when officers need to meet with residents to exchange paperwork and when signatures need to be provided. The Hub is waiting for a lead from central government re coming back to work.</p> <p>Repair services There are 102 repairs jobs outstanding. Gilmartins are confident that they will clear the Covid back log of repairs by the end of October.</p> <p>Cllr CL asked how residents should report repairs. MK advised residents can report their repair by telephoning the office/ call center</p>	<p></p>

	and the new Dynamics portal for residents where residents can log and track repairs online.	
7.3	Emergency Services parking gate (by the nursery) The council is looking to implement a Borough-wide single solution, it is a work in progress. Multi agencies are looking at the issue: Fire safety Team and emergencies services (Fire Brigade, Ambulances and Police). The cost is £75 per key not including the lock, it is very expensive, the council needs to get the right solution.	
7.4	Monthly Block Inspection It is currently on hold. MK to update once it is given the go ahead	MK
7.5	Car parking issues The Hub or PPCR haven't received any call from residents re parking issues. The Hub was contacted about a contractor speeding down the road. The complaint has gone to Hills to their toolbox talk to make sure that it is reported and feedback to all their contractors.	
7.6	Copley Residents Newsletter Will be distributed in early December to residents. Can the residents send any information and news that might be beneficial to other Copley Residents, what residents want to hear and what residents want to read. Councillors' details to be included and the ways in which they can help residents with their concerns.	All
8.0	Zoom activity – Christmas Festive drop-in	All
8.1	MS and PPCR had a pre-meeting to get some initial ideas: Option 1 - Copley's Got Talent competition for 7-11 and 12-15 years old. Young people would need to sign up, tell us what their talent are. Participant will get pizza delivered similar to the festive event we used to have at the Base. There will be 2 minutes talent slot, three judges and prizes for the first three best talents. Option 2 – Interactive quiz, fun and educational, same age range, pizza delivered. Participants are marked on their answers, three prizes. The session will be repeated for the older age group. A discussion took place looking at possibilities for a festive event for all the residents, young and older, to cheer residents who might feel isolated and to bring them a little joy with prizes to be won. AV to talk with her neighbours who have children to get further ideas for the event.	AV

<p>8.2</p>	<p>MS proposed to hold a Copley’s Got Talent, a singing and dancing event. MK thought that shy residents might prefer a quiz. AP thought residents would prefer a traditional Pub quiz with appropriate prizes. SP mentioned that people might have the time to look for answers on the internet and thought a virtual Bingo would be a better alternative. Cllr CL thought both good ideas were good but Copley’s Got Talent was probably more Christmassy.</p> <p>MS thought we could have an event for Christmas and one next year. SP advised that children might feel isolated around Christmas but elderly residents might feel even more isolated as they might not be able to spend Christmas with their relatives. SP suggested that we should organize an activity targeted at older residents living in the sheltered residents and elsewhere on the estate and suggested Bingo and/or quiz. It might not be advisable for residents to gather in the sheltered block’ communal room as it can only accommodate 15/20 residents in normal times before social distancing. Cllr LB suggested that a leaflet to be distributed in the sheltered blocks advising residents that if they haven’t got the right device then it might be possible for a small number of residents to gather together in the communal room with a person showing them how to do it thus stopping them to feel so isolated. Cllr LB also suggested to mention that households should gather in teams/family groups rather than on their own.</p> <p>MK suggested Bingo or the Quiz shouldn’t be just for the older residents but it should be targeted for adults across the estate to encourage residents to know their neighbours and to offer a virtual Christmas mix-up via Bingo.</p> <p>MK advised that we should put feelers across to see how many residents might be interested as we would want to attract a good cross-section of residents. In the past, MK reported that it was the same 3 residents participated in the bingo mornings at the sheltered schemes on Copley.</p> <p>It was decided to organize a Virtual Bingo for all the residents, adults and families. One hour for each activities.</p> <p>Date: Monday 21 December, 1st day of school holidays</p> <ul style="list-style-type: none"> • 2 possible sessions: one for older residents and adults and families and a 2nd session for young people ○ To gauge levels of interest: MS to speak to SW re sheltered blocks’ residents. MK if this does go ahead the hub could email sheltered block residents and elderly residents across the estate for whom the Hub has email addresses. ✚ Advertising the event: CM to draft poster. Project Team’s trainee to display poster on noticeboard and inside the blocks. He is on site on Thursdays. Project Team to advertise event on social media. <p>Hub Copley Newsletter is due out early December. <u>Deadline to include information is 28 October.</u></p> <ul style="list-style-type: none"> ○ Food: to get Pizza delivered to all the participants 	<p>MK</p> <p>CM SP/Trainee</p>
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	<ul style="list-style-type: none"> ○ Prizes and Funding: To get Hills to donate a tablet and an Ipod. To get Higgins to donate (part of the prizes from the summer Art Competition): Love2Shop vouchers, 2x £20 and 2x £10 ○ Donation for pizzas. SP to speak to Preston to fund the event <p>IT limitation Limit the number of participants to 25/50 defined by how many residents can be seen on a single Zoom screen. Sessions have to be manageable. CM/JE to find about PPCR license capacity/limitation</p> <p>Residents would probably use their smart phone to play bingo. In the last 6 months, everyone regardless of age, have been forced to get a device to enable them to get internet access. Parents of young people might have to install Zoom apps.</p> <p>8.3 Next Event– February 2021 school holidays to have the Copley’s Got Talent, a singing and dancing event. Need more time to organize, publicize and get young people to prepare/rehearse their chosen talent.</p>	<p>SP</p> <p>PPCR</p>
9.0	Residents’ Updates and Concerns	All
	None	
10.0	AOB	All
10.1	<p>If you have any questions, before the next joint meeting, please call or email Catherine at PPCR 07827 343 207 or cmichelet@ppcr.org.uk and we will raise your questions on your behalf at the meeting.</p>	CM
10.2	<p>Minutes are available online on the PPCR blog</p> <p>https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/minutes-of-meetings/</p> <p>Alternatively, click on http://ppcrassociates.wordpress.com Then look for Copley Close on the right-hand-side.</p> <p>Minutes are also displayed on the noticeboards.</p>	
8.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
	<ul style="list-style-type: none"> • Joint RA & RSG meeting is <u>Tuesday 24 November 2020 at 4pm</u> 	

