



COPLEY CLOSE JOINT RA & RSG ZOOM MEETING

**TUESDAY 11 JANUARY 2022
6PM**

Committee meeting

Attendees Residents			
	MS	RA & RSG, Chair	
	AP	RA & RSG	
	JD	RA & RSG	
	JD	RSG	
	AV	RA	
	JW	Observer	
Attendees External			
Maxine Sawford	MS	Violence Reduction Coordinator, Safer Communities	LB of Ealing
Patricia Omonua	PO	Project Coordinator	LB of Ealing
Magda Kasprowicz	MK	Hanwell Hub	LB of Ealing
Cllr Carlo Lusuardi	CL	Cleveland Councillor	LB
Janet Edwards	JE	Senior consultant - Chaired the Meeting	PPCR
Catherine Michelet	CM	consultant – Minutes	PPCR

Apologies			
Michelle Bailey		RA & RSG Cooptee	
Sarah Phillpot		Project Manager - Development	LB of Ealing

1.0	WELCOME, INTRODUCTION & APOLOGIES (JE)	ACTION
1.1	<p>JE welcomed all to the RA & RSG joint meeting to the first meeting of 2022. Happy New Year to all attendees!</p> <p>Attendees wished each other a healthy and prosperous New Year.</p>	
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	All attendees will be muted during the meeting but can raise their hand when they wish to speak. Everyone will be allowed to speak without interruption.	
4.0	MINUTES OF LAST RA & RSG MEETING	All
4.1	Minutes of the last RA & RSG minutes, 14 December 2021, were agreed.	
5.0	WOMEN SAFETY IN EALING	MS
	<p>Maxine Sawford works for the Safety Community at Ealing Council. An article headed 'A safer Ealing for women and girls' was published in the latest edition of the Newsletter (see p6). The project and poster are advertised on all social media platforms.</p> <p>The project - Womens' Safety in Public Places aim is understanding where women feel safe and where they don't. The project is not open to men at the moment.</p> <p>We want to ensure that we publicise the project to a wide range of community groups and meetings and we are asking you to spread the project to your family, neighbours and friends.</p> <p>MS to send the project brief documents to CM who will sent it on to the RA & RSG members for wider dissemination. If you/they have further questions please refer them to MS. The project is online and open until the 4th February. There is a link to a survey and to an interactive map portal. Women can choose to participate in both the survey and the map or take part in one element it is up to them. With the interective map women can pin point the location(s) where they experience incidents. MS stressed that it isn't something that is reported to the Police. Women to remain anonymous to unable them to be honest in their feedback. There is information about where women can access support and help. The website documents will be translated into the 9 languages most spoken in Ealing by Friday.</p>	<p>ALL</p> <p>MS/CM</p>

Questions from residents

By women do you mean adults or young people?

At the moment the project focuses on over 18 years old women. By the end of January, the project will go to secondary schools. The reason we delayed it was to make sure that they are in a school setting so there are some provisions around for young people. We appreciate that it might cause people to feel emotional about the issues although there aren't any extreme questions. It will be done alongside with PCT lessons, which will bring the boys to the classroom. The results that will come out of the different surveys once it is anonymised and generalised will be discussed.

Will there be any means of feedback once it has been reported?

We have to make sure that we are really transparent about releasing this information. There will be a report form that goes out to all the providers, whether they work with victims or schools, making sure all organizations have it, in the most appropriate format for the public to be able to access it but making sure we are not giving too much data so people are identified or any sort of patterns or trends

How will be the project be promoted?

The posters should have arrived at all the Hub across the borough. MK advised that the Hubs are still closed. MS explained that they were supposed to display the posters outside the Hubs. The posters are in all the public buildings, council buildings, leisure centres, public spaces. A lot of buildings are closed at the moment because of Covid but in the ones that are open. The bulk of the promotion is done online but we have hard copies. We are focusing online. We emailed as many community groups as we can to say this is what we are doing, if you have any online platform please promote it, if you want any hard copies of the poster, there are at Percival House, we can arrange for it to be deliver or for people to collect them. We also have PDF format of all the posters, so people can print them out.

As Cllr CL joined the meeting. MS summarised the aim of the project. An email went out to all Councillors before Christmas from Safer Ealing's women project. The project is delivered thought Cllr Aysha Raza, tackling inequality portfolio holder. Listening exercise run until the 4th February focusing on women safety in public spaces, it is open to all women, it is open to all groups as we are trying to reach to as many organizations as possible to reach a wide and diverse group of women.

The survey takes about 10 minutes to complete and the interactive map about 5 minutes

www.givemyview.com/safetyforwomen

CM will circulate the Pdf to the RA & RSG members.

CM

	<p>The RA & RSG would like to invite MS back when the project has been completed and the outcomes known. It would be useful for the members to hear what the feedback was. MS agreed.</p> <p>MS forgot to mention what she will be doing with the information. It feeds into our violence against women and girls strategy. Happy to come back March/April time when we have coded all the data and know what it means. I will present you with the findings.</p>	MS to attend April meeting
6.0	Hub Update – Estate Services	LL
6.1	<p>HUB News Staff arrangement – The Hub hired temps to cover until permanent members of staff start. Permanent staff got notice period to work through. They will start end of March beginning of April. If residents need to contact the Hub, contact details remain the same, extension 5387 followed by Option 4.</p> <p>The Council planned to re-open the Hub on the 10 January but it has been postponed. Now looking at a date in February because of the Omicron variant. More information in due course.</p>	MK
6.2	<p>Noticeboards Height No update received yet from ERS. MK to chase up and email CM with update to notify MS</p>	MK
6.3	<p>Dropped curb by Alton Court Matter is with Highways. SP to chase-up. The project team is looking to progress the dropped curb issue.</p>	SP
6.4	<p>Undercroft parking The assessment was being finalized to be submitted to the Board. There were too many items on the December Agenda. It will be now presented at the January meeting for consideration. If approved we will be looking to trial the opening of some of the other undercroft parking on Phase 7. In practice once we get approval the work would take 9 to 12 months to complete. SP to give an update at next RA & RSG</p>	SP
6.5	<p>Estate Newsletter The newsletter was delivered to residents before the Christmas period. MK to email Quinton asking for a Pdf of the Newsletter to be sent to CM. CM to email to the members for their records</p>	MK/CM

6.6	<p>Abandoned cars Radnor Court undercroft carpark - AV reported there is one car in the corner that has been there for years and there are also 2 motorcycles. MK asked for the make and registration. AV to take a photo and email to MK.</p>	AV
6.7	<p>Estate Inspections The estate inspections are re-starting. Councillors and residents are not yet invited because of social distancing. If residents want to initiate their own inspection please report any issues/repairs or breach of tenancy issues to the Hub.</p>	
6.8	<p>Basketball Hoop Storage at Temporary Community Centre Chris, Hill, to ask other community groups if they have use for it, instead of having to get rid of it as it is too big to be stored at TCC.</p>	
6.9	<p>Wifi issue at TCC WiFi is necessary for the activities planned by the RA and delivered by Ease from January for the whole year. Ease will be delivering Stay & Play activities for the under 5s for and their parents/carers and for Children/Young people, once a month, 2 hours sessions. SP is happy to her budget to cover WiFi provision at the TCC. Still waiting for feedback from KZ. CM to email KZ for update</p>	CM
6.10	<p>Nicer Neighbourhood Funding Application RA is waiting for decision. KZ to advise MS with the news. CM to email KZ for update</p>	CM
6.11	<p>Annual Grant Funding The RA has made since a further application for additional funds to deliver Stay & Play activities for the under 5s for residents on Copley. RA is waiting for decision. KZ to advise MS with the news. CM to email KZ for update</p>	CM
6.12	<p>KPIs Quarter 3 KPIS are deferred to February meeting. As agreed at the last presentation of the KPIs, Gilmartin figures will be separated and presented on their own.</p>	PG/Navros
6.13	<p>Bins under residents' windows AV reported there were 5 bins under her windows last week-end. MK spoke to Ceri, Estate Services manager. Ceri agreed to come to February/March RA &RSG meeting to explain how everything works. Estate Services are currently looking at procuring a contract to have the bins cleaned on a regular basis on an annual basis to deal with the smell. AV asked if the attendees if they think having the bins cleaned once a year is enough to combat smell. AV to ask her questions to Estate Services as they are in a better position to advise.</p>	Ceri, Estate Services

<p>6.14</p> <p>6.15</p> <p>6.16</p>	<p>Bogus callers MK spoke to Quinton who is working on a borough-wide newsletter. He agreed to add an article about bogus callers to the newsletter, to remind residents to check contractors ID badges before they let them in their properties to make sure they are genuine.</p> <p>MK asked attendees if they want to add to the article on bogus callers to get in touch with her.</p> <p>AOB Block signage MS informed AV that the RA is still waiting to hear if the funding application was successful. MS to give an update when she has news.</p> <p>Activities at Temporary Community Centre AV asked if it is possible to use the TCC to hold free advice sessions delivered by solicitors, staff and volunteers from West London Equality Centre. AV to write 1-page proposal listing the type of services to be delivered. AV wanted to know what would the RA charge in rent to hold monthly sessions. It is a community service. AV to email PPCR proposal</p>	<p></p> <p>MS</p> <p>AV</p>
<p>7.0</p>	<p>Regen Update – deferred to 8 February</p>	<p>SP</p>
<p>7.1</p> <p>7.2</p> <p>7.3</p>	<p>Overview <u>Phase 3</u> - the regeneration of the Warwick Court block containing 18 existing units to be refurbished, and 3 new builds.</p> <p>Overview <u>Phase 6</u> - 201 new build units, tenure breakdown as follows-</p> <ul style="list-style-type: none"> • Social London Affordable Rent (LAR) Houses – 26/Apartments - 59 • Shared ownership units for sale - 33 • Intermediate Rent – 35 (BL block) • Private Sale - House – 1/Apartments – 47 • New management hub, community centre, adult fitness trail, playground and local shop are also being delivered as part of phase 6 works. <p>Overview <u>Phase 7</u> - 337 units in total - 277 social rental units refurbished 3 social rental newbuild units</p>	<p></p>

	3 newbuild shared ownership units for sale 54 privately owned existing units – these units will benefit from works to communal areas and some service provision, but internals will not be refurbished.	
8.0	Residents' Updates and Concerns	ALL
8.1	JE asked the residents if they have updates they would like to share or concerns they would like to raise.	MK/Pest control
8.2	<p>Pharaoh Ants – Gloucester Court MK advised that pest control team is analyzing how many phone calls they received. MK stressed how important for residents to report the issues. Pest control is also reviewing the treatment that was carried out last year to see how many treatments were carried out and whether they had any effect. Pest control team going to put an action together to carry out block treatment to all properties at the same time to make sure that the treatment is effective if it is determined that this is what is needed</p> <p>AP spoke to pest control operative who said that there weren't many people who called. The ants disappeared for days and then they come back through the cracks on the ceiling.</p> <p>There are 105 properties in the D-G blocks. It would be a waste of resources if pest control treated all 5 blocks if it isn't necessary. The Hub are trying to understand where are the issues to target them effectively. There is an element of residents' responsibility in reporting issues. It is known that residents are not reporting the issues. AV proposed to help AP by drafting a letter and talking to residents in Blocks D-G to find out who has ants' issues. AP thanked AV for her help. AP had already talked to her neighbours. The Hub also letter dropped residents last year requesting they report matters</p>	
8.3	<p>Further update at the February meeting.</p> <p>Tree maintenance – Paddington Court It is the same person who is responsible for the bins. MK asked Ceri, Estate Services manager to attend either February or March meeting to give update and answer questions. MK to confirm date.</p>	
8.4	<p>Emergency Services Entrance (by the nursery) AV reported that the Emergency entrance is always left open and asked if there were any update since last discussed. It causes problem with cars/vans parking in the space provided for the emergency services. Last update by IL: The council is looking to implement a Borough-wide single solution, it is a work in progress. Multi</p>	

<p>8.5</p> <p>8.6</p> <p>8.7</p> <p>8.8</p>	<p>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. Wider Fire safety program: All the locks across the borough to be on the same system to enable the fire brigade to gain access. MK to get update for next meeting.</p> <p>Blocks signage RA applied for temporary signage funding from Nicer Neighbourhood. The RA hasn't heard yet if the application was successful. RA is waiting for decision.</p> <p>AOB Estate issues – How to raise the issues JE advised and reminded attendees that residents shouldn't call/email individual RA & RSG members to ask them to report estate/community issues. If the issue is regarding Estate Services, please ask your neighbours to ring the Hub. If the issue is regarding the regeneration, please ask your neighbours to ring/email Sarah or PPCR.</p> <p>It is not the role of individual RA and RSG members to act as the advocate of the residents. Please email/call Catherine at PPCR who will forward the matter on residents' behalf to the right department.</p> <p>Recruiting new member RA & RSG members JE asked members to speak to their neighbours and other residents who you feel have something to contribute to the RA & RSG forum to improve the Estate and the estate services. Please try to recruit new members to the RA & RSG, the more residents we have, the stronger the group and the stronger their say.</p> <p>There were no more questions and concerns from residents.</p> <p>JD said 'Good Bye' to members. JD announced that she is moving to West Sussex, on the coast, via the Seaside & Country scheme. JE thanked JD for her contribution and help in the events that the RA & RSG held over the years and for representing the views and concerns of residents from her block. JD will be missed.</p>	<p>MK</p> <p>KZ</p> <p>ALL</p>
<p>9.0</p>	<p>PPCR Drop-in</p>	

	<p>PPCR Virtual Resident Regeneration Advice drop-in session</p> <ul style="list-style-type: none"> • Next one is Tuesday 18 January, 5pm to 7pm Zoom link https://us02web.zoom.us/j/6750372171 • PPCR drop-in are the third Tuesday of the month. <p>JE reminded the attendees to talk to their neighbours and other residents, and advise them that if they have any issues or questions to join the drop-in on the third Tuesday of the month or to can ring/email PPCR at any time.</p> <p>PPCR will forward residents query/issues to the appropriate officer.</p>	ALL
10.0	RA & RSG Festive Lunch	MS
10.1	<p>New Year Lunch At the Turtle Bay restaurant. Turtle Bay, 16 High Street, W5 5DB, on Monday 31 January, 1pm-3pm.</p> <p>CM circulated the menu to members.</p> <p>Please let CM know if you are coming to the lunch by Monday 17 January, 5PM</p>	ALL
11.0	DATE OF THE NEXT RA & RSG Zoom MEETING	ALL
11.1	TUESDAY 8 FEBRUARY 2022 @ 6pm	

Copies of these meeting notes will be placed on the noticeboard outside the Community Centre on Copley Estate. The notes can also be found on the link below:

<https://ppcrassociates.wordpress.com/category/london-borough-of-ealing/copley-hanwell-w7/>