

Community Board Meeting
Wednesday 15 September, 6–7.35 pm, Google Meet

<p>Attendance:</p> <p>Community Board Members: 10 members present Chair: present JV: 4 officers present RBK: 1 officer present Apologies: 1 member not present</p>	
1.	<p>Welcome and Introduction</p> <p>Chair welcomed officers to the Community Board meeting; apologies were given on behalf of one community board member.</p> <p>[post meeting note: agenda order was changed due to staff attendance and overrunning]</p>
2	<p>Refurbishment of Queen Mary Hall — An officer presented the first draft layout proposals of QMH (it was also sent to members in advance). The purpose and details of the refurbishment of Queen Mary Hall were outlined:</p> <ol style="list-style-type: none"> a. Purpose of refurbishment is to provide a meanwhile community hall space until the new community centre on the CRE is built, which will also provide improvements creating a lasting legacy delivered by the regeneration programme b. Consultation will be with the Community Board, residents of CRE and Cambridge Gardens, and previous hall users of Piper and Queen Mary Hall c. This is the first draft and initial feedback from Community Board members is being sought ahead of wider consultation d. The proposal takes into consideration upgrading the internal facility to improve access, flexibility, visual amenity, modernise facilities to reduce repairs all within the constraints of the building e. The proposal includes automated doors, CCTV, new accessible and family-friendly WC facilities, a larger kitchen than Piper Hall, overhead lights, new decoration and flooring throughout, ceiling insulation for acoustic improvements for hall users and neighbours, new heating, ventilation and curtains. The stage area will have new stairs and a platform lift for mobility assistance and a disabled WC f. The stage area cannot be levelled as this is part of the structure of the building which supports homes above. It is suggested that the stage opening could be filled between the existing walls to enclose the space, with access from stairs and platform lift. This would create a smaller hall at the back for users that require smaller or separate space. This space does have natural light through a window

	<p>g. Members were asked for feedback on the proposal, in particular the proposed folding partition, as well as whether any other groups should be consulted</p> <p>Questions/discussions</p> <p>h. One member of CB commented that it was their view the proposal was not fit for purpose; the Chair requested that the presentation be given as this may address any concerns. All members were invited to give feedback after the presentation and the meeting so that this can be considered in the proposal revisions</p> <p>i. A question was raised about whether this provided sufficient space and a workable kitchen for a meanwhile facility. It was confirmed that the kitchen would be larger than Piper Hall's large kitchen as the current toilet alongside the kitchen is being removed at QMH. It was also confirmed that any current suggested layout is illustrative and that members and residents would be involved in the detailed design of the kitchen layout</p> <p>j. It was confirmed that this is a proposal and not a finalised plan</p> <p>k. A question was raised about capacity for the hall and this will be confirmed for members [Action]</p> <p>l. It will be confirmed if the internal automated doors will clash with the toilet doors [Action]</p> <p>m. It was recognised that Community Board members would be able to be involved in the detailed design of the kitchen and other elements and a visit to QMH was recommended to help visualise the proposal. It was agreed that CB members be invited to view QMH [Action]</p> <p>n. Members commented that there are other well designed local community/church halls with kitchens. It was suggested and agreed that members and officers visit St John's which is walking distance from CRE to view their refurbishment and capacity [Action]</p> <p>o. A few members commented that the partition seemed superfluous as there is only one entrance [post meeting note: worth considering groups that may divide space by age or gender and whether the smaller section would be sufficient division]</p> <p>p. It was raised that maintenance and repairs costs should be considered for the new design to ensure that features continue to function e.g. automated doors</p> <p>q. It was confirmed that a new heating system would be part of the refurbishment</p> <p>r. One member felt that separating the stage area into a smaller hall was a mistake</p> <p>s. Feedback from members to be sent to the officer over the next two weeks who will also arrange the site visits [Action]</p>
3	<p>Housing Landlord Service (HLS) Update — Head of service attended to provide Community Board members with an update on the landlord service and</p>

	<p>team structure. A presentation of the information was sent to members after the meeting:</p> <ul style="list-style-type: none"> a. New staff structure across lead officers in HLS and replacement resident services officer for CRE now in place b. Service is working on a detailed management plan for the CRE c. Staff are on site when required with the RSO on Monday, Wednesday and Friday and caretakers 5 days a week d. Service is aware of ASB on the Estate and reiterate the importance of passing information on to the police, RSO or ASB officer. Members were informed that the service respond when they can and had served notice on a resident recently, but need evidence to tackle ASB e. HLS can take civil action to end a tenancy rather than criminal action <p>Questions/discussions</p> <ul style="list-style-type: none"> f. An issue was highlighted with communications and if residents are not aware that anything happens with their ASB submissions then they stop reporting - regular comms on the importance of reporting frequently and as an individual is required. The officer will consider the comms and discuss with comms and engagement staff what options are available [Action] g. It was reported that the police response to the reporting of ASB was too visible, which made residents feel at risk and less likely to report in the future for fear of ramifications h. It was raised that the neighbourhood partnership meetings with the police did not involve residents. It was recommended that HLS convene a meeting with the police, HLS and residents/Community Board to address ASB, reporting and confidentiality [Action] i. One member stated that they were pleased that the Estate was getting knocked down and rat runs removed as this will help manage ASB but that the police aren't visible on the Estate unless they are doing raids. There is ASB between CRE blocks and the student building and often leave a lot of rubbish after parties j. It was reported that when ASB is moved from one area of the Estate this just moves to another area of the Estate
4	<p>Lift report — An officer outlined that a lift report had been included in the Regeneration Update and circulated prior to the meeting. It is being considered as a separate agenda item at this meeting but in future, this item will be considered under the Regeneration Update.</p> <ul style="list-style-type: none"> a. Officer gave highlights from the report of issues over the period of reporting b. In order to manage repairs, the contractor has been requested to order a stock of harder to receive parts in order to expedite repairs (delays in shipping since Brexit)

	<p>c. The meanwhile offer will be to carry out a programme of works for phase 3–5 lifts where it is becoming more difficult to maintain the lifts on reactive call out. The procurement for the refurbishment of the 11 lifts in phases 3–5 is being progressed and expected to go out shortly to tender</p> <p>Questions/discussions</p> <p>d. A member thanked the two officers for their hard work on lifts which is really important to residents and for providing the report. It was recommended that reporting show when a building has been without any lift [Action]</p> <p>e. A question was asked about whether it is known who is reliant on lifts (e.g. families with young children, disabled) so that they can be notified and assisted.</p> <p>f. It was suggested that caretakers or community volunteer system could be established to support residents</p> <p>g. It was confirmed that residents are notified by text and contacted if it will be for a prolonged period and that they have personal evacuation plans for emergencies for residents with additional needs and this can be reviewed to look at who is affected and how they could be supported when lifts are out of action. [Action]</p> <p>h. It is recognised that the lifts are overdue works and it is good that there is a meanwhile plan</p> <p>i. It was noted that texting is a good option, but that other communications are also needed, especially if a household does not have a mobile number</p>
5	<p>Newsletter — An officer made introductions to members and spoke to members about the plans and process for newsletters on the CRE</p> <p>a. Purpose of newsletters is to inform residents of regeneration news, milestone, related thematic issues, engagement and consultation/feedback opportunities as well as standing information on how to contact the team</p> <p>b. Last issue covered a range of topics to update residents on the journey map, estate management, local events, and feedback from a resident on their rehousing experience</p> <p>c. Forthcoming issue will focus on QMH specifically to inform residents of the proposal and give an opportunity for feedback</p> <p>d. Regeneration team will use newsletters to keep residents informed but welcome suggestions for relevant matters/topics that are important to residents. There was a discussion about how Community Board members can submit suggestions and it was agreed these can be done as individuals to the creregen@kingston.gov.uk email or through a standing agenda item where the board can submit ideas as a group</p> <p>e. Copy of the newsletter will be shared with the Community Board for information prior to being sent to residents</p>

	<p>Questions/discussions</p> <ul style="list-style-type: none"> f. It was confirmed that QMH will be clearly worded as a proposal and include how they would like to use the hall. The newsletter is an engagement piece and will not show a final design. It will cover the principles for the refurbishment, proposal and an option for feedback g. It was confirmed that frequency of the newsletter would be approximately every 2 months or when there is a significant milestone h. It was suggested that, where possible, the newsletter could have a standing space for updates on number of repairs undertaken to show residents that repairs are ongoing during the regeneration
6	<p>Regeneration update — report was sent to members ahead of the meeting and members were given brief updates following questions submitted in advance</p> <ul style="list-style-type: none"> a. Planning application — working through all the consultation points and application hopefully go to committee in the autumn/w inter. It was acknowledged that this is frustrating but is common for a complex project to be examined thoroughly. b. Preparation — surveys, securing properties etc are being undertaken in preparation for demolition are taking place so the programme is progressing alongside the planning application c. CPO — the decision to make the Compulsory Purchase Order has been approved and will cover buybacks when an agreement on a purchase is unable to be reached, this is last resort but necessary to minimise delays d. Rehousing delays — phase 1 has been split into 3 parts, targeting particular blocks to keep in line with the rehousing programme e. Internet of things energy project — this will shortly be communicated to residents <p>Questions/discussions</p> <ul style="list-style-type: none"> f. There were no further questions or discussions
7	<p>Social Value strategy — feedback on the strategy was agreed to be sent outside of the meeting due to time constraints during the meeting.</p> <ul style="list-style-type: none"> a. Comments from Community Board sought ahead of further revisions, guidance for feedback is provided in the document, and submissions to the officer within 2 weeks (29.9.21) [Action] b. One member has sent comments in advance of the meeting and these have been received
8	<p>AOB:</p> <ul style="list-style-type: none"> a. Scheduling of meetings — the chair noted that it was challenging to arrange meetings around availability of members and asked members to be flexible about attendance as it is not always possible to avoid clashes b. It was confirmed that the constitution and other agenda items which have not been covered in the meeting are not yet agreed by members

9.

Next Meeting/s: w/c 8 November