

## Community Board Meeting

31st January 2025, 17.30–19.30

**Attendance:**

Lesley Charlton (Chair)

**Community Board Members:**

Elaine Taylor, Poorvi Mehta, Ayshwarya Madhureshan, Councillor Susan Skipwith, Councillor Emily Davey, Mike D'Souza, Malcolm Wood, Keith Thomas, Jill Preston, Iiman Abdulle (Minutes)

**Guest:**

Semana Nota (Resident Engagement and Social Value Lead), Sebina Sebamalai (Resident), Salah Alfadil (Resident) Joanne Moulton (RBK Programme Director), Ranbir Heyre, Alicia Francis (Director, Newman Francis), Jane Ball (Head of Landlord Services)

1. **Welcome and Apologies:**

Apologies:

Councillor Olly Wehring couldn't attend this community board meeting.

Semana:

- Two residents are attending the meeting as observers with a view to being co-opted members: Sal and Sabina.
- The constitution is not clear about the process of co-opting. It was agreed that a secret ballot would be held at the next meeting on 14th March.

Salah and Sebina introduced themselves.

Sabina:

I'm 23, a recent psychology graduate, living in phase 1, and lived on the estate for a long time.

Sal:

I'm 53, lived here for 12 years and I run a football community club for the local boys on the estate and also live on the estate.

Semana informed the board a request has been made to share an email address, so people on the board can communicate and discuss things further.

The board agreed that it is fine as long as it's not junk mail and it relates to the meeting and to the board.

Lesley reiterated that sharing information that is not related to the board is not acceptable.

**ACTION:** Semana will send out an email to allow people to give their consent on whether they want to share their email with the board and the LLP partner (Countryside).

2. **Minutes and Actions**

Jane informed the board they are sourcing a new bench and will be putting it in place (delegated to Darren and his team) and it will be put up where residents would like it to be. The board asked if there

	<p>was a process to see where residents wanted it to be. Jane asked where the board would want the bench to be placed. The board's suggestion about placement: in phase 3 or phase 4, so it would be there for a while.</p> <p>The board came to a decision that Jane would liaise with Malcolm and come up with a couple of options where the bench could be placed and communicated to the board through emails.</p> <p><b>Elaine:</b></p> <ul style="list-style-type: none"> <li>• With regards to the glossary for the report, it was agreed at a previous meeting that the board members would compile words they want defined in the glossary.</li> <li>• The easy read guide isn't sent out, however it is available online and every resident who is moving will receive a hard copy.</li> </ul>
3.	<p><b>Project Pandora</b></p> <p>Jane Ball, RBK Head of Landlord Services (10 mins)</p> <ul style="list-style-type: none"> <li>• The handover of the next block would be late spring/early summer</li> <li>• A lot of time has been spent honouring the landlord's offer</li> <li>• There have been minor variations of the tenancy agreements</li> <li>• Bandle and Naomi are the two other housing officers and are based in the Archway every Thursday</li> </ul> <p>BM asked if the housing officers' numbers were on the posters, to which Jane responded yes.</p>
4.	<p><b>Community Chest Discussion</b></p> <p>Ranbir:</p> <p>Background/context</p> <ul style="list-style-type: none"> <li>• over 18 applications; and awarded £90,000 to date; there has been positive feedback.</li> <li>• What hasn't worked well: the process can be confusing, deadlines come too quickly, and the rounds overlap.</li> <li>• The forms are lengthy and difficult to complete. It's a lot for one person who is making the application and it can be discouraging especially once they start it they can't save the application.</li> <li>• There are multiple review stages involved, and the availability of the community board to meet and assess applications has led to delays in processing. Distributing funds can also be challenging for small organisations and individuals, as the process can be complex and time-consuming. This results in administrative costs, delays, and additional effort, ultimately leading to inefficiencies in how residents' money is utilised</li> </ul> <p>Options</p> <ul style="list-style-type: none"> <li>• We can carry on as normal and not change anything.</li> <li>• Reduce the number of rounds to two or three, and have a spring and autumn round to avoid busy times.</li> <li>• Redesign application forms and/or to redesign process.</li> </ul> <p>Recommendations</p> <p>This is up to the board to discuss:</p> <ul style="list-style-type: none"> <li>• Is there a reason as to why they are rounds?</li> <li>• Why don't we get rid of the rounds and just let people apply whenever?</li> </ul> <p>Malcolm:</p> <p>On other estates, they have subgroups that meet four times per year to make funding decisions. If there are no rounds, there is still a need to schedule meetings to review the applications.</p>

	<p>Elaine: The quorum for approving the subgroups is one councillor and two residents. We need to ensure that this is met when having a meeting and people are available.</p> <p>Semana: Another suggestion is to increase the smaller funding budget to £500. The board all agreed to this.</p> <p>Ranbir: For the approvals, does it need to be a physical meeting or an email.</p> <p>Semana: Physical meetings or through a call are a lot better, as we can have detailed discussions.</p> <p>Elaine: If we Pre-set the date for these meetings to approve the applications, then when we have a community board meeting the following month we will have a meeting to discuss the community chest and send out invites to all 3 councillors.</p> <p>The board agreed to this and decided to not hold Community Board meetings during the busy months of August and December and to also leave out rounds for the community chest at these times.</p> <p><b>ACTION:</b> Semana will also get in touch with IT to see if we have improved online forms as the only solution they provided was to sign into Google account then you can save your form.</p> <p>The board asked if you could print out forms and physically hand it in. Elaine: Residents can submit forms in person via the Regeneration post box located in the entrance of the site office.</p>
5.	<p><b>Community Centre Update</b></p> <p>Joanne Moulton, RBK Programme Director (15 mins)</p> <ul style="list-style-type: none"> <li>• Oversees the development of the community hub (CH) on RBK</li> <li>• The planning approval requires the replacement of the former community facility at Piper Hall, and it would be around three times bigger than the original hall, and will be over two floors. It will be provided as part of phase 1c.</li> <li>• A lot of resident engagement about what the CH offers, its look and feel, layout, and furniture and recent engagement with previous hall hirers who wanted storage spaces in the CH.</li> <li>• The community also wanted social and flexible spaces, confidential rooms, and rooms to hire with a kitchen/cafe.</li> <li>• What we have: ground floor, double room hire, one with a kitchen space, storage, breakout spaces, and bathrooms.</li> <li>• The CH has two main entrances, one of the main road (Cambridge Road/Hawks Road), the other from the landscaped area within the estate.. The main hall height goes across two floors, there are storage cupboards for tables and chairs, there is also a lift and stairs to the first floor, the green area is a social space which could be a cafe. The hall has access to a kitchen. The cafe or social space has access to another smaller kitchen space.</li> </ul> <p>The board asked if there would be parking available for the CH. Joanne: Currently, parking in a drop-off layby is limited to 15 minutes but we are trying to extend it to 30 minutes.</p> <p>The board asked how high the hall is and how many people it will accommodate. Malcolm: I can't accurately say how tall, but approximately six metres</p>

	<p>Joanne: It will accommodate approximately 80.</p> <p>The board asked if the kitchen was big enough to accommodate for parties or bookings. Joanne: We envisioned the kitchen wouldn't be cooking from scratch, but heating up meals.</p> <p>The board expressed their concerns as the community needs a space to cook from scratch, for Christmas dinners etc. Also, a CH requires proper parking space in front of the main entrance as some residents cannot walk that far e.g. mothers with pushchairs, wheelchair users and the elderly, especially those who are carrying equipment. They expressed the position that parking could be a dealbreaker.</p> <p>Lesley clarified with Elaine there is no allocated parking space in front of the main entrance in the planning that was made in 2022.</p> <p>Jill reiterated that:</p> <ul style="list-style-type: none"> <li>• We need to ensure that the kitchen is a proper cooking kitchen</li> <li>• We need a cooking space as some organisations like Refugee Action do cooking classes</li> <li>• Another issue is accessibility, e.g. they have to walk 70m to get to the entrance</li> </ul> <p>Joanne: The access to the entrance is flat and levelled. I will take the feedback away and speak to Mark about the kitchen.</p> <p>Jill: For the parking and dropping off, can there not be a loading bay? Joanne: The parking space would be a loading bay, is there no way we can move it?</p> <p>Malcolm: The three options for drop off are St Peters Road, Washington Road or Cambridge Road, but Cambridge Road would not be feasible.</p> <p>The board expressed their concerns and felt as if the CH would be going backwards compared to Piper Hall as it has adequate parking and a kitchen.</p> <p><b>ACTION:</b> Joanne responded that she would come back with answers as soon as she got them to address their concerns.</p>
6	<p><b>Newman Francis/ITHA Update</b></p> <p>Alicia Francis, Director, Newman Francis (10 mins)</p> <ul style="list-style-type: none"> <li>• We respond to individual residents, to queries about the regeneration</li> <li>• We have eight enquiries so far about rehousing and the Landlord Offer</li> <li>• Sarah: we had a frequent enquiry with a client who has agreed to a move so we have achieved a positive result</li> <li>• We have been knocking on doors doing outreach so people are aware of our services.</li> </ul> <p>Ranbir suggested that they could possibly have another relaunch as they had a lot of engagement at the beginning. Alicia responded that they are planning to have one in February and knock on doors and leave calling cards.</p> <p>The board expressed it would be good to have Newman Francis there during the Easter event; Semana responded that they are planning a community event in the May half-term and possibly Newman Francis can attend.</p>

7.	<p><b>Regeneration Update</b></p> <p>The board asked when residents will move to Phase 1. Malcolm responded that they are currently finishing off the externals, and there is a delay in getting the electricity supply. They are aiming for late Spring but if there's an opportunity to bring it forward, then we will.</p> <p>Crown removals: A board member expressed her concerns about the behaviour of Crown removals and that they provided too many boxes. She also received similar feedback from residents about negative experiences with Crown removals.</p> <p>Elaine was aware of this particular complaint and reported that this had been responded to by the Strategic Lead for Rehousing.. Elaine advised that the contract is up for renewal in June 2026 and the procurement process will start around December 2025. It is an RBK-wide contract (not exclusively for CRE). Elaine confirmed that Crown removals are DBS checked and they have the correct safeguarding and policies in place. For CRE residents, there is no obligation to use Crown; they can arrange their own removal and claim the costs back.</p> <p>The board asked if residents are involved in the procurement services Elaine responded that landlord services are leading the procurement process and there will be resident involvement.</p>
8.	<p><b>AOB</b></p> <p>Semana: <b>ACTION:</b> Park Play (a community chest beneficiary) was looking to deliver activities on the J Pitch. They have been struggling to find someone from the CRE community to fill the role of Play Park leader. They plan to collaborate with Our Parks to expand the initiative beyond just the estate and make it a broader community activity. The board agreed to the location change, provided that activities return to the estate in the future. Semana: The questionnaire from social life - this has been updated following feedback.. We are meeting them next week, and we will update it further through email, so all to look for the email and respond quickly.</p>
9.	<p><b>Meeting date and agenda for next meeting (5 mins). Papers attached with agenda:</b></p> <p>The board agreed to a meeting on 14th March.</p>

Action	Item	By	Update
1.	Send out consent forms for email sharing.	Semana	Completed
2.	Address the concerns regarding moving the parking space and kitchen facilities	Joanne	

3.	Semana will also get in touch with IT to see if we have improved online forms as the only solution they provided was to sign into Google account then you can save your form.	Semana	
----	---	--------	--