**Housing and Regeneration**

**Fullers Slade Estate Renewal Forum**

**Wednesday 26th May 2021**

**6pm by Zoom**

**Attendees:**

Simon Cherrill Councilor

Bianca Bendig-Ceesay Residents Association representative

David Meadows Resident (Chair)

Barrie Wilde Resident (Vice Chair)

Donna Addington Resident

Stewart Dunn Resident

Helen Havens Resident

Elise Muncaster Resident

Steve Summerfield Resident

Claire Banbury Business Representative

**Officers:**

Sasha Childs Community Engagement Officer

**Apologies:**

Steve Summerfield Resident

Will Rysdale Head of Housing Delivery (MKC)

# Welcome and introductions

* 1. David Meadows (DM) welcomed everyone to the meeting and advised if there were no objections, the meeting would be recorded by Bianca Bendig-Ceesay (BBC) as Zoom host for the meeting. The recording will be shared with the Chair for the purpose of confirming meeting minutes. There were no objections to the meeting being recorded.
  2. All attendees introduced themselves.
  3. DM requested that we keep to the meeting agenda as we have a number of items to cover and decisions to make.

# Vice Chair of ERF

* 1. DW welcomed Barrie Wilde (BW) to the meeting as Vice Chair. BW had expressed an interest in this role, this was endorsed by Forum members and BW will serve a year’s term as Vice Chair from this date.
  2. BW addressed the group and outlined the experience he can bring to the role and his interest in the renewal of Fullers Slade, both from his working background and having lived on the estate for a number of years.
  3. BW looks forward to working with the Forum moving forward.

# Minutes of the previous meeting

* 1. DM advised he was happy with the accuracy of the previous meeting minutes, having checked them against the Zoom recording of the meeting.
  2. DM invited any comments from other Forum members, none were suggested, therefore the minutes were agreed as true record of the meeting.
  3. Sasha Childs (SCh) will ensure the minutes are circulated and publicised.

# Matters arising

* 1. DM invited any matters arising from the previous meeting minutes which would are not covered by this meeting’s agenda.
  2. Bianca Bendig-Ceesay (BBC) reiterated the importance of communication with the wider Fullers Slade community moving forward.
  3. No other matters arising were raised.

# Communications

* 1. Agreed by the Forum that this is a very important topic moving forward. The are two elements to this, communication within the Forum and communication with the wider Fullers Slade community.
  2. Internal Forum Communications  
     1. SCh asked if Forum members are happy to share their contact details with each other, to aid discussions outside of Forum meetings. All agreed in principle, SCh will email all Forum members to confirm which contact details they wish to share with other Forum members, this will also cover the sharing of information for GDPR purposes.

Action: **SCh**

* 1. Communications With Fullers Slade Community
     1. It was agreed by all that this is very important. The Forum discussed setting up a specific email for the group. BBC has mixed views on whether this should be a Milton Keynes Council based email or not, as does BW. A discussion was held on whether all Forum members should have access to the email account. It was advised that committee members of Fullers Slade Residents Association (FSRA) have access to the FSRA email account, BBC asked whether emails could be forwarded to Forum members from a Forum email account? It was agreed for further investigations be undertaken on this matter, SCh to work with DM and BW and feedback to the Forum. BW suggested that anyone making contact with the Forum email account receive a response within 24 hours to acknowledge receipt of the email.  
          
        Action: **SCh, DM, BW**
     2. SCh highlighted that a Facebook page for the Forum had previously been suggested, however this could not be supported by Milton Keynes Council (MKC). This was discussed and concerns were raised as to how the page could be used and what comments may be posted. BW advised he would not be in support of a Facebook page. Helen Havens (HH) advised there are already three other Facebook pages on Fullers Slade, another Facebook page could confuse matters. BBC raised concerns with some Facebook pages. Following this discussion, it was agreed not to proceed with a Facebook page for the Forum or renewal process at this time.
     3. It was suggested having a webpage for the Forum. DM added that the MKC webpage for the Forum is currently quite corporate, this is something for a future discussion.
     4. BW suggested having a ‘letterbox’ style provision on the estate in several key points for residents who are not online to make contact with the Forum. They could be put in the Rowans and the chip shop if these locations agreed and the contents collected periodically to be reviewed and responded to. Agreed for SCh to research this further.

Action: **SCh**

* + 1. It was suggested a sub-group for the Forum be set up to cover communications, agreed by all as a good idea. BBC, HH and Elise Muncaster (EM) put themselves forward to sit on this group. The Forum approved this, it was also agreed to advertise for two or three other Fullers Slade residents to also sit on this sub-group. SCh to include this in the next Fullers Slade Upd8.

Action: **SCh**

* + 1. The Forum discussed other ways that they could engage with the community. Suggestions included:
* using the Upd8 circular and including contact details for the Forum
* carrying out surveys, BW suggested that a number have been sent to residents on Fullers Slade, so unsure as to how unsuccessful this may be moving forward
* door knocking, again unsure how successful this could be
* put notices in the hub, shops and other public areas  
  1. Agreed to take suggestions forward to the new Communication sub-group.

# Sub-Groups Discussion

* 1. As agreed in the previous agenda item, a communication sub¬group will be set up.
  2. HH suggested the need to engage with the community around Option 3 for the housing element of renewal and regeneration, as some residents now think it isn’t happening. BW added that MKC needs to build trust by sharing information that has been asked for. Stewart Dunn (SD) added that senior managers at MKC need to answer questions which have been asked. BW added that a lot of work went into the ballot in November 2019 however much has changed since then so this needs to be looked at.
  3. It was suggested that Stuart Proffitt (Director – Environment and Property at MKC) and Councillor Darlington (Portfolio holder for Adults, Housing and Healthy Communities) could write to residents to advise that Option 3 is going ahead. There shouldn’t be a separation between MKC management and the estate.
  4. Following a discussion, it was agreed that a sub-group covering housing should also be set up for the Forum. BW and SD put themselves forward to sit on this sub-group. This was agreed by the Forum, as was advertising for other Fullers Slade residents to join the group in the next Upd8.
  5. BW advised of the required spend identified in the current Housing Revenue Account (HRA) Business Plan 2020/21 –2049/50, this is partly due to lack of spend previously. Residents also need know that energy costs will not increase going forward, outside of cost of living rises. Fuel poverty is a concern. HH added that boilers and heating systems must be serviced by law, it is challenging to see how budgets will balance moving forward.

Action: **SCh**

* 1. BW advised that the Department of Communities and Local Government (DCLG) says landlords should set up groups to oversee repairs and maintenance policies, is this something the Forum could do? SCh advised the Lakes ERF have set up a repairs group, she will check on this inform the group of their role. SCh also advised that a similar group of residents operated within the Resident Involvement Team at MKC, SC will check if they are continuing and update the Forum.

Action: **SCh**

# MACE Session Update

* 1. The group discussed a session with MACE, some concerns raised include:
* previous experience of individuals and agencies coming on board in the past, then moving on with no progress being made
* the cost that such a session would incur
* what can this session provide that cannot be delivered by in-house officers or departments  
  1. The Forum requested that MACE provide some information on who they are and what they can offer in the form of a presentation, to enable the Forum to decide on whether to hold a session with them. SCh to move this forward on behalf of the Forum

Action: **SCh**

* 1. It was suggested that a peer overview group be set up to review information professionally. BW added that information provided must be in plain English and that the renewal and regeneration of Fullers Slade should have a neutral project director and a neutral peer person. BW advised that Phillip Gerrella of RORE has experience as an independent observer and advisor, his experience could be utilised in future.

# Housekeeping for Open Forum Meetings

* 1. A discussion took place on behaviours at open Forum meetings, and who should speak at them, as different behaviours have been noted at previous meetings. A key concern is where observers speak when they should not do so.
  2. One suggestion was to offer a slot near the top of the agenda at open Forum meetings for residents of Fullers Slade to ask questions, with a time limit and having submitted questions in advance so an answer can be prepared.
  3. It was recognised that if challenging behaviour occurred and persisted, an individual can be muted and removed from the meeting, it the meeting is online.
  4. BW suggested that residents should have a greater say in meetings than an outside observer at meetings.
  5. SD added that the rules should be outlined at the start of meetings so all attendees are aware of them.
  6. DW suggested that we trial these proposals at the next four open Forum meetings and review after that time to see how it as worked. Agreed by all.

# Questions

* 1. A tracking system was discussed as a way of tracking questions asked to ensure answers are provided. Agreed to trial, SCh to work with DM and BW on this. BW added that Freedom of Information requests could be submitted to obtain the information requested although this is not what is wanted. DM added that SharePoint could be researched as a way of sharing information.

Action: **SCh, DM, BW**

# Agree Details of the Next Meeting

* 1. SCh submitted a request that future ERF meetings alternate between Monday and Wednesday evenings, ensuring that Monday meetings do not clash with other commitments e.g. Resident Association or Council meetings. This request is to meet the needs and commitments of different Forum members. Agreed by the Forum to alternate future meetings.
  2. The Forum discussed open and closed Forum meetings, BBC asked about prep meetings for the main Forum meetings. SCh suggested that a recurring agenda item (agenda item 9 for this meeting) is currently in place and covers setting agenda items for the next meeting. Any additions could be sent to the Chair in between meetings for consideration. Agreed to continue with this format and review if needed.
  3. BW suggested holding some closed meetings for the Forum and some open meetings where the community and selected observers e.g. RORE and Galley Hill are invited. Agreed by all. BBC suggested alternating between open and closed Forum meetings, agreed to consider as the Forum progresses.
  4. SD suggested that for technical matters, information needs to be shared on screen with attendees. Training may be needed for this. Agreed by all.
  5. The next meeting date was discussed, it was agreed to meet in approximately three weeks’ time on a Monday, SCh to circulate a date to Forum members to confirm their availability.
  6. SC asked for agenda items for the next meeting, the following were suggested:
* ask Stuart Proffitt and Councillor Darlington to attend to give an overview of plans for the renewal of Fullers Slade
* review tracking issues
* review MACE information and session
* review Forum Terms of Reference