

Ebury Bridge Community Futures Group – Meeting 23

2nd April 2019, 6.30pm – 8.30pm

Regeneration Base, 15 – 19 Ebury Bridge Road, Ebury Bridge Estate

Members Attendance:

- Charlotte Pragnell [CP] via Skype
- Mohammed Eisa [ME]
- Tammy Dowdall [TD]
- Fiona Quick [FQ]
- Sheila Martin [SM]

Apologies:

- Mike Smith [MS]
- Yolanda Gaston [YG]
- Stephen Rushbridge [SR]
- Laura Buttigieg [LBU]
- George Panayioudou [GP]

WCC Officers and Consultants:

- Tom McGregor [TMC] – Chairperson
- David Thompson [DT] – Ebury Bridge Project Director
- Martin Crank [MC] – Communications and Engagement Manager
- Gelina Menville [GM] – Ebury Bridge Community Engagement Team
- Louis Blair [LBI] – First Call Housing (Independent Resident Advisor)
- Edith Branningan [EB] – Area Services Manager - Westminster Housing Services
- PC John Donaldson [JD] – Dedicated Ward Officer Churchill SNT - Metropolitan Police

Notes: *This document provides a summary of the discussions which took place during the meeting including questions and respective responses that were raised during the session, action points and key decisions.*

1. Welcome

TMC opened the meeting. Notes of the last meeting have previously been sent round and agreed for publication.

2. Action list Review

Action list was reviewed, and items discussed. The format/key needs to be looked at and revised to keep it simple. The items discussed in detail are listed below with updates:

- Item 2: MC updated the group that the Regen Base is undergoing a refresh and as part of this a display space will be dedicated to the CFG [In progress]
- Item 3: GM: one block has been completed. TD asked why the covers were transparent as this defeated the point of covering them. GM explained that this is to ensure that the meter can still be read on the properties that are still occupied. However, all void properties have now been sitexed to reduce the risk of unauthorised access, which was the primary concern when the issue was originally discussed at the CFG. [In progress]
- Item 8: SM commented that this item wasn't resolved. GM clarified the action was simply to ask is the RA was still active. [Completed]
- Item 17: JD explained that this has previously been discussed but without a space that is cost neutral it will be difficult. **ACTION:** Further exploration required [DT/GM/JD]
- Item 19: GM explained a solution is being explored, and MS has been asked to get his documentation in order. SM is helping MS with this and GM/PJ have also offered their assistance. [In progress]

3. Matters arising/ Topics for discussion at future meetings

None

4. Estate wide issues

GM explained that following the issues raised at the last meeting Westminster Housing Services (WHS) are here to discuss these issues with the group. JD is also here to support the discussion.

Key issues previously raised:

- a. Unauthorised vehicles accessing the estate
- b. Rough Sleepers
- c. ASB and groups congregating (including workers from Chelsea Barracks)
- d. Squatters
- e. Lighting
- f. Criminal activity

a. Unauthorised vehicles accessing the estate – EB explained that Peter Bevan [PB] (Estate Compliance Officers) has been off work ill, however has now returned and will be speaking to the households reported to be leaving the gate open. SM and TD both also agreed to be key holders for the gate key, to help with keeping it locked if they see it open when they return home of an evening.

b. Rough Sleepers – FQ explained her dissatisfaction of using Streetlink to report a homeless person sleeping at the back of Wainwright House. After bedding down for three nights without intervention, FQ was disappointed that Streetlink were unable to help on this occasion. MC shared the number for Streetlink and encouraged people to use this if they come across rough sleepers. STREETLINK 0300 5000 914.

c. ASB and groups congregating (including workers from Chelsea Barracks) – JD confirmed that there have not been many reports about Ebury of recent months. However, if there are still the problems they need to be recorded through on the 101 hotline. Low level ASB can now also be reported on the Police website.

ACTION: ASB reporting numbers and website links to Police online reporting tool to be included in the next newsletter [MC]

JD confirmed that he is working with EB to have a camera installed to oversee the walkway in front of Westbourne House. But other than this area, not other areas have been flagged as hotspots for groups congregating to smoke and ride mopeds.

EB confirmed that previous conversations with Qatari need to be revisited to ensure a joint up approach is agreed to move on the workers who use the estate for drinking and smoking at before/after work/break time. Whilst it is not as bad as it has been historically, the weather is now starting to improve and may increase this issue. JD added that the security guard at the Chelsea Barracks has always been willing to come over, and move workers on, if they are called.

TMc informed the group the with WHS (formally CWH) going in house, the housing ASB teams, are now joining up with the borough ASB team. This will provide strength in coverage and a more joined up approach to ASB overall.

d. Squatters – SM shared her recent experience of somebody peering through her window to see if the flat was empty. SM also shared reports from others of the same person trying front doors at the

Churchill Estate. This is becoming increasingly worrying, especially as people are continuing to move away from the blocks required to enable the renewal to start.

e. Lighting – EB stated that we can look into enhancing lighting in key points on the estate. MC confirmed the lux levels of the existing lights have now also been increased.

SM added that lighting at the end of the hoarding walkway needs to be added and also another visual aid mirror to be installed.

ACTION: Request lighting and installation of mirror aid at the end of the walkway [GM]

f. Criminal activity – JD explained that level of activity on the estate at present are low. The problems historically faced on Ebury, but there is wider activity in neighbouring areas, and we do not want this to return to the estate.

The phone box (in front of Edgson) was reported by the CFG as being a hotspot for drugs deals. GM confirmed on a recent walkabout with JD and the WHS ASB case worker, the phone box was inspected and had been used as a toilet. JD confirmed that a case can be made to have the phone box removed and has successfully achieved it with another phone box in Victoria. The CFG were supportive of this action, as it is rarely used as intended. TMC wanted to ensure all residents were consulted before any final decision were taken. TD raised that if the phone box is removed the bus stop will become the target. There was concern that if the bus stand itself was removed as well that this would be a detriment to the community, especially older residents who may seek shelter in bad weather.

ACTION: Make TFL aware of the potential issue to ensure that they can keep it under review.

EB informed the group that given the issues raised, a range of possible tools have been looked at to help mitigate against the existing issues becoming work. EB explained that Pinnacle provide Concierge Services to Westminster. EB has approached them to provide something similar here on a trial basis for up to four weeks, two officers, with two hourly patrols, from 4pm - midnight.

The concierge officers are SIA regulated and will be able to patrol the estate and complete daily logs to evidence what is seen. They will also be able to signpost rough sleepers to Streetlink, report lights that are out, and report anything suspicious to the Police. JD confirmed that they work closely with other concierge officers to ensure a coordinated approach. However, residents must continue to use formal channels for reporting anything that they witness or are concerned with. FQ wanted to make sure that the patrols are varied, to avoid a recognisable pattern forming.

DECISION: To trial a concierge service between 4pm and midnight to help patrol the estate for a maximum of 4 weeks to report findings to allow a longer-term action plan to be put in place.

TMC excused both EB and JD from the meeting and thanked them for their contribution to the meeting.

5. Rumour buster

LB clarify that this was not a rumour but was of concern. Having knocked on doors within Doneraile House, it is clear residents do not fully understand that there will be an opportunity for them to move straight into a new phase 1 home from where they live now.

MC confirmed that a letter has been issued today which clarifies this to residents. It will also be further explained in the newsletter.

GM further clarified that letters to all phase 2 households were issued today inviting residents to small group sessions to further understand the phasing/sequencing of works. With the exception of those with a one bed housing need, all phase 2 secure tenants and resident leaseholders will have the choice to move from their current home into a new one on the estate.

GM reminded the group about the one bed household first being offered to those living away from the site first, to allow them to return as a priority. However, should they no longer wish to return, their housing needs change, or they would prefer to return to the front of the estate (as they were previously) then there would be more opportunity for those currently living on-site with a one bed need.

MC added that this will be picked up as part of a Local Lettings Plan (LLP), which all residents will be consulted on. A LLP clarifies how the new homes will be allocated, to both the existing community, and those from the Westminster Council housing register.

6. Project Team Update

- **Method statement for Edgson House – Dust, noise and HGV controls**

MC gave a presentation on how the works to Edgson House will be completed. The site will be closely monitored including the levels of vibration, noise and dust, with results being regularly sent to site supervisor. These results will be reported to residents via the newsletter.

MC confirmed that there will be no heavy goods vehicles turning within the estate and all reversing from the estate onto Ebury Bridge Road will take place under the supervision of a banksman only. HGV exiting the site will be spread at intervals of 15-20mins apart to ensure that traffic doesn't get to congested in the immediate area. HGV will enter the site through one entrance and leave through the other.

Normal working hours are restricted to weekdays, and any Saturday working can only take place with the prior agreement of residents. A leaflet is being produced and will be issued to all residents to ensure that they are aware of the working times, conditions and how to raise any concerns or issues they might have.

ACTION: Edgson House works leaflet to be produced and shared [MC]

SM: When will they be working until? MC confirmed the end of August 2019. DT added that if for whatever reason they needed to break out of the site circuit, residents would need to be consulted, similarly if they needed to ask for an extra few hours of work, to remain on programme. There are strict rules about this, including how they would need to consult residents.

TD stated that the people have different tolerances to noise, and noise is subjective. TMC stated that it is important to understand that there will be distribution, but that it is the contractor's responsibility to keep it to controlled levels.

- **Cabinet Member Report**

DT updated the group that the phase 1 approach was approved on 18/03/19. This included the approach to planning as well as permission to procure and authorisation of expenditure for an extended phase 1 new build.

DT added that this was influenced by the CFG resulting in a more inclusive solution to be agreed - two towers in phase one, as opposed to just the original one to allow for more tenure types to be added. Cllr Robathan has fully endorsed this approach.

- **Phase 1 engagement update**

GM confirmed that all residents living within phase 1 have been personally spoken to about the October 2019 vacant possession. In the next week or so, the Council will be serving a notice on all tenanted households as a formality. This was also discussed with residents to ensure that they understood the process and why they would be getting these notices.

7. Task and finish update

- **ITLA specification**

LB was asked to leave the room momentarily.

GM confirmed that all suggestions put forward at the last CFG meeting have now been incorporated in the specification and no further comments were received after the meeting. PJ has now finalised the specification and is awaiting sign off.

GM explained the next steps:

- Go out to tender/advert – within next week or so
- Response deadline – 23rd April
- Evaluations of submissions – 24th April – 1st May

We are on track to have a contract awarded, before the current ITLA extension comes to an end.

- **Meanwhile use programme**

MC explained the importance of ensuring the any meanwhile use designed complemented that of the first new build homes to be built.

As such the Meanwhile Use discussions will be combined and reported back through the CFG Design meetings. John Wilman and Lukas Holden will work together to ensure the Task and Finish group are engaged, and both sets of architects are working together, to achieve their respective outputs. They have a meeting on Friday to set this in motion and look at how we can speed up the time it will take to get our meanwhile use facility in place.

MC stated that as present, there may be a meanwhile, meanwhile use. As the current programme delivers the facility in February 2020. We are exploring options to condense the consultation periods, as a lot of primarily work has already been done with the residents of the estate about what they would like to see. Because of this the focus on consultation now can look at local school, neighbouring organisations and other local stakeholders interested in using the space. The feedback from the CFG suggested the facility should be based around a community café style space with multiple uses.

- **CFG Design Workshop – 19/03 recap**

CFG agreed outputs included agreeing the design principals and approach to planning. MC gave a short presentation recapping the session. Smart new homes to be added.

8. Community Charter – Draft Document

MC presented the updated version of the Charter following discussion at the last meeting. Engagement to date has been to a high standard and we want to continue with this high standard as we now move into detailed design development, and delivery stages.

Each slide of the charter was reviewed and discussed in turn, and feedback collated to be included in the next draft of this document to be circulate with the papers for next month's CFG.

ACTION: Review and redraft Community Charter in line with the feedback given [MC]

9. AOB

DT asked about recruiting new CFG members. MC confirmed that some interest had been shown from residents within the estate, and that follow up conversations now need to take place. TMC asked how many spaces were available on the group, as it would be good to get to full membership. GM confirmed there are 2 spaces available.

LBI asked about the tenant in renewal area policy and what stage that was at, since the consultation closed in February. It was agreed that Cecily Herdman would be invited to a future CFG meeting (May/June) to provide an update.

10. Date of next meeting:

Tuesday 7th May 2019

Schedule of future meeting dates circulated to all members:

| CFG Monthly Meetings: <i>first Tuesday of each month</i> | CFG Design Meetings |
|---|--|
| 630pm – 830pm | 630pm – 830pm |
| <ul style="list-style-type: none"> ▪ Tuesday 7th May ▪ Tuesday 4th June ▪ Tuesday 2nd July ▪ Tuesday 6th August ▪ Tuesday 3rd September ▪ Tuesday 1st October ▪ Tuesday 5th November ▪ Tuesday 3rd December | <ul style="list-style-type: none"> ▪ Tuesday 19th March ▪ Tuesday 16th April ▪ Saturday 11th May (daytime visit) ▪ Tuesday 21st May ▪ Tuesday 11th June ▪ Tuesday 16th July ▪ Tuesday 20th August ▪ Tuesday 17th September |