

**NOTES OF 21st CANNING TOWN RESIDENTS' STEERING GROUP MEETING
HELD VIRTUALLY ON 20.4.22 at 6pm**

AGENDA

	Item:	Item Lead:	Time
1.	Welcome and introductions	Howard Mendick	6:05pm
2.	Housing & Repairs	Jon Hillier, Works Commissioning Manager	6:15pm
2.	Design Team	Shade Abdul, Director Athina Stylianidi, Associate	6:30pm
	Estates Management update	Faraz Kayani, Regeneration Estates Manager	7pm
3.	Engagement Update	Dami Segun, Resident Involvement Lead Algina Kamara, Resident Involvement Manager	7:15pm
4.	Communications Update	Shabana Qadir, Regeneration Manager	7:30pm
5.	Newman Francis	Howard Mendick, Kamahl Ahmet NF update	7.40pm
6.	Any other business	All	7.50pm
	Date of next meeting: Thursday, 19 May at 6.00pm	All	

Present:

Residents:

Ibironke O(IO)
Sheila A (SA)
Mustaf M (MM)
Edward R (ER)
Ameerah S (AS)
Helen A (HA)
Fawsia E (FE)
Judith J (JJ) - Chair

NewmanFrancis:

Kamahl Ahmet (KA) – Project Worker
Howard Mendick (HM) – Chair
Clare Maybury - notes (from recording)

London Borough of Newham:

Jon Hillier (JH) – Head, Housing Property Services and Works Commissioning Manager
Dami Segun (DS) -
Resident Involvement Manager
Algina Kamara (AK) – Resident Involvement Manager
Faraz Kayani (FK)

Design Team (Jestico & Wyles)

Shade Abdul (SA) – Dead Space Director and Community Engagement Lead

Athena Stylianidi (AS) – architect at J&W

Apologies for absence:

Maeve D

Shabana

1. Welcome and introductions

HM welcomed everyone to the meeting and all introduced themselves.

The minutes of the last meeting were agreed and signed off.

2. Housing and Repairs

JH gave an update on progress with repairs and refurbishment:

2.1 A large number of **repairs** and interim activity was now going on and visible on the estates:

2.1.1. New door entries at **Mona and Beckton** will be installed as this issue has been raised by CTSG

2.1.2. **Door entry** design was going on throughout Newham and residents will be contacted soon. The new system would be non-contact, with the signal going straight to residents' mobile phones

2.1.3. Blocking-in of **staircases** where people had been breaking in was now happening.

2.2 Regarding the **refurbishment** programme:

2.2.1 Letters were now going out about the **Gateway phase 1 and 2 properties**.

2.2.2 Some voids were being repaired across the estate in case of a need for respite property

2.2.3 Lawrence St roof works were continuing

2.2.4 JH was now responsible for the **Former Mears Tenants'** project, having taken this over from RMS (Greg Gustard). Christopher Daniel would lead on this with a project surveyor and a team of admin staff. Kitchen and garden upgrades were included in this, and external contractors were being brought in for speed, with completion on about 170 properties due in the next 4-6 months.

2.3 There were positive responses from those present as to the speed of improvements, and JH assured residents his team would continue to deliver as quickly as possible.

2.4 HM added that confirmation had been received from Darren Levy that **home-owners** would not be charged for any share of the refurbishment works, which had been a concern.

2.5 Responding to **questions**, JH explained:

2.5.1 The doors would be similar to those around the estate near Lawrence St, with a buzzer for the flat number dialling the resident's mobile or landline phone. Pin or fob entry would also be available.

2.5.2 Structural work to the staircases was in train already. Residents should expect 4-6 weeks for completion of the intercom system. Residents would need to supply telephone numbers (2-3 for each flat, if needed) so it could be implemented as soon as possible. The Council would also be able to centrally monitor movements into the building and who had granted access.

2.5.3 The "Tradesperson" button could be disabled if residents would prefer this, to stop its use by others from outside the area. Usually it was disabled from 6pm to 10am.

- 2.5.4 Video entry was not generally in use across the borough and not seen as very beneficial. It would not be an option for residents due to the long-term maintenance needs.
- 2.5.5 Feedback from about 30 blocks where the system was already in use had been very positive, with anti-social behaviour completely stopped.
- 2.5.6 There had been no breakdowns. Should an issue arise the team could check back over the activity logs to see who had granted entry, when. Pins and numbers could also be re-set remotely if lost or if someone moved out. Maintenance issues were easy to diagnose and repair remotely and quickly, often before residents became aware.
- 2.5.7 During installation, bin areas would be closed off so there was no chance to gain entry.
- 2.5.8 Works for **right-to-buy** tenants would be carried out regardless, as they would soon be leaseholders and would therefore not be charged.
- 2.5.9 Regarding how soon tenants would know when they would be moved to the new-builds, since personal decisions would needed to be made, this was not yet known. The Regeneration team, rather than Repairs, would keep residents updated with what would happen when, and this would become clearer over the next few months.

2.6 ACTIONS:

Howard thanked Steering Group for all their hard work in making sure the council was aware of the need for secure entry systems.

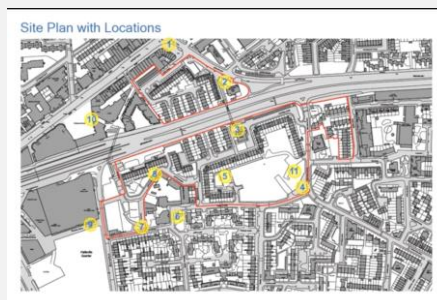
- 2.6.1 **JH** to respond to email from resident AS
- 2.6.2 **HM** to check with JH that the system of door-to-door outreach and passing on issues to the Repairs team was working well.

JH was thanked by those present and left the meeting

3 Design team

Sade and Athena shared an online presentation:

- 3.1 **“Meanwhile use”** was explained as temporary improvements or activation of an area to draw attention, improve and attract people. Changes could be made quickly to point the way toward the longer-term improvements that can result from regeneration. The team explained they were on site, wanting to engage and follow co-design principles.
- 3.2. A site map was shared, showing 11 locations suitable for meanwhile use, as follows:



- 3.2.1 Just off Barking Rd: a pop-up structure showing opportunities to participate in co-design. Potentially mobile and shared with locations 9 and 10
- 3.2.2 A pole outside the Beckton Arms: important for connecting North and South, and not allowing the A13 to become a barrier
- 3.2.3 Trinity Community Hub roof and railings: an art installation with seating, shared with Shipman Youth.
- 3.2.4 Vincent St site hoarding: information about the regeneration with, for example, local residents' photos and stories

- 3.2.5 A car-parking area currently underused: to develop activities with young people
- 3.2.6 The square outside River Christian Centre: community model-making, as part of targeting faith groups
- 3.2.7 A large space by the multi-use games area (MUGA): pop-up workspaces; training; small business start-up opportunities, testing ideas that could bring social value.
- 3.2.8 Near the Christian centre, approaching Trinity Hub: “breadcrumbs” to lead people through to Trinity Hub, such as planters, colour, lamppost décor
- 3.2.9 Hallsville Quarter: a mobile structure (shared with locations 1 and 10) enabling activities
- 3.2.10 Outside the library: a mobile structure (shared with locations 1 and 9) enabling activities
- 3.2.11 Vincent St site: a community garden. A good opportunity to bring communities together; a green space; skills-sharing; opportunities for unemployed young people. This could be phased into a permanent part of the proposal

3.3. Answering questions, S and A explained:

- 3.3.1 Residents would be asked for their top five projects, in order of preference, and that two or three would be selected to go ahead
- 3.3.2 The Vincent St mini-garden would be in movable planters and therefore could be shifted to accommodate the phased construction work there. Local residents would need to be identified to take ownership of the project and have a caretaking role. This could be planned and considered in detail once decisions had been made about the projects to take forward.
- 3.3.3 Projects could be started relatively quickly once polling results had been analysed

- 3.4 **ACTION** **KA** to share the *Meanwhile Use* presentation with RSG members and circulate a poll for residents to feed back thoughts about the proposals and further ideas. This would remain available for download for less than a week, so should be downloaded immediately.
- 3.5 **Walkabouts** would be organised to help the Design team see things through residents’ eyes. Work was also being done with the archivist at CT library to gather local historical information

4 Regeneration

- 4.1 **Faraz** outlined his role as part of the Regeneration Resident Involvement team. He invited residents to approach him concerning problems with repairs, contacting the council, external works and any other issues. He offered attendance and walkabouts as needed and would respond to residents’ requests.
- 4.2 FK had introduced successful bin solutions in other boroughs. He was in contact with Metrostore concerning the local bins, which were not fit for use, and would be presenting potential solutions soon. Residents welcomed the news as this had been a point of concern for some time.
- 4.3 In response to questions FK replied that:
 - 4.3.1 He was the first point of contact for his team, and shared his contact details in the chat [Faraz.Kayani@newham.gov.uk , 0203 373 8633]. He had a presence in the Hub at Freemasons Road in Custom House and would also be available via the Canning Town Hub, once opened.
 - 4.3.2 HM added that the **Custom House Hub** was now open 3 days a week on Mondays, Tuesdays and Thursdays, from 10am to 4pm. NewmanFrancis also had a presence at the Thursday afternoon 2pm-6pm coffee afternoon, with plans to expand to five days a week.

4.4 **ACTION KA** to liaise with FK to arrange a walkabout.

5 Engagement. (AK)

5.1 The **Community Initiatives** process was under way with a working group in place. The residents' CI survey had been completed and a report was being compiled. This was shared onscreen, although it was not yet complete.

5.1.1 Residents were asked to prioritise key themes:

- Community safety
- Improving where you live
- Economic inclusion
- Health and wellbeing
- Fostering community spirit

5.1.2 Most residents thought **conditions** in the area had got worse. Ideas for improvements included:

- Parking
- Bin spaces
- Communal areas
- Green spaces
- Play areas
- Internal hallways and
- communal walkways

5.1.3 On **community safety**, residents had stated they thought the open spaces in the area were not safe, and had asked for

- CCTV
- improving police relations
- youth activities
- better lighting and
- security

5.1.4 On fostering **community spirit**, residents said they spent a lot of time in the local area but rarely engaged in activities there. There was little interest in volunteering. Things they may participate in / support included:

- activities for young people
- intergenerational activities
- activities for adults

5.1.5 Increased opportunities for **Health and wellbeing** activities were wanted by most people

5.1.6 On **Economic inclusion** residents wanted more support from the council on issues like reducing energy bills, skills training, business set-up and self-employment, employment support and debt management.

5.1.7 Local **shopping** was preferred by most participants, with people wanting more fresh produce in particular.

5.1.8 **Next steps** included consideration of ideas by the CI working group to decide on project proposals for further voting by residents, with voting via Co-Create and library event. The projects would then go ahead with monitoring by the Co-production group

- 5.2. In response to **questions**, AK replied that :
- 5.2.1 The survey was now closed. 38 people, a very low percentage, had responded following many kinds of approach, including extensive door-knocking, and the incentive of vouchers. The time given for responses had been limited to 2.5 weeks.
- 5.3 **ACTION AK** to share report with RSG members and invite comments and suggestions
- 5.4 **Special interest groups** would be set up with residents and council representatives by the end of the month, beginning with Housing. This would continue while the other developments went on. Other potential groups included Homeowners. In discussion, the following points were raised:
- 5.4.1. Special interest groups would need to be held at the right time and not be too onerous, especially for those already involved in the RSG or design co-production.
- 5.4.2 A housing management and repair issues special interest group may be needed, leaving the RSG to re-focus on the regeneration.
- 5.4.3. Groups such as freeholders, previously represented on the RSG, had now left and not been replaced. Diversity in the group, reflecting that in the area, was paramount, and the group must remain cohesive as one, representative voice, not fragmented.
- 5.4.4 Issues such as storage for those currently using garages on Mona Rd would need to be discussed. This was noted for future reference. It was too early to say when this would be addressed, but it would be part of the co-production and design consultations.
- 5.5 **RSG / Co-Production panel** member recruitment was now increasingly important, and AK was reviewing the process for doing this, using many different means to ensure take-up and representation of diversity. A booklet highlighted ways to get engaged and a welcome pack (shared previously with the group) was in development. Advertising had begun and several people had shown interest. Outreach would continue as the Design Team started to get involved.
- 5.6 **Community Centre activities** would start up following the launch event, with many opportunities to engage with the Design team and NewmanFrancis.
- 5.7 Canning Town library **surgeries** were now in place on Wednesdays 10:00-16:00 .
- 5.8 DS added that **The Hub** would be launched on 14 May, with an advance pop-up event. RSG involvement was encouraged as resident-to-resident engagement had been found to be very effective. Publicity would be circulated soon.
- 5.9 **ACTION AK** to send members a short survey concerning interest in and timings of special interest group meetings. These would be ongoing and evolve to meet needs. RSG members would initially be needed to act as champions for the groups.

6 Communications

- 6.1 This discussion was largely deferred to the next meeting. AK was able to report:
- 6.1.1 **Canning Town Times** would be published again from summer, pending approvals
- 6.1.2 **Co-Create** work would increase following the Community Initiatives project work. This would become a very useful platform for sharing, voting and commenting on ideas.
- 6.1.3 HM added that a very successful **Easter funday** had taken place in Custom House, run by the Regeneration team, as a chance to socialise and find out about what would be happening. More such events would happen in Canning Town over the next few months

7 Newman Francis

7.1. HM and KA reported on current activities:

- 7.1.1 **Outreach** had increased, with every home called on during March and April. Reports of outcomes had been compiled for the council and would be shared with the RSG. Outreach would continue, to talk about the drop-in and Hub.
- 7.1.2 Many **housing repair issues** had been passed to the Repairs team. Interest in the regeneration was increasing as the programme progressed.
- 7.1.3 People were aware the **Design Team** were now on board. Most were excited about the changes.
- 7.1.4 **Study visits** were planned to new homes designed by Populo Housing
- 7.1.5 **Training** would take place with the RSG
- 7.1.6 The **newsletter** would be published shortly
- 7.1.7 Outreach had begun to **community organisations and stakeholders**, such as the coffee morning / lunch club at St Luke's church, which regularly drew a number of CT residents.

8 Any Other Business

- 8.1. **ACTION HM** to raise again with MD the issue of possible hybrid / daytime / weekend meetings once the Hub was up and running

9 Date of next meeting

Thursday 19 May at 6.00pm (this may be a hybrid meeting, to be confirmed)