Agenda item 2.b.

NOTES OF THE CUSTOM HOUSE STEERING GROUP MEETING

Thursday, 4 June 2020 @ 6pm via Zoom

Present:

Steering Group members:	**LBN:**
Terry R (TR)	Cllr Sarah Ruiz (SR) - Chair of CHSG
Casey H (CH)	Adam Tucker (AT) – Estate Regeneration Development Lead
Thelma O (TO)	Niall Henderson (NH) – Senior Regeneration Manager
Tony S (TS)	Jan Rowley (JR) – Landlord Offer & Ballot Strategy Lead
Sam N (SN)	Jane Jolly (JJ) - Resident Involvement Lead
NewmanFrancis:	**Apologies for absence:**
Mekor Newman(MN)	Niall H (NH)
Howard Mendick (HM) - notes	

		Item Lead		**Actions**
1.	Welcome and introductions	SR	SR welcomed everyone to the second formal Steering Group meeting held via Zoom, followed by brief introductions.	
2.	Notes and actions from the previous meeting	SR	The notes of the previous meeting were agreed as a true record of proceedings and actions arising were discussed.	
3.	Supporting CHSG	MN	SR introduced MN's presentation by saying that in the past the resident representatives on the Custom House Steering Group (CHSG) had not received the support they needed.	

			MN outlined NewmanFrancis' (NFL) many years' experience working with and supporting steering groups. He talked about NFL's accredited Neighbourhood Workers' programme and the wide range of training delivered to steering groups and other community organisations including Tenant Management Organisations. SR and CH both said that NFL had an excellent track record of working with residents. MN went on to explain how NFL's approach would help the CHSG take more ownership of the regeneration process, build confidence in the group, and how this would make a difference and improve on what had happened so far. NFL would start working with the CHSG by setting up 1:1 meetings to find out what help and support (including training) resident reps needed both individually and collectively. This would identify the support needed and result in a six-month training programme. **ACTION 1:1s to take place over the next 2 weeks.** HM explained NFL had the resources in place to support and advise the wider community as well as the CHSG and that it made sense to do both. He went on to say that NFL would bring in specialist support when necessary e.g. an independent architect to review the Masterplan etc. HM said that to start with it was vital that resident reps can access the online Zoom meetings. **ACTION: NFL to speak to LBN about the possibility of providing resident reps with laptops/tablets where needed.** MN also talked about the challenges of working with residents during the pandemic.	HM HM/JJ
4.	Engagement Report	HM	HM gave a presentation on recent wellbeing telephone outreach sessions with households in Areas 6 and 19 and that it presented a snapshot of what residents were saying. He explained that NFL had not contacted residents during the height of the Covid-19 outbreak. HM fed back what residents had said, their issues and questions. NFL had spoken with 32 households over two recent	

			sessions, with most residents happy to learn that the regeneration was moving forward He explained the outreach process during Covid-19 and how a detailed report is submitted to the Council following outreach so that the Council can contact residents to offer further support and deal with any housing management issues. TO asked whether it would be possible to talk to more people. HM explained that outreach helps build relationships and that talking with residents can take quite a long time. HM told the meeting that LBN were looking to use an online digital platform to engage with residents and carry out quick polls etc. and that this would complement more traditional one to one engagement. **ACTION: Agreed that "Give My View", the digital engagement platform would be on a future CHSG meeting agenda.** During the discussion about NFL's engagement work, CH raised the issue that the Council were carrying out a tenancy audit without giving prior notice to residents. Residents were being asked to provide personal details but were unsure if the calls were bona fide. **ACTION: Council to look into this and report back at the next meeting.**	JJ JJ
5.	NewmanFrancis Work Programme	JJ	JJ presented NFL's draft work programme and asked CHSG members to forward any feedback to JJ outside the meeting. HM confirmed that NFL would look to return to work on site in Custom House as soon as it was safe, and this would include restarting the weekly Coffee Afternoons and evening Advice Surgeries. HM said that NFL would support Council consultations (e.g. Landlord Offer workshops), but would also deliver its own programme e.g. training. JJ confirmed that if NFL were required to take on additional work outside of the existing contract, the Council would fund new strands of work.	ALL
6.	Ballot areas		AT explained that LBN intended that future phases (Areas 4, 5 and 18) would be balloted at the same time as the first phase (Areas 6 and 19). He explained the	

			reasoning behind this decision: that this would enable the project to secure more GLA funding and would also minimise the risk of legal challenge. This decision still had to be formally signed off by the Mayor, but was likely to achieve sign off soon. Everyone agreed that this was the best way forward. CH asked about the "cliff edges" around the regeneration red line e.g. Tallis Close and Victoria Dock Road. AT said that GLA guidelines stipulated that the ballot involves households within the red line, but it was agreed that some consultation would need to happen beyond the 'red line' even if those residents were unable to vote. AT went on to say that the Council was looking to now include Vandome Close and the old pub site as part of the regeneration. CH asked if there would need to be additional consultation if this area was included, and how the Council could extend the regeneration boundary just like that. AT confirmed that this was a planning issue and that ongoing regeneration process would demonstrate that sufficient consultation had taken place around the extension of Phase 1. MN added that consultation would need to take place so that those residents materially affected by the extension were properly consulted. **ACTION: AT/the team to ensure that any boundary was appropriate and in accordance with GLA guidance and approvals**	AT
7.	Landlord Offer Update	JR	JR provided information about what goes into the Landlord Offer, explaining it will contain an offer for the different tenure groups; secure and non-secure tenants, homeowners, private tenants etc., as well as the overall designs for the scheme and what it will look like. CH asked how could residents vote and make an informed decision if there were no detailed designs for the future phases. AT confirmed that the design principles for the future phases would be outlined in the Landlord Offer and MN confirmed that this would be at a sufficient of detail to meet GLA guidelines around the ballot. AT also confirmed that AKA architects would also be working on Phase 2. Everyone agreed that this made sense.	

			The meeting looked at the Custom House Landlord Offer comparison spreadsheet from the resident workshop on 11 May which looked at how differences in residents' proposals and the Council's position.	
			ACTION: Agreed to circulate updated version of this document by next week.	JR
			CH requested that the Landlord Offer contained information about service charge levels. TS noted that service charges could vary across the new development and from block to block.	
			ACTION: AT agreed that the Regen Team would work to provide as much information as possible about service charges in the Landlord Offer.	JR
			MN said that it was important to involve residents in discussions around service charges so that residents could get the services they needed.	
			JR outlined the upcoming Landlord Offer Workshops on 19 and 20 June, confirming that residents from the whole Custom House regeneration area would be invited. Resident reps asked how the workshops would be publicised - JR said postcard publicity would be delivered next week and NFL would support participation via outreach calls etc. to residents and check if residents would be able to access the Zoom workshop.	
			ACTION: agreed that the Council's delivery team should also put up posters in the Regen area.	JJ
			TO suggested using Social Media to involve more residents in the workshops, such as WhatsApp etc.	
			ACTION: It was agreed that JJ would organise a meeting next week to discuss how residents could be encouraged to take part in the Landlord Offer workshops. TO and HM to attend this meeting as well.	JJ
			ACTION: AT made a commitment to be totally transparent and accountable when working with the community on the Landlord Offer and that if the Council were unable to provide information at any point (e.g. on level of	AT

			future service charges) then it would explain why and when that information would become available.	
8.	Any Other Business	SR	CH requested a breakdown of the genuinely affordable housing: i.e. homes at social rent, shared ownership, London Affordable Rent, London Living Rent etc. **ACTION: AT to provide this before the next meeting** JJ and JR informed the meeting that Keith Smith had rejoined the Regeneration team for a six-month period. SR thanked everyone for attending the meeting.	AT
9.	Date of next meeting	SR	Wednesday, 8 July 2020, with members agreeing to meet at 6pm. JJ to send out Zoom meeting invites.	JJ