PCH 2024 Resident Review Minutes
Session 5

Attendees:
Review Team
PCH Residents – x 5

VRA
PCH Residents – x 7

PCH – Staff
Communities Administrator
Resident Involvement Co-Ordinator
PCH Executive Director of Homes and Communities
PCH Chief Executive Officer
PCH Senior Communications Officer
PCH Head of Governance
PCH Finance Team – x 3

Date: 13/02/2024
Time: 11:00-16:30
Venue: Plumer House – Boardroom

	Item	Action:
1.	**Site visit reflection** PCH Facilitator and resident attended 14th Feb Stonehouse They met with Environmental Services Team Leader as well as the static rangers, and the Flora Court mobile team and found the following problems: 1 . **Fly-tipping Problems**: The rangers are facing significant issues with fly-tipping in Stonehouse. There are concerns about cloned fobs and illegal activities. **2. Health Concerns**: [redacted] possibly related to the physical demands of handling bins? Are the Rangers trained to handle these problems? **3. Community Projects**: There was a suggestion to paint a mural on the wall and use external areas for wildflowers, aiming to beautify the space and reuse land for planting flowers. **4. Bin Management**: The bins are causing logistical issues. Residents tend to use the nearest bin, leading to overfilling. The mobile team spends considerable time moving bins back, which is time-consuming and affects	

	their productivity. Wolsey Road Flats – PCH Facilitator and resident attended a walk about and found the following issues. **Wolsey Road Flats Visit:** 1. **Bin Usage**: Residents only use the first bin in the bin area, leading to issues with overfill – and fly tipping as there is limited space. 2. **PCC and PCH Responsibilities**: Clarification needed on what is PCC's and PCH's responsibility regarding bin management. PCH Facilitator to find out if difference in provision or if plans to with PCC. 3. **Health and Safety**: Concerns about long-term health impacts due to handling large bins. Manual handling training and risk assessments are necessary 4. **Resident Education**: Need for consistent education across the board to ensure residents use bins correctly 5. **Multi-Landlord Blocks**: Issues with bin management in blocks split between different landlords. PCH facilitator to check with the protocol with the environmental team. 6. **Capacity:** The static team was very itemised with their tasks e.g bins and are finding it hard to keep up with tasks – such as paint on railings and ceilings peeling off. **General Observations** 1. **Cost-Effectiveness and Health & Safety**: Are Risk assessments in place to be site-specific to address unique challenges at each location? 2. **Land Repurposing**: Suggestions for repurposing areas for community use, such as benches and sheds, to create social spaces for residents, or making enclosures for bins – new bin sheds. 3. **Durability** – Making Communal areas more durable – spending more money at the start on high-quality paint – meaning the areas are easier to maintain in the future. 4. **CCTV Monitoring**: Mobile rangers face challenges with monitoring CCTV due to lack of capacity. Improved access and cost-effective solutions are needed. 5. **Fly-tipping Management**: A tier system or service in place to address fly-tipping, including barriers like bin overflow 6. **Waste Disposal Costs**: Getting rid of waste is costly, and effective solutions are needed to manage this?	
2.	Survey Analysis 1. **Lone Working Policies and Devices:** • **Safe Lone Working Policies:** What policies are in place to ensure the safety of lone workers? • **Devices Used:** What devices are staff using, and what is a	

guardian device?
    - **Safety Protocols:** What protocols does PCH use to keep people safe?
2. **Risk Alert Register:**
    - **Health Conditions:** Are health conditions factored into the risk alert register? What protocols need to be in place, such as always visiting in pairs and conducting monthly reviews?
3. **Mobile Team Devices:**
    - **Northgate and React:** What devices are the mobile team using to access Northgate and React for risk assessment?
4. **Guardian Device:**
    - **Definition:** What is a guardian device?
5. **Incident Protocols:**
    - **Procedures:** What are the protocols and procedures if something happens to a staff member?
6. **Staff Training:**
    - **Training Programs:** What training do staff undergo, particularly for handling low-level verbal abuse from colleagues and the public? What procedures are in place for moving staff to different teams if necessary?
7. **Lone Working Policy Review:**
    - **PCH facilitator Task:** PCH facilitator to review the lone working policy and procedures used by PCH.
8. **GPS Device Reliability:**
    - **Issues:** Some GPS devices are unreliable, causing delays in job completion. How can devices be better equipped for mobility?
9. **Information Sharing:**
    - **Rapid Sharing:** How can information on risks be shared more rapidly among staff? Is there access to maps, and does PCH make the best use of its communal spaces, including staff parking?
10. **Parking Solutions:**
    - **Safety and Convenience:** Why not implement a RingGo app for staff parking to enhance safety and avoid personal expenses?
11. **Staff Survey Themes:**
    - **Common Issues:** Bin store areas, increased lighting, more fixed rangers, and reducing red tape. How can courtyards be made more resident-friendly or put to better use?
12. **Garage Utilization:**
    - **PCH facilitator Task:** PCH Facilitator to investigate the status of unrentable and broken garages. Should these sites be regenerated or repurposed?
13. **Wolseley Road Flats:**
    - **Maintenance Issues:** Changing the floor caps on stairwells is difficult to maintain. Are asset or procurement decisions inclusive of all departmental levels? Are risk assessments reflective of daily activities?
14. **Garden and Communal Area Policies:**
    - **Creativity Needed:** Policies on day-to-day use in gardens and communal areas need to be creative. What are the rangers' responsibilities?

	15. **Job Completion Verification:** • **Tick Sheets:** Implementing tick sheets to confirm job completion. How can communication with residents about service charges be improved? 16. **Security Solutions:** • **Tech Solutions:** Exploring security ring doorbells and tracking fobs to prevent unauthorized copying. What options are available? 17. **Community Engagement:** • **Broadcasting Walkabouts:** Improving communication about walkabouts to increase participation. Consider changing walkabouts to community meet-ups for better engagement, especially for residents with mobility issues. **Resident Survey Themes** 1. **Lighting Improvements:** • **Requests:** Residents have requested better lighting in surveys. 2. **Dog Waste Bins:** • **Modernization:** Discussing the need for modernized dog waste bins. 3. **Space Modernization:** • **Usage:** Modernizing spaces for better usage, such as E-device storage areas. 4. **Staff Consultation:** • **Inclusion:** Ensuring staff are consulted and included in decisions affecting their daily jobs. 5. **Space Maintenance:** • **Collaboration:** Encouraging collaboration between staff and residents in maintaining spaces.	
3.	**Service Charges** **Annual Service Charge Setting Process** The process involves: 1. **Cost Allocation**: Costs from suppliers are allocated in the accounting system. 2. **Look Back Period**: Reviewing costs from October to September to determine actual expenses. 3. **Adjustments**: Comparing estimated costs with actual costs and making necessary adjustments. 4. **Approval**: The board approves the service charges in January, and residents are notified four weeks before the charges take effect These costs are reviewed and adjusted annually. Any surplus or deficit is refunded or recovered in the following year **Leaseholder Specific Charges** Leaseholders may have additional charges, such as management fees, ground rent, and building insurance. Major repairs and replacements are subject to consultation **Service Charges** Plymouth Community Homes (PCH) provides a comprehensive strategy for service charges, ensuring transparency and fairness. The strategy includes a broad range of chargeable services accessible to all residents. These services	

	are defined in conjunction with residents to meet expectations and standards. **Challenging Service Charges** Residents have the right to challenge service charges if they believe the costs are unreasonable or the quality of services is unsatisfactory. **Strategy Objectives** The objectives of PCH's service charge strategy include: • Ensuring equal access to services for tenants, leaseholders, and shared owners. • Providing services at a good standard and affordable price. • Maintaining transparency with no hidden charges and conducting consultations to provide value for money • **Oversight and Quality Assurance** The Service Charges Steering Group and Working Group play crucial roles in overseeing the quality and cost of services. They make recommendations to the executive management team and the board, ensuring that services meet residents' expectations and provide value for money	
4.	Regulator Inspection Briefing **Social Housing and regulation and inspection:** The Social Housing (Regulation) Act 2023 has introduced significant changes to improve the standards, safety, and operation of social housing. The regulator sets out standards and holds landlords accountable for compliance **Consumer Standards (New for 2024):** • Four new consumer standards include safety and quality, tenancy, neighbourhood and community, and transparency, influence, and accountability • These standards aim to ensure homes are safe, well-maintained, and that tenants feel listened to. **Co-Regulation:** • Co-regulation involves a collaborative approach where both the regulator and housing providers work together to ensure compliance. • Board members and councillors are responsible for managing providers effectively and meeting regulatory requirements **The Regulator:** • The Regulator of Social Housing is a separate organisation that regulates all housing associations uniformly, • The government sets expectations for rent levels, and the regulator ensures compliance and making sure that PCH are keeping to all those rules. **Inspection Process:**	

- Inspections occur every four years to drive up housing standards
- The regulator engages reactively, visiting and intervening if there are problems
- Inspections involve document requests, observations with members of board or those one the committee, interviews, and sometimes surveys or focus groups
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Preparation for Inspection:

- Organisations receive around six weeks' notice before an inspection
- They must prepare documents, minutes from meetings, and evidence of compliance
- The regulator may conduct interviews and observations during the inspection

Economic Standards:

- There are three economic standards: governance, viability, and rent value for money
- These standards have been proactively regulated since 2015.

Tenant Satisfaction Measures (TSMs)

- 22 indicators
- Tenant perception measures (via annual survey)
- Management information measures
- To be published and returned to RSH annually

Consumer Standards Grading
Grades:

- **C1:** Highest grade, indicating full compliance with consumer standards.
- **C2:** Indicates compliance with some areas needing improvement.
- **C3:** Indicates serious failings in meeting one or more consumer standards.
- **C4:** Lowest grade, indicating significant and widespread failings.

VRA Meeting:
The lead inspector is due to attend the VRA Meeting 20th March - may ask if people are available for an interview via teams call without members of staff. They want to understand what the role as a resident is and what does that looks like, do you get support, talk to staff, do you enjoy it? What different does it make?

PCH will likely to be open and invite everyone on Review group and everyone on the VRA to engage. This is the first time this is being carried out and PCH will be getting their grade.