**RESIDENT INFLUENCE AND ACCOUNTABILITY PANEL (RIAP) MEETING**

Wednesday 24th April 2022

6.30pm-8.30pm

Town Hall – May Suite/Microsoft Teams

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| MINUTES | ACTION |
| Present:  **STAR Panel Members**  Josie Lewis (Chair) JL  William Wood WW  Bert Morris BM  Juli Ozer JO  Heather Gardiner HE  **Officers**  Cllr Ahsan Khan  Cate Evans, Acting Director of Housing Management CE  Shahid Mallam –Acting Assistant Director – Housing People ServicesSM  Yasmin White – Housing Engagement Manager YW  Farzana Kahair - Housing Engagement Officer FK  Louise Sutherland – Head of Housing Transformation LS  Charlie Conyers – Head of Income and Letting CC    Apologies:  Arsalan Tariq |  |
| 1. **WELCOME AND APOLOGIES** |  |
| JL opened the meeting and invited all members to introduce themselves. |  |
| 1. **REVIEW OF LAST MEETING’S MINUTES** |  |
| Minutes of last meeting approved. |  |
| 1. **HOUSING ALLOCATIONS** |  |
| CC delivered presentation on the Housing Allocations Policy, giving information about current challenges with the demand and availability of Council housing. He also spoke about the investments being made into building affordable homes. He shared information on the priority banding and Choice-based lettings bidding systems. He also covered other options available for those in need of housing.  Main points highlighted included, current waiting list of 9,000 applicants, which equates to roughly 2,000 new applicants per year. However only 580 properties become available for letting on average annually.  Questions:  JL – what housing duties do we have? Answer – we have a legal obligation to house families with children and other people with vulnerabilities.  BM - are out of Borough moves still happening? Answer –Yes but it is limited and only involves private sector lettings.  HG – what is the criteria to be housed? Answer – 5 years in the Borough.  CC went into detail regarding the waiting list banding system.  JO – Does when you bid (day and time) have an impact on success? Answer – no. All bids are equally considered in the 4-day bidding cycle.  BM - is there a duty to house offenders? What kind of priority do they get? Answer – yes but only in liaison with a multi-agency panel which considers each case. Armed Forces have priority.  WW - Is the Housing First Scheme still running? Answer – yes but only for a small number of properties (note: Housing First is a housing and support approach which gives people who have experienced homelessness and chronic health, and social care needs a stable home from which to rebuild their lives. It provides intensive, person-centred, holistic support that is open-ended). This scheme takes about 18 months to get a new tenant in.  BM – some properties are left empty for so long – we would like to look a void management at a future meeting. Forward Plan – Voids/ new builds and developments  What local signposting is there for people looking for a home? Answer – new service available at Leyton Library  Is the Housing Option Day event worth attending? This event gives people a better understanding of the housing system and how it works. Event is mostly about giving out information and this allows us to manage expectations. | FK |
| 1. **HOUSING TRANSFORMATION PROGRAMME UPDATE** |  |
| LS delivered a presentation which included the steps in Phase 1 of the programme and the successes so far. She discussed how the programme is improving services and tackling the housing crisis. She went on to explain what Phase 2 entails and how the Housing Strategy Team is preparing for the new social housing regulations.  Main points highlighted included , Sixty Bricks put into dormancy. Last successful development was at Hylands involving 120 properties.  Residents in Private sector homes are struggling with high rents in the borough and the difficulties in accessing affordable properties.  Work is being undertaken on complaints to reduce the time taken respond.    Questions:  JL - What is the number of active Damp and Mould cases? Louise committed to follow this up and to report back in the minutes.  WW – are Caretakers still doing minor repairs? Answer – this was a pilot under Adam Jenner, but an update can be provided. They are trying to see what is practical alongside their main duties.  WW - A washing line has been removed and now been replaced on The Drive  JO – we need an update on the progress and timetable of online rent payments becoming possible. We are currently working on improving the housing system and making it better. Would like a method so each resident has a folder so it can be updated every time they get in contact, and everyone can view this. Currently working on a repair reporting platform online first. | LS  YW  YW |
| 1. **RIAP RECRUITMENT/SCRUTINY UPDATE** |  |
| YW advised panel that all recruitment documents are now ready and can be viewed on basecamp and feedback is welcome. Recruitment campaign will be live shortly. Emma Smith will be doing some filming to enable a video on the web site to introduce the recruitment. A link to the RIAP recruitment area of the web site will be sent to all tenants and leaseholders.  Scrutiny update meeting was held online on 17th April with panel members to review the action plan. |  |
| 1. **RIAP FORWARD PLAN** |  |
| YW took the group through the Frward plan which was based on their feedback obtained fro Basecamp. Members are free to make suggestions for items to be added to the forward plan. |  |
| 1. **AOB** |  |
| Members are interested in reviewing old scrutiny reviews to get an update on their progress. This will need to be programmed in to the RIAP Panel’s 2024/25 work plan.  YW advised to look out on basecamp for training around procurement. | YW/FK |
| 1. **Date of next meeting and close** |  |
| Next meeting on Wednesday 31st July |  |