**Your Say Minutes**

**Time & Date: Thursday 28th January 2pm – 3.30pm**

**Where: Zoom.**

**Chair: Alan Benson**

**Attendees: Gareth S, Amber, Caroline, Dave Guyatt, Gareth, John Clarke, Mary, M Howard, Paul Leonard, Scotty Mcleod, Yvonne, Bruno Meekings**

| **No.** | **Agenda Item & Discussion** | | |
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|  | **Apologies** | | |
|  | **Siobhan Oktay** | | |
|  | **Actions from Previous Minutes** | **By Who** | **By When** |
|  | No corrections |  |  |
|  | **RHP Update** |  |  |
|  | Updates:  Emergency repair service still running. Caretaking service running for essentials. Offices remain closed but working from home & providing key services on the phone, email & live chat. Response times are good and are still trying to provide a good service to users!  Feedback:  Community ambassador discussed coming together to improve communities & give tenants a voice. Discussed the fact there is a lot of listening but no action. Registration was closed but notes will be circulated & more events to come.  Those that attended were positive about the meeting and thought important issues were discussed surrounding tenants’ rights. Could the service link with other services allow quick solutions to problems? Meetings to be had with different housing associations to discuss best practise & share learning events.  RHP tenant (GS) agreed there is a disconnect between listening & action.  Surveys seem skewed – possibly down to the way the surveys are designed, the design of these may want to be looked at to allow more detail than a scale. Possibly more open-ended questions. Surveys are designed internally following guidance & customer interaction. Feedback is welcomed & used to amend the surveys.  Feedback has been left before & not been responded too. Request for policies to be sent over.  When an insurance claim is made, is this followed up internally? Every few months, all complaints & claims are looked into, contact is then made. | Dave & Michelle |  |
|  | **Twickenham Riverside Consultation** |  |  |
|  | Please fill out questionnaire on the council website following presentation.  Hopefully start on site early 2022. Site plan shown – housing (50% affordable housing including accessible flats) & commercial with the gardens in the centre. Spring 2024 completion.  Flood defence wall poses problems for accessibility, they have done their best in designing this. There are planned routes throughout the site.  Will ramps be textured for visually impaired – this has not been considered but will be taken as a note. Routes for the visually impaired will be free of street furniture.  The accessible routes are around the houses, can this be looked at – noted as a concern.  Seated areas – where would someone in a chair sit? These areas have not been specifically designed yet – can these wheelchair sites be for more than one person so 2 wheelchair users can sit together – to be considered.  Rugby day plans to be implemented, PL has experience.  There will be disabled parking on site, location to be determined – very important.  Public lavatories will be included, café & restaurant will provide access without being a paying customer; these will need to be designed to be accessible. Changing places facilities to be included – to be discussed with design team.  Consultation will close at midnight on the 3rd February – contact details to be circulated. Would like to come back at a later date. | Charles Murphy |  |
|  | **Rising Costs Post-Pandemic** |  |  |
|  | Cost of PPE is rising. Worries about being able to continue employing PA’s if PPE can’t be provided. Getting PPE for PA’s seems disjointed. Is there anyone from the direct payment group that can explain the disconnect? To be discussed in DP meetings at Ruils & fed back to the group. Ruils have been used to plug holes, the council should be making allowances. PPE costs may need to be costed in the support plans?  Worried about direct payments being lessened, agencies being recommended as opposed to PA’s. | Gareth |  |
| **6.** | **Access to Business** |  |  |
|  | Out of time, to be discussed at next meeting |  |  |
| **7.** | **Richmond Community Health Partnership** |  |  |
|  | No update for the time being as NHS is in emergency mode |  |  |
| **8.** | **Bridging The Gap** |  |  |
|  | Out of time, to be discussed at next meeting |  |  |
| **9.** | **Assistive Technology Project** |  |  |
|  | Out of time, to be discussed at next meeting |  |  |
| **10** | **Mobility Forum** |  |  |
|  | Out of time, to be discussed at next meeting |  |  |
| **11.** | **Any other Business** |  |  |
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| **Dates of future meetings** | **Ruils Staff Support** |
| 25th February, 2021 | Esther |
| 25th March, 2021 | Sarah |