

**Minutes of the Acton Gardens Community Board Meeting**

Monday 17<sup>th</sup> ~June 2019 18:00-20:00

Acton Gardens Community Centre, Unit A, Munster Court, Bollo Bridge Road, Acton, W3 8UU

<p><b>Board Members:</b></p> <p><b>Resident Board Members:</b>                  Natasha Esson (NE) – Chair                  Sally Carlton (SC) – Vice Chair                  Janet Coker (JC) – Resident Board member                  Helen Julien (HJ) – Resident Board member                  Cathy Ann Thomas (CT) – Resident Board member                  Marta Nunes (MN)- Resident Board member                  Dr K Azami (KA) – Resident Board member</p> <p><b>Non- Resident Board Members:</b>                  Jeremy Hutchings (JH) - L&amp;Q                  Mike Woolliscroft (MW) - Countryside                  Billie Anne Ohene - (BO) – Berrymede Infant School                  Cllr Josh Blacker (JB) – Ward Member                  Cllr Yvonne Johnson (YJ) – Ward Member</p> <p><b>Board Members – Apologies:</b>                  David McKay (DMK) – South Acton Resident                  Paul Sweeney (PS) – Countryside                  Laban Khan (LK) - Berrymede Junior School                  Revd. Dean Ayer (DA) – Associate Rector of Acton                  Michael Simms (MS) – Acton Community Forum                  David Colley (DC) – London Borough of Ealing (LBE)                  Cllr Mik Sabiers (MS) – Ward Member</p>	<p><b>Non- Board Members:</b></p> <p><b>Attendants – Present:</b>  <b>Anna Allan (AA) – L&amp;Q</b>  <b>Peter Smith (PS) – L&amp;Q</b>                  Tom Brosnan (TB) – Countryside  <b>Keith Mann (KM) – PEP</b>  <b>Leon Joseph (LJ) - LBE</b>  <b>Shakira Henry (SH) - L&amp;Q</b>                  Simon Donovan (SD) – MHDT                  Katherine Stansfield (KS) - MHDT                  Nick Bones (NB) – MET Police                  Rachel Sullivan (RS) -MET Police Safer                  Neighbourhoods Team                  Serena Mann (SM) – L&amp;Q                  Serena Watson (SW)- Catalyst</p> <p><b>Attendants - Apologies:</b>                  John Dakin (JD) – L&amp;Q  <b>Frank Baker (FB) – L&amp;Q</b>  <b>Rob Copley (RC) – Countryside</b></p> <p>Keisha Samuels (KS) – L&amp;Q  <b>Eve Mouser Smith (EMS) – L&amp;Q</b>                  Nadine Ofosu-Adjei (NO) -L&amp;Q                  Abdul Omifisoye (AO) -MHDT</p>
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		<b>Action</b>
<b>1.0</b>	<b>Introductions and Apologies</b>	
<b>1.1</b>	NE welcomed everyone and introductions were made.	
<b>2.0</b>	<b>Minutes of last meeting</b>	
<b>2.1</b>	NE advised no further progress had been made in contacting Margaret – will keep trying.	

<p><b>3.0</b></p>	<p><b>Matters arising</b></p> <p>No Arising issues</p>	
<p><b>4.0</b></p> <p><b>4.1</b></p> <p><b>4.2</b></p> <p><b>4.3</b></p> <p><b>4.4</b></p> <p><b>4.5</b></p>	<p><b>Update from Bollo Brook Youth Centre</b></p> <p><i>Verbal update presented by Colin Brent (CB)</i></p> <p>CB introduced himself as the senior youth worker at Bollo Brook Centre. He explained the smooth move in since the opening in March 2019. CB updated us on the success as over 3500 visited since the Youth Centre opened. CB explained over 50 youths regularly attend the youth centre.</p> <p>CB informed us of previous and future challenges since the move in.</p> <ol style="list-style-type: none"> <li>1) Opening the Youth Centre under a resident's block has had an impact on the number of youths hanging around outside the centre.</li> <li>2) Section 60.</li> <li>3) Tottenham young people constantly visiting.</li> <li>4) Youth outside to make calls as no reception/WIFI within the centre.</li> </ol> <p>CB explained series of project plans for summer:</p> <ol style="list-style-type: none"> <li>1) Music Studio – Love box has offered 2 spaces for performers (last year they had 20 performers)</li> <li>2) Acton Carnival – Youth centre will have its own tent where youth can perform a 2-hour set.</li> <li>3) Incorporate Art around the Centre to help explore young people's identity in the modern world, CB describes variety of organisations he will work with such as Tate Modern who are recognising the youths profile of art work. CB also working with UN on impact of equality &amp; diversity in UK. CB plans on having an exhibition on anti-racism and citizen projects. CB explained a film by the youth project will be shown at the UN in New York. The youth centre is developing links with other projects and organisations such as Acton Youth Association and Jamal Edwards.</li> </ol>	

	<p>Keith Mann asked whether the numbers of young people have dropped off since the move to the new location. CB stated that there had been a drop in young women initially but numbers have since increased. There are now 50 young people per session. Space is more functional now and there is less space for young people to move around in. AA stated that in the next Acton Gardens newsletter there will be an article and photos from the young people.</p>	
<p><b>5.0 Safer Neighbourhoods Team Update</b></p> <p><b>5.1</b> Verbal update from Met Police presented by Rachel Sullivan (RS)</p> <p><b>5.2</b> RS introduced herself and Nick Bones (NB) and reported that another PCSO had joined the team making a total of 3 officers now.</p> <p><b>5.3</b> RS explained the biggest issues are:</p> <ul style="list-style-type: none"> <li>• Burglary is at the same number as last year.</li> <li>• Anti-Social Behaviour - NB explained last week issued warrants for 2 arrests and will lead to another arrest.</li> </ul> <p><b>5.4</b> People are congregating around South Acton Station on Friday afternoons. There is not much Police can do about this. RS advised additional effective laws such as PSPO need to be put into place to avoid spitting, drinking and littering in public areas. JB stated that Ealing Council have PSPO's in place in Southall and Dean Gardens. A proposal for a Borough-wide PSPO is going to Cabinet in September. There is a possibility that it could be challenged.</p> <p><b>5.5</b> LJ questioned if police have the required resources to manage the PSPO's in place. NB advised that it was just another mechanism to managed ASB as it provides Police with another option.</p> <p><b>5.6</b> NB explained that the Police drop-in surgeries held at the AG Community Centre have been very successful as people would rather speak face to face in a private room.</p>		
<p><b>6.0 Community Board Aims and Objectives</b></p> <p><i>Verbal update from Anna Allan (AA):</i></p> <p><b>6.1</b> AA introduced the suggested aims and objectives for 2019 which included:</p> <ol style="list-style-type: none"> <li>1. Visit another large-scale regeneration scheme – currently scheduled for 19/9/19</li> <li>2. Increase knowledge around welfare benefits – proposed date 5/9/19</li> <li>3. Increase interpersonal effectiveness – proposed date 1/8/19</li> </ol> <p><b>6.2</b> Dates will be circulated to members and any other suggestions invited. A review of the aims and objectives will be carried out at the end of the year.</p>		
<p><b>7.0 Community Chest Applications and Update</b></p> <p><b>7.1</b> <i>Verbal update from Anna Allan (AA)</i></p>		

7.2	<p>AA explained that the Community Chest Sub Group had approved the Caring for Carers application. The sub-group did not approve the other 2 applications Art in the Park and Bridget Harris as they had not met the scoring threshold.</p> <p>AA explained the community pot for the remainder of the year was £45,000</p>	
8.0	<p><b>Regeneration update (Ealing Council &amp; Acton Gardens)</b></p> <p>8.1 Verbal update from Tom Brosnan (TB) from Countryside</p> <p>8.2 TB explained access between 6.1 and 6.2 is reopened. The official launch of 6.1 will take place on 6<sup>th</sup> July. TB also explained the marketing of the café is in place and they would like to take their time to get the right people in. TB explains it is currently an uncertain environment, however something is in the pipeline.</p> <p>8.3 TB advised that bollards have been installed at phase 6.1 to control access.</p> <p>8.4 TB explained Phase 6.2 has made good progress and a show home is opening early next year, first units will be ready by the end of the 1<sup>st</sup> quarter and the whole phase will be completed by late Summer 2020.</p> <p>8.5 TB informed everyone that some units of Phase 7.1 will be ready for handover in the next few days. All phases will be completed by June 2020.</p> <p>8.6 <b>Action-</b> Sally proposed all board members should have a viewing of Phase 7.1 once handed over.</p> <p>8.7 TB explained Phase 9.1 will be completed in March/April 2020. A new sales &amp; marketing suite will open in this phase.</p> <p>8.8 Phase 9.2 – Demolition work completed with piling occurring in September. The generation of dust has been an issue, however TB assured everyone they are using hoses to minimise dust. Any feedback with dust should be fed back to the site team. First completions will be March 2021.</p> <p>8.9 Phase 9.4 –Public consultation has been held (54 attendees). Planning application will be going to planning committee in September. Upon approval demolition works will commence in December and building works start on site April 2020. TB explained this will provide 209 new homes.</p> <p>8.10 Member of board asked why the old Sainsbury’s shop unit is still empty. TB explained that there has been encouraging interest in the unit and on-going discussions are continuing.</p> <p>8.11 Allocations of Current and Future Phases</p> <p>8.12 Pre-allocations for the affordable rented units at Phase 7.1 and Phase 9.1 are now complete</p> <p>8.13 Viewings of Phase 7.1 – took place in the previous week. Positive comments have been received from residents who visited the properties. Dr Azami gave feedback on his allocation. AA advised that all feedback from residents will be collated and this will be considered at future design meetings.</p> <p>8.14 Nominations for Phase 6.2 are now being requested from Ealing Council. There are 40 affordable units available.</p>	

<b>9.0</b>	<b>Community Events</b>
<b>9.1</b>	Verbal update from AA
<b>9.3</b>	<b>Summer Solstice BBQ</b> - 348 people registered for tickets
<b>9.4</b>	<b>Community Centre opening</b> – Cllr Julien Bell will officially open. Posters have gone out and leaflets to residents have gone out. MW asked whether residents in neighbouring residential areas be invited. AA advised that Acton Gardens is working with Ealing Council on publicity via the W3 website.
<b>9.5</b>	<b>Outdoor Cinema</b> – following feedback from last year there will be hot food available.
<b>9.6</b>	Verbal update from Leon Joseph (LJ)
<b>9.7</b>	See report
<b>9.8</b>	LJ informed everyone the Osbourne Hotel is now vacant
<b>10.0</b>	<b>Housing Services Update (L&amp;Q and Catalyst)</b>
<b>10.1</b>	Catalyst – Serena Watson advised that she had replaced Alan Llorente and is managing Catalyst’s Acton portfolio of properties
<b>10.2</b>	Verbal update from Shakira Henry (SH)
<b>10.3</b>	SH shared updates on: <ul style="list-style-type: none"> <li>• Phase 1 – Virgin TV &amp; Sky is now working</li> <li>• Phase 2 – VIM access beginning of July</li> </ul> SH informed everyone if any works start residents will be informed prior. <ul style="list-style-type: none"> <li>• Phase 3 – All residents have been transferred over. SH informed everyone she is making sure everyone is set up so they can top up utility cards.</li> </ul>
<b>10.4</b>	Residents requesting for new system as they are not happy with cash settlements as the issue is reoccurring on a number of occasions. Residents shared their worry about vulnerable people as they are not being checked by L&Q when an issue occurs.
<b>10.5</b>	<b>Heating and Hot Water – Phase 1 &amp;2</b>
<b>10.6</b>	JH apologised on behalf of L&Q for the on-going issues being experienced by residents in respect of heating and hot water supply. JH reported that Victoria Key, Director of L&Q Energy will be meeting with residents on Wednesday 19 <sup>th</sup> June to discuss the action plan which has been drawn up to address the issues. Outages seem to happen out of hours and L&Q have not been good at communicating to residents during these periods. Residents have been compensated.
<b>10.7</b>	MN stated that still get charged a daily service charged.
<b>10.8</b>	CT stated that a lot of money has been spent on repairing the heating and whether a new heating system could be installed.
<b>10.9</b>	JH invited members of the board to come to the meeting
<b>10.10</b>	JC stated that on one occasion the water supply was unavailable for 17 hours and insufficient supplies of potable water was supplied to resident. It is a particular problem for vulnerable residents who may be unable to get out to buy supplies.
<b>10.11</b>	JB there appears that there are 2 or 3 call centres who are not talking to each other.

**10.12**

JH – L&Q are trying to get the Out of Hours service provider (MPA) to communicate better with residents during emergencies.

**11.0 Regeneration Update**

11.1 Verbal update from Anna Allan (AA)

**11.2 Community events**

11.3 AA explained there will be a variety of engagement activities taking place in 2019.

- 11.4
- Opening of Community/ Youth Centre
  - BBQ event
  - Coach Trip – residents suggested Bournemouth
  - Bingo event
  - Cinema

11.5 AA provided an update on the new Acton Gardens website and booklets for tenants and leaseholders which should be ready to be launched in Autumn 2019.

11.6 AA updated the board on tours and visits that were taking place at Acton Gardens including New London Architecture, Future of London, the GLA and Open House.

	<p><b>Community Centre Update</b></p> <p><b>12.0</b> Verbal update presented by Simon Donovan (SD)</p> <p><b>12.1</b> SD updated everyone new staff have been recruited who are local or L&amp;Q residents.</p> <p><b>12.2</b> More staff will be recruited over time as the centre gets busier.</p> <p><b>12.3</b> SD informed everyone safety &amp; risk assessments have been done and only minor issues were raised.</p> <p><b>12.4</b> The IT is all set up and the centre now has free WIFI.</p> <p><b>12.5</b> SD explained the current process of writing up all operational processes. SD informed everyone of greener living and that more green plants/ trees will be put around and in the centre to meet the green culture of Acton Gardens.</p> <p><b>12.6</b> SD explained the services being offered to residents such as:</p> <ul style="list-style-type: none"> <li>• Assisting to find jobs</li> <li>• Training/ employment centre</li> <li>• CV workshops</li> </ul> <p><b>12.7</b> SD informed every one of the new furniture ordered for reception, SD would also like to feature art on the walls from the youth centre art projects and commission the art.</p> <p><b>12.8</b> The Community Centre Twitter, Facebook and website is now up and running. The centre is on Google maps. The website will be joined with the Acton Gardens website.</p> <p><b>12.9</b> SD explained the success of the hall as there has been lots of bookings.</p> <p><b>12.10</b> SD shared activities the centre will offer such as:</p> <ul style="list-style-type: none"> <li>• Ballet</li> <li>• Street Dance</li> <li>• Elderly service – Caribbean associations</li> <li>• Yoga</li> <li>• Martial Arts (Coming soon).</li> </ul> <p><b>12.11</b> SD explained that there are 3 offices on the first floor. Descendants have taken one office and will have a book launch on Saturday. Office 2 – talking to the L&amp;Q Foundation about delivering employment &amp; training activities. Want to become a West London Hub and to kick-start with a jobs fair in September. Office 3 – working with the Autistic Society to use the office.</p> <p><b>12.12</b> Want to establish a Community Board by the end of September. Want to get a broad range of people involved. Currently looking for volunteers for the board. Aim is to have 11 members and could use the board as a vehicle for fundraising. MHDT have a Trustee Recruitment Pack and a series of training sessions will be organised.</p> <p>Kat Stansfeld (KS) – Evaluation &amp; Impact Manager – explained that the consultation survey was now live on-line (5 questions). Conducting stakeholder interviews and a box</p>	
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<b>12.13</b>	pox involving video production with young people. Currently recruiting local community researchers. Want to set up an Impact Steering Group which would be resident led and would meet quarterly.	
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<p><b>13.0</b></p> <p><b>13.1</b></p> <p><b>13.2</b></p> <p><b>13.3</b></p> <p><b>13.4</b></p> <p><b>13.5</b></p>	<p><b>ITA Update (PEP)</b></p> <p>KM presented his written report. Have held 3 surgeries so far at the community centre on the 1<sup>st</sup> Tuesday of each month. Attendance has been good and the attendance at the evening surgery sessions have also picked up. KM stated that he is getting an increased number of queries from residents whose block is not subject to regeneration for a few years. KM reported that better signage is needed for the Community Centre and L&amp;Q. AA explained that some swing boards have been ordered until permanent signage is installed.</p> <p>There were no questions for KM.</p> <p><b>AOB</b></p> <p>JC asked can a map of the area, blocks, roads be produced?  AA replied that this can be done and can be put up on the Acton Gardens website.  HJ – the presence of pigeons has begun to be a problem again after 2 years with no problems. Perching sites have been removed e.g. Buchan House.  CA – All Saints Road – tall trees are a problem. John Dakin (L&amp;Q) is looking into this.</p> <p>Meeting closed at 20.10</p>	
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