

Minutes

Name of meeting: Meeting 1

Caretaking and Cleaning Focus Group

Date: Wednesday 23 August 18:30-20:30

Venue: Civic Centre and Team Online

Attendees Residents Barbara Cliffe (BC), Lee Hall (LH), Michael Roberts (MR), Roger Hankey (RH) Grace Famoriyo (GF) Milton Keynes City Council Amanda Griffiths (AG), Brighton Eraki (BE), Mohammad Bari (MB), Lorriil Bubb-Olukanmi (LBO), Bob Bridle (BB), Sebastian Kulig (SK)	
Guests:	
Apologies:	
Note taker: Rahima Ahmed (RA)	

1.	Introductions and Apologies	Action
1.	Group introduced themselves	
2.	What is the scope of this group? Name of Group: Caretaking & Cleaning Focus Group Governance: This group is a subgroup of Service Charge Working Group and will report back to them. Purpose of the group: To review current caretaking and cleaning provision and prepare a document advising recommendations for wider consultations. There is a recognition that the service needs to be reviewed so that resources match expectations, there are also numerous complaints about the current service. The review is because we have moved to variable charges and the tenants and leaseholder will be paying towards the service. Process: 1) Consider options 2) Analyse findings 3) Provide recommendations Timescale: Options appraisal and recommendations document to be completed by end of November 2023. Recommendations will then be circulated to all tenants and leaseholders for consultation.	

	<p>Membership: Tenants and Leaseholders, MKCC Officers responsible for the Caretaking and Cleaning Service provision, financial and technical support. Other stakeholders as and when required to discuss options.</p> <p>Meetings: Both in person and online as often as required.</p> <p>Constraints: - The group will primarily review general needs. Sheltered Housing will need to be reviewed independently as it is a different service area and managed differently.</p> <ul style="list-style-type: none"> - The lease. Varying leases can be both time consuming and costly. - Caretaking and Cleaning service charges relate to activities within the curtilage given by planning. Anything outside the curtilage is not included in these discussions. - Charges are dependent on how blocks are structured but sometimes we are limited by apportionment methods provided in the lease. - Any recommended changes to structure could attract further HR/procurement work. This would be phase 2 and not included in the three-month timescale. Costing of outsourcing option will be based on simulations not real quotes obtained from contractors. <p>Definitions: Scheme – The curtilage that MKCC has obtained planning permission under their freehold. All properties within the perimeter of that curtilage who share communal areas and common services are part of the same scheme. If there are no common parts and services, no scheme exists for service charge purposes.</p> <p>ACTIONS</p> <ul style="list-style-type: none"> a) Organise a separate meeting to discuss service charge within Sheltered Housing b) Request Yvonne Mullens from Facilities Management to join the group. 	<p>AG/BE</p> <p>AG</p>
<p>3.</p> <p>3.1</p>	<p>Main Activities</p> <p>What does MKCC mean by Caretaking and Cleaning?</p> <p>Caretaking: To provide a mobile caretaking service to a designated group of estates, (schemes and blocks) ensuring that the communities we serve are safe and pleasant places to live.</p> <p>Cleaning: To provide a safe and clean environment for the Council’s communal areas within its housing blocks.</p> <p>ACTION</p> <ul style="list-style-type: none"> a) Further discussions required on how MKCC defines Caretaking and Cleaning. Is it still fit for purpose? 	<p>ALL</p>

<p>3.2</p>	<p>Review of Caretaking and Cleaning Standards.</p> <ul style="list-style-type: none"> - The standards in principle are ok. It just requires clarity. For example, what do we mean by ‘as required’ is this subjective or is there a criteria behind it. - There is an issue with quality, performance, and where applicable contract management. Setting realistic expectations that needs to be addressed. <p>Improvement Idea</p> <ul style="list-style-type: none"> - We could have levels of service, gold, silver and bronze which the residents can decide what level they wish to pay for. <p>ACTION</p> <p>a) Further discussions on identifying and agreeing the standard. What is it we want.</p>	<p>ALL</p>
<p>3.3</p>	<p>Review of Caretaking and Cleaning Job descriptions.</p> <ul style="list-style-type: none"> - Again, there does not seem to be a problem with the job description but it’s practical implementation. - As Is process for new starters. BB and LBO are Housing Managers. Part of their remit is to manage the Caretaking and Cleaning Services. They explained how new starters are inducted. <ul style="list-style-type: none"> • The new starter is allocated a geographical area. They are walked through the expectations and the job. • Supervisor checks • There are procedures behind each activity that the new starter uses. • Once both supervisor and new starter are confident of the standard and expectation- the new starter can carry out duties by themselves. <p>Improvement Ideas</p> <ul style="list-style-type: none"> - Consistent Standard - The ‘as is’ process relies on Supervisors interpretation of the standard and duties. LH suggested a way to maintain corporate standard. He suggested there should be an online course that demonstrates the expectations and standards the Caretakers and Caretaking Assistants complete. There can be questions that the employee needs to get right before moving onto the next module. - The inspection form should reflect the agreed standards and processes. - Empower Tenants and Leaseholders – Equip residents of the blocks to understand their rights and challenge poor service. - Absence – Have a process in place for absence and unexpected call on time. 	

