

Minutes

Name of meeting: Meeting 2 Caretaking and Cleaning Focus Group

Date: Wednesday 20 September 18:30-20:30

Venue: Civic Centre and Team Online

Attendees		
Residents Barbara Cliffe (BC), Lee Hall (LH), Michael Roberts (MR), Roger Hankey (RH)		
Milton Keynes City Council Amanda Griffiths (AG), Brighton Eraki (BE), Catherine Arnold (CA) Lorril Bubb-Olukanmi (LBO), Bob Bridle (BB), Sebastian Kulig (SK)		
Guests:		
Apologies:		
Note taker: Rahima Ahmed (RA)		
1.	Welcome and Apologies Apologies from Andy Hodgson. Minutes were approved.	Action
2.	Discussion Items	
2.1	Site Visit Findings <ul style="list-style-type: none"> - Cooperation - The cleanliness of a place is dependent on the cooperation between residents, services and third parties. All play a part. Therefore, having robust processes, communication and accountability is paramount. - Consideration - In terms of cleaning and caretaking standards, consideration needs to be given to the materials, method, frequency, and resources. - Priority - Due to budgets we need to prioritise works. Residents felt safety was important. To aid this, work around exit and entrances, CCTV and having local lettings plan for the town centre are taking place. - Pride - If the environment looks and smells pleasant, there maybe more chance of it kept that way. - Common – The bin area and current refuse arrangements were contributing to both the smell and appearance negatively. Caretakers are working with Waste collection and residents to see if they can order wheelie bins or eurobins. ACTIONS BB/LB will contact Waste to feedback on having smaller bags for flats.	

<p>3.</p> <p>3.1</p> <p>3.2</p>	<p>Main Activities</p> <p>What does good look like?</p> <p>Cleaning</p> <ul style="list-style-type: none"> - Are we happy with the current standards? No - Where are the gaps? How can you guarantee work is done? It's difficult to guarantee but we can make a commitment to make sure it happens. Accountability/Performance Management Scan point on each floor. Invest in adding easy clean surfaces to painted wall for example. Deep clean. Standard of work that employees can be trained on, and the residents know what to expect. LBO mentioned that supervisors do spot checks. They are also starting a block champion initiative. - Method and frequency? Depends on season and material. RH stated that until we determine what outcome we are trying to achieve, it is difficult to answer. <p>Caretaking</p> <ul style="list-style-type: none"> - Reporting, Monitoring and escalation. Group thought Caretaker is best placed to report repairs. BB said the team have started regular meetings to ensure that those items reported by caretakers have been actioned. They are also looking at having a form that residents can fill in to report issues. This will get picked up by the team directly. SK mentioned that residents can also Contact the Housing Ombudsman if they feel our in house complaints are not serving them. <p>How are others doing it? Group looked at cleaning and caretaking standards of both Enfield and Islington Council and adopted them with MKCC bespoke scenario.</p> <div style="background-color: #008080; color: white; padding: 10px; margin-top: 20px;"> <p>Decision 1 Draft an MKCC version of Caretaking and Cleaning Standards. As a starting point, format a document based on documents used by other Councils</p> </div> <p>ACTION RA to circulate Enfield and Islington documents to all SK to format the other councils document into a MKCC versions. BB/LBO/AG to try and get content to be in line with what we do at MKCC</p>	
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	RA to circulate document prior to meeting for comments.	
4	<p>New Business</p> <p>When are communal area refurbishments due? Not in the foreseeable future due to lack of funding</p> <p>- Can other teams influence customer behaviour</p> <p>No details picked up on this items.</p>	
5	<p>Next Steps</p> <p>Comparative options</p> <p>What are the pros and cons of having an external provider/cleaning contract. This will be looked into when Facilities attend next meeting.</p> <p>ACTION</p> <p>Invite Yvonne Mullens Facilities Lead to share her experience of external cleaning provision.</p>	RA
<p>Date of Next Meeting:</p> <p>Wednesday 18th October - 18:00-18:10 IT Check 18:15-20:15 Meeting on Teams</p>		