

Minutes

**Minutes of Sheltered Housing and Telecare Users
Forum held on
23rd February 2009 @ 2 pm, The Boardroom
Hounds Gate**

Present: Lynn Mitchell-Chair, Bill Garside-Vice Chair, Dorothy Gray- Todd Ct, K Bruce- Todd Ct, R Short- Todd Ct, Alec Parkinson- Kersall Ct, Mandy Stott- NCC, Sylvia Tyson- The Cornfields, G Burrows- Orchard Ct, Sue O'Connor- NCH, R Haywood- Duchess Gdns, Chris Broom- Welland Ct, J Foster- Keverne, B Taylor- Kingston Ct, N Croxford- Gabor Ct, P Gough- Gabor Ct, RJ Noble- Snapenook Ct, Frank Griffiths- Garfield Ct, June Cook- Selhurst Ct, Terry Hill- Selhurst Ct, Terry Hill- Selhurst Ct, Julia Jennings- NCH, Lis Robinson- NCH, Dawn Vernon- NCH, Graydon Peacock- NCH, Matt Whittaker- NCH.

Apologies: Diane Burrup- NCH, Martin Valentine- NCH, Keith Bradbury, Val Cleaves, Thelma Leivers, Margaret King.

	Action
1.0 Welcome Introductions and Apologies	
1.1 Chair welcomed forum members to meeting. Apologies received as detailed above and introductions of attendees made.	
2.0 Minutes of Last Meeting and Matters Arising	
2.1 BT noted that on page one of previous minutes should read electricity bills not telephone bills. Following meeting at Kingston Ct tenants were advised that new care alarms cost approximately 2p per day to run.	
2.2 LR noted that she has not had an update on window replacement at Todd Ct and will contact Bernie Walker and provide feed back at next month's forum meeting.	LR
2.3 TH updated on the need for a crossing near to	

Meden Gardens following a number of accidents there. There has been a further incident last weekend TH advised that the police have regular speed cameras at the site. Chair confirmed that she is liaising with Richard Spray/ Ian Nash in traffic management and will pass this information on to them and feed back to the forum at a future meeting.

LM

- 2.4 BT noted his concerns around tenants moving to Kingston Ct from Welland Ct and not getting a concessionary TV licence. DV explained that this was the procedure where tenants had moved into a scheme where the licence has been withdrawn. Those on preserved rights at the scheme will still be entitled to the concession. JJ noted that she has written to tenants at Kingston urging those who normally pay full licence to recommence their direct debits. JJ has sent a letter of appeal to TV Licensing. It is the law that determines who gets the concession. JJ has appealed that it is a harsh ruling and is creating inequality at some schemes. ST advised that Cornfields had had letters asking them to pay full licence as NCH has not sent monies collected to TV licensing. DV advised that she would chase this matter up. FG advised that Garfield Ct had had such letters in the past and were advised not to pay and no further action was taken so not to take the reminders as read.

- 2.5 MS advised that in point 4.5 of previous minutes it should read asbestos testing as a pose to surveys.

- 2.6 BT advised that he had not said the gardeners could use Kingston Court's mowers.

- 2.7 KN advised that the crack to the concrete at Snapenook between flats 15/19 was still causing a problem. DV advised that she would arrange for Health and Safety to visit the site to advise on best course of action.

DV

- 2.8 LR advised that activities questionnaires were

currently being distributed at schemes. Forum members asked to encourage completion to assist improving service delivery at both a local level and city wide in this area.

2.9 Point 7.1 of previous minutes should read tenants not tents.

2.10 BT noted that the Internal doors at Kingston Ct were heavy and wondered if there was anything we could do to address this. MS advised that NCC have been undertaking surveys of all buildings and it needs to be established as to whether this is a refurbishment or repair issue to ascertain responsibility.

2.11 Forum suggested that signs put next to scheme telephones needed to be in larger print as they were not visible enough. Keverne, Gabor and Duchess do not appear to have signs displayed. LR advised that she would arrange for new signs to be distributed in larger print.

LR

3.0 Martin Valentine – Head of Communication and Marketing

3.1 Martin Valentine and team unable to attend meeting due to last minute preparations for staff conference tomorrow. Chair noted that she would be contacting Martin Valentine to express her concern at his apologies being at short notice. LR advised she would ask Martin to attend next month's meeting.

LM

LR

4.0 Matthew Whittaker- Service Manager Mechanical and Electrical Engineering Graydon Peacock Technical Officer

4.1 MW advised forum members of project due to begin to upgrade communal aerials at schemes in line with the digital switch on.

4.2 It is intended that a firm will be appointed this month to start a programme of work in March. This will be an 18 month programme with all aerials being upgraded by 2010.

4.3 NTL equipment will also be left at sites so

tenants have a choice about how to receive their digital channels.

- 4.4 The IRS system that is being introduced will give as many options as possible e.g. Sky, Sky+.
- 4.5 The proposed works has been agreed after 3 years of consultation with NTL who were not able to come to an agreement with NCH about providing services to our customers.
- 4.6 BT asked if the work would involve more wires in tenant properties. GP confirmed that it would mean additional wires and cabling. The old cabling would be left incase new tenants want virgin media services- this then keeps all choices open for tenants. High-rise wiring will be installed internally. Low rise and most other types of properties will be externally. The wires will be contained within trunking and will go into a wiring plate. Connection to digital channels will be through either an integrated TV or digibox. Tenants will also have the facility to link up to sky.
- 4.7 At the current time the contractor has not been nominated but this information should be available in the near future.
- 4.8 Chair suggested a link to front door entries so tenants can view through their TV set who is at the main complex front door entry. GP said this could be explored further.
- 4.9 DG advised that BT cabling has been fitted through existing ducting.
- 4.10 MW felt that using existing ducting would be the least disruptive way of carrying out works where this is legitimately possible.
- 4.11 DV asked if the Cornfields could be at the start of the programme as they have numerous ongoing issues with their aerial connection. MW advised that they are still dealing with outstanding issues and will continue to do so alongside new programme of works. GP offered to visit Cornfields to look at current problems.
- 4.12 MW advised that although a final programme

had not been confirmed it was intended that The Sherwood Area, which includes Woodthorpe and Winchester Courts and St Anns areas would be in the first phase due to be completed by December 2009.

4.13 DG commented that there are still some schemes that need aerials in the common rooms to enable tenants to make use of TV sets for social activities. Todd Ct is one such scheme. GP asked for Sheltered HPMS to provide list of those schemes that need aerials and he will arrange for work to be undertaken.

4.14 GB advised that Orchard Ct does not have a communal aerial as it had been taken down and cables cut. Many tenants at the scheme are unable to receive channel 5. Some tenants have installed their own aerials. DV suggested tenants need an NTL cable to link up to the NTL socket in their properties this will then enable them to get channel 5 and some additional channels.

4.15 BT asked for an estimated timescale for completion of works at High-rise blocks. MW advised that he was unable to confirm this until a programme of works had been agreed with contractors.

4.16 Chair confirmed that MW and GP be invited to April's forum meeting to give an update on the progress with the digital aerial programme.

5.0 Mandy Stott- Specialist Housing Development Manager.

5.1 Mandy apologised for not being able to attend the last 2 meetings.

5.2 Mandy gave the forum members a brief overview of extra care. Mandy works as part of a team working on older person's accommodation and planning for the future of extra care is one of the areas they are involved in. Extra care looks at bringing together a whole range of services around care, activity and housing.

5.3 Through NCC Housing Strategy Extra care is

a priority for Nottingham. The key principles are about creating a balanced community. Not everyone living in an extra care scheme will need the service. In Nottingham the model intended is roughly 50% of the tenants needing care. The idea is to address the issue of not needing to move if needs increase.

- 5.4 The advantage of extra care is that care is available on site 24 hours per day. Generally there are activities that focus on health promotion and promotion of independence taking place at the schemes. Care is provided as needed rather than at specific times. Emergency support is available 24 hours per day and is given by someone you already know giving you the support. Care can be given up to nursing/residential home level. Tenants have their own front door and control of their own finances. Couples can stay together as a couple. Schemes are purpose built with a mix of able and less able tenants.
- 5.5 NCC are working with other providers to develop schemes that were not purpose built in the past.
- 5.6 Accommodation at extra care sites is available to rent or for sale with affordable options such as shared ownership.
- 5.7 Nottingham has secured bids totalling 6 million from the extra care fund. Councils often make a contribution through providing land for example. Contributions are also made by Supporting People and Adult Services.
- 5.8 Mandy showed forum members an artist's impression and plans of the proposed extra care scheme at current Welland Court site. This will form part of the Stonebridge development and will provide the opportunity to provide extra care in the St Anns area.
- 5.9 It is intended that there will be 71 units at the development. As well as accommodation there will be a community resource for local retired people, a café , activity areas. Garden and rooms for hire. There will also be a

- number of flexible rooms with storage space.
- 5.10 All flats will be 2 beds roomed and the shared facilities will be on street level. There will also be a day centre on site funded by NCC.
 - 5.11 The project is a partnership between Leicester Housing Association and Nottingham City Council. The project is estimated to cost £10.5 million- £3million from the Department of Health, £3million from Housing Corporation and the shortfall is being met by Leicester Housing Association assets and land provided by NCC.
 - 5.12 Timescales for completion are by 2011. Planning permission has been granted and the decommissioning of Welland Ct is underway. People who currently live at Welland Ct will have the option to return once the new scheme has been built.
 - 5.13 CB asked if it would still be called Welland Ct. MS felt that it was likely that there would be a change of name.
 - 5.14 Chair commented that this scheme appears to be moving faster than the new Clifton Village scheme.
 - 5.15 Mandy explained that there is a nomination agreement. This will establish levels of need and at any one time there will be a set proportion of each need living at the scheme. As people move out the profile will be considered to ensure which level of need is required to fill any vacancy.
 - 5.16 Chair commented that a similar system should be adopted for allocating at NCH sheltered schemes as some schemes have high levels of need that have an impact on staff resources.
 - 5.17 Mandy noted that the quality and standard would be the same in rented and owned properties and you will not be able to distinguish between the two unless tenants choose to disclose which type of accommodation they are living in.
 - 5.18 Mandy stressed that extra care is one choice

of the many options available and aims to move away from stereo typical images of accommodation for older people.

5.19 DG commented that the new Lark Hill development at Clifton backs on to Todd Ct and she feels that it has ruined her view. There have been problems with mud running down the slope towards Todd Ct when it rains heavily. An engineer had visited Todd Ct to discuss problems but had made no remedy. DGH also commented that tress had been cut down which has also affected the views. MS agreed to take issues up for DG with Lark Hill developers.

5.20 BT asked if compensation money would be paid to move tenants back into Welland Ct if they chose this as an option once the scheme has been finished. MS confirmed that this would not be the case.

5.21 LR asked if any works would begin to the new development before the current tenants have been moved out. MS confirmed that no building work would commence until the last tenants have moved out. Some provisional preparation work e.g. testing may begin but nothing disruptive whilst there are still tenants living there. It is intended that the last few tenants would be moved out together and Leicester Housing Association will only take over the site when it is empty. NCH will have the opportunity to rescue any items e.g. tables and chairs that can be reused elsewhere.

5.22 Mandy offered to come to future forum meeting to give update on both Lark Hill and Welland Ct developments and any future planned extra care schemes.

6.0 Sue O'Connor- Tenant and Leaseholder Involvement Officer

6.1 Sue O'Connor confirmed that Sue Lomax, Housing Allocations and Registrations Manager, was not able to attend as planned due to being on leave.

6.2 Sue Lomax is already meeting with the Senior

Mental health Officer from Adult Services to start liaison between Mental Health and Housing Services particularly Voids and Allocations.

- 6.3 Homes 4 Us Forum are forming a focus group to monitor the work Sue Lomax is carrying out and look at ways of expanding the remit to include Estate Management.
- 6.4 There is a further meeting in March when the issue of whether the Chair of Homes 4 Us should be a member of this panel.
- 6.5 The purpose of this is to further the communication and working relationships of Housing and Mental Health as issues exist that affect both Mental Health patients and the wider community.

7.0 Performance Figures – Julia Jennings

- 7.1 JJ explained that the patches referred to on monitoring figures are organised as follows:-
 - North 1 – Bulwell
 - North 2 – Bestwood/ Top Valley
 - Central - Radford, Hyson Green, Bilborough, Strelley
 - South 1 – Meadows/ Clifton
 - South 2 – St Anns
- 7.2 JJ explained that this month's figures demonstrated a real improvement on the previous month. Support Plan completion had seen a real improvement and JJ stressed the importance of getting these completed. All schemes now have a rolling programme in place for completion to help streamline the process. Initially this may mean that some have to be completed sooner than required. Staff have been working across areas to improve figures city wide.
- 7.3 It appears that tenants requiring a visit has reduced as some tenants particularly at the recently dispersed alarm sites are now choosing not to have a visit.
- 7.4 Activities have suffered at some schemes as staff priorities have been to ensure all

paperwork is completed. The activity questionnaires should assist in addressing issues around activities.

7.5 Figures for scheme inspections have remained static although some schemes are struggling to get tenants to take part in these.

7.6 JJ commented that there was still some progress to be made on confirming meeting dates.

7.7 Health and safety figures continue to improve but in some areas targets still fail to be met.

7.8 Voids at some schemes have increased. JJ advised that marketing initiatives are planned for the future to address this.

7.9 JJ asked forum members what performance indicators forum members would like team to report on in future. FG felt that all items reported on currently seemed sensible. Although did not feel it necessary to record percentages after the decimal point. JJ advised that we needed to be this specific in order to clarify where there had been a slight improvement and in order that any specifics can be explained more fully.

BT did not feel there was a need to report on bi-annual figures.

All members felt that Nottingham on Call figures should continue to be reported on. Members also wanted Chris Thelen, Maintenance Manager to attend meetings to give update on performance in Property Services division.

8.0 Agenda items for next meeting- Chair

8.1 It was agreed through Chair to invite the following speakers to attend March's forum meeting.

- Talk on Telecare provision.
- Black Minority Ethnic initiatives in Sheltered Housing and Telecare usage.
- Chris Bailey to update on Ground Maintenance issues
- Martin Valentine- Sheltered Housing Newsletter

Chris Thelen, Maintenance Manager, will also be in attendance at this meeting.

9.0 Any other Business

9.1 Chair confirmed dates for forum meetings until September 2009 as follows:-

30th March 2009, 27th April 2009, 18th May 2009, 22nd June 2009, 27th July 2009, 24th August 2009, 28th September 2009.

All dates are Monday afternoons. Chair confirmed that she had tried to arrange meetings for Tuesdays as requested by one forum member unable to attend on Mondays but unfortunately the board room is not available.

9.2 JF advised that the internet was not up and running at Keverne Close. DV explained that at the 10 sites where internet provision had been installed there were unresolved issues around Data Protection relating to tenants having access to the same computer used by staff members. For the current time tenants are unable to make use of these facilities as they do not have sufficient password protection. Funding has been made available for 2 sites at Crossfield and Kingston to have an additional computer for use of tenants and it is hoped that this scheme will be expanded to include other schemes. Data protection issues are still being considered for future use of existing provision in order that internet connections can be used.

10.0 Date of next meeting

Monday 30th March 2009 at 2pm, Houndsgate (Boardroom)