

# Minutes

**Minutes of Sheltered Housing and Telecare Users  
Forum held on  
27<sup>th</sup> April 2009 @ 2 pm, The Boardroom  
Hounds Gate**

**Present:**

Lynn Mitchell - Chair,  
Bill Garside - Vice Chair,  
Diane Burrup - NCH  
Alec Parkinson - Kersall Ct,  
Sylvia Tyson - The Cornfields,  
J Foster - Keverne,  
B Taylor - Kingston Ct,  
N Croxford - Gabor Ct,  
RJ Noble - Snapenook Ct,  
Frank Griffiths - Garfield Ct,  
T Hill – Selhurst Court,  
C Broom – Kingston Court,  
Sam King - NCH,  
Renate Atkinson- NCH,  
Tim Prentice - NCH,  
Graydon Peacock – NCH

**Apologies:**

Chris Thelen,  
Sue O'Connor,  
Keith Bradbury,  
Val Cleaves,  
R Short  
K Bruce,  
R Haywood,  
Thelma Leivers.

	Action
<p><b>1.0 Welcome Introductions and Apologies</b></p> <p>1.1 Chair welcomed forum members to meeting. Apologies received as detailed above and introductions of attendees made.</p>	
<p><b>2.0 Minutes of Last Meeting and Matters Arising</b></p> <p>2.2 LM requested the address for TV Licencing in order to send the letter. SK to email it to her.</p> <p>2.5 Grayden Peacock will address the issues under item 3</p> <p>3.0 FG expressed concerns that waiting for a corporate newsletter could cause delays in getting residents urgent information. He mentioned that the latest issue of "News from NCH" didn't arrive until after the date of a meeting advertised in it. TP stated that he was aware of this and apologised.</p> <p>4.0 LM stated that she thought that the information given on telecare last month was very useful SK and DB are still looking into the possibility of getting flood detectors installed in all high rise blocks</p>	<p>SK</p> <p>SK/DB</p>
<p><b>3.0 Graydon Peacock – Technical Officer</b></p> <p>3.1 GP handed out a leaflet with FAQ and a timetable of works for everyone to look at.</p> <p>3.2 He explained that it was anticipated that all works would be completed by Oct 2010 and that work had already started at Woodthorpe/Winchester. The first three quarter dates in the timetable are confirmed but those after Dec 09 could be subject to change.</p> <p>3.3 DB asked whether old aeriels would be removed. GP said that they were looking at doing so but there were still some legal issues such as aeriels put up with planning permission and those which were installed by residents. It was hoped to take the</p>	

opportunity to tidy up the appearance of the buildings and remove those installed without permission.

3.4 BT asked whether desk top boxes etc would be programmed in on installation of new aerials. GP said that this would be done

3.5 DB asked whether all of the common rooms now done. GP-still a few to do such as highrise and those with power supply discrepancies. There is a problem with the cabling at Duchess Gardens with the cabling needing to go over the walkways.

3.6 GP stated that they would like tenants who are not on a communal aerial to have the opportunity to have this system installed if they chose.

RN asked whether the new installation could cause interference to other equipment. GP said this was not possible.

3.7 BT asked about picture quality. GP responded that it would be at least as good as present installations if not better. Where necessary such as high rise booster units would be installed.

3.8 There was a discussion about the corridor complexes which have the facility to pick up pictures from the door and whether this should still be available and implications of being able to watch other residents' movements.

#### **4.0 Tim Prentice - Marketing Team Assistant**

4.1 TP said that no one had volunteered for the editorial subgroup yet and again asked for interested parties. AP said that he would like to be part of it.

4.2 TP said he hoped to have the newsletter up and running in the next month or so.

4.3 As not many at the meeting it was suggested that a flyer asking for volunteers to be sent with the minutes. TP to email to SK

4.4 RN thanked TP for his hard work at the Acorn Day Centre and commented on the activities that he instigated.. TP thanked him for the comments and said that the aim was to get a photo library of

TP

people with disabilities. RN offered to help as he had access to photos but he was reminded that NCH had a form which needed to be signed giving consent for photographs to be used.

4.5 Sheltered Housing Tenant Handbook is almost ready to go to print and then be given to all residents when they move in

4.6 It is hoped to get cultural awareness leaflets for all schemes about where places of worship for different faiths can be found.

## **5.0 Performance Figures - Diane Burrup**

5.1 Tenant detail records and SP reviews appeared to be going backwards and not meeting target but this is because of people in hospital or respite care who are not available to complete the paperwork.

5.2 Scheme inspections This were introduced as the residents said that they wanted to be more involved in scheme inspections but SMs are reporting back that residents are now saying differently.

5.3 Across the year voids seem to run at about 7%. Schemes with high levels of voids are to be looked at and will be promoted to attract new tenants. Currently the figures are swayed by the decommissioning of Welland and the high level of voids there.

5.4 Support Plan figures are improving due to the introduction of the rolling programme.

5.5 Number of people requesting a visit are increasing gradually

5.6 Social events. Although there is a target this can only be achieved if the residents want to take part

5.7 DB gave a staffing update explaining that although there has been a stop put on recruitment in branch offices we are able to appoint to vacancies in sheltered housing. All current vacancies have been advertised and interviews will be held on 12 May. In the meanwhile permission has been given to employ 4 agency staff and to increase the hours of some 30 hour staff to 37

hours on a short term basis.

The numbers of staff in the section on long term sick has reduced dramatically.

5.8 DB said there was no plan at this time to move staff around but we don't yet know the outcome of the review A review has been done by external consultants and they will be presenting back to the director on 6<sup>th</sup> May and then decisions will be made on further actions and consultations needed.

Feedback to the forum will take place in June.

RN asked what would happen to the really poorly people if SMs were moved. DB said that nothing had been decided about the future of the service but under a needs led service they would not be left without support

BG asked whether tenants who didn't want the dispersed alarm could have it removed. He gave the address of someone requesting this and DB said Lisa Richardson would contact the person directly

LR

## 6.0 Agenda Items for Next Meeting

6.1BT asked if someone could talk about why the gardeners cut the flowers off when mowing the lawn and whether someone could come to say why the caretaking service had been halved at Kingston

SK

6.2 Request for someone from trading standards to do a reminder about doorstep crime

SK

6.3 LM asked whether the forum could see the tenant handbook prior to it going to print

SK

6.4 SK reminded members that Chris Thelen would probably attend the next meeting but will cover queries under AOB rather than have a specific slot on the agenda.

6.5 Feedback from the review will be the main focus of Junes meeting

## 7.0 A.O.B.

7.1 As there was no agenda items for "good news stories" they would be covered in AOB in future they will be a separate agenda item

SK

7.2 TH said that since the last meeting there had been a notable increased police presence around the area and people are being prosecuted for speeding.

RA suggested that a meeting be held with all involved parties.

SK

7.3AP congratulated NOC on their professionalism on the way they handled recent situations when help was needed for a tenant who had fallen and how they stayed on the line until the paramedics arrived and how they talked through what action could be taken whilst waiting for the ambulance.

He also thanked the repairs team. He needed to request a plumber for an elderly neighbour out of hours who had a flood and someone arrived within 20 minutes.

7.3 SK suggested that we pass on the good news stories to team brief in the future

**10.0 Date of next meeting**

Monday 18<sup>th</sup> May 2009 at 2pm, Hounds Gate (Boardroom)