

Minutes

**Minutes of Sheltered Housing and Telecare Users
Forum held on
26th January 2009 @ 2 pm, The Boardroom
Hounds Gate**

Present: Lynn Mitchell-Chair, Bill Garside-Vice Chair, Frank Griffiths - Garfield Ct, Chris Broom-Welland Ct, Thelma Lever – Rona Ct, Alec Parkinson – Kersall Court, Ruth Haywood – Duchess Gdns, Sylvia Tyson – The Cornfields, Peter Gough – Gabor Ct, Gerald Burrows – Orchard Ct, Derek Morris – Orchard Ct, Pat Barry – Lathkill Cl, Janet Foster – Keverne Cl, Barry Taylor – Kingston Ct, Terence Hill – Selhurst Ct, J Noble – Snapenook Court, Keith Bradbury - Winchester Court, Dorothy Gray – Todd Court, Ken Bruce – Todd Court, Ray Short – Todd Court, Marlene Brown – Bellevue Court.

Diane Burrup NCH, Julia Jennings, NCH, Sue O'Connor -NCH, Lis Robinson – NCH, Lisa Richardson – NCH, Martin Valentine – NCH, Tim Prentice – NCH, Darrell Smith – NCH, Annette Lane - NCH

Apologies:

Margaret Killingworth, Maureen Croxford, Val Cleeves

	Action
1.0 Welcome Introductions and Apologies	
1.1 Apologies received as detailed above, and introductions of attendees.	
2.0 Minutes of Last Meeting and Matters Arising	
2.1 Lis/R reported back that, Todd Court were having all the fascia boarding replaced however she is still unsure as to the situation regarding the replacement if the windows.	
2.2 B/T expressed his concerns that the new Care Alarms are possibly costing the tenant's up to £25 extra on their telephone bills as there is a	Diane Burrup

cost incurred every time they contact On Call. He also asked if it was possible to have a separate Power point for the alarms to be plugged into, Diane to seek confirmation.

- 2.3 The question was asked, what TSA meant, It was confirmed that TSA means Tele-care Services Association.
- 2.4 Richard Spray was contacted by Lyn Mitchell regarding the crossing near Meden Gardens Richard has said that there may be two possible actions that can be taken, either to move the crossing to a more suitable place or have an additional bus stop in between the two existing ones, to enable people to cross the busy road safely, following an accident that had occurred a few weeks ago.
- 2.5 BT mentioned that parking at Kingston Court was getting increasingly worse, the option of extending the double yellow lines has been looked into this may be done but only up to the entrance of Kingston Court.

3.0 Martin Valentine – Head of Communication and Marketing

- 3.1 Martin introduced himself and Tim Prentice, he apologised for the length of time he has taken to get back to the Forum as they have been busy with the inspection over the last few months.
- 3.2 Work is still in progress with the Sheltered Housing Newsletter, it was suggested that this would be along similar lines as the existing newsletter that goes out to every tenant, with the different centre pages depending on the area where people live. Martin asked the Forum for volunteers for a sounding board, whereby ideas can be passed around as to what information the newsletter would contain and also to look at the cost involved in its production etc. Suggestions such as the Handy man service provided by Age concerns also Bullwell Hall Park, were put forward also sections from

Nottinghamshire Constabulary, Asb Team etc, this would help tenants and resident have better knowledge of who to speak to within there area, should they need to.

- 3.3 Tim is currently working on cultural awareness information along with Housing Aid this will items such as local facilitates and places of worship etc. Martin to feed back any further information and progress to the next Forum meeting in February.

4.0 Darrel Smith - Decommissioning Officer

- 4.1 D/S explained the situation with the decommissioning of Welland Court he explained that the reason decommissioning which usually happens because the complex is not serving a purpose, and also the demand of the complex as this can sometimes cost more to keep open than is being collected in revenue. However Darrell explained that this is no the case with Welland Court it is being taken out of use and used for Extra Care. The project is being managed by Mandy Stott along with Leicester Housing Association.

D/S and A/L are currently working with the existing tenants, looking at where they want to move to, ensuring that the property meets their needs and that the location is satisfactory. Along with the support provided by Darrell and Annette each tenant will receive a payment of £4700 which helps towards the cost of removals etc. D/S explained that there is a deadline which they have to work towards to ensure that every tenant has been moved out satisfactory however it appears that this has already fallen behind, however he assured everybody that they do not force people out and into properties they do want to live in.

- 4.2 The question was asked as to how many tenants have refuse to move during this

project so far? D/S informed the forum that out of the 33 tenants that were living at Welland at first they were understandably upset and didn't want to move out however, once the support and help was introduced they have had no problems so far.

4.3 FG commented on the decommissioning of Alexander Court and how many of the tenants firstly didn't want to move, however they were supported well by NCC they dealt with them very well and so the resistance subsided and everybody moved out eventually F/G asked if the same good support and help will be provided to the Welland Court Tenants?

4.4 D/S answered by saying that the same level of support will be given.

4.5 It was mentioned that Savills had sent out letters to the tenants at Welland Court regarding carrying out an asbestos survey, what are they if it was being decommissioned, Diane to seek confirmation.

5.0 Chris Bailey - Head of Street-scene

5.1 C/B explained to the Board that NCC Street-scene are responsible for looking after parks and open spaces, by cutting grass clearing rubbish, litter picking and dealing with fly-tipping etc. They also deal with any estate issues such as Graffiti removal, fly tipping residential and businesses. They work alongside Enviro-crime and schools within the local community to help not to just clear away a mess but to prevent the problem from re-occurring. Street-scene have also been involved with working alongside the NAT (Neighbourhood Action Teams) to combat problem areas within the city which to date has been proving very successful.

5.2 The question was asked about the collection of grass cuttings especially with sheltered scheme, as the grass cuttings are then trampled into properties and into the common rooms, which is causing a mess and which the Scheme Manager then have to clear up.

- 5.3 C/B explained that the grass cuttings cannot be cleared away as this is expensive to do, C/B asked the Board to report to him where the specific problems occur and he would speak to the gardeners concerned.
- 5.4 CPOS also get involved with fly-tipping issues finding out where the tip had come from as they can help by issuing fines where possible.
- 5.5 Rona - Grass and leaves have been building up and need clearing, C/B to pass to the relevant team.
- 5.6 Snapenook – the trees in the middle of the complex require trimming back and the roots are cracking the concrete between numbers 15 – 19, the trees get so big that tenants are having to put their lights on in the middle of the day due to the blockage of natural light. C/B informed the board that he would pass this onto the tree section, however they have limited funding and so have to prioritise their work, with dangerous trees taking the priority over trimming.
- 5.7 Kingston Court – The grass cuttings blow into the communal garden area when it has been cut it looks a mess and also blocks the drains, B/T explained that Kingston Court have their own lawnmowers which have separate grass collectors which the gardeners can use when they cut the grass at that complex, B/T also commented that the grassed verge around Kingston court is now being destroyed by people parking their vehicles.
- C/B This was brought up by the Audit Inspection, at the present moment there is no way of managing, however when funding is released a % will be used to improve estates which will hopefully be used to sort the problem out.

6.0 Sheltered Schemes – Julia Jennings

6.1 Activities Questionnaire

A questionnaire will be put together this will go out to every tenant asking what activities

are available and what they would like to see happen in their complexes. This will be sent out shortly and will need to be completed and returned as soon as possible.

6.2 Scheme Manager Location Folders

These have been devised so that tenants can see if their scheme manager is on/off site if they are off site, what time they will be back these will be laminated and left in the communal area of every complex.

6.3 Scheme Telephones

A notice has gone up in some courts asking tenants not to answer the telephone in the complex as this is the responsibility of NCH staff to do so. This was due to messages not being passed on and also some inappropriate information given to a tenant about another tenant.

I was mentioned that some relatives use this telephone to get hold of family members. It was highlighted that this was also causing a problem when the Scheme Manager wants to use the phone or is waiting for a telephone call to come through. Where possible it would be better for tenants not to use the scheme telephones in especially between Scheme Manager daily working hours. D/B Nottingham On Call can be used to pass messages on to relatives should there be a need to. The Board was asked to vote on whether these notices should be put up in every scheme, and where possible an answering machine put on the telephones with relevant information on who to contact, the Scheme Manager will eventually be given Mobile telephones as from April, there will be a divert then from the complex telephone to the mobile for when the Scheme Manager, this should help alleviate the problem.

F/G mentioned that he had not seen his Scheme Manager since December Renate to look into this.

The Board were asked for show of hands

Renate
Atkinson

should the telephones be answered by NCH staff only the vote was 15 - 3, notices to go up in every scheme as soon as possible.

7.0 VMS Surveys – Julia Jennings

7.1 VMS (Vision Management Survey) questionnaires will be sent out to every tenant at Sheltered Schemes, asking the tenants and resident questions regarding their support needs and is it being met and also the complex where they live, these need to be filled in and sent back. HPMS will then be looking at the results and contact the tents that have marked areas of the service low to discuss the reasons why and what we can do to improve the service, and the rating they have given.

8.0 Performance Figures – Julia Jennings

8.1 J/J gave feedback on the performance of both Nottingham On Call and the Sheltered Housing, she noted that there were 2 patches that were struggling at present to meet the targets, however all Scheme Managers from every area of the city were working successfully together in order to bring all performance indicators back up the target.

9.0 Any other Business

9.1 Chris Thelen – happy to take an repairs issues at the end of the meeting he will also be included on the March Agenda.

9.2 Graydon Peacock – to be invited to the next meeting to feedback on the programme for digital television.

10.0 Date of next meeting

Monday 23rd February 2009 at 2pm, Houndsgate (Boardroom)