

# 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,  
Diane Burrup - NCH  
Dorothy Gray - Todd Ct,  
K Bruce- Todd Ct,  
R Short - Todd Ct,  
Alec Parkinson - Kersall Ct,  
Sylvia Tyson - The Cornfields,  
G Burrows - Orchard Ct,  
Sue O'Connor - NCH,  
J Foster - Keverne,  
B Taylor - Kingston Ct,  
N Croxford - Gabor Ct,  
R Simpson – Meden Gds,  
RJ Noble - Snapenook Ct,  
Tony Stubbings - Woodthorpe Ct,  
Frank Griffiths - Garfield Ct,  
Julia Jennings - NCH,  
Sam King - NCH,  
Dawn Vernon - NCH,  
Tim Prentice - NCH,  
Rob Davies - NCH,  
Chris Bailey - NCH,  
Chris Thelan - NCH,  
Tracey Moreton - NCH.

**Apologies:**, Keith Bradbury, Val Cleaves, June Cook, Peter Dobb,  
Chris Broom, R Haywood, Terry Hill, Chris Broom.

## 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 DV said that Lis Robinson had been in touch with Bernie Walker regarding the windows at Todd Court. The outcome was that no money will be released for window replacement until the new financial year in April. Bernie will keep Vicki Staples Scheme Manager informed of any developments after April.

2.2 DV informed forum that The Cornfields TV Licence money had been sent to TV Licensing in November 2008. DB asked LM to write to TV Licensing regarding slow processing. Licences take some time to process at the TV Licensing offices. The TV Licence was received at the beginning of March 2009 for the period from October 08 to September 09.

LM

2.3 LM asked if the signs had been made bigger for people to not answer the telephones at the schemes. DV confirmed that they had and had already been given out to scheme managers. The answer phones were in the process of setting up by Sh HPMs.

2.4 ST passed a letter to DB regarding an alarm fault at Cornfields as the engineer said that if a tenant had not answered the phone they would not have come out. DB explained that they were contracted to come out if a fault had been reported. DB will look into what happened.

DB

2.5 BT asked about the removal of old TV aerials once the new communal aerials had been installed. DB replied that this would be better waiting to ask Grayden Peacock or Mathew Whitaker as they

were coming back to forum.

2.6 RN asked when were the individual flats going to be connected to the communal aerials. DB said they would be on a rolling programme.

2.7 Some members asked if we could put page numbers on the minutes to make it easier to say where things were.

DV

2.8 LM went on to talk about extra care housing verses sheltered housing as extra care can select the type of tenants they put into a scheme so that they do not get too many of one type of person, then we would have more of a balanced scheme. DG commented that they were currently not feeling safe due to some new tenants moving in, who had particular problems. Lis Robinson will look into this. LM asked could there be some sort of sensitive lettings. DB replied that it is a supporting people requirement to do needs assessments prior to a person moving in, but we are not always aware of all of the social needs of a person. Under choice based lettings we can not discriminate.

LR

### **3.0 Tim Prentice – Marketing Team Assistant**

Tim handed out a newsletter template that he had done. He said he had looked through the ones that the scheme managers had done to give him an idea of what was required. He said the front would be populated with global issues, this would also appear in the News magazine which would go out to all tenants. The reverse side of the newsletter could be left blank for the scheme managers to fill with individual scheme issues. LM was concerned that this was not what we wanted. FG was concerned that it would not be practical to produce it. DV then added that the scheme managers are not on email and asked how it would be produced and given out to scheme managers. TP said he would look into it, but he felt it could be done.

TP

#### **4.0 Rob Davies – Telecare**

4.1 Rob gave a demonstration on telecare and several different types of sensors now available. He explained how they could all be linked together like a bed sensor to a chair sensor. He showed everyone the smoke alarm, the fall detector, medication dispenser, Occupancy sensor and the property exit sensor.

4.2 BT mentioned that the flood detectors would be useful for highrise flats. He also mentioned that the fire alarm had not been activated on Wednesday. DB and SK will look into this.

DB  
SK

#### **5.0 Chris Bailey- Streetscene**

5.1 Chris stated that all the jobs he had passed through from the last meeting should all now be completed. Concerns were raised about dog fouling at Bestwood.

5.2 LM commented on the success of the recycling centres, area 3 dog fouling article, dog bins, street scene, gardeners, leaves, grass, litter picking.

#### **6.0 BME Issues in Sheltered Housing and Telecare-Diane Burrup**

DB asked for this to be deferred until the next meeting.

#### **7.0 Performance Figures – Julia Jennings**

Julia fed back on the performance of sheltered housing. She said that some of the figures gave a false reading as they had not been filled in correctly. The schemes occupancy still shows Welland Court in the figures. Nottingham on call had shown good figures for the previous month. Mobile support officers had highlighted some training needs. The whole service was making good

progress.

### **8.0 Agenda items for next meeting- Chair**

Sheltered Housing Review – Kay and Alison  
BME – Issues in sheltered housing Diane Burrup  
Newsletters – Tim Prentice  
Sue Lomax  
Good News Sharing – Alec Parkinson

SK

### **9.0 Any other Business**

Chris Thelen- Maintenance Manager  
Chris took jobs from individual schemes.  
LM handed out leaflets for Medi-Alert and the age  
concern handy person.

### **10.0 Date of next meeting**

Monday 27<sup>th</sup> April 2009 at 2pm, Houndsgate  
(Boardroom)