

# Minutes



## Minutes of Sheltered Housing and Telecare Users Forum held on 11 May 2010 @ 2 pm, The Boardroom Hounds Gate

**Present:** L Mitchell – Chair, B Garside – Vice Chair, M Mutton – Masson Court, A Ambrose – Naburn Court, T Hill – Selhurst Court, J Foster – Keverne Close, S Beale – Stepney Court, D Hayes – Kersall Court, I Watts – Simone Gardens, B Kent – Simone Gardens, B Taylor – Kingston Court, G Burrows – Orchard Court, R Haywood – Duchess Gardens, O Attenborough - Benedict Court, A Parkinson – Kersall Court, C Broom – Kingston Court, F Griffiths – Garfield Court, P Crawley – Kingston Court, S Tyson – The Cornfields, P Weatherall – Willowbrook Court.

**NCH:** Lis Robinson – SHPM, Renate Atkinson – SHPM, Nadia Anderson Nottingham on Call, Darren Manning Nottingham on Call, Cheryll Rawling – TRO.

**Apologies:** P. Brewer – Stepney Court, J.Waugh – Stepney Court, Diane Burrup – Supported Housing Manager (NCH), Ian Perry - Estates and Caretaker Service Manager (NCH), Chris Thelen – Maintenance Manager Responsive Repairs (NCH).

### 1.0 Welcome Introductions and Apologies

Action

1.1 Chair, Lynn Mitchell welcomed all Forum members to the meeting and apologies were received as detailed above. The Forum members introduced themselves.

### 2.0 Minutes of Last Meeting and Matters Arising

3.1 Concerns were raised regarding the possible disruption to the tenants at Kingston Court regarding the length of time it is going to take to fit fire doors (15 weeks) and living room doors (15 weeks). LM asked if the doors could be fitted at the same time limiting the disruption. LR agreed to contact the Asset Management Team.

LR

3.7 The flat at Stepney Court has been checked out and does meet fire regulations.

3.10 LM stated that the fire brigade will carry out safety checks and give assistance to people with disabilities. Anyone with mobility issues can contact the fire brigade who will put them on a vulnerable persons register, if a fire does break out, more fire engines will be despatch to ensure people are rescued.

4.3 Some tenants who have changed payment methods to direct debit have been told that their insurance has not been paid. They are concerned that they were not told that they needed to complete a separate direct debit form for the insurance and were unaware until they received letters stating that they were no longer insured. Is it possible for the rents section to automatically send out two direct debit forms? CR to contact Richard Holland.  
FG stated that you can pay by debit card.

CR

5.4PC stated that the problem with the lifts was getting better.

6.4 Sheltered Housing Patch Managers will be invited to attend future meetings as experts.

7.3 RA bought in 3C's form for tenants to complete if necessary. She stated that copies of the forms should be available in all of the complexes. Forum members stated that sometimes they could not get access to the community rooms as they were locked, this was also causing a problem with getting laundry done. The SHPM's were asked why some schemes had fobs and others didn't. RA explained that she is in the process of getting quotes for fob access at Naburn, Selhurst and Aspinall Courts. LM stated that issues with laundry should be taken up at their tenants meetings.

7.5 The SHPM's were asked why NCH cannot provide full time replacements when Scheme Managers go on holiday. Some schemes have to contact on call to talk to a Scheme Manager (Kingston Court). LR stated that it is a matter of working together to achieve the right balance.

### **3.0 Carl Cassidy – Contracts and Performance Officer City Services**

3.1 Carl Cassidy failed to attend the meeting and has tended late apologies.

### **4.0 Nadia Anderson and Darren Manning – Telecare**

4.1 NA and DM gave a presentation on the different monitors and equipment that are available from Nottingham on Call to telecare users.

### **5.0 Performance**

5.1 Performance figures for Supported Housing were handed out by the SHPM's. Supported Housing is the umbrella which encompasses Sheltered Housing and the Hostels.

5.2 There is a change to the way of reporting. Scheme Managers are now submitting monthly performance figures that the SHPM's will check. The figures will be more accurate in future.

5.3 Agency staff have been employed to catch up with paperwork for non sheltered users of the out of hours response service.

### **6.0 Good News Stories**

6.1 Stefan Kosylo the Scheme Manager of Naburn Court and Cathy Gibson the Scheme Manager of Kingston Court were praised for the good work they were doing. All Scheme Managers were praised for filling out the support plans. RA explained that there is a lot of paperwork but now there is a need to evidence.

6.2 Keverne Court has collected £100 for guide dogs for the blind. Steven and his dog Stanley visited the Court and presented the residents with a photograph. The residents are still collecting for the cause.

6.3 Kingston Court are having new self locking doors

installed.

## **7.0 Any Other Business**

7.1 ST stated that the lawn at The Cornfields was only mown around the edge, when questioned about this the gardening section stated that that was all they were told to do. The whole lawn was cut when ST mentioned she was a member of the Forum and was going to raise it at the next meeting. Forum Members asked if Sheltered Tenants paid to have the communal grass cut. CR to find out. LM stated that the gardening section have purchased two new mowers and now take away grass cuttings.

CR

7.2 Diane is still in post as the acting Manager.

7.3 Forum Members would like an update on the Sheltered Review. LR to find out.

LR

7.4 AA has been selected as a judge for Nottingham in Bloom.

7.5 Steve Pepper has been asked to oversee the SHPM's for a month whilst Diane concentrates on Nottingham on Call. Diane is still in charge of Supported Housing and Nottingham on Call.

## **8.0 Possible agenda Items for future meetings**

Caretaking Services, Decent Homes, Help with Benefits, Rent payments.

## **9.0 Date and Time of Next Meeting**

Tuesday 13<sup>th</sup> July, 2pm – 4pm. The Boardroom, Houndsgate