

Meeting	Senior Housing Action Group		
Attendees	<p>Residents: Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, Terry Weller (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Jean Davis (Leach Court), Tomm Nyhuus (Somerset Point), Bob Spacie, Elizabeth Tinkler (Laburnum Grove) Ernie Tidy (Churchill House) Tony Ferguson-Cutler (Lavender House) Bette Lewis (Jasmine Court)</p> <p>Staff: Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager), Peter Lloyd (Healthwatch), Perrin Horne (Customer Service Manager) James Crane (Service Improvement Manager, Temporary Accommodation & Allocations and Housing Needs)</p>		
Apologies	Mike Bojczuk (Older Peoples Council), Steve Nye (Elizabeth Court), Joyce Bean (Elwyn Jones Court)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	10 May 2017 10am- 12.30pm	Minutes Completed	2016

Minutes & Matters arising - Update on actions from previous meeting

	Description
1	Correction – Ernie Tidy resident at Churchill House

Items discussed, agreements and future action

1) Draft Mears Operatives Code of conduct – Perrin Horne

Group reviewed proposed draft. Developed over last few months with Home Service Improvement Group. Not yet finally approved. (one individual issue raised and compliments from Rosehill Court & Woods House)

Post meeting update: Perrin clarified #10. Is adjusted to read, 'Be considerate to residents when using radios / music in the van' rather than in people's homes or communal areas.

Act.	No Actions	Who	Due

2) Repairs handbook – Perrin Horne

The current Repairs & Improvement Handbook requires review; changes within Partnership since 2011.

- 'U' priority replaced with appointments system for tenants
- highlighting more planned work across the city
- new 'complex repairs' that take longer than the routine 20 day response time will now have an 'L' priority
- better and clearer information- what the council v tenants are responsible for
- Offices and contact details for Housing teams have changed
- Less hard copy printed as the previous edition, some printed for new tenants only.

Repairs and Housing Customer Services Team will have copies for residents who request a hard copy.

- dedicated webpage on the BHCC website; further links in leaflet form for tenants and staff seeking specific information to view or print on :Asbestos, Legionella, Damp & Condensation, Contents Insurance, EDB, Tenant alterations, Right to repair legislation, Code of Conduct

Suggestions raised:

Highlight information re exceptions in responsibilities for Senior Housing tenants so it's clearer.

Discussion re amount + quality of pictures. There will be less faces, however generally feedback is very positive about having illustrations and quality is acceptable. Overall design will be different and more in keeping with the council's annual report.

No Actions

3) Lettings policy for Seniors Housing – James Crane

Existing policy states that any Local Lettings Plan (LLP) has to be agreed by Councillors annually and can only exist for 4 years max. Therefore the Seniors LLP has to be renewed. Officers can only guide Councillors, who are the decision makers. Now discussing work and consultation reestablishing a robust foundation for a new LLP. (Has to be strongly evidenced and robust as can be legally challenged).

James Crane and Peter Huntbach have been looking at past years 900 applications to Seniors Housing; 250 of which were existing Seniors Housing tenants seeking to move, (these must have a need to move, not simply want to move) Homeless registered get *reasonable preference*. James will report to Senior Managers who will get a steer from Councilor Anne Meadows, Head of Housing committee as to how to proceed.

Issue raised1: if a spouse under 55 survives older partner, in joint tenancy, do they keep their home?

A: (This is not an issue within the LLP) That individual would already have the tenancy so their home would be secure. However we would ask the tenant if this home was suitable for them and in the past some people have chosen to relocate.

Noted: Succession law has just recently been changed by Govt.: other family members aside from spouses can no longer succeed council tenancies.

Issue raised2: small handful of Laburnum Grove were reportedly promised a move within the scheme from studio to 1 bed flat, perhaps because this was a hard to let scheme.

A: This was never part of the old Allocations Policy, nothing in about 'right to move'. Staff have been retrained to ensure consistent approach is applied. All tenants have option to mutual exchange and scheme managers can help with this. People can be on the list for an in scheme transfer however many people do not qualify for Homemove now because of removal of Band C medical from new Allocations Policy. Only if there is a need, such as mobility, eg a scheme with no lift and stairs. (Band C mobility still exists).

Suggestion way forward: We can take this issue back to Councillors whether there should be a right to move from studios within a specific scheme – this might be a local scheme time limited specific LLP. The next window of opportunity to take something like this forward will be January 2018.

Issue raised3: Some schemes being described as homeless within Homemove advertisements. **A:** James will look into this. All housing is given 40% priority to

homelessness; there are 2000 households in temporary accommodation, some of whom are older people. Can check how many tenancies at Laburnum and Hazelholt went to homeless /home seekers/ transfers.

Issue raised 4: What thought is given to supporting homeless people new to Seniors Housing to maintain tenancy, looking after property and consideration for community and neighbors?

A: (This also not under Allocations Policy) New tenants have to meet requirements and go through Seniors panel, includes risk assessment and meeting behavior requirements where necessary. Many people are turned down I this process for reasons around anti-social behavior, drug and alcohol abuse or criminal behaviors. However we can't turn people down if they have shown improvements, we can be legally challenged. Also, like anywhere, vulnerable people can disengage from support services and we do try to get them back into supportive services.

Discussion: Scheme managers aren't support workers. As we all age we all have increasing support needs – physical, mental. The service have been working with homeless hostels and supported housing staff to assist a smooth transition into Seniors housing, we can always improve this too. The city has been awarded additional government funding for homelessness prevention and support. We are reviewing our tenancy agreement. Specific to Seniors Housing included in the draft are some new proposed clauses:

- 1) if you have support needs, let us know
- 2) If we recommend services to you, you must engage with them.

This way, if people are not thriving and refuse support it gives us some leverage to encourage them further. We also still have the 1 year introductory tenancy, inside which we can take action.

Issue raised5: Although Brighton & Hove have renamed their service Seniors Housing, the term Sheltered is still the general term used in city wide policy and across other providers, thus within Allocations policy and Homelessness the old term is still used.

Issue raised6: It is misinformation that the local city council houses asylum seekers. We cannot and do not do this. The government is responsible for housing asylum seekers.

Act.	No actions	Who	Due
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4) Seniors Housing updates – Peter Huntbach

Tenancy Agreement Review draft has gone out includes changes (as above) to Seniors Housing. Scheme managers have now had information and advice (was an overlap). Will help with tenants going away without telling us, and situations like abuse of alarm cord and staff. (related to this is that the Benefits office has changed its rules, if you are going away benefits will stop after 4 weeks)

Events:

- Somerset Point 40 people attended **health and wellbeing session**
- **Shared food** at Muriel house & Sanders house a lunch club is proposed with taster events either happened or happening.
- **Men in sheds** – with Fabrica gallery and Public health- launch at Leach Court – woodworking activities – also at Brighton Youth center and Brighton College. Issue of Transport for interested people, another funding bid is being drafted to help with volunteer activities across the city. **If you are interested please ask your scheme manager for more info or contact Fabrica direct.**
- Sloane Court **South East Dance** large consultation was held and they'll be

organizing dance and movement events at Brooke Mead.

- **One Church** now working in 5 schemes – have £10K to develop work with us
- **Fabrica** Older Audiences project ongoing (a special event on 18 May but please contact them for more information going forward).
- **Befriending** organisations leaflet should be through everyone’s letterboxes (not just in common room)
- **Mental Health Awareness Week and Dementia Awareness Week** . Please have a chat with your scheme manager about promoting these.
- **EARS - New** support service for people who have suffered elder’s abuse.
- **Active for life** – new activities – healthier walks, getting fitter and more active.

Buildings

- Major improvement works at **Woods House**
- **Laburnum Grove** lift replacement program (although residents have no date yet)
- **Upgrading alarm and fire alarm systems** happening, and more Warden Call upgrades.
- **Stoveguard** pilot – hardwired system turns off overheating cookers

Brookmead We’re hoping to have handback of site in June subject to any snagging work. As soon as we can Peter will arrange a visit for SHAG members. AginCare =care provider. Applications come through Social Services (Access Point 01273 295555), proposed residents need a care package and housing need, the Extra Care Panel (Peter and James included) consider. Looked at 9 applications yesterday, 2 of which were considered unsuitable. Still an under demand, just about getting the worked out – there are over 3000 diagnosed dementia sufferers in the city. Brookmead aims to have an equal mix of low, medium and a high needs residents. Difficult as Dementia is progressive illness, and many different types - decisions on a case by case basis. Agin Care were impressed by our plans. Rental cost is being kept within local housing Allowance levels, (£153 + £6 heating) social care costs are on top of that.

Issue raised: some people are worried about moving itself. **Discussion:** some people who don’t have a diagnosis are coping well without social care support. Some people with dementia are safer to stay where they are. Is varied. Peter is happy to go to speak to groups + organisations about this new resource.

What is % of people from Seniors to Extra care? We want people to stay in their homes as long as possible. Like to see more extra care over residential nursing care.

What is procedure for going to Extra Care? Often the diagnosis is late, earlier the better as can sometimes medicate to slow the disease progression. Referrals to Extra care come through social services and scheme managers can help with that. Most staff is now trained as Dementia friends, we are happy to promote that amongst residents too/ raising awareness of Dementia across schemes and population is only a good thing.

Some people are on their own with no relations to support them. People can live successfully and independently with dementia. There are Dementia cafes, other groups that come together, friendship groups. The Carers society runs various. There is a lot of anxiety regarding diagnosis, it is a brain illness, and appears across all ages. Good news is we can lessen risk of Dementia through healthy living activity. Good community leaders please keep ears and eyes open so we can support people’s needs early on.

Act.	{Property & Investment to find out lift replacement date for Laburnum Grove	Who	Due
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