

Meeting action minutes

Meeting	Senior Housing Action Group		
Attendees	Residents Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown, (Evelyn Court) Walter Sargison (Broadfields), Allen Davies (Rosehill Court) Jean Davis (Leach Court), Bob Spacie, Elizabeth Tinkler, John McCabe, Lawrence Fitzgerald (Laburnum Grove) Ernie Tidy (Churchill House) Anthony McCoy (Sloane Court) Patrick Kite (Hazelholt) Staff: Hannah Barker (Resident Involvement Officer), Peter Huntbach (Senior Housing Manager) Partners: Peter Lloyd (Healthwatch)		
Apologies	Terry Weller (Evelyn Court) Ray Goble (Elwyn Jones), Mike Bojczuk (Older Peoples Council)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	Weds 12th July 2017 10am	Mins completed	16th July 2017

Minutes & Matters arising - Update on actions from previous meeting

	Description
1	Minutes agreed
2	Re Repairs Handbook and change in wording describing standard of repairs, from 'good' to 'reasonable' – Is this a reduction in standards? Why is it necessary to change it? Action 0.1
3	Re Lettings policy How many applicants for Seniors Housing were on the waiting list prior to the change ? Members have been given the figures for the year, but not what they wanted as want to view the scale and significance of the change. ACTION 0.2
4	Re Lettings Policy 'promise' to move discussion re 'contractual' offer for residents to be able to move, members at Laburnum Grove very unhappy having been unduly affected. <ul style="list-style-type: none"> • However, Roy had not found anything in the literature stating tenants ever had a 'right' to move. • Practice had in the past moved away from policy, but it was not the old policy. • Another member was offered a studio flat; because of sight problems needed a 1 bed and asked if he might move after, was told no, he should wait out for what he needed. • Peter clarified: James Crane came and listened to SHAG view re issue of impact of the new Allocations Policy on individuals at Laburnum Grove. He raised it with Senior Managers who have asked him to write a report on the unintended

	<p>consequences of the local lettings plan changes.</p> <ul style="list-style-type: none"> • Advice for residents to wait to see that report and what senior managers decide after this, and/ or utilize complaints process if not satisfied. • People CAN still move within scheme and from scheme to scheme within the Allocations Policy. What's different: <ul style="list-style-type: none"> ○ 1) Scrapped band D and band C low medical so some people are not able to move as a transfer. ○ 2) The Local lettings plan prioritized band C people living within a scheme over higher applicants from outside the scheme, but this isn't live because of the Allocations Policy. People can still ask us, to be assessed, but not given any special priority now. ○ 3) have to have a 'housing need'. ○
<p>5</p>	<p>Re Conversion of studio flats to 1 bed project – is paused due to problems with letting the properties. When advertised some people who are downsizing view the new conversion but it's not what they understand to be a 1 bed flat. Also Simon Pickles has left the council. Scott Lunn is overseeing the project currently.</p> <p>Q: Are the funds held over? A: ACTION 0.3</p>
<p>6</p>	<p>Re Homelessness Q: how many homeless people go into Senior Housing? Discussion: it is important to tackle stigma about homelessness, which can affect all different types of people. Also many different types of homelessness, much of which is unseen, e.g. people staying on friends sofas. Individuals cannot turn up in the city and get social housing; they have to have been living here for 5 years to go onto the council housing list. A: ACTION 0.4</p> <p>Re Some senior's schemes listed in Home Move as "Social services nominees" on advert. Discussion: some people are on the housing register but receive social services help to make bids for properties. Roy believes social services have their own list. This can be checked with the (public?) Housing list. Peter agreed that the council need to give SHAG an explicit answer, not give you an impression of social engineering which is morally wrong. ACTION 0.5</p> <p>Peter voiced his concern again about stigma towards people experiencing homelessness. We understand fears and anxieties of people coming in with unsuitable behaviors – including people with a whole range of backgrounds, not just homelessness.</p> <p>Q: If a homeless person is considered for Seniors Housing do the same age restrictions apply? A: Yes, always 55+.</p> <p>Support for people with different levels of need: in terms of the transition, we could do better; we are talking to hostels, but we could do more.</p> <p>Example of need: a member described how a new tenant was sleeping on the floor without any furniture. Eventually a charity helped furnish the flat. However the scheme managers are not support workers, they offer low level support. The tenancy Sustainment Officers in Housing offer more support. Scheme managers can help tenants with information about charitable assistance – 'Turn To Us' website has info</p>

	<p>about national and local charities.</p> <p>Q: Is scheme manager informed of a new tenant's background? A: Yes, all documents are scanned and held. Residents need to be very careful not to spread what might be malicious rumors about a tenant. We do have a policy that excludes people with a criminal record from Seniors Housing. The council has a different policy for housing and rehabilitation people with an offender's profile.</p>
7	<p>Homemove labelling, '55+': Housing Associations label equivalent sheltered housing schemes with this label, however the council does not. This can waste time for both residents on waiting list and staff time. ACTION 0.5</p>
8	<p>Complaint regarding removal of neighbor's furniture: Furniture from a flat being cleared was thrown from a window and destroyed that could have been passed on. This is a waste and shows an upsetting lack of respect for the deceased. A: Peter apologized that this happened. The issue has been raised for an official response with complaints.</p> <p>Discussion: We used to have a warehouse with unwanted furniture from cleared flats.</p>
9	<p>Re noise in flats Q: Do Tenants have to have carpet flooring? A: Yes, if they are on anything above the ground floor.</p>
10	<p>Consultation about new tenancy agreement is finished. Discussion: Difference in amount of notice for going away between Seniors Housing schemes and benefits office. The service for Seniors residents includes a daily call, so we ask to be informed if you are going away to prevent any concern for your well-being or escalating action to look for you.</p>
11	<p>Concerns about unauthorized persons entering schemes with swipe cards or tailgating and scams: younger people holding cans seen swiping in at a scheme. Shouldn't be easy. Might be visitors or might be more suspicious. We have used security at times, who would do a sweep/ inspection of the building. If residents are concerned please raise it with Scheme manager or Carelink.</p> <p>Q: do we keep record of swipe cards/ know how many are out there? Fobs are programmable.</p> <p>This shows the value of neighbourhood watch schemes. You can also ask Mears to speed up the automatic door closers. Tailgating (someone following you in when you open a door) is a big problem. Challenging people can feel intimidating, so confidence is helpful. Carers visiting residents perhaps need reminding to be vigilant against tailgating and residents should not buzz strangers into the building. The community can help with getting information out – through Association or scheme managers' meetings. Telephone scams can be terrible for residents with hundreds of calls. There is equipment available to help prevent calls getting through. Talk to your scheme manager for help.</p>

ACTION 0.6	
0.1	Hannah and Roy to ask Perrin and for her to feedback to John and Bob.
0.2	Peter is meeting James Crane end July and will ask, How many applicants for Seniors Housing were on the waiting list prior to the change?
0.3	Hannah to find out if funds to Studio conversion project is being held over.
0.4	Peter to supply figures for the city about how many people who were homeless at the point of moving into Seniors Housing
0.5	Peter to find out how decisions are made about listing certain schemes as 'social services nominees' and not using '55+' label.
0.6	Peter will look at security scams information

Items discussed, agreements and future action

1) Peter Huntbach update			
<p>Fire Safety following tragedy at Grenfell, London: speculation in press as to causes. No report yet. Our approach:</p> <ul style="list-style-type: none"> • Meet regularly with East Sussex Fire & Rescue with housing Leadership on fire safety. • Inspections taken place on all high rise & letters gone to all residents with information, including 2 seniors schemes, Somerset Point & Leach Court • We utilize 'delayed evacuation plan' not 'stay put policy' • We hold list of people who would find it difficult to evacuate – the fire service always receive these in the event of a fire. • Annual reminder for residents to have a home fire safety visit • Fire Safety awareness sessions took place in January, including info on equipment storage. E.g. mobile scooters can be a hazard blocking escape if stored badly. • We are reviewing all procedures • National Chief of Fire officer issued new guidance in May which we were already working with and looking at what improvements we need to make. • Improved signage in all blocks clarifying fire safety information <p>Issue 1: Signage for those with disability may need to be improved to be seen. Peter will feed that back.</p> <p>Issue 2: One member is unable to close internal fire doors (as is recommended) and be heard by Carelink properly. ACTION 1.1</p> <ul style="list-style-type: none"> • Trialing Stove guard • Our cladding not yet been tested – likelihood it won't fail as it is the more expensive type. • At some blocks we have sprinklers. • New program of sprinkler systems installation over next two years • New sprinkler systems create a mist and so cause less damage to property. • Sterile corridors are par to fire safety, as is scooter storage • Smoke alarms are placed in hallways (fire service recommendation) • 			
1.1	Peter will visit to understand further and will raise with fire safety if necessary.	Who	Due

2) Annual Review

Discussion about the Annual review and internal form document which has space to collect bank details and direct debit information if the resident wishes it to be kept by the housing service. Normally a resident wouldn't see the form, one member requisitioned under a freedom of information request. Not all questions would be asked, the form is intended to be used by staff to have a conversation with eh resident on how they are doing. We follow a person centered approach now and want to also collect resident's interests and lifestyle, to help us cater for their particular interests and needs.

Q: How does the member of staff interpret what to ask?

Staff training issue. The basis of the questioning is well being.

Proposal to get SHAG involved with a review of the Annual Review – agreed.

3) Any other business

- **Churchill House EDB** discussion – this bid was to replace flooring. Tiles were discovered to contain asbestos. Long delay waiting for availability of inspectors. Once deemed safe to proceed the work was completed quickly.
- **Proposal for a SHAG newsletter** request for articles or ideas from members.
- **Visit to Brookmead – 9 August**

