

**Minutes of the Sheltered Housing Action Group Annual General Meeting**

Held on Wednesday 10 September 2014 10.00am-12.30pm  
Leach Court, Park Street, Brighton.

**Present:** Roy Crowhurst (Chair) (RC), Paul Agius (Evelyn Court, West) (PA), Joyce Bean (Elwyn Jones Court, North) (JB), Peter Bentley (Lindfield Court, North) (PB), Tony Brown (Evelyn Court, West) (TB), Jean Carter (Evelyn Court, West) (JC), Alan Davies (Rose Hill Court, North) (AD), Jean Davis (Leach Court, Central) (JD), Kath Davis (Broadfields, North) (KD), Tony Ferguson-Cutler (Lavender House, Central) (TFC), Bette Lewis (Jasmine Court, North) (BL), Peter Lloyd (Pensioner Action) (PL), Ron Lunn (Broadfields, North) (RL), Mary Moore (Muriel House, West) (MM), Tomm Nyhuus (Somerset Point, Central) (TN), Charles Penrose (Sloane Court, Central) (CP), Walter Sargison (Broadfields, East) (WS), Ernie Tidy (Churchill House) (ET), Elizabeth Tinkler (Laburnum Grove, North)(ETi), Colin Vincent (Brighton And Hove Older People's Council)(CV), Marian Walker (Leach Court, Central) (MW), Jonathan Woolven (Jubilee Court, East) (JW)

**Officers:** Hannah Barker (Resident Involvement Officer) (RIO) (HB) Chantel Cooper (Resident Involvement Assistant – Minute Taker) (RIA) (CC), Peter Huntbach (Older Persons Housing Manager) (PH)

**Councillors:**

**Apologies:** Cllr Bill Randall (Chair of Housing BHCC), Cllr Jarrett, Rachel Chasseaud (Head of Tenancy Services), Beryl Snelling (Sloane Court, Central), Tom Whiting (Observer).

**1. Welcome and introductions**

**2. Minutes of the last meeting**

- 2.1 Chair queried that, since this was an AGM, shouldn't the group have a copy of the minutes from the previous AGM?

HB: Yes, she apologised, this was an oversight on her part

(HB printed off copies of the previous AGM during the meeting and distributed to the group).

- 2.2 Matters Arising from Minutes of the last AGM on 11 September 2013

- 2.2.1 (p8) Muriel House. Regarding batteries for entry fobs

It was asked whether this issue was ever resolved.

A – PH: There is no supply of these kept in the Scheme Managers' offices as far as he knows.

**Action:** PH to check in the Scheme Manager's office here at Leach Court during the break.

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One of the group commented how his Scheme Manager changed the battery in his on the one occasion that it's needed it.

Another member of the group advised yes, some people's Scheme Managers have changed theirs but charged them £0.60p for the battery.

**Action:** PH to clarify whether tenants should be charged for replacement entry-fob batteries where these have been supplied by their Scheme Manager.

**Post-break Up-date:** PH rang the Repairs Desk. It's the tenant's responsibility to replace entry-fob batteries. The whole issue however, became a moot one when one of the group advised that Mears service the doors annually and, when they do, they issue tenants with a new fob which has a new battery in it and these batteries should last a year, taking them up to the next annual service and issue of new fobs. Another member of the group advised that everyone gets given two fobs so, if the batteries of one fob run out within the year, the tenant can use the other fob as a spare. So the problem is solved.

However, if, in the rare instance, the batteries of both fobs a tenant was supplied with run out within the year between services and fob renewal, it *is* the *tenant's responsibility* to replace them.

### 2.3 Matters Arising from the Minutes of the Last Meeting 9 July 2014

- 2.3.1 (p7 5.4) Further to under-the-counter fridges: the same group member who advised that her fridge-freezer was difficult to defrost because the plugs were located underneath the work surface and you had to pull the whole thing out in a limited space to get at them, added that this is *after* a new kitchen had been fitted at the beginning of 2013.

Chair commented that he had spoken to Mears about this previously and understood that plug sockets would be *above* the work surface in all replacement kitchens.

So how do we now get this issue sorted?

A – **Action:** PH will refer it to Mears to get it sorted out.

**Minutes** – both sets of minutes were agreed as an accurate record.

### 3. Chair's Communications

- 3.1 Chair advised that Rose Haines, former S.H.A.G rep for Sanders House and S.H.A.G. stalwart has died. She will be sadly missed. The group held a one minute silence for Rose.

### 4. Elections

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4.1 Group agreed to swap this item with Peter's update as HB, the presiding officer at this election needed to leave today's meeting early.

4.2 Group were offered the option of a secret ballot but chose to have an open ballot.

### 4.3 **S.H.A.G AGM Election Results 10 September 2014**

<b>Position</b>	<b>Nominee (s)</b>	<b>Nominator</b>	<b>Seconded by</b>	<b>Elected</b>
<b>Chair</b>	Roy Crowhurst	Jonathan Woolven	Kath Davis	Roy Crowhurst
<b>Vice-Chair</b>	Charles Penrose	Jean Davis	Roy Crowhurst	Charles Penrose
<b>North Area Representative</b>	Kath Davis	Roy Crowhurst	Jean Davis	Kath Davis
<b>East Area Representative</b>	None			VACANT
<b>Central Area Representative</b>	Jean Davis	Charles Penrose	Roy Crowhurst	Jean Davis
<b>West Area Representative</b>	Jean Carter	Mary Moore	Jean Davis	Jean Carter
<b>Area Panel Task and Finish Review Group Representative</b>	Roy Crowhurst	Charles Penrose	Jean Davis	Roy Crowhurst
<b>Home Service Improvement Group Representative</b>	Tomm Nyhuus	Self	Charles Penrose	Tomm Nyhuus
<b>Home Service Improvement Group Deputy</b>	Elizabeth Tinkler	Self	Roy Crowhurst	Elizabeth Tinkler
<b>Neighbourhood &amp; Community Service Improvement Group Representative</b>	Jean Davis	Self	Jonathan Woolven	Jean Davis
<b>Neighbourhood &amp; Community Service Improvement Group Deputy</b>	None			VACANT
<b>Tenancy Service Improvement Group Representative</b>	Jean Carter	Mary Moore	Charles Penrose	Jean Carter
<b>Tenancy Service</b>	Mary Moore	Jean Carter	Charles Penrose	Mary Moore

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<b>Improvement Group Deputy</b>				
<b>Involvement &amp; Empowerment Service Improvement Group Representative</b>	Charles Penrose	Self	Jean Davis	Charles Penrose
<b>Involvement &amp; Empowerment Service Improvement Deputy</b>	Allan Davies	Self	Charles Penrose	Allan Davies
<b>Business &amp; Value for Money Service Improvement Representative</b>	Roy Crowhurst	Jonathan Woolven	Charles Penrose	Roy Crowhurst
<b>Business &amp; Value for Money Service Improvement Deputy</b>	None			VACANT

### 5. Update from Peter Huntbach on Policy

- 5.1 Thanked this group's reps for their work over the last year.
- 5.2 Updated the group on where we were this time last year and where we are now.
- 5.3 We now have a draft policy.
- 5.4 Scheme Managers

CP interviewed two last week, one of which was offered the job and is just going through routine employment checks.

We have gone from staff putting in 777 hours per week (equating to 21 Scheme Managers) overall last year to 829 hours per week overall.

2 more Scheme Managers are being recruited.

However, even with these 3 new members of staff, we will still be 59 hours per week under par (the equivalent of 1.5 Scheme Manager posts' worth).

So, although more Scheme Manager hours are being put in than before, we will still be 59 hours per week short.

Group suggested that the new members of staff should be invited along to a SHAG meeting. PH was happy with this.

**5.5 Lettings**

Project plan been agreed by leadership.

Senior Manager is Sylvia Peckham.

Project Manager is Satti Sidhu – she would like to re-visit a SHAG meeting to give lettings input as soon as possible.

The aim of the project is to make the lettings process better for tenants - to make it more 'human' - and to simplify it for BHCC staff.

700 have currently expressed an interest in Sheltered Housing – all in A, B, C or D priority bandings (with Band A being the highest priority). However, still too many are bidding for properties but not accepting those offered – this incurs costs, not least lost rent monies, and involves administration.

There's a trade-off between getting places re-let quickly and getting them re-let to the right person.

120-150 sheltered properties become vacant a year.

**5.6 Questions and Comments**

Q – Theoretically-speaking, is it possible to move from Sheltered Housing to Patching Lodge?

A – PH: Yes. Moves from Sheltered Housing to nursing or residential homes where extra care is available do happen. PH is working in association with the NHS, looking at how to support the most frail.

The 'Better Care Strategy' – PH is considering inviting the Better Care Strategy along to a SHAG meeting.

**5.7 Stock Review Report**

Chair is disappointed that the Stock Review report has not yet been published or seen. It's been far too long.

The review is an important part of what we're doing in SHAG. It's a *vital* component of everything which this group wants to do. The delay in its publication makes it feel like it's being 'kept' from the group.

PH apologised for this delay. He has chased this with Rachel Chasseaud and management, stressing SHAG's keenness to see the report and the fact that it's not been seen yet leads to rumour and speculation.

Chair will chase Rachel Chasseaud himself.

A group-member suggested that if the delay is due to problems, it should be sent to the group as group 'has the heads' which could help solve these problems.

Q – CV to PH: Would it be helpful if Brighton and Hove Older People's Council raised the issue of the delay in the Stock Review Report at their business meetings and public meetings?

A – Chair: Yes, it would be worth looking at using this forum.

### **Interval**

#### **6. Change of Name**

- 6.1 Feedback from 13 August's Tenant Only meeting regarding the proposed name change of the Sheltered Housing Service and of this group re-ignited discussion on the subject.
- 6.2 Majority preferred 'Seniors Independent Living' in some shape or form or 'Seniors Housing Independent Living'.
- 6.3 CP: Is keen that the new name should be something which retains the acronym 'S.H.A.G.' because it is an acronym which gets people's attention.
- 6.4 Chair is keen somehow to include the 'Independent Living' element and stress this aspect of the service because this is key.
- 6.5 PH: 'Senior Housing' has a different 'feel' to it to 'Older Person's Housing'. The word 'senior' has a positive connotation when talking about age whereas the phrase 'Older Persons' does not, and is more in keeping with the ethos of the new Draft Service Offer.
- 6.6 CP: What about 'Senior Housing Action Group', so the 'S.H.A.G.' acronym is retained, with 'Independent Living' underneath as a strap-line?

(This suggestion provoked some discussion as to whether 'Independent Living' was a bit of a misnomer because the schemes have scheme managers, which in turn prompted some discussion as to whether the job title was a bit of a misnomer too – the Scheme Manager is there to support and advise, not manage.

Chair: Yes, but there are two ways of looking at it: the Scheme Manager manages the building.

CP: But not the people.

Chair: The Scheme Manager is there if you need them, like a GP, so effectively you *are* living independently. Besides, one would query whether someone was suitable for 'Sheltered Housing' if they couldn't live independently – this is why face to face interviews with potential sheltered housing residents would be useful, to ascertain whether they might be better off going into a residential or a nursing

home instead.

PH: Originally, sheltered housing was for those who could live independently and make plans for themselves (with some low level, preventative support) but, over time, lines have got blurred and sheltered housing has begun to be seen more as supportive housing – hence the confusion. Name therefore needs to reflect where we're going policy-wise as a service i.e towards more independent living.

6.7 PL: We need somehow to get the community aspect of sheltered housing in there – either in the name or the strap-line – there're a lot of older people living independently in the city who live alone and don't see anyone one day to the next and so are lonely. With sheltered housing, you get a community, so community is an important aspect of sheltered housing too.

6.8 PH: We need a name and a strap-line.

CP proposed dropping 'Sheltered' from the service's name and replacing it with 'Senior' so that the group becomes the 'Senior Housing Action Group' and retains the acronym 'S.H.A.G.' JD seconded this.

The group **agreed**.

RC proposed 'Independent Community Living' as a description of the service and its strap-line.

The group **agreed**.

So the service is now 'Senior Housing – Independent Community Living'.

6.9 Final comment

PH: Eligibility for the newly re-named Senior Housing service (i.e via age) still needs to be looked at.

## **7. Guest Room Bids**

7.1 Sloane Court: approximate cost £100. 3x twin bedding sets, 6x single sheets.  
**Agreed.**

7.2 Elwyn Jones Court : approximate cost £375 (revised down from £780.00):

3x Lamp-shades  
3x touch lamps  
3x electric kettles  
6x mugs

3x chairs  
3x pictures  
3x bathroom bins  
3x notice boards

3x desk fans

Notice-boards were queried/ declined. The council supplies notice-boards.

Mugs were queried – couldn't these be borrowed from the kitchen at Elwyn Jones Court?

Pictures were queried - PH suggested that these could be supplied by Fabrica.

Desk fans were queried – are these really required? A – JB: Yes! The guest-rooms at Elwyn Jones Court are like saunas and they get a lot of use. One fan is required per room (There are 3 rooms).

**Deferred: to be revised and re-submitted.** Revised bid, without the notice-boards, pictures and mugs to be resubmitted next round. Elwyn Jones Court to seek assistance from Jayne Halls and Peter Huntbach in the Sheltered Housing Team if required.

PH: With these bids, value for money is always foremost in one's mind. As the group pointed out, sometimes there's better ways to get hold of some of this stuff e.g pictures could be supplied by Fabrica etc.

It was suggested that the guidance on what the Guest Room Bid budget was for should be dug out for Elwyn Jones Court to refer to.

**Action:** PH will do this.

7.3 Elwyn Jones Court: approximate cost £431 (revised down from £1066.00):

12x duvet sets

12x fitted sheets

12x mattress protectors

6x pillow protectors

8x single headboards

It was queried why so many sets of bed-linen were required. Existing bed-linen is faded due to wear and tear and doesn't go with the new colour scheme.

It was asked whether all 3 of Elwyn Jones Court's guest rooms needed to be updated at once?

A – PH: The guest-rooms at Elwyn Jones Court *are* heavily used. But it *is* up to the group whether they are all renovated at once.

**Deferred: bid to be resubmitted, split into three, one bid per room, just in case.**

JB: The residents of Elwyn Jones Court had wanted all the guest-rooms done at once, particularly as they've all just been painted.

JW: It would be daft to renovate them one at a time if they've all just been painted. Should do all three together. If you are going to have a guest room, you should make it nice.



PH: Suggested that guest-rooms should be discussed at a future meeting.

**8. Round Robin**

8.1 MM: Muriel House – garden is all overgrown and out of hand. Would like to get a gardener in to tidy it up, will pay out of TA funds. She has a man coming today to make an estimate.

PH: Is happy, in principle, for additional gardening work to be done however, the following should be done first:

- Ensure that BHCC grounds maintenance staff are doing what they are supposed to be doing at Muriel House.
- Should speak to the Scheme Manager about their intentions

**Action:** PH will speak to Nina Elderfield, the Scheme Manager at Muriel House.

Once this has all been checked into, MM will need to take the estimate she has obtained to her committee so she can request funds.

8.2 ET: Is there an update regarding the installation of solar panels at Churchill House?

A – PH: Solar panels are being put in. Programme is going to the Scheme Managers.

8.3 CV: The Older Person's Council (OPC) has a public AGM on 23 September 2014, 10am, Jubilee St Library. 2 senior officers from the Care Unit will there giving a presentation on the new Care Act. There will be an update on the changes in the provision of care which are due to take place in the city.

8.4 WS: Possible for a shrub-shredder to be purchased for Broadfields via EDB? Is worried this might not be permitted on the grounds of Health and Safety.

A – PH: This is a local decision for Broadfields, not a decision for the central Sheltered Housing Team. Advised WS to talk to his SM about how this might be done safely.

8.5 BL: The Payback Team have taken to leaving sacks of garden rubbish at the back of Elwyn Jones Court, where they are piling up whereas before they used to take the rubbish away.

A – PH: Go back to the Payback Team or Chris, the Scheme Manager at Elwyn Jones Court.

A – BL: Chris has been told.

**Action:** PH to follow up on and resolve behind the scenes.

## AGENDA ITEM 34C

- 8.6 PH: Promoted a free event at Fabrica Art on 11 September 2014
- 0. **Next meeting will be held on Wednesday 12 November 2014, 10am-12.30pm, Leach Court, Park Street, Brighton.**