

### Meeting Action Minutes

<b>Meeting</b>	<b>Senior Housing Action Group (SHAG)</b>		
<b>Attendees</b>	<p><b>Residents:</b> Roy Crowhurst (RC), Chair (Woods House), Bob Spacie, Elisabeth Tinkler (Laburnum Grove), Walter Sargison, Kath Davis (Broadfields), Jean Davis (Leach Court), Joyce Bean, Ray Goble (Elwyn Jones Court), Tomm Nyhuus (Somerset Point), Bette Lewis (Jasmine Court), Ernest Tidy (Churchill House), Terry Weller (Evelyn Court), Paul Agius (Evelyn Court), Alan Davis (Rosehill Court), Steven Nye (Elizabeth Court)</p> <p><b>Partners:</b> Peter Lloyd, Volunteer, Healthwatch</p> <p><b>Staff:</b> Sharon Terry (Resident Involvement Officer) Peter Huntbach (PH), (Older Persons Housing Manager) Tracy John (TJ) (Head of Housing) Satti Sidhu (SS) (Performance &amp; Improvement Officer)</p>		
<b>Apologies</b>	Rachel Chasseaud, Tenancy Manager; Hannah Barker, Resident Involvement Officer; Charles Penrose (Sloane Court)		
<b>Meeting location</b>	Leach Court	Produced by	Sharon Terry
<b>Date Time</b>	11 May 2016 10am to 1230pm	Minutes completed on	11 May 2016

### Section 1 – Update on actions from previous meeting

Description	
1	PH reported that scaffolding at Evelyn Court dealt with; scaffolding at Rosehill Court needs to stay up longer as more extensive work needs to be done to roof repairs (asbestos in place requires specialist work).
2	PH reported that Lift Replacement programme for Elizabeth Court and Laburnum Grove on schedule for 2016/2017 financial year. Residents will be informed of when this work will commence.
3	RC drafted official complaint to P&I regarding Laundry Contract Review; RC has response from Martin Reid to communicate back to the group.
4	<b>Minutes of last Meeting, 9 March 2015</b> These minutes were accepted as a true record.

### Section 2 – Agenda items discussed, agreements and future actions

1. Chairs Communications	
Item	<ul style="list-style-type: none"> <li>- City Innovation Award: Peter Huntbach congratulated for this award.</li> <li>- Laundry Contract: RC shared response from Martin Reid. Residents unhappy with this response. Requested RC to submit a 2<sup>nd</sup> stage complaint; RC reported that he had received assurance from Rob Nayan that a copy of a report to Housing Committee regarding the review of this contract would be shared with SHAG reps before it went to Housing Committee.</li> <li>- Residents expressed dissatisfaction with the length of time it takes for Housing's P&amp;I department to respond to requests from residents for information on repairs/capital works not being done etc. They</li> </ul>

	<p>requested that a representative from this department attend the next meeting;</p> <ul style="list-style-type: none"> <li>- Department of Transport in partnership with Local Community Transport and the Resource Centre have 500 free bus tickets and 10 minibus tips to give away to successful applicants. Members of Resource Centre qualify to apply to this scheme. Deadline for applications 15 June 2016.</li> </ul>		
	<p><b>Agreed:</b> RC agreed to submit 2<sup>nd</sup> stage complaint regarding the manner in which the laundry contract review process is being handled RC agreed to send free bus ticket and minibus trip information to PH to circulate to scheme managers and for scheme managers to advertise to residents asap.;</p>		
Action		By Who	Deadline
1.1	RC to log 2 <sup>nd</sup> stage complaint re laundry contract	RC	asap
1.2	HB to arrange for a representative from P&I team to attend next meeting to discuss response times to written requests for information	HB	13 July
1.3	RC to send bus ticket and minibus trip info to PH to circulate	RC	Before end May
2. Senior Housing Criteria Review, Satti Sidhu (SS), Performance & Improvement Team			
Item	<ul style="list-style-type: none"> <li>• SS circulated Senior Housing Criteria Review Consultation Report. Apologised to reps for not getting the documents to them sooner for them to have time to read and digest.</li> <li>• SS presented research findings</li> <li>• SS explained that these recommendations would be presented to Housing Committee in September</li> <li>• Any changes resulting from this research will not be implemented until after September 2016</li> <li>• Residents invited to take time to read these findings and revert to SS with any questions/comments/feedback</li> </ul>		
Action		By Who	Deadline
2.1	SS to take comments, feedback from SHAG to include in report to Housing Committee	SS	asap
2.2	SHAG reps to take documents away and get back to SS with any feedback	Reps	March
3. Senior Housing Update, Peter Huntbach, Senior Housing Manager			
Item	<p>Staffing:</p> <ul style="list-style-type: none"> <li>• New recruitment drive to replace Christopher Brain and Glyn Thomas.</li> <li>• Agency staff are being sought for Leach Court and Patrick Farrell has relocated from Stonehurst Court to Manor Paddock as that scheme is closing.</li> <li>• Intensive Housing Management Charge: PH circulated a full breakdown of this charge. Invited residents to ask any questions. Agreed to circulate to scheme managers to make available to any resident requesting this information</li> <li>• Know My Neighbour Week: Residents to let scheme manager know if they have any ideas of how to get to know neighbours better.</li> <li>• Update on Strengthening Community Initiatives: Fabrica Art Project, Men in Sheds Project, Older Men Creative Activities; Open Strings Music Projects; Equal Art 'chicken run' Rosehill Court. Residents invited to share any further ideas they may have to support schemes to get residents to get involved in activities etc and reduce isolation</li> </ul>		

Action		By Who	Deadline
3	PH invited residents to submit any new ideas	All residents	asap
<b>4. Changes to Guest Room Charges</b>			
Item	<p>The council set the guest room charges for 2016/17 in its budget. However, residents have asked for charges to be differentiated depending on the standard of the accommodation. Residents have complained that the guest rooms are in need of renovation and their standard is not consistent across the council.</p> <p>TJ agreed that these charges need to be reviewed based on an analysis of current usage vs costs for renovation; standard and quality of the guest rooms available across the city. TJ requested that the review also include reasons for usage; current cleaning contract and what this covers (scheme managers should not be doing the linen washing for these guest rooms). PH to lead on the review and return with results as soon as possible.</p>		
Action		By Who	Deadline
4.1	TJ/PH to produce analysis; share with resident reps for review	TJ/PH	Asap
4.2	TJ/PH agreed to produce timeline for review and share with SHAG reps at next meeting	TJ/PH	Asap
<b>5. A.O.B.</b>			
Item	<ul style="list-style-type: none"> <li>• Laburnum Grove rep reported that during estate inspection with senior managers, senior managers constant negative comments not good for overall morale on the estate. Residents have requested senior managers to be more positive and focus on the good that residents are doing;</li> <li>• Walter said that staff took a 'can't do' view when talking about health and safety rather than focus on what people could do. This deterred gardening and a letter was passed to PH on this. Laburnum Grove and others agreed. PH said that staff had to address risks when they saw them and agreed that a workshop suggested by Roy on this would be a good way for everyone to understand more about safety. This was thought to be a good idea.</li> <li>• Broadfields rep, Walter Sargison, announced need for volunteers for the Gardening Conference, 12 October, 10am to 2pm. They need a committee to make it happen. Cannot be arranged on its own. He confirmed that Jane Griffiths would be this year's judge. Residents invited to get application forms from Walter.</li> </ul>		
Action		By Who	Deadline
5.1	PH to arrange workshop above	Peter	Next meeting
5.2	Walter Sargison to provide application forms for schemes wishing to enter	Walter	Asap
<b>6. Date of Next Meeting</b>			
	13 July, 10am to 12:30pm, Leach Court		

### Section 3 – Agenda for next meeting

Update of action plan
Chairman's Communications
Senior Housing Update

Guest Room Charges Review
Laundry Contract 2 <sup>nd</sup> Stage Complaint