

Meeting action minutes

Meeting	Senior Housing Action Group (SHAG)		
Attendees	Residents: Roy Crowhurst (Chair of SHAG, Woods House) Tony Brown (Evelyn Court), Elizabeth Tinkler (Laburnum Grove), Walter Sargison (Broadfields), Alan Davis (Rosehill Court), Ernie Tidy (Lavender House) Staff: Hannah Barker (Resident Involvement Officer), Ginny Buckland (Team Manager) Bridget Dubeau (Scheme Manager) Partners: Mike Bojczuk (Older Peoples Council)		
Apologies	Ray Goble, Patrick Kite (Hazelholt) Jean Davies (Leach Court), Jean Carter (Evelyn Court) Bob Spacie (Laburnum Grove) Peter Huntbach (Senior Housing Manager), Emma Gilbert, Rob Nayan (Projects Manager- Laundry), Peter Lloyd (Healthwatch)		
Venue	Leach Court	Produced by	Hannah Barker
Date Time	11th January 2017 10am- 12.30pm	Minutes completed	2016

The Chair expressed sadness that Kath Davies, Chair of Broadfields Tenants Association (TA) and regular representative to SHAG had sadly passed away in November. She was a dedicated representative for many years.

Minutes & Matters arising - Update on actions from previous meeting	
1	Minutes updated to include apologies from Tony Brown and Jean Carter
2	Brookmead show flat is likely to be ready in February 2017

Items discussed, agreements and future action

1) Laundry update			
<p>New laundry contract for Seniors Housing is now Armstrongs. They are starting machine replacements mid-January. The machines are newer and in line with new contract. All sites were surveyed, so improvements will be made –e.g. overflow pipe going into a sink at Evelyn. The old machines will be removed and stored by the new company to reduce the time laundry service is out of use. The old company is responsible for those old machines. There are no sub-contractors involved in the delivery.</p>			
Act.	No Actions	Who	Due
2) Guest Room Standard			
<p>Please refer to report from Peter Huntbach – dated 11 Jan</p> <p>Various standards currently. 2 very below par and may go all together because of lack of space to enlarge. £15 a reasonable figure, and there will be flexibility within that figure as appropriate. Also, if a relative in receipt of benefits needs a room allowances can be made.</p> <p>Discussion on 7 points:</p>			

- **1 and 2** were generally agreed.
- **5.** Some expressed this could be a good idea, but reads as any council tenant..? Roy will seek clarification from Peter on whether 'to be open to... older council tenants' means local or national or anyone.
- Not suitable for children
- Could have a lower age limit (to ensure only older people can stay)
- **6.** Some expressed concern at contractors staying; because of drinking alcohol, security and dirty work boots causing more cleaning.
- historically there used to be a Wardens Association system of hosting staff from other places, but not sure if Brighton was ever part of it and that Association doesn't exist anymore.

Suggestion to ask schemes what they think via a paper questionnaire

Q: Could Estates Development Budget (EDB) be used to improve Guest Rooms? **A:** Possibly not for small items unless it was major works.

Action 2.1	Roy to seek clarification from Peter regarding some phrases
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3) Service update

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| Info | <ul style="list-style-type: none"> - From 23 January Graham Davies will become full time team manager, thus increasing the Team managers to 3 full time plus 1 part time at 3 days. - All Scheme Managers receiving training with East Sussex Fire & Rescue – to ensure we support tenants most at risk from fire - in fire drills and giving safety talks to residents. We are piloting 'Stove Guard' product. - New Allocations policy has been agreed and all staff are soon to be trained. - Brookmead due to open June 2017. Piloting 'Open Strings' project supporting people with onset of dementia at Lavender house and one other scheme. - Digital Awareness sessions continue across the service. - We are promoting the new single point of contact for befriending service, including SilverLine and The Samaritans in our Christmas information. |
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Act.	No Actions
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4) Discussion – do we have 'too many staff called managers'?

All felt this wasn't an issue.

Suggestion – a brief description and list of staff roles and responsibilities might help

Follow on discussions:

- Regarding distribution of Scheme managers. Within last few years, change in funding for Seniors Housing; loss of Supporting People finance. All funding is now through Housing Revenue Account. At that time service charge went up and we all need to pay for that service to be there when we need it. All Schemes have a named Scheme Manager, they are covered when necessary and it is working well. We don't want to disturb this system.
- Link between Scheme manager and tenants is changing – used to be Tenants Association chair. It's up to the tenants and scheme manger now to work together in partnership. E.g. TA chair and rep meets with Scheme Manager weekly.
- Issue of blackout and Emergency lights not coming on reported.
- Requested that Mears attend SHAG meetings again.

Action 4.1 4.2	Ginny and Peter to work on this Peter to investigate Emergency lights issue		
5) Discussion – Direction of SHAG			
<p>Chair observed not many participants present. Most TA's disappeared therefore SHAG is not getting representation. Chair has struggled to get together an agenda for this meeting. Questioning how to make the group sustainable and it not disappear. Partly this is positive as SHAG has succeeded to achieve everything we want; new service offer, more scheme Managers, scaffolding no longer an issue, Laundry not on pay-as-you-go.</p> <p>Proposals :</p> <ul style="list-style-type: none"> - to reduce the number of SHAG meetings to quarterly - to allow any resident to attend SHAG and have an equal voice and voting power. <p>Also to</p> <ul style="list-style-type: none"> - Encourage schemes to hold 6 weekly meetings with Scheme Manager. - If anyone has item to put on agenda of SHAG to contact Chair (Roy) or Resident Involvement Officer (Hannah or any member of the team) – as long as it's not an individual scheme issue. <p>Q: Re Mears attendance A: Individual issues should not be raised at these meetings, but in local schemes.</p> <p>Agreement in principle: This will go forward as formal proposal to next SHAG meeting, following clear communication of suggestions to all schemes.</p>			
Action 5.1 5.2	Hannah to check current constitution and script possible constitutional changes to circulate along with proposals. Roy to speak with Charles Penrose for second option.		
6) Round robin			
<ul style="list-style-type: none"> - Q: Any change to the parking permits in our parking lots? A: no, continue as normal using same permits. - Empty property at Evelyn Court – people have been viewing. They cost the service to be empty. - Residents are encouraged to write wills so that everyone knows what your wishes are. Without a will it can take many months for a property to be available to hand on. Age Concern can assist and it is cheap to use the post office service too. 			
Act.	No Action	Who	Due

