

Meeting action minutes

Meeting	<b>Senior Housing Action Group (SHAG)</b>		
Attendees	<p><b>Resident's</b> :Roy Crowhurst (Chair SHAG, Woods House), Ray Goble (Elwyn Jones Court), Eileen Stewart, Terry Rogan, Tomm Nyhuus (Somerset Point), Ernie Tidy (Churchill House) , Tony McCoy (Sloane Court), Tom Whiting, Rachele Frost (Leach Court)</p> <p><b>Councilor:</b> John Allcock</p> <p><b>Partners:</b> Peter Lloyd (Health Watch)</p> <p><b>Staff:</b> Peter Huntbach (Seniors Housing Manger) Hannah Barker (Resident Involvement Officer) Glyn Huelin (Head of Housing Repairs &amp; Improvement) Emma McDermott (Head of Communities, Equality and Third Sector)</p>		
Apologies	George Kouvaras (Leach Court)		
Venue	<b>Leach Court</b>	Produced by	Hannah Barker
Date Time	<b>31 July 2019</b> <b>10am- 12.30pm</b>	Minutes completed	<b>13 Aug 2019</b>

**Minutes & Matters arising - Update on actions from previous meeting**

	Description
<b>1</b>	Peter circulated information about recycling to all schemes. The Manor Paddock resident is available to talk to residents about how to increase recycling.
<b>2</b>	Somerset Point; 2nd door paint job was completed well, thank you. <b>Q:</b> Can funding be recouped from 1 <sup>st</sup> poor standard paintwork job? <b>Q:</b> would like to hear that sub-contractor won't be used again. <b>A: Action:</b> Glyn will follow up.
<b>3</b>	Sloane Court: lighting being installed. Mears kept residents waiting 2 hours to discuss what was wanted; dusk till dawn, pointing downwards. Scheme manager put report through.

**Items discussed, agreements and future action**

<b>1) Chairs Communications</b>
<p><b>Task &amp; Finish Group looking at new Repairs, Maintenance, Planned and Major Works contracts.</b> Running till end March 2020. Looking at: Avoid problems in early days of Mears, ensure smooth changeover, repairs desk and other IT contracting &amp; upgrading, training schedule, 85% staff coming over, 168 new staff, Resident Inspectors work to continue incl. looking at Key Performance Indicators.</p> <p><b>Cllr comment:</b> keep money in house, make services more responsive,</p>

importance of good communications.

**Tony McCoy elected as Seniors Housing rep on Task & Finish group.**

**Woods House** has 4 unwanted new tables. 2 to go to Leach Court, 2 to Sloane Court

## 2) New Community Engagement Team – Emma McDermott

New team will look at how the council engages with all communities; incl. faith, seniors, people with disabilities. How can we do better and how do we improve services. Resident Involvement Officers are now part of the new team, with Communities Officers. Can work with any member of the community. Continue with landlord services, now can also help in conversations with other teams. More flexible responsive offer. Team also sits with Jonathan Best, who manages the Communities Grant fund scheme, so we can link more easily with funding.

**Q:** Where will capacity come from? **A:** In part from the larger team and partly administrative duties being passed onto administrators.

**Q:** Gap in disability awareness and provisions for blind & partially sighted people. This reflected on by many individuals and groups. **ACTION:** Emma McDermott to meet with Tony to discuss further.

## 3) Update on Scheme review

*Paper: Brighton and Hove Seniors Housing Standards (DRAFT 2019)*

**Developing a standard for our bricks and mortar.** We have now heard back from the external consultant and those broad strokes. Now we look into detail and costing; e.g. sensory loss expertise in decorations. And with Seniors Housing Action Group and Tenant Disability Network; residents inform the report. E.g. adding mobility scooter storage and CCTV. Planning a full report to Housing Committee to ask councilors to agree Standard.

Are we heading in the right direction?

Example of standard: level access balconies. Most of our buildings are not purpose built and restrict access in various ways. Chair: Request for surveys on all current schemes; is it possible that these restrictions are improved? Standard shows difference across our schemes and feeds into level of investment needed.

Timeline; 1) agree standard 2) detail.

- perhaps residents would benefit from a fast communal broadband service provided by the council – into homes, so over and above the free access recently installed into communal areas.
- All schemes are fitted for Sky & Virgin Freeview.
- Voluntary social care provided informally between neighbors of concern; Communities team could take up these issues and help to support informal neighborliness.

**Action:** Peter to ask Estates; can we fit mini ramp over balcony entrance raised lip, to improve access for some residents to their balconies that cannot use them.

## 4) Peter Huntbach update

## ***Papers: Draft Welcome leaflet and Scheme Manager Service' about the offer***

**Scheme manager levels:** recent sick leave and annual leave has meant service under staffed. Looking into developing bank staff to help, as not always able to get agency staff. They will be able to do calls.

Some schemes have ability for residents to simply press an, "I'm okay" button. This doesn't suit everyone as some need more interpersonal contact.

**Q:** Why are scheme managers on training? Shouldn't they already be trained?

**A:** important to refresh some training, or introduce latest best practice, e.g. supporting bereavement commissioned by Cruise. What we need to do more is to share with residents what training our scheme managers are attending to help improve communications.

**Q:** how many scheme managers now? **A:** 26 or equivalent of 20 Full time = 920hours. This is an increase on our staff resource, plus other housing providers are reducing the number of staff. We know visible scheme managers are important, it's a service you pay for and we need to deliver.

**Point:** we need to have capacity to cope with absence and plan for it. Also, we have an aging workforce *and* need to look at recruitment and retention.

**Q:** Any resident scheme managers? **A:** on 3 sites, Yes.

**Door cameras video linked front door bells.** Could be fitted for people who it would be most helpful for. We don't yet have costings.

**Fall monitors** work anywhere in scheme, but don't locate where the person is.

**Action:** Peter to report that back and ask and how to solve it.

**Draft Welcome Leaflet:** intention to improve this leaflet – feedback sought. We do also meet new people, induction is an important part of the process for new lettings. Happy to also look at the induction process with Action group too.

**Q:** is there a link between scheme manager and Lettings team? **A:** Scheme managers are informed and they make a phone call. Still more to do on improving that service – e.g. speed of response is slow.

**Point:** Leaflet should point out to new tenants that they are moving into a community where there are opportunities to help each other.

## **5) Round Robin**

**Pet Friendly schemes Q:** When is decision? **A:** this is decided on a case by case basis. Sometimes we have empty properties where the only applicant wishes to bring a pet. Interested tenants need to speak with their Scheme manager.

**Any rules on parties and children? A:** grandchildren and friends can visit as long as they understand where they are

**Lift** still out of action at Slaone Court with confused story of work not being

done. **Action:** Glyn will look into this.

**Wifi in communal Areas** Delighted to have this and Sloane Court is applying for EDB quick bid for a properly accessible decent set up. (e.g. ergonomic mouse, accessible sized keyboard and screen) Research at Hampshire Court and Leach court where out of date poor standard equipment is seldom used.

**Response:** that equipment was bought some time ago with a government fund then. Equipment recommended at the time through SCIP (Sussex Community Internet Project)

**Info:** Guidance about using communal area Wifi has just gone to Scheme Managers.

**Action:** Peter to consider audit of digital equipment

**Alterations & Adaptations:** mainly wet rooms - good but takes far too long in some cases. Delays in assessment through to contractors installing. Chair is looking into this.

**Estates can do minor adaptations** e.g. handrails

**Residents happy when communications** inform us what is going on. E.g. Somerset Point regarding windows and doors, communications has been really good.

If residents have problems with major works or repairs, the Property & Investment Team can be contacted. 01273 293427

**Councilor final note:** Thank you for the invite and quality of debate here. Heard about your emphasis on maintenance and communication being key, that scheme managers are important and the adaptation process waiting times are unreasonable. Will return as much as I can, want to be accessible to you, appreciate the officers working for you too.

## Actions

1. Somerset Point; Can funding be recouped from 1<sup>st</sup> poor standard paintwork job? Would like to hear that sub-contractor won't be used again. **Glyn will follow up.**
2. Disability awareness and provisions for blind & partially sighted people is poor at the council. **Emma McDermott** to meet with Tony to discuss further.
3. **Peter** to ask Estates; can we fit mini ramp over balcony entrance raised lip, to improve access for some residents to their balconies that cannot use them.
4. Fall monitors work anywhere in scheme, but don't locate where the person is. **Peter** to report that back and ask and how to solve it.