Sheltered Housing Focus Group  
Tuesday 14th November 2017  
Minutes of Meeting

Present:

- Resident (PB)
- Resident (PS)
- Resident (CM)
- Resident (PB)
- Resident (SN)
- Resident (BA)
- Resident (JM)
- Resident (FP)
- Resident (BL)
- Margaret Hutchings (MH)  Sheltered Housing Manager
- Sue Rickard (SR)  Community Development Assistant
- Traci Dixon (TD)  Group Manager Support Services

1 Welcome

PB welcomed everyone to the meeting; PB has agreed to chair the meeting today.

2 Apologies

Apologies were received from six residents.

3 Minutes of last meeting

The minutes was agreed to be a true record.

4 Matters Arising

Selling of Part 1 Properties

TD stated she understands this has been raised at recent meetings. PB stated there are properties at Snakes Lane that have been sold and it seems age has not been taken into account. TD stated she will speak to Jan Tate and forward on an update in the minutes.

Update for the Minutes

TD has spoken to the Leasehold and Right to Buy Officer who has informed her that there has been no change in the policy to sell part 1 accommodation. However, it would appear that in the past there have been a number of part 1 properties that have been sold. The one that PB was referring to in Snakes Lane was actually sold back in 1989. It would also appear that there has been no conditions applied to these sold properties in relation to only letting to people of a certain age or selling on to people of a certain age which is very unfortunate. But this late in the day there is very little that we can do about it.
Those people who are experiencing anti-social behaviour issues regarding a leaseholder should speak to the Leasehold and Right to Buy officer who can look at taking action against their lease.

BA asked if it would be possible to have everyone’s unit next to their names on the minutes, SR to do this.

Chairs and curtains at Great Mead - MH stated she did chase this but BH stated it has still not been done yet. MH to speak to Craig Judge in Estates again. BH said the carpet on the 1st floor and the ground floor still needs to be done.

Safeguarding Update – is an agenda item.

Stephen McAdden House – SN confirmed the gate has been done; the dryer room is still an on-going situation. SN is not sure if the wooden strip in the laundry room around the shelf has been done. SN to have a look and if not inform the SHO.

Trees at Great Mead – MH stated Tony Holliday has this in hand and will be doing a walk about with Ian Brown.

Notice Boards – MH stated they are finalising another list of where the noticeboards need to go. TD stated it has been recognised that there needs to be a notice board in the communal lounges but not in the corridors.

TD stated they are also looking at retractable seats in the corridors; it will be fixed to the wall with a flip up seat, further information will be given.

WIFI – MH stated the fibre optic is being upgraded across the Borough, Beverley Gallacher has confirmed this will be going into every scheme and will be liaising with MH. They will be putting in Virgin Media and it is a free Wi-Fi and will also be included in the Hostels.

Smoking issues in schemes – MH stated this is not acceptable in the schemes nor is vaping, this should be mentioned in all residents meetings, if it is an individual then it needs to be reported to the SHO.

TD stated she is currently looking at Good Neighbour agreements; this will be going out to every scheme to agree things that are acceptable to you.

5 Safeguarding

TD attended the meeting to give an update on Safeguarding.

TD stated she is the Safeguarding Lead for South Essex Homes, there is also a Safeguarding champion on the Board. Every single member of staff has had online training on safeguarding and every 3 years there is refresher training.

If there are any risks reported whether its children or adults a form needs to be completed and then sent to TD. This can be anything from Financial abuse, trafficking, physical abuse, domestic abuse.

MH stated as individuals if you see something that is not right we need to be more vocal and report this. Better to report even if it is not a safeguarding issue.

TD stated hoarding now comes under safeguarding. They now have a hoarding panel and will address these cases. MH stated a lot of hoarding comes from a traumatic experience that has pushed them down that route.
TD stated we have a volunteering counselling service. We would work with them first and then if we feel they would need counselling we would then refer them.

6 Sheltered Housing Update

Fire Safety Meetings

MH stated they will be holding additional meetings within the next few weeks of what to do if there is a fire in the building. SEH have been round and renewed all the fire safety signs on the doors. MH stated if you do not attend the meeting then you will be visited.

MH stated this meeting is for Part 2 but they looking to do in Part 1’s as well. TD stated they are focusing on the tower blocks first then roll it out to others.

Residents meeting

MH stated at previous meetings they have mentioned about looking at how often these meetings happen as attendance seems to be very low. MH suggested holding them early evening and not as often. TD stated hopefully from the good neighbour agreements things like this can be looked into.

Fire Alarm Meetings

MH informed fire alarms meetings will be taken place shortly, MH asked the group to feed this back to the residents at their schemes.

Reviewing the service delivery in the schemes

MH stated they have met with the SHO’s and this will be changing slightly. We have amalgamated the groups and will be looking to introduce this in January. There will be no change but there may be a couple of different faces around, it will broaden the service but if anyone has any concerns please speak to MH.

Supporting People

TD stated there was an article recently in the Newspaper regarding pulling the Supporting people service in Sheltered schemes. The report was going to cabinet but has been withdrawn. TD confirmed everything written about the Careline service being scrapped is false and there is no need to worry, SEH is working hard so that this service continues.

7 Part 1 issues

CM stated outside Kingfisher there is a light on the wall, it has been reported but it seems to be caught up with her TV wire and when the light goes off she has no TV.

CM said it is a Security light, when it goes on there is interference on her TV. TD asked if anyone else gets this interference, CM was not to sure but said in July there was a complaint about the light to, so not sure if where it’s been repaired its somehow been connected to the TV wire. TD to speak to Keith Spencer when back in the office.

8 Future Agenda Items

Alzheimer’s Society – agreed to hold on the May meeting
Good Neighbour agreements – Traci Dixon
Update from Scrutiny report on Community Development – Traci Dixon
9 **Any other Business**

BH queried the light in the communal lounge at Gread mead has not been repaired, he was told they are waiting for a part to come in, MH asked if the SHO has chased this up? BH to speak to SHO to chase and also check with Customer Services. MH stated if this does not get resolved then ask the SHO to let her know.

JM queried he has reported to his SHO 4 times about the extractor fan in his flat being noisy, and he has heard nothing, this has been happening since July. JM stated the electrician did come out and said works need to be done but they have not heard anything since. TD stated she will look into this and will speak to Keith Spencer.

SN queried the men’s communal toilets have been out of action for a while as the ceiling is coming down. The men are now using the ladies toilets and it is now getting in a state. The corridor door also keeps being shut and there is a smell in the corridors, MH asked if it has been reported to the SHO. MH to check diary sheets and TD to speak to Daryl to chase the repair for the men’s toilet.

BA asked about the Annual Report to Careline and if this is available; MH stated it can be accessed via the website.

10 **Date of next meeting**

SR to arrange dates for 2018.

The next meeting to be held in February at Senior House, date to be confirmed.