

Minutes of the Sheltered Housing Panel Meeting at 1pm on Friday 14th January 2011 at Dunsop Court

Attendees

Dionne Nicholson – Supported Housing Manager, BCH
Jen Ellis – Customer Involvement Officer, BCH
Sandra Weston – Team Leader, BCH
Nicole John – Supported Housing Co-ordinator, BCH (minutes)
Dacia Warburton – Scheme Manager, BCH
Kelly Neale – Service Development Officer (Blackpool Council)
Seonaid Elliott – Engagement & Participation Manager (Blackpool Council)
Mr K Myers (Chair) – Aysgarth
Mr J Scholey (Vice-Chair) – Aysgarth
Mrs B Giles - Ibbison
Mr R Bartlett – Horsebridge
Mrs D Cameron – Borrowdale
Mrs E Lancaster – Bostonway
Mr A & Mrs C Edge – Molyneux
Mrs M Everett – Bostonway
Mr F Garton – Clayton Crescent
Ms J St Clair – Clayton Crescent
Mr E Hudson – Argosy

Apologies

Mrs M Roberts – Edmonton Place
Mrs B Regardsoe – Ashfield Court
Mrs P Richmond – Brisbane Place
Ms P Robinson – Cherry Tree
Mr B Stanley – Clifton Road

1. Minutes of the last Meeting/Matters Arising

The problem with parents parking on Aysgarth scheme when dropping/collecting children from Marton School is still an issue. KM has been informed that the road leading off Whernside is classed as private property because it is seen as the driveway to all the properties. KM will be writing a letter to the authorities to pursue this matter.

JE informed the attendees that the feature in the green corner of the autumn 2010 edition of the sheltered newsletter is the annual competition organised by the Mereside Tenants & Residents Association. The winners are commended at the Mereside Gala which takes place in the summer each year.

The Armistice Day celebrations which took place on the 11th November 2010 were a huge success with an excellent turn out at all three events. Lots of shoeboxes were donated for the appeal in which much needed items are

sent to Afghanistan to help the troops; over 250 shoeboxes were collected at Aysgarth scheme alone.

Connaught are now operating under the new name 'Fountains' following Connaught's grounds maintenance side going into administration. BCH's contract with Fountains for the grounds maintenance will terminate as of the 31st March 2011. A procurement panel consisting of BCH staff and tenants spent 3 days this week looking at the tenders from other companies and whoever is successful will take up this contract as of the 1st April 2011.

Attendees were reminded that they are to get in touch with the estate offices if they want to know if there are any spare scooter sheds on any of the schemes.

2. Sheltered Housing Consultation

Blackpool Council are currently reviewing the sheltered housing service and want views from sheltered tenants on their ideas to change the help they provide. Reviews like these are a regular part of the work of the Council to make sure that services are meeting the desired outcomes for their clients. The Council need to consider how they can continue to provide sheltered accommodation to meet the needs of our older residents while at the same time providing help for those people who are living in other types of accommodation.

So far, the review has shown the Council that the demand for help from both the warden call centre and Scheme Managers is less than expected, so they have reduced the contract with BCH to reflect this. BCH will be putting interim arrangements in place whilst the Council consult sheltered tenants on the future of the service. The future model of the service will be influenced by this consultation.

Before the Council make any decisions on how to change the service they need to know the views of sheltered tenants and would like suggestions on ways that things can be done differently. Therefore the Council will be issuing questionnaires to all sheltered tenants in which they are asked to consider two options. They are also carrying out consultation events at the Community Centres for each sheltered scheme over the next 5 weeks. Sheltered tenants are encouraged to attend although if they are unable to make the meeting then carers, relatives or friends can go on their behalf. Alternatively Kelly Neale (t. 01253 651958) from the Council will happily visit tenants in their homes if they or a representative cannot be present at their consultation event.

The Council are also looking for volunteers from BCH's Sheltered Housing Panel to sit on their review panel which will involve them playing a key role in developing the Council's service. If any members of the Sheltered Housing Panel would like to volunteer, or if anyone has any queries or would like any

advice or information on the Council's review, then they can contact Kelly Neale on 01253 651958.

3. Feedback from Tenant Liaison Forum

A consultation took place to finalise the sheltered housing 'Local Offers' which have now been agreed by the TLF and will now go to the board in February. These Local Offers will be in place as of April this year.

Customer Involvement are restructuring their service and have introduced a new scrutiny assembly. There will be two representatives from each service improvement panel who will be on the new assembly panel. This new assembly panel will monitor and scrutinise service to ensure that the local offers are being met. The TLF will continue but it is expected that the new assembly will take over as the new consultative body in July.

4. Service Standards and Performance Indicators

Unfortunately due to other priorities the Service Standards and Performance Indicator results for the last quarter have not been collated. These results will be brought to the next Sheltered panel meeting.

5. Newsletter

The Spring edition of the newsletter will be published in March 2011 so attendees were asked to let JE or NJ know of any articles or information that they would like to be featured in that issue.

EH asked if it was possible for the Scheme Managers to organise holidays for sheltered tenants but was informed that this is not part of the Scheme Managers remit, and he was advised to contact other community groups within his local area which may offer such services.

RB commented that he thought some sheltered tenants are not getting benefits which they are entitled to. He was advised to tell those people he feels are affected to contact the relevant authorities for advice. It was also raised that the Scheme Manager will go through these issues on a tenants support plan so will be able to offer advice and guidance to tenants at these meetings.

6. Service Improvements

There are no service improvements for this quarter due to the Council's review of the sheltered service. It was decided that due to possible changes within the service over the next few months that it would be impractical to make any improvements until the Council have made a decision on the future of the service.

7. Future Events

Customer Involvement will be hosting their annual Community Involvement Awards ceremony on Thursday 10th February 2011. Some of the sheltered

Scheme Managers along with some members of the sheltered improvement panel have been nominated for various awards. The 'Outstanding Contribution to BCH' award has now been renamed the 'Tony Fitzgerald' award in memory of the late Tony Fitzgerald who worked as the Customer Involvement Manager at BCH for many years who sadly passed away last year.

'Active at 60' is a £1 million government grant programme, offering funding to community groups to help people in their 60's keep active and make the most of their lives. The government feel that when people make the transition into retirement that they can lose their social network as they move out of employment and settle into a different routine, particularly those who have an illness or disability. Active at 60 offers funding to community groups to help people in their 60's keep active and make the most of their later lives. Local groups with less than £50,000 annual income can apply for these grants between £250 - £3,000 for work up to the 31st December 2011. Essential criteria is that successful groups will recruit at least one 'Active at 60 Community Agent', a volunteer aged over 60 whose role will be to encourage people to be more active and engaged with their communities. Applications must be in before the end of February 2011. To apply, please visit www.cfmerseyside.org.uk or call the Grants team on 0151 966 4604.

8. Customer Satisfaction

There were no complaints about the sheltered housing service in the last quarter. Although no official compliments were submitted either, many of the sheltered Scheme Managers received verbal compliments whilst carrying out their duties.

BG informed DN that the husband of the late Dorothy Shore has written a letter to compliment the service he received when his wife passed away. DN to speak to Customer First to find out if they have received this letter.

There are no plans as of yet for BCH to carry out another questionnaire of the entire sheltered service. This will most likely be done at the end of 2011, once all the changes to the service are in place.

AE raised the issue of problems with general needs tenants living above sheltered tenants on various schemes regarding drink and drug problems. A discussion took place and the attendees were informed that a policy is now in place so that any new tenants moving into a general needs property will only be housed above a sheltered tenant if they are over 40 years old and do not abuse drink or drugs. Attendees were advised that if they have any issues with problem general needs tenants currently living above sheltered properties then they must report every incident to the estate office so that they can build up a case for each offender so that they can be dealt with in the correct way.

9. A.O.B.

- AE raised the issue of there not being any communal bins around the Molyneux scheme with tenants having to take litter home with them to dispose. EH also commented that there are no dog fouling bins around the Argosy estate.
- Some attendees raised the subject of problems with certain groups excluding other tenants from attending and getting involved in activities at the Community Centres. JE will feedback this information back to BCH's Customer Involvement Officer Sandy Grundy who will contact those individuals with concerns to advise them.
- JC raised the question around the charges for Avonline which she has been paying for as a contribution in her rent. These payments have now stopped but she would like to know what happened to all the money she has paid in the past.

Next meeting

The next Sheltered Housing Panel meeting will be held on Friday 15th April 2011 at 2pm at Dunsop Court.