

**Sheltered Housing Service Improvement Panel Meeting (SIP)
Friday 25th November 2011 at 2pm Dunsop Court**

Attendees:

Patricia Robinson (PatR)
John Scholey (JS)
Keith Myers (KM)
Pauline Richmond (PR)
Bob Bartlett (BE)
Mary Everett (ME)
Brenda Giles (BG)
Sandy O'Grady (SOG) BCH Customer Involvement and Projects Team
Sharon Ellis (SE) BCH Support Housing Manager

Apologies:

David Greenwood
Edwin Hudson

1. Terms of Reference

All attendees were provided with a copy of the Terms of Reference for this Panel illustrating the purpose of the group which is to monitor and scrutinise the performance of the Sheltered Housing service. It was stated that all Improvement Panels have now adopted a Terms of Reference and Code of Conduct for each meeting. It is anticipated that after the next meeting a customer Chair and Vice-Chair will be appointed by a ballot process conducted by the Customer Involvement and Projects Officer.

2. Minutes of the Last Meeting/Matters Arising

This was the first meeting of the Sheltered Housing SIP therefore no previous minutes are available. SOG noted that minutes from this and forthcoming meetings will be sent to panel members within a fortnight of meetings taking place.

3. Sheltered Service Overview

SE handed out a power point presentation and discussed the Sheltered Service with members and noted that it comes within the Supported Housing Service which also includes Emergency Housing. It was noted that this is a new SIP focusing upon sheltered strategy and performance which has formerly been part of the Sheltered Forum agenda. The forum will now focus upon local sheltered and community issues and feed any general sheltered issues up into the SIP as appropriate. There will be a standing agenda item for reporting forum issues to SIP members.

BE asked why Queens Park community centre is included within sheltered centre management when it is not located on a sheltered scheme? SE responded that bookings and management for this centre are done via supported housing so we have taken this scheme on as part of general centre management.

BB asked how the review of client needs is undertaken? SE noted that this is completed in a client's home with the Support Officer and additional information from other appropriate agencies.

- Service standards. SE commented that we are due to review these for the sheltered area. National standards were introduced into the housing service in 2009 by the Tenant Service Authority (TSA) who oversee and monitor social housing providers including BCH. BCH was required to draw up new service standards in partnership with its customers know as 'local offers' and were tailored to what Blackpool's tenants specifically told us they wanted. This includes setting standards for each service area and how they can improve. Local offers are reviewed on an annual basis with BCH staff and customers. Each SIP meeting will include a report on how the service is reaching and measuring its local offers and highlight any areas for improvement and development.
- Local Offers for Sheltered Housing. This section has 2 local offers in place at present.
 1. Opportunity to provide floor covering in sheltered properties for new tenant upon moving in.
 2. Sheltered tenants be made aware of and have access to the handy person service.

SOG noted that we need to consider how we consult on the 'local offers' with the wider sheltered community and this forthcoming review can also include the community centres.

SE commented that new any 'local offers' need to be measurable so we can monitor these and review any improvements or decrease in the service.

- Team Plan. SE gave out a copy of the sheltered housing team plan for members to read after the meeting and to refer back to as necessary. SE noted that it is a large document and was for background information. SOG will draw up a jargon buster to go with the team plan.

4. Quarterly Report/Panel Report

This will be available for the next SIP by SE. SOG will provide a copy of this to all members 2 weeks prior to the SIP taking place. Members are asked to read the report and make any queries/comments to bring to the SIP for further discussion.

5. Service Development and Benchmarking

SE will be attending an event at Riverside Housing (Liverpool) along with the Customer Involvement and Projects Manager to share best practice in sheltered housing on 13th December 2011. Riverside are regarded as exemplary in their sheltered housing service. SE asked members to choose 2 workshops for staff to attend on the day which they felt would be useful to develop in their communities. Members chose 'guess whose coming to dinner?' on how to set up and run a dinner club and 'join our club' looking at establishing social networks and clubs within a local sheltered community.

ME asked if a member of this group could also attend? SE to look into this.

6. Complaints, Compliments and Comments

SOG explained that BCH has a new reporting and monitoring complaints system which will enable managers to report back to each meeting on the number of complaints, the severity of each complaint and the actions take for resolution. This will be included in the quarterly report and will also include any comments and compliments sheltered staff have received.

7. Satisfaction Results

SE explained that the whole of the Sheltered Service is formerly consulted on every 2 years, the main report from this will be taken to the group once it's completed. SOG noted that any ad-hoc surveys undertaken will be reported under this section.

- Sheltered Newsletter Survey (Oct 2011). SOG handed out a report for the recent newsletter survey and discussed highlighted section of the report.

8. Customer Involvement Activities

- Sheltered Forum - SOG handed out quarterly report from this group highlighting service improvements and forum activities. Noted that at each SIP a forum report will be made available.
- Sheltered Newsletter - SOG noted that this has been reviewed and findings will be taken to the next forum for further discussion.
- Coffee & Company - SOG asked that this item be discussed under value for money section.

9. Value for Money

SOG drew the panel's attention to the newsletter survey which had indicated that residents did not wish to attend any future coffee and company events regardless of local venue, guest speakers or refreshments being made available. SOG also gave statistics from the past 7 events held and noted that the average attendees were around 5 per event. At each event there are 2 members of BCH staff and a guest speaker. The lack of attendees at each event is not seen as a value for money method of consultation regarding the best use of staff time and financial resources to advertise the events.

Recommendation - SOG recommended to the panel that any future coffee and company events be cancelled? Panel members all in agreement.

10. Customer Issues

None.

11. Any Other Business

SOG suggested that all future meetings be held at Coastal House. All members in favour of this change of venue. SOG to arrange.

12. Date and Time of Next Meeting

Friday 24th February 2012 Coastal House 2pm.