

**Minutes of the Sheltered Housing Panel Meeting, 2pm
Friday 15th April 2011 at Dunsop Court**

Attendees

Sharon Buckley – Supported Housing Manager, BCH
Jen Ellis – Customer Involvement Officer, BCH (minutes)
Debbie Watts – Team Leader, BCH
Kelly Neale – Service Development Officer (Blackpool Council)
Mr K Myers (Chair) – Aysgarth
Mr J Scholey (Vice-Chair) – Aysgarth
Mrs B Giles - Ibbison
Mr R Bartlett – Horsebridge
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
Ms P Robinson – Cherry Tree
Miss L Child – Dunsop
Mr J Bryson – Dunsop
Mr E Pearson – Kilmory
Ms M Butler - Melbourne

Apologies

Mrs P Richmond – Brisbane
Ms B Regardsoe – Ashfield
Mr A Tuck – Kincaig

1. Minutes of the last Meeting/Matters Arising

- The parking problem at Aysgarth Court remains an issue – Councillor Lily Henderson is currently pursuing this matter.
- Community Involvement Awards – Congratulations to Julie Rhodes, Sheltered Housing Scheme Manager, who won the BCH Staff Award for her work on the Bostonway Sheltered Scheme. Brenda Giles won the Mature Persons Award for her work within the Ibbison Court community and John Scholey was highly commended for the Tony Fitzgerald Award for his work with Blackpool Coastal Housing.

2. Sheltered Housing Consultation

Kelly Neale, Service Development Officer, attended from Blackpool Council to discuss the findings from the consultations held in January/February. In total, 218 tenants attended the meetings and 270 questionnaires were returned with general opinions as follows:

- Customers were concerned about changes to the service and their views not being taken into account.
- Customers value the Scheme Manager and the service provided with personal contact regarded as very important.
- The intercom/Vitaline is a good safety net when the Scheme Manager is not available.

The majority (76%) of customers preferred Option 1 which involves assessment based individual tailored support. The next stage is for K Neale to write a report which details the recommendations – this will then be sent to the Blackpool Council Senior Management Team for a final decision to be made.

It was stated that a newsletter detailing these results will be delivered to all sheltered customers within the next two to three weeks.

A discussion took place into the findings and queries were answered as follows:

- 8 Scheme Managers are managing the 20 Sheltered Schemes and depending on the number of tenants and the locality depends on how many Schemes each Manager covers.
- The Scheme Managers do not currently have set days where they are based on a specified Scheme but attendees were advised to contact the Scheme Manager to arrange appointments or to use the intercom system to make contact when necessary.
- The equipment the Scheme Managers use will be changing and attendees were informed that the mobile phones currently being used will be replaced.
- When the pull chord is used this goes through to the Scheme Manager within working hours unless the Manager is on leave.
- If customers are going out on the day/s they are due to receive their call, they should inform the Scheme Manager before going out.
- Concerns were raised over more vulnerable customers. It was stated that the service is need assessed and tailored to individuals – therefore the more vulnerable a person, the more support they will receive. Similarly, if a persons circumstances change then the service will also be re-assessed and altered accordingly.

K Neale stated that the service will be constantly reviewed to monitor if there are any adverse effects and if the new model is not working then this will be passed

on to the Blackpool Council Senior Management Team. For further queries, attendees were asked to contact K Neale or S Elliott on 01253 476387.

3. Feedback from the Tenant Liaison Forum

It was reported that 3 projects had been granted funding in the second round of applications submitted to the Tenants Project Fund. The projects total £19,510 and were for the following:

1. BeSafe are to receive funding to purchase 15 additional bins for the Grange, Mereside and Queens Park areas to encourage dog owners to Bag and Bin their dog fouling. J Ellis stated that partnership working with the Estate Management Officers will be undertaken to site the bins in areas where dog fouling is a prevalent issue.
2. Blackpool, Wyre and Fylde Credit Union are to provide 800 appointments to customers across all BCH areas for help with setting up savings accounts and advice.
3. Furniture Matters are to receive funding to provide free Bulky Matters collections to 1000 tenants in 2011/12.

The Panel is to meet again in May to review the final applications submitted at the end of March.

The Decent Homes Funding received is £20.6 million over 4 years with the final two years provisional – an article was included in Spring Viewpoint with further information.

The proposed Assembly and Customer Involvement Structure has been approved by TLF and the BCH Board and is currently with Blackpool Council for final approval.

The issue of the provision of Scooter Sheds was also raised. After discussion it was stated that customers are required to write into the relevant Estate Office for permission – an Officer will then assess requests on an individual basis. It was suggested and agreed that an article on this be included in the next edition of Viewpoint.

4. Service Standards and Performance Indicators

Due to other service priorities, the results from quarter 3 (January to March) are yet to be received. It is anticipated that these will be reported on at the next meeting.

5. Newsletter

J Ellis handed out the draft of the Spring edition of the Sheltered Housing Newsletter. Attendees agreed that relevant and interesting information was included. It was suggested that local events in celebration of the Royal Wedding should be included in the next edition – J Ellis stated that this type of article is reliant on information being passed through and she asked for any information to be passed to her (Tel: 01253 477911 or jen.ellis@bch.co.uk).

6. Service Improvements

It was stated that Cherry Tree Community Centre has received a new kitchen.

A discussion took place into the Service Improvement Panel/Forum and its role. It was stated that the Service Improvement Panels are in the process of being formalised and a code of conduct and terms of reference are currently being drafted with the TLF. The role of the Service Improvement Panel will be at more of a strategic level and will monitor the performance of the service and improve and develop this where necessary. Attendees were asked to consider the following:

1. To change the current Forum into the Service Improvement Panel
2. To keep the Forum as an informal group which reviews the day to day service and also create a separate Sheltered Housing Improvement Panel to monitor the overall service on a strategic level.

After a discussion, it was agreed that the Forum should continue and a separate Improvement Panel be created. J Ellis is to write to all Forum members to gauge interest for the Panel.

7. Future Events

S Buckley explained that due to the service review and cuts which have been made, the Scheme Manager Coffee Mornings/Afternoons will no longer be taking place.

8. Customer Satisfaction

S Buckley reported that two complaints had been received in the past quarter; one of which was upheld and the other was not progressed. These have now been resolved. S Buckley explained that complaints and compliments etc would be discussed in more detail at future Improvement Panel meetings.

9. Any Other Business

- Sheltered customers being charged for the Community Centres – S Buckley informed attendees that the report completed by BCH is with the Council and a consultation/review will commence this summer.
- R Bartlett informed attendees that 'A bit of a Do' is being held in Grange Park on Sat 2nd July where schools and the CLC are working together with the local community.
- B Giles stated that she had received funding through the Active at 60 grant programme and is organising a garden party to take place at Ibbison Court – the date is yet to be confirmed but will be sent to members.
- The walkways surrounding Molyneux have been re-done, A Edge reported that residents are very happy with the work completed.

10. Date and Time of Next Meeting

AGM Friday 15th July, 2pm