

## **Minutes of the Sheltered Housing Panel Meeting at 2pm on Friday 15<sup>th</sup> October 2010 at Dunsop Court**

### **Attendees**

Dionne Nicholson – Supported Housing Manager, BCH  
Jen Ellis – Customer Involvement Officer, BCH  
Debbie Watts – Team Leader, BCH  
Nicole John – Supported Housing Co-ordinator, BCH (minutes)  
Julie Rhodes – Scheme Manager, BCH  
Mr K Myers (Chair) – Aysgarth  
Mr J Scholey (Vice-Chair) – Aysgarth  
Mr B Bartlett – Horsebridge  
Mrs B Giles - Ibbison  
Mrs P Richmond – Brisbane Place  
Mrs D Cameron – Ibbison  
Mr E Hudson – Argosy  
Mr E & Mrs R Pearson – Kilmory  
Mrs E Lancaster – Bostonway

### **Apologies**

Mr & Mrs Todd - Molyneux  
Mr B Stanley – Clifton Road  
Mr A & Mrs C Edge – Molyneux  
Mrs D Blackwell – Molyneux  
Mr R Wright – Argosy  
Miss L Child - Dunsop  
Ms D Shore – Ibbison  
Mr G Roberts – Aysgarth  
Mrs M Roberts – Edmonton Place  
Mr R Smith – Kinncraig  
Mrs M Everett – Bostonway  
Mr K Bennett – Argosy  
Mrs B Regardsoe – Ashfield Court

### **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 informed the group that the Highways Department sent a letter out to all tenants in the area asking them to vote as to whether they want there to be a no parking policy on the scheme. The percentage of people in favour of the no parking policy was too low so the parking situation will remain the same. KM will be attending a PACT committee meeting at Highfield School to meet with the head of the Highways Department about this issue.

The problem of tenants feeding birds on schemes has now been resolved.

Sheltered Housing Review – no update.

The Sheltered Tenant Handbook is now being given out to all new tenants who move into sheltered housing.

The magnifying viewers have now been distributed to all tenants who are partially sighted as BCH are no longer printing documents in large print.

## 2. Tenant Liaison Forum

The Decent Homes work that was being carried out by Connaught has now been shared between Mears and Forrest following this part of the business going into liquidation. The environmental and cleaning contracts with Connaught are still carrying on as planned.

BCH have made some considerable savings over the past year so the board have decided to introduce a grants programme called the Tenant Project Fund where community groups, police, social services and other agencies can apply for these grants in order to use this money in all different ways in order to improve BCH tenant's lives. The TPF will then look at each application for the grants and decide who gets the money.

Recently there have been a few scheme changeovers with some Scheme Managers becoming responsible for different schemes. This is only done when absolutely necessary.

## 3. Service Standards and Performance Indicators

The Quarter 1 results from the Service Standards and Performance Indicators which were set at the previous Sheltered Panel meetings have now been collated and are as follows;

<b>SERVICE STANDARDS</b>	<b>Good to be</b>	<b>Target</b>	<b>Quarter 1</b>	<b>Good/bad</b>
When a fault with the warden call system is reported we will fix it within 24 hours  (We feel that there may be a discrepancy in how this information was collated, so this will be looked into and we will report back at the next meeting)	HIGH	90%	87.5%	☹
We will complete a full support plan for tenants who decide they want	HIGH	89%	85%	☹

<p>support within 4 weeks of a tenancy commencing</p> <p>(It is thought that this service standard may be below target because tenants are given a moving in date, but don't actually move in until later due to being in hospital, decorating, etc... this service standard will be monitored and if there is no improvement after the next quarter then we may look at changing it to 4 weeks from the moving in date rather than the tenancy start date)</p>				
<p>We will complete a review of a support plan annually</p> <p>(BCH do this every 6 months)</p>	HIGH	85%	86.44%	☺
<p>We will aim to have a satisfaction level of 92% from tenants with the sheltered housing service</p>	HIGH	92%	92.3%	☺
<p>We will aim to have a satisfaction level of 64% from tenants that community centres are well maintained and clean</p>	HIGH	64%	64%	☺

<b>PERFORMANCE INDICATORS</b>	<b>Good to be</b>	<b>Target</b>	<b>Quarter 1</b>	<b>Good/bad</b>
The number of units available for letting as a percentage of the number in service	LOW	2%	2.1%	☹
The number of units occupied as percentage of the number of units available	HIGH	98%	97.9%	☹

<p>The number of hours worked in providing the service as a percentage of the total support hours</p> <p>(This figure will probably drop when the results for quarter 2 are collated as most Scheme Managers took time off for summer holidays during the last quarter. This figure should even out over the whole year)</p>	HIGH	90%	109.4%	😊
<p>The percentage of BCH sheltered tenants who continue to achieve independent living</p>	HIGH	97%	98.2%	😊
<p>The average number of hours it takes to fix a fault with a warden call</p> <p>(We feel that there may be a discrepancy in how this information was collated, so this will be looked into and we will report back at the next meeting)</p>	LOW	24%	41.55%	😞

#### 4. Customer Satisfaction

Attendees were given handouts of the results from the Tenant Conference which took place at the Winter Gardens on the 1<sup>st</sup> September. All sheltered tenants who attended our stand were asked to fill out a questionnaire about the service; the results are as follows;

- How would you rate the facilities in your Community Centre?

Very good - 50%

Good – 25%

Poor – 15%

Very bad 10%

- Do you feel safe and secure on your scheme?

Yes – 70%

Fairly – 25%

Not really - 0%

No – 5%

- How do you rate Vitaline/ Out of Hours Emergency Service?

Very satisfied – 55%

Satisfied – 25%

Dissatisfied – 15%

Very dissatisfied – 5%

- Do you feel you are able to have a say in what goes on where you live?

Yes – 60%

Sometimes – 20%

Occasionally – 5%

No – 15%

- How satisfied were you with the advice you received from Homestop when you moved?

Very satisfied – 85%

Satisfied – 5%

Dissatisfied – 0%

Very dissatisfied – 10%

-Were you satisfied with the support provided by your Scheme Manager?

Very satisfied – 80%

Satisfied – 10%

Dissatisfied – 0%

Very dissatisfied – 10%

- Do you use your Community Centre?

Yes – 72.2%

No – 27.8%

- Overall, how satisfied are you with the service you receive from Sheltered Housing?

Very satisfied – 73.7%

Satisfied – 21.1%

Dissatisfied – 5.3%

Very dissatisfied – 0%

The results from the questionnaires that were completed by non-sheltered tenants will be brought to the next meeting.

## **5. Newsletter**

The autumn 2010 edition of the Sheltered Housing newsletter has been drafted and is currently with the reading panel. JE asked the attendees to contact her or NJ with any comments or ideas for future articles following

copies of the newsletter being handed out. RB asked if the Social Services Direct number could be added to the useful numbers list. JE to action.

Attendees asked for information about the competition organised by Mereside Tenants and Residents Association which features in the green corner of the next edition of the Sheltered Housing Newsletter. JE to find out details and give an update at the next panel meeting.

## **6. Service Improvements**

All Scheme Managers have now completed their National Certificate of Professional Practice in Sheltered/Supported Housing awarded by the Sheltered Housing Network. After studying for the past year, the Scheme Managers celebrated their graduation on Wednesday 22<sup>nd</sup> September with a ceremony at Kilmory Community Centre where they were awarded their certificates by BCH Chief Executive Peter Jefferson.

The Deputy Scheme Manager post at Dunsop Court has now been filled and the new candidate will start on the 25<sup>th</sup> October. This post has been covered over the past few months by bank staff.

A new vending machine has been installed in the foyer of Dunsop Court for use by tenants and visitors. The vending company have put this machine in place at no cost to BCH. They will keep the machine stocked up, and as long as there is at least 20 drops a day then the machine will remain.

BCH are now using a new housing management system called Orchard which came into effect as of the 4<sup>th</sup> October. We are currently on phase 1 of this system with phase 2 starting next year which will affect sheltered housing. The Scheme Managers visits to tenants will still continue, with the new system being introduced to help the Scheme Managers carry out their day-to-day job more effectively.

BCH staff will be moving into the new office 'Coastal House' in the town centre on the 1<sup>st</sup> November. All telephone numbers for the service will remain the same. The new address is;

Blackpool Coastal Housing  
Coastal House  
17-19 Abingdon Street  
Blackpool  
FY1 1DG

Attendees asked if BCH will hold an open day for tenants to have a look round the new office. DN to enquire if this is possible.

## **7. Future Events**

Armistice Day (also known as Remembrance Day) celebrations will be taking place at KinCraig, Aysgarth and Dunsop Court Community Centres on Thursday 11<sup>th</sup> November. There will be various activities taking place along with the collection of shoeboxes filled with much needed items which will be sent to our troops in Afghanistan. Attendees were advised to contact their Scheme Manager if they would like to attend one of our events or would like to donate something for our shoebox appeal.

All BCH staff will be attending the annual staff conference all day on the 5<sup>th</sup> November therefore there will be no Scheme Managers on the schemes on this day so Vitaline will be providing emergency cover.

## **8. Local Offers Consultation**

The Tenant Services Authority is now the independent regulator for affordable housing in England. As the new regulator they have taken a different approach to regulating a sector that provides homes for more than eight million people in over four million homes. In place of thousands of pages of red tape, made up of over 50 detailed circulars and guidance notes, they have set out six clear standards focused on outcomes that social housing providers must meet. These standards are the centrepiece of the TSA's new regulatory framework. They describe the outcomes the TSA want to see delivered and the specific requirements they expect social housing landlords to comply with in meeting these outcomes.

The TSA believe the best place for the quality of services to be discussed, agreed and scrutinised is locally, between providers and their tenants. So the standards require providers to set out what they offer to tenants by developing 'Local Offers' that should reflect the priorities of our tenants. All BCH services are currently consulting with tenants and jointly developing our 'local offers'. This process began at the Tenants Conference with over 700 individual consultations taking place on the day. The information from the conference is now being analysed by service managers and each Service Improvement Panel has been asked to develop and draft local offers that will then be agreed by the TLF and BCH Board.

The attendees were split into various groups and asked a variety of questions on the sheltered housing service. These answers and comments will now be collated and used to draft local offers for the service.

## **9. A.O.B.**

- RB asked if the old Connaught office above Horsebridge Community Centre could be used as a new meeting room for tenants and the community. DN to find out the plans for this room once Connaught have vacated
- Attendees asked if they could have some copies of the Older People's Handbook – DW informed the group that a new version of this handbook will

be issued in March next year so these will be given out then but in the meantime tenants can get a copy of the existing handbook from their Scheme Manager

- JS raised the issue of the gardening not being done on Aysgarth Scheme as he is a green warden and has not been able to contact Ian Herbert to find out information of when Connaught will be attending to the problem. He has left various messages, has had calls cut off and has had none of his calls returned. JE explained that there has been a recent problem with Vodafone which has caused calls to be cut off as the voicemail service has been out of order but this should be sorted once we move to the new office. DN to ask Ian Herbert to contact JS with an update. Other attendees also commented that the weeding hasn't been done on Argosy scheme for over 12 months and the low planters at Ibbison are overgrown with weeds which are encroaching on the pavement, DN to speak to Connaught about this problem.

- KM raised concerns about the scooter sheds on Aysgarth scheme which are being pulled down when a tenant passes away rather than being left for other tenants to use. This issue is currently under discussion.

- There is a problem with the flags lifting on Aysgarth scheme leaving the pavement uneven. BCH vans had been parking partly on the pavement but this has now been resolved and the vans are now parking on the roads although the cars used to pick up children from Marton school are still parking on the pavement.

- EP asked what his next door neighbour on Kilmory Place would have to do if he wanted to install a lamp over his disabled ramp outside his front door. A discussion took place and EP was advised that his neighbour would need to get permission from the estate office and then it would be best to speak to his social worker or occupational health as they may be able to get a light fitted free of charge or at a discounted rate. If this is unsuccessful then he would have to pay for it himself.

- Value for Money is high on the agenda at BCH at the moment so we are trying to ensure we are providing VFM for tenants at all times. In November we will be starting to carry out MOTs on properties to get small repairs done before the problem gets worse and more costly.

- Attendees were asked if when a new tenant moves in we combine their welcome visit from the estate office and the support visit from the Scheme Manager, so that they just have one visit from their Scheme Manager rather than two visits so that information isn't duplicated. The estate office would still visit after 6 months. A vote was taken and 9 people voted in favour of this change and 1 person voted against it.

- PR asked if BCH could clean out her bin cupboard outside of her property on Brisbane Place. BCH staff advised that this was not possible and she would have to contact a private company to clean it. One of the attendees recommended PR contacts 'Tower Cleaning' as they may have the equipment to do this.

**Next meeting**

The next Sheltered Housing Panel meeting will be held on the 14<sup>th</sup> January 2011 at 2pm at Dunsop Court. Lunch will be provided.