

## Minutes of the Sheltered Housing Forum Meeting at 2pm on Friday 25<sup>th</sup> June 2010 at Dunsop Court

### Attendees

Sharon Buckley – Supported Housing Manager, BCH  
Dionne Nicholson – Emergency Housing Team Leader, BCH  
Jen Ellis – Customer Involvement Officer, BCH  
Nicole John – Supported Housing Co-ordinator, BCH (minutes)  
Suzanne Hemmings – Scheme Manager, BCH  
Mr K Myers – Aysgarth (Chair)  
Mr J Scholey – Aysgarth (Vice-chair)  
Mrs P Richmond – Brisbane Place  
Mrs D Cameron – Borrowdale  
Mrs J St Clair – Clayton Crescent  
Mr B Bartlett – Horsebridge  
Mr F Garton – Clayton Crescent  
Mr B Stanley - Tarnside  
Mr R Wright – Argosy  
Mr E Hudson – Argosy  
Mrs E Lancaster – Bostonway  
Mr & Mrs Smith – KinCraig  
Ms D Shore – Ibbison

### Apologies

Mr J Bryson – Dunsop  
Miss L Childs - Dunsop  
Mrs B Giles – Ibbison  
Ms Pat Robinson – Cherry Tree  
**Ms D Blackwell - Molyneux**

### 1. Annual General Meeting

Keith Myers and Brenda Giles were nominated as Chair of the Sheltered forum for the next year. JE gave out ballot forms for all attendees to vote and Keith Myers was elected as the new Chair. One nomination was submitted for Vice-Chair and all attendees were in agreement that John Scholey should be the new Vice-Chair.

### 2. Minutes of the last Meeting/Matters Arising

SB introduced Dionne Nicholson to the group. It was explained that SB is going on maternity leave on 9 July and Dionne will be managing the sheltered service until April 2011.

No cold calling signs on Aysgarth scheme – trading standards informed BCH that there is no money to fund permanent street signage but they agreed to put up temporary signage but this has not been done. SB advised that KM could chase this up with Trading Standards on 478375.

SB to give KM contact details of the highways dept. to follow up.

Parking problem on Aysgarth scheme – a meeting was due to be held in April between various agencies however no feedback on this has been received. SB to follow up and KM could also contact Highways direct on 476438.

Birds – attendees raised the issue of the problem of birds making a mess on cars in the road on Bostonway scheme. Attendees were advised that if others are feeding birds and causing this problem it should be reported to the estate office. The problem of pigeons on Aysgarth scheme seems to have been resolved following letters being sent to tenants.

Sheltered Housing Review – Pauline Richmond represented the forum at the Sheltered Review meetings which have taken place between BCH and the Council in order to review the entire sheltered service. The information which came from this meeting is now being processed by the Council and we are awaiting the results and feedback. Any proposals which they suggest will be put forward for consultation.

Tenant Handbook – this has now been printed and is being handed out to all new tenants who move into sheltered housing. It was commented that the handbook is very good.

Magnifying viewers – these have now gone out to tenants listed as being visually impaired. Anyone still requiring one should contact a member of BCH. There is also one kept at each of the community centres.

### **3. Feedback from Tenant Liaison Forum**

SB reminded the group that the new Chair and Vice-Chair will now be representing the Forum at the Tenant Liaison Forums for the next year.

JE fed back from the last TLF meeting. She informed the attendees that a new project fund is going to be launched mid-July. It is called the Tenant Project Fund where tenants can apply for funding to benefit their local community. There will be a Tenant Project Fund panel who will look at the applications and decide exactly who is given the money. One member of the Sheltered Forum is to sit on this panel. JE will send out further information to all forum members and anyone wanting to volunteer is to contact her.

### **4. Service Standards/Future Meetings**

Service standards for the sheltered service have been agreed and so the results of how BCH are performing will be reported back at the next forum. SB asked the attendees if the dates of the next forums could be altered so that they fall just after the results are published and everyone was in agreement, so the dates will be changed and sent out with the minutes to all members.

## **5. Satisfaction Survey**

The satisfaction survey results have all now been collated and published following an excellent response. These results are included in the newsletter which will be issued next month. The overall result was very positive, especially with regards to the sheltered Scheme Managers.

SB asked for feedback on why the response to the question on 'Satisfaction with Advice on moving home' was only 46%. Two attendees stated they had found the process of transferring between BCH properties very difficult. Sb will feed this back to the Lettings team.

On the repairs and Maintenance section attendees from Clayton Crescent raised the issue of the recent decent homes work in which their bathrooms were designed incorrectly and are now having to be altered. Tenants felt that they were not consulted on the design and so the new design does not cater for disabled people. Mears are dealing with the issue and have promised to rectify the problem for those tenants affected. Dorothy Cameron also commented that her move from Ibbison to Borrowdale was problematic with her new property not being in a safe condition to live in. Mark Humphries has sorted some issues out for her but SB to follow up the other outstanding issues.

It was noted that the satisfaction with the promotion of social activities was also low. This was discussed at the previous forum and agreed that it is very dependant upon whether tenants wish to get involved in activities on their scheme which many do not. However, this will be something the sheltered team will be looking at in the near future and will discuss ideas at future Forum meetings.

Mr Wright informed attendees that he let a female into his flat on Argosy scheme who was apparently collecting for charity and she stole his wallet. Please can all tenants be extra vigilant and always ask for ID when anyone wants to enter their premises who they do not already know. SB suggested an item on doorstep security is included in the Sheltered Newsletter.

Mr Wright also stated that Horsebridge is full of litter. SB to pass this on to the Environmental Contracts Manager.

The ASB satisfaction survey results were low so it was suggested that the ASB manager attends the forum to speak to tenants to try to get some feedback and suggestions for improvements.

A smaller survey designed specifically around the sheltered service will likely be sent out to tenants in the new year to see if any of the areas have improved.

## **6. Tenant Conference**

BCH are having the annual Tenant Conference on Wednesday 1<sup>st</sup> Sept at the Winter Gardens and the sheltered service will be having their own stall. If attendees have any ideas as to what they would like to be included on the stall then please pass your ideas on to a BCH staff member. Also, if any members of the forum would like to volunteer to help on the stall then again please contact BCH.

## **7. Newsletter**

The draft of the summer newsletter has been completed and will be published mid-July. A copy of the newsletter and feedback form was given to all attendees, so any comments or feedback would be greatly appreciated.

## **8. Website**

SB went through the Sheltered section of the website and attendees were asked for their views on the content. It was suggested that a section on rules about pets could be included in the FAQ's section and also a page on the website advertising activities which are on at the various centres. NJ to update website to include these.

Attendees also asked if a section could be included in the next newsletter on where they can access free I.T. NJ to include this in the next edition of the newsletter.

## **9. Any Other Business**

i) Mr Smith raised the issue that the heat detector in his kitchen is above his stove so it goes off anytime he cooks. Also, the alarm is activated just by the steam from having a shower. SB to speak to Bob Wolstencroft the BCH engineer who oversees the warden call system and smoke alarms to look into this issue.

ii) Attendees commented that they really enjoyed and benefitted from the 8 week BCH Academy which they recently went on. Some attendees asked if the next course could have alternative days as some people can't always attend on a Tuesday. JE to feed this back.

iii) Mr Smith commented that he has not received a copy of his support plan back off his Scheme Manager. SB to chase up.

iiii) A question was asked about rent statements and what the 'rediffusion' charge relates to. SB will investigate and feed back.

## **Next meeting**

The next Sheltered Forum will be held on the 15<sup>th</sup> October 2010 at 2pm at Dunsop Court.