

**Minutes of the Sheltered Housing Panel Meeting, 2pm
Friday 15th July 2011 at Dunsop Court
Including the Annual General Meeting**

Attendees

Sharon Buckley – Supported Housing Manager, BCH
Sandy Grundy – Customer Involvement Officer, BCH (minutes)
Debbie Watts – Team Leader, BCH
Sarah Stott – Support Officer, BCH
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 Edge – Molyneux
Mrs C Edge – Molyneux
Mrs M Everett – Bostonway
Mr F Garton – Clayton Crescent
Mr E Pearson – Kilmory
Ms M Butler - Melbourne
Ms B Regardsoe – Ashfield
Mrs P Richmond – Brisbane

Apologies

Ms J St Clair – Clayton Crescent
Ms P Robinson – Cherry Tree
Miss L Child – Dunsop
Mr J Bryson – Dunsop

Annual General Meeting

1. Welcome by Chair

Keith welcomed all to the meeting. Sandy was introduced as the new Customer Involvement Officer supporting the Sheltered Forum. All present thanked Jen for her dedication and hard work with the forum over the previous years.

2. Thanks from Chair

Keith thanked everyone for their support over the last 12 months and formerly stood down as resigning chairperson.

3. Election of new committee

Sandy presided over the elections. Nominees are as follows:

Chairperson

Keith Myers
John Scholey

Brenda Giles

Ballot papers were issued out to all present. Results as follows:

Brenda received 6 votes

John received 2 votes

Keith received 5 votes

Brenda accepted the post of new chairperson and thanked all present and Keith for commitment of the last 12 months and took the chair.

Vice-Chairperson

Nominees as follows:

Brenda Giles

John Scholey

Since Brenda has accepted the position of Chairperson John is automatically nominated as vice-chair. John accepted the position.

Dates for this next 12 months will be as follows:

Friday 21st October

Friday 20th January

Friday 20th April

Friday 20th July – Annual General Meeting

AGM closed

Open Meeting for the Sheltered Forum

1. Welcome

Brenda took the chair and welcomed all to the meeting.

2. Minutes of the last Meeting/Matters Arising

Matters Arising.

- The parking issue at Aysgarth Court updated. Cllr Stansfield is now taking up the issue from Cllr Henderson.
- Sheltered Housing issue arose regarding support visits at Bostonway. It was noted that some customers have not been receiving their scheduled visits. Debbie reported that the Support Officer is undertaking visits/call as per each customers support plans. The issue over missed visits/calls on Bank Holidays has been noted and those customers down to receive support calls/visits will have them the day after a Bank Holiday.
- Newsletter. Sandy will be co-ordinating the newsletter in future.
- Sheltered Review. This is still ongoing.
- Ibbison Court. Brenda noted that the garden at the rear of the centre has been entered for an award. There will be a garden party organised and meeting of the forum to be invited. Brenda will notify nearer the date.

3. Tenant Liaison Forum update

Sandy noted that the previous TLF meeting discussed the following topics:

- Empty offices in the town centre and now being used to display young people's art work.
- The new arrangements for customer involvement and the Assembly scrutiny panel are still awaiting approval from housing client in the council.
- Sheltered housing review was also noted and information about the new service was given.
- Tenant Project Fund was discussed and noted that funding is still available and applications are now being taken.

4. Future meetings and Service Improvement Panel (SIP)

Sharon asked if the members would like to change the venue for the quarterly forum meetings. All agreed that Dunsop Court was suitable and would like to remain here. The date would remain a Friday at 2pm. Sandy to set this next years dates with the co-ordinator Glynis.

There will be a new Service Improvement Panel for Sheltered. This will be facilitated by Sharon Buckley and Sandy. The panel will focus upon a more strategic level of issues and will help to monitor and scrutinise the supported housing service. Jen had previously asked members of this forum if they wished to join the panel and we now have a list of those who wish to take part. Sandy will be setting the date for the first SIP in the near future. Items such as service standards and performance will go to the panel. The Forum will take a more local level and focus upon community issues.

5. Newsletter

Sharon asked all present for their opinions on the Sheltered Newsletter. It is quite costly and we send out of around 800 copies to sheltered customers. It was asked if members had any thoughts on the newsletter being reduced in size, or reduced from quarterly to bi-annually? They were asked what articles they found interesting and what they would like to see in future. It was noted that many sheltered residents are not aware that they are able to contribute articles to the newsletter. Sandy will ensure that this is publicised in the main newsletter Viewpoint to ensure that all sheltered customers are aware that they can contribute. Members asked that each sheltered area try and put something of interest to them into it and also maybe a do you remember section for days gone by in Blackpool? Sandy will be asking at the coffee & company sessions to gauge other sheltered customers thoughts on the newsletter. Also suggested that the newsletter be renamed. All suggestions welcomed and to be forwarded to Sandy. (Tel: 01253 477911 or sandy.grundy@bch.co.uk).

Suggested items as follows:

IT courses by age concern

Fly tipping and who to contact to pick items up

Mary (Bostonway) had an article regarding future trips

6. New Home Information Pack

Sharon asked members what they thought would be useful in the sheltered new tenant information pack?

- The role of the support officer and what they can and cannot do.
- What can tenant expect as part of their support service during and after working hours. (Support Officer and Vitaline).

Sharon will do a draft and bring back to the next meeting for further discussion.

7. Coffee & Company

The Support Officers will no longer be undertaking these events; it will be Sandy and Glynis who will be facilitating these. Sandy gave out a list of the Summer Coffee & Company dates and venues and noted that these will be issued to the group. The first event will take place at Argosy community centre on 27th July at 1pm.

8. Any Other Business

Brenda asked if members had any other issues they wished to raise.

- Ashfield Court has issues regarding residents throwing food out for birds over balconies and attracting vermin due to the quantity and nature of the food being thrown out. Debbie W. to pass to estate office. (Actioned 19/7/11).
- Melbourne Court large number of pots are causing a trip hazard on the walkways. Debbie W. to pass to estate office. (Actioned 19/7/11).
- Molyneux Drive has rubbish bags being put out to a long time prior to the bin collection day. Sandy to pass to housing office.
- Argosy Court. Issue over limited parking spaces and visitors using these. Confirmed that visitors to the flats can park in these spaces and no restrictions can be placed on them only being used by residents.
- General query regarding the centres being able to play music. Confirmed that any events taking place by user group which involved playing music will need an entertainment licence.
- Aysgarth Court. Query regarding replacement of kitchens and bathrooms rather than windows was noted. Resident felt that the windows were in greater need of replacing. Sandy to pass to Ian Grimshaw. (Actioned 20/7/11).
- Noted by John S. that he is finding it difficult to speak to Ian Herbert regarding Green Warden issues. Sandy to ask Ian H to contact John. S. (19/7/11 Ian H. spoken to John S.)

9. Date and Time of Next Meeting

Friday 21st October – 2pm Dunsop Court

Friday 20th January – 2pm Dunsop Court

Friday 20th April – 2pm Dunsop Court

Friday 20th July – Annual General Meeting – 2pm Dunsop Court