



Sheltered Housing Panel Minutes

27th May 2009
Greenfields, Goxhill

Attending:

Karen Ruscoe (NLH)
Ian Bridge (NLH)
John Healy (NLH)
Malcolm Dunderdale – Chair (Greenfields)
Mrs M Howe's (Day Close)
Mrs R Wilkinson (Day Close)
Ron Hurrell (Martins Close)
Alex Killen (Martins Close)
Meg Chafer (Wells Court)
Mr H Cox (Wold Court)
Mrs D Garbutt (Wells Court)
Mary Southgate (School Close)
Samuel Briggs (School Close)
Terry Chatwin (Hallcroft Close)
Mr G Denton (Manor Gardens)
Mrs J Hall (Manor Gardens)
Dorothy Franks (Chatterton Crescent)
Norah Morley Koyich (St Peters Close)
Mr Bunting (Pryme Road)
Mrs Smithson (Healey Road)
Ms Ireland (Broadlands House)

Apologies:

1. Welcome & Introductions

Ian opened the meeting and welcomed everyone. Malcolm Dunderdale agreed to Chair the meeting.

2. Minutes of previous Meeting & Matters Arising

- Hallcroft Close - Following an inspection of No 5 Mowbray Close the elderly resident was instructed to go up into the loft to check if the roof insulation remains wet or has dried out.

- At the previous meeting it was suggested that a manager or officer from the Improvement Team or Repairs Team be invited to attend the next meeting, had an invite been sent?
- Ian gave an update on the cleaning review informing the group that ALL schemes will be reviewed with regards to cleaning; going forward Ian would like to see residents monitoring standards etc. Tender to be advised on once complete.
- The panel asked if a deputy could be elected to attend Community Voice should the Reps not be able to attend, after consideration it has been decided that if both reps are unable to attend then a deputy could attend in their absence. The group nominated Terry Chatwin as the deputy.

The minutes were approved as a true record.

3. Draft Sheltered Housing Agreement

Ian explained the draft agreement had been developed to include updated, relevant information and reps are requested to read through the document and feedback any comments by the 2nd week in June. Ian pointed out that where possible we will work with tenants to produce a joint workable agreement the exception being where legislation prevents change.

4. North Lincolnshire Homes (Update)

John Healy explained we currently have 3,000 service users of these only 650 of these are engaged with NLH, therefore NLH wish to widen participation opportunities for all service users.

Over the next couple of months John will be visiting all schemes to engage with tenants utilising existing coffee mornings etc.

Ian thanked the residents of St. Martins Close for their community involvement on the major repairs programme.

Ian explained that NLH are still waiting for a date regarding the tender. Currently NLH have to work on an expected/forecasted outcome.

What is the delay? NLH are looking at how the service is being delivered, there is a possibility the service may be fragmented, currently no decision has been made. NLH receive £545k per year

from Supporting People and support charges are on property not the person.

Issue to be raised at Community Voice as service users feel that they should be involved in speeding up the process.

5. Scheme Issues (Representatives)

- Manor Gardens – Grass cutting service, workman refused to cut some areas.
- Questions asked over the future of the garages.
- St Martin's Close – the scheme rep has asked if Sheltered Panel meetings could be arranged no more than 10 days prior to the Community Voice meetings.
- Weeds in the area require attention.
- Request to have all the windows at the scheme cleaned, scheme rep insisted this was a promise in the offer document.
- Rep asked if it would be possible for one manager to coordinate the whole service, Ian explained that at the moment this would not be possible.
- Hallcroft – Rep requested windows in the communal room be cleaned inside and out.
- Wells Court – Tenants very pleased with their new windows
- Scheme rep reported the scheme had been informed furniture not bought by NLH would be removed and residents are very unhappy at the prospect of having their homes dismantled. Ian explained some schemes have an increased fire risk due to the quantity of furniture in their communal rooms, he went on to point out NLH are audited to comply with legislation, fire risk assessment are carried out and Ian agreed tenants could assist in these assessments.
- Fire assembly Point – Board still missing.
- Wold Court – No issues
- St. Peters Court – Rep asked for CCTV cameras in the area, Ian explained that NLH respond by installing cameras when there is a specific problem in an area e.g. ASB, cameras are not installed permanently.
- School Close – Guttering on the Fieldside bungalows require cleaning out.
- A tree at 41 Fieldside is dangerous and requires attention.

- Chatterton Crescent – Windows are in a very poor condition, rep reported tenants cannot close windows once opened and feels this is a risk to the elderly residents.
- Broadlands – The improvement programme has started a year ahead of schedule and tenants are very pleased.
- Scheme signs require repositioning.
- Bin store very untidy.
- Pryme Road – Tenant of 23 Healey Road received a new front door but pointed out it was the back door which requires repairing/replacing.
- The area requires attention for weeds.

7. Date of next Meeting

It was agreed to hold the next meeting at Wells Court, Broughton.

Next Meeting to be held at
Venue: Communal Room, Wells Court, Broughton
Date: Friday 11th September 2009
Time: 1.30pm – 4.00pm
All representatives will be sent a letter of invite.