



**Minutes of Sheltered Housing Forum held at Hall Close Bourn
on the 18th April 2019**

Attendees (Tenants/Leaseholders)

Wendy Head (Chair)(WH)	Balsham	M. Saunter (MS)	Cottenham - Franklin Gdns
Les Rolfe (LR)	Bourn	Monica Connolly(MC)	Cottenham - Stevens
Patti Hall (PH)	Cottenham - Franklin	Adrian Prentis (AP)	Cottenham - Stevens
Bridget Hopkins (BH)	Gt Shelford	Stephen Pauling (SP)	Duxford
Janet Howard (JH)	Fulbourn - St Vigor's	Gary Warboys (GW)	Duxford
Roger Howard (RH)	Fulbourn - St Vigor's	Joanne Bailey (JB)	Duxford
Annette Tite (AT)	Longstanton	Neil Dyer (ND)	Duxford
Cyril Tite (CT)	Longstanton	Trevor Ayers (TA)	Girton - Orchard Close
Marion Mason(MM)	Gt Shelford	Shirley Chapman (SC)	Girton - Orchard Close
Jan Bilton (JB)	Gt Shelford	Barbara Wood (BW)	Girton - Orchard Close
Ellen Mynott (EM)	Bourn	Nancy Chisholm (NC)	Gamlingay
Kevin Neville (KN)	Bourn	Bob Petch (BP)	Gamlingay
H. Pheasant (HP)	Cottenham	June Loosley (JL)	Grantchester
Joyce Howlett (JHo)	Grantchester	Betty Martin (BM)	Grantchester
Tony Hoggett (TH)	Harston	Nicci Hoggett (NH)	Grantchester
Jan Walker (JW)	Gt Shelford		

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Peter Moston (PM)	Resident Involvement Team Leader
Helen Pagram (HP)	Resident Involvement Officer
Debbie Barrett (DB)	(Interim) Neighbourhood Services Manager
Shirley Stephen (SS)	Community Impact Team Leader
Kate Swan (KS)	Leaseholder Team Leader

Guests

Angela Lewell (AL)	TPG/Sheltered Housing Forum Secretary
Don Carver (DC)	SP Landscapes

No	Topic	Actions
1.	<p>Apologies - Derek Gulliver - Carol Gunthorpe - Betty Murpy - Geraldine Storey - Tony Archibald</p> <p>Please advise Wendy Head (Chair) on 01223 894394 or e-mail:- wendymhead@yahoo.co.uk if you are unable to attend the next meeting or if there is any particular subject you would like to see on the agenda in future.</p>	All

2.	<p>Minutes of the previous meeting</p> <p>The minutes of the previous meeting were taken as read, agreed as a true record, and signed by the Chair.</p>	
3.	<p>Matters arising</p> <p>None</p>	
4.	<p>Don Carver - Team Leader Grass Contract</p> <p>DC said he also does hedge maintenance as well as the grass. He does not work in January. Have won contract for another 5 years and the obligations have not changed.</p> <p>Grass - Bit bizarre at present (due to good weather). Too much grass on top of grass. The rotary mower picks it up and then drops it down. Specialist blades cut it again. If you cut grass longer, it's not short enough. Need to get a compromise. Plenty of dandelions and daisy's. A finer cut does not cut the daisy's, they duck when you go over them.</p> <p>Vegetation Clearance - There are garden's, trees to be done but this is the nesting season. Do on site investigation and leave and will come back when the birds have gone.</p> <p>Areas - There are areas with bone of contention, may break windows, smaller areas. spray off and places wild flowers grow. Car parking is becoming an issue, because they are parked where we cut. We are very approachable and are happy to work with you.</p> <p>BW said blowers are used to get grass off of footpaths but last time at Orchard Close this didn't happen. DC will look into this.</p> <p>BP said weed killer is used on the grass as well as weeds. DC said there are often obstacles to get round, like posts. BP replied it's not just posts but the edge of the grass. A strip wouldn't be an issue but don't want it done. DC said just let me know where and it will not be done. Will have a look when next at Gamlingay. DC asked if all other's happy, yes very was the reply.</p> <p>TH said Harston is just like a mud pit. DC said I refute that. TH replied it's only when it's wet, come into my house and see what I bring in. Not worried about the grass, it's the mud. DC will monitor this. TH said before mower gets there strim the mound. DC said don't have options or control of weather. Won't be back at Harston for 6 weeks.</p> <p>PM said fitting different cutters to mowers and there is a time scale for this. DC replied trying to find a contractor for this, who's got them and ensure they do what's on the box. Cost between 5 and 7 hundred pounds per machine. This is a long term investment, even if only 1 to trial. 12 cuts a year is in place and stays.</p> <p>Gentleman from Duxford said he cuts his own lawn but a lady on her own cut it so won't cut it next time. DC very aware of who cuts grass. Some it's like their own Wembley's hallow turf. If new tenant happy to knock on her door and introduce myself. Liaise with tenant to see if they want us to do</p>	<p>DC</p> <p>DC</p> <p>DC</p>

	<p>it. Utilities a major hazard to me. Take it up and talk to her. KN said elderly resident at Bourn in her 90's. DC replied has welfare cut and these start next week. Just can't catch up.</p>	
5 .	<p>Debbie Barrett - (Interim) Neighbourhood Services Manager DB said I have stepped into Geoff Clark's old shoes, and will attend some of these meetings. So I am just here to introduce myself and see what is discussed at these meetings and find out and get an understanding of sheltered housing. PH said you need to bring us cakes if not wine. DB replied that she will bring cakes to the next meeting.</p> <p>AT asked about a date for new , windows at Longstanton, part of the planned maintenance. DB said she will find out.</p>	DB
6.	<p>Kate Swan - Leaseholder Team Leader KS said as well as being Leaseholder Team Leader I have been leading the Sheltered Communal Room Review. Here to update you on some we have been to and not to others. Will cover updates, feedback. where we have been and where we are going.</p> <p>February last year the scrutiny review, revealed issues about communal rooms. A project began to visit every communal room, to meet you all and to follow up by phone or visit to those who couldn't attend. So far we have visited 17 schemes (half way through). Been to Fulbourn, Sawston, Stapleford, Bassingbourn, Histon, Impington, Girton, Papworth and Cottenham. It has definitely found out that one size does not fit all. Each scheme is different, even ones in the same village. All the rooms are different and in different places on the schemes. Wanted to find out who lives there, why reduction in use of rooms, the effect going from Warden to Estate officer has made. and the massive downsize in staffing. A good discussion was had on the role of the Estate Officer and input on scheme to organise functions. Now have estate officers, what do they do? Are stretched currently as covering a lot of schemes. If officer is not at your scheme they are readily available. Geoff and Shirley defining role in the welcome pack. New people arriving can find it all over whelming and information gets lost.</p> <p>How can we get new people involved, level of work Estate Officer does and what goes on in the communal room. Overall it's been really positive meeting you all and you all care about your rooms. Trying to engage more, have more classes, groups together. Food for thought, how can we assist with this.</p> <p>There has only been 2 major areas - St Vigor's at Fulbourn where we will be changing the room back to a bungalow. There are several facilities within walking distance from this scheme so there is no need for it. It is a slow progress as this is a massive development in our programme. Martin Lee in finance and Rob Dean in development are taking this forward for me. The other is The Limes at Bassingbourn. This is an old school building on the main street with the community library/cafe already using it. Conversations with residents and Parish Council are taking place as there are no community facilities in Bassingbourn. Parish may take it on a long</p>	

<p>term lease. We don't anticipate anywhere else having this input.</p> <p>Next Steps - To pause consultation for the moment. Feedback and idea's has been amazing . it would be another 2 years to complete the visits, so would be 2 years before we could look at results and make an impact. Paperwork, invites, visit day, catch up with those who don't attend takes a lot of time. The last 4/5 visit's have been generally the same and the Project team now have a good overall view and can start to make little changes.</p> <p>Communal room is used, how to support this. Have idea's what difference we can make, pro-active ideas to discuss. Welcome pack for new residence's. Sort a booking system out as difficult at present for outside groups to book. Charging method, what is an appropriate amount. £5 for charities' using would be enough and maybe for art classes/ hairdresser's £10 an hour. Get volunteers in, work with Parish Council, train someone up for chair base exercises. Contact KS or SS anytime for help, idea's problems etc.</p> <p>PH said paying charges, everything has gone up so need to put the hall fees up. It is a struggle to pay for, so this needs to be done now. KS replied this is very valid and one reason for halting consultation, changing agenda so can look at now. PH said Parish Council and Hazel agreed that not enough is paid.</p> <p>TH said Welcome pack is no good when groups of people bully in the community. KS said the hall is open to anyone and every resident should feel they can go. TH replied over 70% do not attend because of this.KW said talk to your Estate officer and we will look into it.</p> <p>There are signs in all communal buildings stating SCDC staff will not tolerate aggressive behavior.</p> <p>JH asked how much longer is the hall going to stand empty. KS replied quite awhile, really slow progress. Architect got plans, the one we want to go ahead with. Putting out to tender to do, so next 2/3 months should move more quickly. JH said the cleaner is still going but there is nothing to do. Paying her 3 hours for what. SS replied that her contract needs to be changed when a firm decision has been made. KS said will happen over the next few months.</p> <p>GW asked why room is free for birthdays, anniversaries but doesn't apply at Christmas. I have a big family so why am I being charged £5 an hour to use over Christmas. SS replied elected to do a change at Christmas because if a golden/wedding anniversary or birthday then other residents are invited. Christmas is different, full use of facilities and about 30/40 members of family coming in who the majority of are outside the community, making that the only time to charge. GW said I use it Boxing Day, the day I see all my family 1st time all year round. I've paid the service charge so should be able to use it. SS said it is your choice whether you come into the communal room, A family party , then never use it other times. All the family on your service charges. KS said actual costs,</p>	<p>KS/SS</p>
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<p>there is a service charge all year round. The money is not going into a pot paying for what's used all year. Service charges is increasing. Heating goes on half an hour before coffee morning, so service charge for all day. AT said our homes are not big enough to have our family. It is disgusting to have to pay extra if we have our family at Christmas. Medium family, but bungalow not big enough. Have little table to put up for the children for dinner. Get penalised to use room at Christmas. SS said I had 2 Aunts at Steven's Close. One had 3 children, the other 8 so a family function would be about 70. We wouldn't dream of using the communal room. AT replied no one will use it. You don't state when at Christmas it has to be paid for. What about birthdays and anniversaries in December/January. SS said will look at wording and put in exact dates. A resident said December/January meetings are different to using the cooker etc. Pay service charge and also pay to use room will reduce service charge to you and your neighbour. SS said will get letter worded with dates.</p>	<p>SS</p>
<p>Following this discussion it has been decided that the charge at Christmas will remain on Christmas and Boxing Day only. Booking room leaflets will be reworded following the finalizing communal room review, also new on line booking system.</p>	
<p>AT said nurses should come to our room but they do not turn up. SS said they pay for it when they do use it. AT said Bridge club want it but can't use it. SS replied there is a calendar with dates on it showing who's using the room. AT said didn't turn up for a whole month. DB asked should we cancel if no notification. WH said should be made to pay a deposit. AT said should pay in advance. People won't use if the cost goes up. KS said we can't be held hostage. £20 an hour, not the case because people won't book it. Hairdresser's can help combat loneliness. Double edge saw . Do you sub external groups?</p>	<p>SS/KS</p>
<p>GW said review Christmas. Dinners for birthday's , if it is a resident who books the room but residents attend also. KS said the £5 comes off service charge. Everyone happy to use free at Christmas, we can look at this. GW said they invite other residents at Christmas. 2 or 3 live on their own and are invited. Not fare to charge the person who booked the room. KW said this is what these rooms are for. Here to listen, need to balance it with residents who don't invite other residents. This is positive feedback, making it all clearer. No charge at Christmas, on reflection happy by larger majority. JH said 40/50 people, very costly, providing everything and using cooker. It needs to be made clear. KS asked how do we monitor this? Own food, use cooker. Make up rules, enforce on you. This has been a good discussion/feedback. We will work with you.</p>	
<p>GW said wider community £5 charge. Room wanted for a wake, family/friends attending. Went elsewhere. SS said for a resident's funeral /wake there is no charge. GW replied that the family did not know this.</p>	
<p>PH said held to ransom, it's cheaper if others don't' use the room, break our dishwasher which we have to repair. Cheaper for them not to hire it. KS said you need to let me know after anything happens and we will take it up with them. PH replied notices up, do not put chairs against the wall</p>	

	<p>(which we have decorated), completely ignore them and put the chairs against the wall.</p> <p>BW said number of people attending needs watching(how many), there are fire regulations. Myself and others do a felt class, we divide the cost and pay our share. SS replied to please everyone is a fine line.</p> <p>AP said shouldn't those cooking have a hygiene certificate. SS replied yes if cooking more than once a month, less than that then no, don't have to have it.</p> <p>BP said increase charge to outsiders to maintain lower charge for residents. £5 residents, £10 everyone else. KS replied looking at this now and the booking system.</p> <p>LR said when he moved in was told that the hall was an extension of his living space, whatever time of year. Have 4 children and 12 grandchildren, extension, can use it. TH said should be for residents and family not outsiders. BP said paying to use hall, cost towards using electric/gas. SS said what LR said was when there was 68 staff, now only 11. Times have changed. LR said you need to write to me then. Also Welcome pack to new residents only. SS replied Geoff said to put one on each scheme. PM said if anyone wants a copy let us know.</p> <p>Copy is now on the website and a copy in each communal room.</p> <p>JH said now new smoke detector in , do we still need old one. SS will check with Eddy to see if you don't need it.</p> <p>Redundant smoke alarms should have been removed.</p> <p>KS said Sheltered housing has changed such a lot. 60 isn't old anymore. There were less cars as families lived closer. There were resident wardens on site. Now still working at 60 or will be. Most people have a car and some even two. Sheltered schemes are an investment for the future. AT said there is no such thing as sheltered accommodation.</p> <p>PM said about communicating, the next Tenant/Leaseholder's letter will have information in it about the Welcome Pack. It is going to the printers in the next day or two and will be sent out to residents at the end of month/May.</p> <p>WH said charges for Christmas, what about meals 2/3 a month, 4 residents only and the other 6 from anywhere else in the village. Pay £1 every time they come . Are they charged. SS will check if it is paid into service charge.</p> <p>All monies from coffee mornings is paid into service charges, £1.00 charge goes into residents fund.</p>	<p>KS</p> <p>SS</p> <p>SS</p> <p>SS</p>
7.	<p>Questions</p> <p>JH said rent went down but being charged £2 more a week. Phoned the rent department and was told it is because there are 53 Mondays in this year. Can't work it out. DB said will go away and get answers. Universal credit also getting messed up (53 Mondays every 7 years). AP said work it</p>	<p>DB</p>

	<p>out on a 28 day month (13 month period). PM said pay monthly, it's quite complicated. Will get someone from accounts to attend a meeting.</p> <p>AP said the girls check our fire alarms but what about the carbon monoxide ones. SS will check it out. Checked this with Eddie Spicer and yes this alarm should be checked. SS advised all staff of this at team meeting.</p> <p>JHo asked when are they going to do the garages at Grantchester. Was told Liam Flatters is looking into this.</p> <p>GW said someone had fallen over a pot hole, bruised and damaged both knees. Pot holes everywhere. have taken pictures. Some 10cm deep. Council won't do anything. Whole road a mess. SS replied depends if it's our road. GW added 19/29 footpath very patchy, elderly people with walkers. Also a water main which stands proud, very dangerous. SS will talk to Liam/Wayne's team. TH said Queens Close Harston is just the same. JH said Hollman's Close at Fulbourn is going to be done. SS sent Liam Flatters email. He is going to look at work that is needed.</p> <p>AP said pleased to see reply to queries being answered in red. Could this continue? Yes was the reply.</p> <p>BP said no answer re- Blythe Way.</p> <p>LR said S20 notice at Bourn out of date. SS said she holds her hand up and will be done in next letter. SS - the following letter was sent out, this was correct, had it checked.</p> <p>AT said trees being done at Longstanton.</p>	<p>SS</p> <p>SS</p> <p>SS</p>
8.	AOB None	
9.	Date of the Next Meeting Thursday 18th July 2019, 10:00 - 12:00 Chapelfield Close Sawston Cambridge CB22 3SY	

