



**Minutes of Sheltered Housing Forum held at Cox's Close Stapleford,
on the 25th January 2018**

Attendees (Tenants/Leaseholders)

Wendy Head (Chair)(WH)	Balsham	Pamela Nuttall (PN)	Swavesey
Monica Connolly (MC)	Cottenham - Stevens	Les Rolfe (LR)	Bourn
Patti Hall (PH)	Cottenham - Franklin	Derek Gulliver (DeG)	Cottenham -Stevens
Annette Tite (AT)	Longstanton	Adrian Prentice (AP)	Cottenham - Stevens
Cyril Tite (CT)	Longstanton	Betty Murphy (BM)	Melbourn - Vicarage
Helen Chapman (HC)	Cottenham - Franklin	Mary Skeates (MS)	Stapleford
Barbara Wood (BW)	Girton - Orchard	Janet Howard (JH)	Fulbourn - St Vigors
Shirley Chapman (SC)	Girton - Orchard	Pat Collier (PC)	Longstanton
Trevor Ayres(TA)	Girton - Orchard	Kay Green(KG)	Impington
Alan Green (AG)	Swavesey	Anne Beytell (AB)	Stapleford
Roger Howard (R H)	Fulbourn - St Vigors	Brenda McHugh (BM)	Stapleford
Kathy Turner (KT)	Stapleford	Anthony Archibald(AA)	Orwell - Lordship

Attendees (South Cambridgeshire District Council Representatives)

Name	Position in Council
Helen Pagram (HP)	Resident Involvement Officer
Peter Moston (PM)	Resident Involvement Team Leader
Shirley Stephen (SS)	Community Impact Team Leader
Geoff Clark (GC)	Neighbourhood Services Manager
Sam Roebuck (SR)	Occupational Therapist
Charles Clay (CC)	Housing Options & Allocations Manager
Debbie George (DG)	Team Leader Visiting Support

Guest

Angela Lewell (AL) TPG/Sheltered Housing Forum Secretary

No	Topic	Actions
1.	<p>Apologies - Brian Stratford - Geraldine Storey - Jean Bolton - Celeste Berns - Joyce Howlett - Penny Gilbert - Mrs Hopkins - Brian Ross</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 At the last meeting it was asked about the service charge . Someone will be attending the meeting in April from accounts to explain how it is calculated.</p>	
4.	<p>Shirley Stephen - Community Impact Team Leader SS said she had some updates to give. SP Landscapes had started on the 1st shrubs cuts. They are working from the scheme maps and also contacting the Estate officers to ensure all needed to be done is. Don't know how long it will take to cover all the schemes , because the weather has been windy, wet and cloggy they had to stop and do tree work instead.</p> <p>At the team meeting yesterday it was reported that The Enhance service is going very well and the Paramedics have written a glowing report on the service. SS is going to e-mail them to find out if there is anything they won't attend.</p> <p>Eddie Spicer and Nick Comber reported that 700 of the 1400 bungalows have now been fitted with the new fire alarm. So they are half way through and it is going quite well. They are taking the old ones out at the same time and filling in the holes. Letters are being sent out before hand and they are also knocking doors when on the scheme. There will be a mop up when all the schemes have been done to complete those not done first time round.</p> <p>We have 2 new Estate officers, Julie Hayes (covering Stapleford, Balsham, Linton & Chapelfield Sawston), and Dawn Miller (Bourn, Arrington, Haslingfield & Barton). Both are doing well. We have had some problems with sickness but Sharon is back today.</p> <p>AG said a dead tree had been reported to SP Landscape. The tree is outside the communal room at Thistle Green and is more dangerous now as it has started to move. SS will follow this up.</p> <p>AP asked why tenants with lifelines had their fire alarms checked monthly while those who didn't have them checked every 3 months. SS said they have a record of what the equipment can do, tenants can test them their selves and if unable to do so should speak to their Estate officer. Those who do them their selves have signed a disclaimer.</p> <p>PH asked why they had a 365 page calendar which was not in any order. SS showed what it should look like, as Mandy (in the office) had done them. There is a page for each week and this is taken off at the end of the week and put in a plastic wallet to show proof of bookings. Usually order from ESPO but they no longer do them. Michelle in the north team has come up with a good one which SS will look at to use next year. In the mean time she will sort the one at Franklin's out.</p> <p>LR asked why last year's minutes for July were still on the notice board at Bourn and latest minutes not there. SS will ask Dawn to take them down.</p>	<p>SS</p> <p>SS</p> <p>SS</p>

5.	<p>Geoff Clark - Neighbourhood Services Manager</p> <p>GC said that the SP Landscape 3 year contract ends in October this year. Plans are in place to procure a new contract in conjunction with the County Council. Looking to make it a 5 year contract and how we want to take it forward. SP Landscape have been very busy with dealing with trees etc, from the recent winds we have had.</p> <p>The Tenant audit is still processing well . It has had a big impact on officers and we are behind in our number of visits. Conversations lead to other areas and some visits can take up to 2 hours. GC is hoping to get a dedicated officer to do this. There has been a lot of positive feedback.</p> <p>The New Housing Management is down to 2 providers and we should know who over the next 2 weeks.</p> <p>There was a review of the communal rooms and a project team is carrying on from here, looking at each room individually. Have already been to the 2 at Fulbourn. A letter and questionnaire was sent to all the residents at these 2 schemes and then a meeting was held at each scheme. At present in the process of acknowledging the feedback. As each scheme is so different we need to move forward by getting feedback from all residents and go round the district scheme by scheme. There are no pre-conceived answers .</p> <p>The Private Leasing scheme is going well. We have 8/9 properties now.</p> <p>GC was asked if the blue bin for the communal room should be collected and GC replied "Yes it should" . Need to contact Heidi Duffett to get it collected. Was also asked if it was true that the Washing machine were to be paid for by coin slots. SS answered this and said "No not at the moment".</p> <p>A tenant had not received the latest South Cambs magazine, so didn't know when to put his bins out. PM will follow this up with the communication team. PM also asked if everyone had received the Tenant & Leaseholder magazine. MC said she had not at Steven's Close.</p> <p>BM said a lamp post was taken down in the passageway between Cox's Close to Church Street and has never been replaced. It makes the passageway dangerous especially at night time. SS will find out if it's the Parish Council or County Council and then e-mail them.</p>	SS
6.	<p>Sam Roebuck - Occupational Therapist</p> <p>SR said he had been working in planned maintenance scheme for the last 2 years and was here to give an update. He assesses people to make sure they have access to everything they need in their property. It might be a ramp, access shower etc., or even a stair lift if it's a house. He also helps with re-housing if needed to a more suitable property. The council</p>	

	<p>have been quite nice and positive. Last year 194 major adaptations were completed (over£1000), 394 minor such as grab rails, lowering light switches. Have also maintained equipment, 45 stair lifts and 40 hoists. People are referred by the NHS. If concerned with mobility problems you can contact the fire service who will visit and make recommendations.</p> <p>PH thanked SR for all the work that had been done at Franklins Gdns.</p>	
<p>7.</p>	<p>Debbie George - Team Leader Visiting Support</p> <p>DG said she manages a support team which has been going since 2012 and they do anything they can to help people remain independently in their own homes. We get referrals from GP's, family members, other council officers, hospital, self referrals and more.</p> <p>A signed support officer is allocated and will work with the person concerned to get whatever problems solved. Can last up to 2 years. LR asked if it could be over 2 years as knew someone with dementia receiving the service longer. DG said hopefully the maximum time is 2 years, but can be longer if the person can't manage without the service.</p> <p>The service is free for anyone over 65 (younger people if in sheltered housing), and includes support and advice for managing debt, claiming and understanding benefits, budgeting etc. We can work with you to find a solution to personal care, cooking, laundry, memory problems, help with medication and if feeling isolated, want to be more active, we can find a day centre for you to attend, ways in which to learn a new skill and lots of other activities.</p> <p>JH asked if there was a leaflet. There was and DG gave them out. Was also asked if some could be put on the sheltered schemes. This will be done.</p>	<p>DG & SS</p>
<p>8.</p>	<p>Charles Clay - Housing Options & Allocations Manager</p> <p>CC said you probably know me from Home Link and working with Sam. Last April he also took on management of Debbie's team and the lifelines. It's been a busy year.</p> <p>The Enhance service run by the County Council is a lifting service. If you need help a dedicated team come and lift you up. You can opt out of this service if not wanted as we have to share details with the County Council.</p> <p>We work with over 65's, but there is a visiting support service for younger people run by a housing association.</p> <p>SS said the enhance team will respond in an hour where as you could wait for an ambulance up to 11 hours, so why not use this service. Someone called an ambulance in the night and next morning was still on the floor waiting. WH said in conjunction with the alarm system the contact centre stay in contact and if person gets worse, get alternative help. Someone had had a fall and was told ambulance on its way, very good service kept talking until ambulance arrived.</p>	

	<p>CC said a resident fell in the evening and was in the hallway all night. Luckily a window cleaner heard her calling. Paramedics arrived quickly but could not get in as had left key in door. Need to remind residents not to leave key in the door.</p> <p>With the old system you needed a lifeline as well to have extra's, such as falls sensors for chairs and beds. These are good for people who get out of bed at night or are prone to fall. When they move and do not return in a certain time the sensor goes off.</p> <p>SS and CC went to the control centre in Hereford and found them very positive and helpful. Much smaller than Centra (previous call centre), and a more personal service. Very good relationship.</p> <p>AA said he had never used the carbon and alarm system, but when they had a power cut, within 2 minutes had a call to see if they were ok.</p> <p>It was asked if Estate Officer's aware of add on's. Yes they are. Thought it would be a good idea to do leaflets to let people know what there is.</p> <p>WH asked if there had been a good take up. SS said not as good as hoped. Could be because benefits no longer pay alarm charges. Prices are competitive. Both Age Concern and City Council are more expensive.</p>	
9.	<p>Wendy Head - TPG Scrutiny Review Project Leader</p> <p>Not much to say, still out on the communal room scrutiny. Continuing on with the project team. 41 rooms but not any 2 the same.</p> <p>Suggestion was made that perhaps the Senior Estate officers could attend the next forum.</p> <p>The Parish Council at Stapleford are renting the office at Cox's Close on a 6 month trial.</p> <p>WH was asked if part of the review could look at lunches (say once a week).</p> <p>GC said the 2 schemes in Fulbourn are very different. Bungalow's are around the communal room at Chaplin's Close where as the bungalows at St Vigors are spread out and were general housing before they became a sheltered scheme and a bungalow was converted to the communal room. Feel of the schemes is very different, not 1 size fits all.</p> <p>JH said at ST Vigors we do our own thing. We have big gardens and are all individuals.</p> <p>Longstanton is used twice a week for the Church and Nurses. It use to be a party central when there was a warden in post. AT said you cannot park there, couldn't the car park be made bigger when they come to do it. Cost would go on residents service charges but will get Wayne Newman to visit. SR will do this.</p>	SR

10,	<p>Peter Moston - Resident Involvement Team Leader</p> <p>PM asked if everyone had seen the squirrel on the Leaseholder/ Tennant's newsletter which went out at the beginning of December. PM took the names of those who did not receive it. Said it could be if they asked for no junk mail would not have received it.</p> <p>Articles - Feedback on articles in the newsletter are very useful. Would you like to continue getting a paper copy or go digital? The majority present would like a hard copy, that is 6,000 copies twice a year.</p> <p>Digital champions - At St Vincent's Close Girton there is a computer group which is quite successful. CH and MH had visited the group and would like to try and get 1 or 2 groups going over the district. Have had 3 people come forward to help and also Digital Unite will help us do this.</p> <p>Scrutiny Reviews - 3 reviews to date, gardens, sheltered housing and communal rooms. WH and AL are going to meetings on the communal rooms. Each scheme is so different. We need to engage and communicate before decisions are made. Will bring up dates to future meetings.</p> <p>Communications - Over the next few months will look at standard letters etc, as some are not user friendly and improve where necessary.</p> <p>National - Director Stephen Hills gave some updates at our meeting yesterday. There has been 8 Housing Ministers in the last 8 years, so it makes it difficult to know what is happening in housing. New homes needed, so need to get building again. There is a housing green paper in print, now going nationally. Will have to wait and see what this brings.</p> <p>For the past 18 months been on about selling off higher value homes, which means we would have to sell off some voids (general needs only), but still no information on this. Perhaps the green paper may have ideas.</p> <p>CEO - Beverley Agass has been appointed as the new CEO.</p> <p>New Homes - Working with the NHS to make people better supported in their own homes.</p> <p>There is an election in May which may mean changes politically.</p> <p>LR said that he would like digital copies of newsletter etc. Please e-mail him when on web-site.</p>	
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11.	<p>Any Other Business</p> <p>MS said she had had her lounge decorated and was very pleased with decorators. CLC very nice men, no drama, really pleased.</p> <p>AP said poster for these meetings in schemes had fallen by the wayside and not being put up to inform residents of meetings. Also minutes from these meetings are rarely put up in the scheme. This can be done - Communication!!!</p> <p>WH said please let her know by phone or e-mail if you cannot attend meetings. Her phone number is:- 01223 894394 and e-mail is:- wendymhead@yahoo.co.uk</p> <p>MC said that the fire service had been to see her, but the estate officer had not been informed. Everyone over 65 is being visited to explain what to do if there is a fire and a planned escape route. SS said she had seen Mark Taylor from the fire service last week, but he hadn't said anything. She will check this out.</p>	
12.	<p>Date of the Next Meeting</p> <p>Thursday 19th April 2018, 10:00 - 12:00</p> <p>Hall Close Bourn CB23 2SW</p>	

