

MEETING MINUTES

Purpose of Meeting

1. Needs Led Policy
2. Warden Services performance
3. Terms of Reference and Code of Conduct
4. Update on Tenant Court Issues

Date 6th July 2022

Venue Riversdale Court Birstall

Attendance:

Sally Ramalho	Principal Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer

Pauline Greaves	Aingarth, Loughborough
Janet Hines	Aingarth, Loughborough
Gwenn Burley	Babington Court, Rothley
Janet Bodycott	Babington Court, Rothley
Joan Crowson	Beresford Court, Shepshed
Gill Jefimowicz	Beresford Court, Shepshed
John Harris	Durham Road, Loughborough
Judith Harris	Durham Road, Loughborough
Edwin Fryer	Fielding Court, Loughborough
Phil Hudson	Fielding Court, Loughborough
Andrew Sutherland	Martin Court, Anstey
Janice Wright	Riversdale Court, Birstall
Roger Woolley	Riversdale Court, Birstall
Joy Braker	St Pauls Court, Syston
Liz Harris	St Peters Court, Syston
Janice Spriggs	St Peters Court, Syston

Apologies	John Mason	Arnold Smith House, Shepshed
	Terence Breed	Dudley Court, Sileby
	Sheila Breed	Dudley Court, Sileby
	Robert Cadman	Martin Court, Anstey
	Jean Brutnall	St Pauls Court, Syston
	Janet Godwin	Grays Court, Barrow Upon Soar

1: Needs Led Policy

It was explained how we had introduced a policy for warden visits and how we monitor them and that it is a 'needs led' policy. Needs led means that customers receive the visits when they need them rather than as a "one size fits all" arrangement. This makes the best use of staff resources. The information in the support plan helps tenants and wardens decide on the frequency of visits needed. If the tenant's circumstances change, either permanently or temporarily, the frequency of the visits can be changed.

As the support plan is an important part of making these decisions a guide was written for wardens to explain what information was required in each section and the support plan are checked and monitored by the team leaders and forms part of the performance monitoring information.

There were discussions regarding the on-call warden and why they were sometimes not available. It was explained that sometimes if there are shortages due to staff absences, they may need to cover the control room to answer alarm calls and tenants contacts and/or emergency services are used to respond instead.

It was asked that some forum representatives get asked questions from other residents when the warden isn't on site however they should be advised to contact the Lifeline office, either by telephone or pulling their cord, to get assistance.

Members who attended the meeting, ALL agreed with the 'Needs Led Visit Policy for Older Peoples Services' (The policy will be reviewed in 2 years, or sooner if regulatory, statutory or service circumstances require it).

2: Warden Services Performance

This will now become a regular item on the agenda. Performance for Warden Services is monitored monthly. The performance information for June 2022 was as follows:

- Support plans completed on time: support plans are updated annually, however if tenant circumstances change then these are reviewed accordingly. It was explained that this didn't reach 100% due to 4 tenants that hadn't yet moved in, and 2 tenants were in hospital.
- Support plans checked and completed satisfactorily were both 100%.
- Visits matching agreed schedule was at 100%.
- Pull cord tests competed on time, these are checked twice a year, however, in June, 2 tenants had not moved in, one was on holiday, and the pull cord in Sorrel Court wasn't working however this has been reported and will be repaired.
- Pull cord repairs completed, there were 2 repairs reported and both completed on time.
- Fire equipment checks, for June these were checked and completed on time, only half were completed last month however these are now all up to date.
- Customer satisfaction Surveys, we ask the control room to call a few customers and ask if they are happy with the service and all calls made, all customers were satisfied.
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Wardens are aware of the monthly performance report, and it was noted that this is shared so we can ensure that we keep to our standards that we want to deliver, and it also helps us to see where we can improve.

3: Terms of reference and Code of Conduct

It was discussed what the purpose of the Senior Citizen Forum was and the roles and responsibilities of staff and representatives. Representatives were reminded that it was not to raise personal issues.

The Code of conduct is the same for all engagement activities and explains what behaviour is expected of tenants and staff.

Members who attended the meeting, ALL agreed with the Terms of reference and Code of Conduct.

4: Update from Groups:

We provided an update from the Tenant Court meetings that were held in February and March 2022.

St Pauls Court:

It was discussed about a Canopy being erected in the car park to help protect the cars from the trees, this was considered as Tenant Bid however this was declined as the cost was more than was allowed under this scheme.

Following the Garden Competition in 2021, it was decided to provide a more appropriate prize for winners and entrants, so it has been decided to offer B&Q vouchers rather than Love to Shop vouchers.

Arnold Smith House:

The representative of Arnold Smith House sent his apologies, so no update was provided

Grays Court:

The representative of Grays Court was not present, so no update was provided.

Sorrel Court:

The representative of Sorrel Court was not present, so no update was provided.

Dudley Court:

The representative of Dudley Court was not present, so no update was provided.

Riversdale:

It was discussed that they are still having issues with the drains. A visit was made on the 5th July however it still isn't resolved, however the warden is involved and it is an ongoing investigation.

They are having issues with the window cleaning. It was explained that this had previously been reported and the company would address the issue when they visit around 21st July.

There is a tree at the end of the flats that is nearly touching a tenant's flat window, however the policy was explained, unless damaging something it would not meet the criteria under the council's tree policy.

Some of the front doors need replacing, they have been reported and inspected so the tenants were advised to follow this up with the officer who carried out the investigations.

Martin Court:

The Park Road end of the courts and down by the ramp, the slabs are coming up again and will cause an accident, residents believe it is the tree roots that are causing the issues, so this needs reporting - **ACTION**.

There were a few issues that hadn't been completed and will be investigated, patio area needs cleaning, new patio set to arrange, general decoration of the court and another inspection of the tree for Flat 17 which has now reached to the top of the roof - **ACTION**

St Pauls Court:

It was discussed about installing CCTV within the grounds due to a van recently being broken into. It was advised that this is a police matter and should be reported to them. There are rules behind installing cameras within our grounds and the way they point; we will contact our CCTV for further advise. **ACTION**. It was advised that if Courts are successful in obtaining cameras, then this cost, which includes maintenance and installation, would be recharged through the tenants' service charge, so a consultation would need to take place before any action is taken.

Fielding Court:

There is an issue with the temperature being high in 2 flats, including the guest flat, so we need to go back to our repairs team and explain that it is still an issue. - **ACTION**

There are problems within the car park and recently a vehicle was damaged, there are also issues between tenants and threats being made, however these types of matters need reporting to the police. We can however ask residents to act reasonably under their tenancy agreement.

It was explained there are no plans to update Fielding Court, and we are aware of the quantity of void properties.

A few issues were raised which required more major works. Charnwood Borough Council is in the process of procuring contractors, and an update on the progress of this procurement was provided.

Durham Road:

There is a problem with drug use and entering outside buildings. We explained that Charnwood Borough Council will clear any drug related items that are found however drug use would be a matter for the police and that of any break-ins.

The hedgehog guttering is broken, and the water is pouring down some flats, especially that of Flat 73, we will report this to be fixed and cleared. A joining point needs looking at as when these were installed, the pipes were not cleared, and this will be raised with the next management meeting - **ACTION**

The car park sign hasn't been dealt with and needs moving and the 'contact warden' to be removed - **ACTION**

Aingarth:

It was discussed that have been informed there is a new policy with regards to the installation of new showers. Tenants are now only able to install electric showers and they feel that this is unfair, as it was previously replacements on a like for like basis. The rent includes heating but not electric, so concerns were raised with regards to the costing of the electric to run the showers.

There are temperature issues within the court and residents are complaining about the heat.

There are also issues within the car park. It was explained that if residents obtain details of vehicles that are parked in the car park who are not visiting the flats at Aingarth, to provide us with the details so we can write to the local residents individually.

St Peters:

The shower floor (Shower 1) is still unsafe however we have no contractors in place, it was mentioned about putting tape down to secure the floor as the shower is usable – we will look into this - **ACTION**.

There are ongoing issues with dog walkers, and we are looking at obtaining and putting up signs to prevent the area from being used by non-residents.

Babington:

There were no issues raised.

Beresford:

The gazebo in the garden is rotten so its isn't being used, however this was part of a tenant bid and it was decided that this funding no longer covers Gazebo's due to the ongoing maintenance, however we have a contingency fund from the Tenant Bid so it was explained the repair can come from this budget - **ACTION**

The residents feel that Block A is kept tidy in the garden by our contractors, however Block B doesn't seem to get done, so we can ask for this to be tidied up – **ACTION**.

Radiators cannot be turned off so the flats can get very warm, the system has been drained out and the contractors are returning to do this again, however we need someone to come out and look at the actual radiators to see if they can be turned down – **ACTION**.

The door to block A is hard to open however it was explained that there was going to be programme for new front doors to be fitted at all sheltered courts, however we need to ensure that the doors are compatible with our Alarm system and with this changing to digital this project may be on hold until the Lifeline system has moved from analogue to digital

They are experiencing heat and radiator issues so due to this being raised at a few courts **ACTION:** Temperatures in the courts will be raised at the next Management meeting.

Meeting Closed At; 1:15pm

Next Meeting; Durham Road Court Loughborough LE11 5UE on Tuesday 4th October 2022 at 10:00am