

MEETING MINUTES

Senior Citizens Forum

Purpose of Meeting

1. Actions from previous meeting
2. Warden Services performance
3. Court Enquiries
4. Future Agenda Ideas

Date **Tuesday 13th June 2023 at 10:00am**

Venue **Beresford Court Shepshed**

Attendance:

Sally Ramalho	Principal Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer
John Mason	Arnold Smith House, Shepshed
Bellinda Mitchell	Arnold Smith House, Shepshed
Gwenn Burley	Babington Court, Rothley
Janet Bodycott	Babington Court, Rothley
Joan Crowson	Beresford Court, Shepshed
Jonah Nyabadza	Beresford Court, Shepshed
Judith Harris	Durham Road, Loughborough
Paula Bennett	Durham Road, Loughborough
Edwin Fryer	Fielding Court, Loughborough
Janet Godwin	Grays Court, Barrow Upon Soar
Phil Hudson	Fielding Court, Loughborough
Roger Woolley	Riversdale Court, Birstall
Joy Braker	St Pauls Court, Syston
Steve Gamble	St Pauls Court, Syston
Terence Breed	Dudley Court, Sileby
Sheila Breed	Dudley Court, Sileby

Apologies	Jean Brutnall	St Pauls Court, Syston
	Robert Cadman	Martin Court, Anstey
	Andrew Sutherland	Martin Court, Anstey
	Pauline Greaves	Aingarth, Loughborough
	Janice Wright	Riversdale Court, Birstall
	Liz Harris	St Peters Court, Syston
	Janice Spriggs	St Peters Court, Syston

1: Actions from previous meeting

- Grays Court in Barrow Upon Soar finds there is a lack of community spirit so the customer engagement team will work with the residents and promote engagement. *This was raised at the Grays Court tenant meeting. Also, Grays Court has applied for a Community Initiative Fund grant towards a 90th birthday party which seems to be proving popular. **ONGOING.***
- Arnold Smith House, the question had previously been asked about the increase in energy costs, and it was explained that from April 2023 onwards it has been indicated that electricity prices will rise by 100% and gas by 200%, and that currently there is uncertainty about what help the government will offer if any for businesses. It was explained that individuals who are responsible for paying their own fuel bills are eligible for government help, but tenants who pay through their service charge will fall under different regulations as their energy is supplied through Charnwood Borough Council and so is classed as a business supply. **COMPLETE**
- Martin Court, the showers have been repaired. The issue of the stair lift that was removed was discussed and it was explained that this will not be replaced, however the reason for removal is unclear. **COMPLETE**
- Dudley Court's fire procedure is different to other courts however it was advised that a review is being undertaken of sheltered courts fire procedure and a fire drill is being considered. **COMPLETE**
- At Riversdale the hedge is scheduled to be completed week ending 10th March 2023. **COMPLETE**
- At St Pauls the rust on the drying line has been removed. **COMPLETE**
- it was asked why the patio furniture has been installed in a different place to the original set, Customer Engagement will ask the Warden leader about this and report back at the court meeting. *It was too heavy to lift to the higher level. **COMPLETE***

The Community Initiative Fund scheme was explained, and it was reinforced that Customer Engagement need photos of events, feedback and impact assessment forms to be completed and returned.

2: Update on Warden Service Performance.

- The new warden has started and settled in well and was praised by Forum members.

- One warden is leaving on June 16th, however, they have been replaced from the last round of recruitment.

WARDEN SERVICES MONTHLY PERFORMANCE

MONTH.....May 2023.....

Percentage of support plans completed on time (Completion annually)	Number of Support plans required	Number of Support plans completed	Target	Previous month
99.58	718	715	100%	98.9%
Commentary 3 in long term respite				

Percentage of support plans checked (Test six monthly)	Number of support plans Completed	Number of Support plans checked	Target	Previous month
100%	49	24	90%	100%
Commentary:				

Percentage of support plans completed satisfactorily	Number of Support plans checked	Number satisfactory	Target	Previous month
100%	24	24	90%	100%
Commentary:				

Percentage of visits matching agreed schedule on support plan	Number of support plans checked	Number of visits meeting schedule	Target	Previous month
100%	24	24	90%	100%
Commentary:				

Percentage of pull cord tests completed on time	Number of pull cords required tests	Number completed on time	Target	Previous month
100%	551	551	90%	99.5%
Commentary:				

Percentage of pull cord repairs completed	Number of pull cord repairs reported	Number of pull cord repairs completed	Target	
50%	1	1	100%	99.5%
Commentary:				

Percentage of fire equipment repairs completed	Number of fire equipment repairs reported	Number of fire equipment repairs completed	Target	Previous month
100%	0	0	100%	50%
Commentary:				

Percentage of Customer Satisfaction Surveys completed	Number of Surveys completed	Number satisfactory	Target	Previous month
100%	12	12	90%	100%
Commentary:				

3: Handyman for sheltered courts update.

- Forum members said that in general the idea was good.
- The majority of members and residents are prepared to pay for the service.
- It was stated that St Pauls Court Syston is undecided on the scheme as far as residents were concerned.
- It was stated that at Durham Road, cost is an issue and residents were concerned about paying for the service.
- It was explained that the 'Handyman' would do jobs that are not covered by the repairs agreement and could be available for extra jobs for residents that are not covered by their service agreement at a small cost.

Question: How long would this take and how much time would be available to each court? *It was explained that the logistics of the service will now be worked on as a result of the positive feedback.*

Question: Will the repairs handbook be considered, and will the handyman's responsibilities cover work that is not in the handbook? *Yes, this is the case but the handyman will also be available for other jobs that tenants may not be able to do themselves but there would be a small charge for any of these extra jobs outside his remit.*

Question: Can instructions be left for tenants when new installations are fitted? *Customer Engagement to pass this suggestion to the Asset Management Team.*

- It was asked if there were any suggestions from members as to what services they would like from the handyman.

The following questions were asked:

- At Riversdale the repairs handbook is locked in the notice board, could forum members have a copy for themselves for reference? *Customer Engagement will distribute a copy with the minutes of this meeting and also include a Customer Engagement leaflet and a copy of the Tenancy Agreement.*
- Cupboard doors are an issue across the sheltered courts, can these be looked at? *Customer Engagement to check the repairs handbook and see what can be done in general if these are not covered.*
- The repairs handbook seems to make tenants responsible for a lot more of the property upkeep now, is this the case? *The repairs responsibilities have not really changed for tenants since the policy was written in 2010.*
- Would the handyman come once, twice a week to each court, what would be the commitment time wise? *This will be part of the feasibility study but would be mostly for minor jobs and should speed up the process for these considerably should it go ahead.*
- Would the service include outside work like leaf clearance, bench repairs? *Yes.*
- Would the handyman prioritise jobs? *This will be addressed in the feasibility study.*
- What was the reason the handyman service was stopped as the charges to residents may become divisive? *The previous handyman retired. The handyman was previously paid from the repairs budget, this will not be the case now. Therefore, it will have to be paid in the service*

charge. However, the study will consider if repairs could contribute towards the budget. We will make sure that tenants are only paying for any extra work undertaken that is not covered by their existing service charge.

- Can we find out how many repairs handbooks were handed out during the Tenant Networking Event? *Customer Engagement to investigate this, however all new tenants receive a copy.*
- Will the work be carried out on the feasibility study and results presented to the Senior Citizens Forum? *A consultation will be conducted with all sheltered court residents, and there will need to be a 51% result in favour for it to progress.*
- Would the cost be per job or an overall service cost? *This will be part of the study, but we will look at the possibility of the handyman performing extra chargeable tasks, administration for this will need to be considered. The study will look at communal jobs, individual jobs and an opt out scheme may be considered for Durham Road and St Pauls Court due to the nature of the dwellings.*
- Could there be a price list of possible jobs for tenants to refer to? *Yes, this will be considered.*

4: Digital Upgrade progress.

- Digital alarm systems are being fitted to courts as the analogue system will be obsolete in 2025.
- The contract has now been signed with Legrand to carry out the work.
- 11 Courts are to have the system installed.
- St Pauls Court and Durham Road are currently not on the list.
- A project manager will be appointed for the process.
- Beresford Court will probably be the first court to have the system fitted.
- The first installation will be in August 2023.
- Legrand will come to a coffee morning at each court, explain and demonstrate the system and leave instruction manuals.
- There may be an 'I am OK' button on the devices that will inform the warden that the resident is OK and so saving the warden a visit if they are not going to be in.
- There may be an enhanced door system available.

- The system will have remote door access capability.
- Whilst systems are being updated replacement alarms will be supplied. The process should take two to three weeks.
- One court per month will be worked on, however this could change if it proved more efficient.
- The wardens will be trained to use the new equipment so will be available to help residents.
- Durham Road and St Pauls will get plug in dispersal alarm units with universal sim cards and will no longer have pull cords.
- The next stage will be to look at replacing the answering platform and that is currently being investigated.
- We are looking at pendants with two-way speakers built in.
- Pendants will have GPS capabilities.
- It will be possible to put geographic fencing on pendants so that operators will be instantly informed if a resident has health issues and/or tends to wander.
- We are on schedule for the installation and the analogue switch off.

Questions were asked:

- If a resident is in the communal lounge, will they still have access to the system? *This will be considered.*
- Will this work effect any other existing digital connections? *No.*
- Wifi codes at Riversdale Court are not on display in the communal lounge. *Customer Engagement to make sure that these are clearly displayed.*
- Are all sheltered courts receiving wifi boosters in the communal lounges? *Access in all lounges to be checked and all codes displayed.*
- Durham Road and St Pauls Court have no wifi access in their communal lounges. *Unfortunately, this is due to the nature of the buildings.*
- Fielding Court has four housebound residents and four people who still work, how will these people be informed and instructed on the new system? *The warden will be responsible for training.*
- How is the front door replacement program progressing? *Asset Management have been informed of the new system and compliant doors will be fitted.*
- Will doors and alarms be fitted at the same time. *No, the alarms will be fitted first, along with the digital notice boards, Beresford Court will have 1 in each block. Durham Road and St Pauls Court will not be having digital noticeboards fitted.*
- Are we sure that the new doors are compatible? *Yes, this has been checked and they should be.*
- A resident needed to use the pull cord system in a recent emergency but there is a time delay on the line, and this caused a problem. *All Lifeline operators do understand this, and all calls are recorded. All*

operators are very experienced and the new digital platform when installed should improve this.

- Is BT providing any financial assistance to the changes since it is enforced due to their changes. *No, they are not.*
- In general, should we pull our cords or call 999 first? *We give tenants the choice.*

5. Customer Engagement Update.

- We held the tenant networking event 2023 on June 8th which was very successful. 57 visitors attended; most queries were answered and the feedback from visitors and staff who attended is good.
- The tenant bid for landscaping at Aingarth is now complete.
- We continue to approve Community Initiative Fund grants to encourage engagement and community cohesion.
- The seated exercise program ran in conjunction with Active Charnwood has been a huge success, all courts that have been involved so far have enjoyed it, we are currently running a scheme at Dudley Court and there are plans to roll this out to any remaining courts who haven't participated from September onwards.

Question: Can we still call Customer Engagement with questions and problems?
Yes, but they will direct you to the correct departments where possible if they cannot deal with the matters themselves.

5: Court Enquiries:

- Dudley Court Sibley, both gates to the side of the property are still in need of repair, this has been reported online by Customer Engagement, but they will check the status.
- Durham Road, it was requested that a code of conduct be provided for Durham Road.
- Grays Court Barrow on Soar, Parking has become an issue and is causing problems. *It was explained that there are no allotted parking spaces.*
- Fielding Court, Loughborough, could a further area be added to the tenant bid for landscaping? *Customer Engagement to investigate.* They have a canal boat trip planned.
- St Pauls Syston, what is the progress on the path repair? *Customer Engagement to investigate.* The guttering is blocked in places, *Customer Engagement to investigate.* *It was asked about the progress of the consultation for new garden tables as a tenant bid, it was explained that this is ongoing.*
- Riversdale Court Birstall, nothing to report.
- Beresford Court Shepshed, some new tenants have moved in and improved the garden and may enter the communal garden into the annual garden competition. The benches at the back of Block B need repairing, Customer

Engagement to investigate. The guttering in places needs repairing, it was explained that this must be reported to the warden.

- Babington Court Rothley, the front and back door locks are still not working. *The warden should have spare lock barrels for this instance, but on investigation it seems that there are not any, Customer Engagement to investigate.*
- Arnold Smith House, the grass cutting is done with sit on mowers, and all grass is left, not removed, it is ruining the grass, should this be removed? *Customer Engagement to investigate.* What is the progress on the scooter room work? *Customer Engagement to investigate.* The gardens for flats 3, 5 and 10 are overgrown and need clearing. *Customer Engagement to investigate.* The boundary fence next to flats 9-11 needs repairing. *This has been reported by the warden.* Is there an update on the gazebo glazing tenant bid? *Customer Engagement to investigate.*

As a further point it was explained that courts cannot apply for joint tenant bids, they have to be individual to each court.

6: Future Agenda Ideas:

- Age UK will be attending the next meeting to talk about the help they can provide.
- Can a housing allocations officer attend a future meeting? As people are now moving into courts with higher needs. It was explained that due to budget cuts this is now commonplace.

Questions were asked:

- There are cases where this does not work, how do tenants live alongside disruptive residents? *Charnwood Borough Council works with all relevant services to put in place every possible support.*
- What happens if a tenant is putting others in danger? *We will move tenants if necessary, however there has to be an available place for them to go with the relevant support.*

Actions from this meeting:

- Can we find out how many repairs handbooks were handed out during the tenant networking event?
- Can instructions be left for tenants when new installations are fitted?
- Could forum members have a copy of the repair's handbook for reference?
- Cupboard doors are an issue across the sheltered courts, can these be looked at?

- Wifi codes at Riversdale Court are not on display in the communal lounge, can this be corrected.
- Check Wifi access in all communal lounges.
- Dudley Court Sileby, both gates to the side of the property is still in need of repair, check progress.
- Supply a code of conduct be provided for Durham Road.
- Fielding Court, Loughborough, could a further area be added to the tenant bid for landscaping?
- St Pauls Syston, what is the progress on the path repair?
- The guttering at St Pauls is blocked in places, investigate.
- The benches Beresford Court at the back of Block B need repairing.
- Babington Court Rothley, the front and back door locks are still not working.
- Arnold Smith House, the grass cutting is done with sit on mowers, and all grass is left, not removed, it is ruining the grass, should this be removed?
- Arnold Smith House, what is the progress on the scooter room work?
- Arnold Smith House, the gardens for flats 3, 5 and 10 are overgrown and need clearing.
- Arnold Smith House, the boundary fence next to flats 9-11 needs repairing.

Meeting Closed At; 2:00 pm

Next Meeting; St Peters Court Shepshed Tuesday 12th September 2023 at 10:00am