

MEETING MINUTES

Senior Citizens Forum

- Purpose of Meeting**
1. Actions from previous meeting
 2. Age UK Presentation
 3. Handy Man Service update
 4. Warden Services performance
 5. Digital Upgrade update
 6. Tenant Bid presentation
 7. Court Enquiries
 8. Future Agenda Ideas

Date **Tuesday 12th September 2023 at 10:00am**

Venue **St Peters Court Syston**

Attendance:

Sally Ramalho	Principal Officer
Helen Kennedy	Customer Engagement Officer
Andrew Everitt-Stewart	Customer Engagement Officer
Tony Donovan	Age UK
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
Carol Bird	Beresford Court, Shepshed
Judith Harris	Durham Road, Loughborough
Edwin Fryer	Fielding Court, Loughborough
Phil Hudson	Fielding Court, Loughborough
Janet Godwin	Grays Court, Barrow Upon Soar
Janice Wright	Riversdale Court, Birstall
Roger Woolley	Riversdale Court, Birstall
Jean Brutnall	St Pauls Court, Syston
Terence Breed	Dudley Court, Sileby
Sheila Breed	Dudley Court, Sileby
Andrew Sutherland	Martin Court, Anstey
Janice Spriggs	St Peters Court, Syston
Margaret Sutton	St Peters Court, Syston
Apologies	
Steve Gamble	St Pauls Court, Syston
Liz Harris	St Peters Court, Syston
Jonah Nyabadza	Beresford Court, Shepshed
Pauline Greaves	Aingarh, Loughborough
Paula Bennett	Durham Road, Loughborough

1: Actions from previous meeting

Can we find out how many repairs handbooks were handed out during the tenant networking event? Overall, around 8 handbooks were handed out.

Can instructions be left for tenants when new installations are fitted?

Asset Management have confirmed that all appliances have instructions left with residents.

Could forum members have a copy of the repair's handbook for reference - this was sent out with the minutes of the previous meeting.

Cupboard doors are an issue across the sheltered courts, can these be looked at - All members must report individual repairs if items need replacing.

Wi-Fi codes at Riversdale Court are not on display in the communal lounge, can this be corrected. - This is now on display

Check Wi-Fi access in all communal lounges - Every communal lounge has codes on display and access to Wi-Fi apart from Durham Road. There has been a request to put a booster in Babington Court.

Dudley Court Sileby, both gates to the side of the property are still in need of repair – This has been passed to a contractor and still ongoing.

Supply a code of conduct for Durham Road - This has been supplied to the members.

Fielding Court, Loughborough, could a further area be added to the tenant bid for landscaping - Visit made and specification will now be drawn up.

St Pauls Syston, what is the progress on the path repair - Costs have been agreed and planning has been passed so this will be under projects work, date of completion unknown.

The guttering at St Pauls is blocked in places, investigate - Sheltered courts are going to have a planned project in future for all guttering to be repaired or replaced, however for now, this is down to the warden to raise as she would know where exactly it needs repairing.

The benches Beresford Court at the back of Block B need repairing – A repair has been reported in June however repairs do not cover such work as there is currently no contractor, so residents can apply for a tenant bid to replace with new ones. (Tenant bid application form can be supplied)

Babington Court Rothley, the front and back door locks are still not working - Order is due to be completed 20th October 2023.

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 - The work is being done with sit on mowers for one last time due to the speed the grass is growing this year. No cuttings should be left on paths, they should be blown off, and no clumps of grass should be left as they are a fire hazard, however normal cuttings are left. Issues at ASH are being investigated by our manager and our contractors'. The residents are asking if the grass can be blown into the bushes to make it tidier.

Arnold Smith House, what is the progress on the scooter room work - Awaiting outcome from Asset Management

Arnold Smith House, the gardens for flats 3, 5 and 10 are overgrown and need clearing - The bushes haven't been cut so this needs investigating.

Arnold Smith House, the boundary fence next to flats 9-11 needs repairing - Repair planned for the 4th October 2023.

2: Age UK Presentation

Tony Donovan – Executive Director of Age UK Leicestershire and Rutland.

A presentation was given by Mr Donovan to inform the members what Age UK provide, and leaflets were provided. It was explained to Mr Donovan that the attendees were all representatives of our sheltered courts.

Services provided by AGE UK:

- Dementia and memory services
- Help at Home
- Information and advise.
- Support for carers
- Support in the community, activities, and clubs

Mr Donovan explained that many customers seek help as a last resort however Age UK should be contacted sooner as they want to keep people in the community as long as possible. They want to engage with people when they come out of the workplace and offer practical help. They provide many services which include options for care homes, a range of support and activities that help keep people healthy, digital inclusion to help build confidence with using phones and computers, and much more. The elderly can get very lonely, so Age

UK want to help, and they arrange several activities from Luncheon clubs, day clubs, resource centres, even door to door transport.

They also help to ensure people are claiming the right benefits, 2/3rds of benefits go unclaimed, and Age UK claimed £3.5 million for people once they assessed them to ensure they were claiming the right benefits.

Age UK provide rest bite for people who care for others, especially dementia and can provide day support work to be able to give the rest of the family members a break and they have 20 full time staff who work on a project "living with dementia".

Age UK is funded by relying on legacy donations, working with businesses to provide sponsorship and charity shops.

The presentation was well received and members found it very informative.

3: Handy Man Service Update

Since the last Senior Citizen Forum in June 2023 investigations and research has been conducted to assess this service for our sheltered courts.

There are 2 elements to this project, one being a member of the Repairs Team to concentrate on sheltered court repairs and maintenance only, or to employ a handyman contractor where we re-charge for the jobs they do for DIY only, for example, painting, putting up shelves etc.

Sally Ramalho has met with the Repairs Manager who did not rule out having a repairs operative who specialised in the courts, however, to make it viable we have asked our IT department to run a report to see how many repairs are raised in the courts, so we understand the level of work and the types of jobs. Paying for repairs this way will be within the rent so would come of no extra charge to the residents.

To employ someone to provide the service would not be viable due to the costs involved as we haven't got the number of tenants to justify the charge.

We are hopeful that more information and conclusions will be available at the March Senior Citizen Forum as the project is still being explored.

It was suggested that we could help promote the services of Age UK and find organisations that can help us.

4: Performance Update

The performance figures are stated below.

It was noted that 2 new staff members have been employed however the performance hasn't been affected which is very positive.

WARDEN SERVICES MONTHLY PERFORMANCE

MONTH.....August 2023.....

Percentage of support plans completed on time (Completion annually)	Number of Support plans required	Number of Support plans completed	Target	Previous month
99.16%	718	712	100%	99.58%
Commentary: 3 NEW TENANTS, 2 IN CARE UFN, 1 IN HOSPITAL				

Percentage of support plans checked (Test six monthly)	Number of support plans Completed	Number of Support plans checked	Target	Previous month
100%	31	16	90%	100%
Commentary:				

Percentage of support plans completed satisfactorily	Number of Support plans checked	Number satisfactory	Target	Previous month
100%	16	16	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%	16	16	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	549	90%	99.81%
Commentary: 2 NEW TENANTS				

Percentage of pull cord repairs completed	Number of pull cord repairs reported	Number of pull cord repairs completed	Target	
50%	1	1	100%	66.66%
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%	10	10	90%	100%
Commentary:				

5: Digital Upgrade

The project has started this week at Beresford court in Shepshed, the equipment is gradually being installed, block A corridors have been completed and we will hopefully start within the flats soon.

It could take 3-4 weeks to complete a court. They will be doing one court at a time, however if the contractors have extra engineers and the programme goes well, the completion may be quicker.

The platform where people take the calls, this needs to be switched to digital and this is still an ongoing programme, and we will ensure to get the best system at the best price.

Therefore, this project is moving successfully and are happy with the contractors.

6: Tenant Bids and Customer Engagement Update

3 Tenant bid applications were presented to the forum as follows:

Sheltered Court	Bid Details	Cost
Babington Court, Rothley	New Shed and base	£3958.00
Babington Court, Rothley	Extension to existing decking	£4866.00
Arnold Smith House, Shepshed	Glazing to existing gazebo	£3475.00
Total		£12299.00

The budget for Sheltered Courts is £12,000.00 every financial year. There is an overspend of this round of votes of £299.00 and an application which was passed and completed for Aingarth in June was at a cost of £1400.00.

The overspend total is £1,699.00 however the general needs budget fund is healthy with only a small application being received for £590.00 so money can be transferred from the general needs fund to accommodate all the applications.

All members were provided of copies of the application details and advised residents if they have a live application, they are unable to vote for their own court.

Results were collaborated as follows:

Sheltered Court	Bid Details	Vote Conclusion
Babington Court, Rothley	New Shed and base	MAJORITY AGREED
Babington Court, Rothley	Extension to existing decking	MAJORITY AGREED
Arnold Smith House, Shepshed	Glazing to existing gazebo	MAJORITY AGREED

The Customer Engagement Team will now proceed with the next steps to complete the work on the 3 courts.

Beresford Court enquired about a new application for a new shed and furniture so it was explained we will work with the representatives to apply through the Tenant Bid fund -

ACTION

Customer Engagement Update:

The Customer Engagement team updated members on recent activities.

These included the successful garden competition award ceremony last week and encouraged all members to enter next year. 2 Estate Walks are coming up in Rothley and Sileby and a mini tenant network event is being run on the 20th September at the Community Centre in Syston.

Seated exercise programmes have started again for different courts and the 6 monthly tenant court meetings are commencing next week.

Fielding Court:

An update was provided on Fielding Court and recent issues they have had with their mains water pipes. It was discovered recently that the main water pipes are rotten and need a complete replacement in Block A. This has resulted in decanting residents in this block to other properties within the Borough and closing the communal lounge area. An accurate timescale of when these works will be completed is unknown however it was commended and admired how well all the residents at Fielding Court have coped with all the disruption.

7: Individual Court Enquiries

Gray's Court, Barrow Upon Soar:

Front garden needs trimming as weeds have started to go on the pavement and making it unsafe, we will arrange with Idverde to get this sorted - **ACTION**

St Peters Court, Syston:

There were concerns with the window cleaning and that some of the balconies are not getting cleaned. It was explained that the warden should put a notice up informing when the cleaners are next due, however if there are immediate issues then these need to be reported to us quickly as possible, so we can report to the organisation who will address the issues as soon as they can.

St Peters Court, Syston:

There are grass cutting issues within St Peters Court and other courts raised their concerns also. There needs to be clarification regarding the cuttings around the courts so Customer Engagement will seek clarification with the relevant Officers - **ACTION**

Riversdale:

It was asked if the canopies were cleaned by the window cleaners, and it was confirmed that this is not in their contract. Recent gutter cleaning had been conducted and felt it hadn't been done well. The fascia above flat 20 is rotting as part of the guttering problem, so this will be investigated – **ACTION**

St Pauls Court, Syston:

It was confirmed that they are getting new doors soon, which residents were happy about, however it was asked if the cupboards could get done as they are in a poor state, so we will ask if these are to be replaced – **ACTION**

The elderly cannot maintain the gardens, and asked if open Spaces could help, however this will not be in their contract. We will look at AGE UK and see if they can offer assistance – **ACTION**

Martin Court

It was asked if Asylum Seekers were being housed in the courts and it was explained that local authorities have an obligation to take refugees if they have the accommodation available. Charnwood Borough Council identified 3 families that may be housed, however after looking at the properties available this has now been reduced to 1 family.

The pathway hedges on Park Road are overgrown and need cutting back. The slabs are coming up due to a large tree, so it was explained that we would ask Tenancy and Estate Management to investigate.

The patio area in block B the brambles are overgrown so the area cannot be accessed, this will be looked into - **ACTION**

Beresford Court

Concerns were raised with regards to the window cleaning standard however as stated previously, these need to be reported immediately so they can be rectified.

Babington Court

It was asked when the locks are going to be completed for the front and back doors so this will be chased up – **ACTION**

The rails outside the court are looking untidy and it has been asked when these are going to be painted so this will be chased up. - **ACTION**

It was explained that Babington Court will not get a scooter room due to the small budget however it was asked if a shed could be provided. A tenant bid could be applied for however it will be deemed unsafe to store scooters in such an outbuilding.

The communal lounge door it was asked if a ramp could be fitted, the representatives explained photos had been taken but nothing has been reported back, so this will be investigated - **ACTION**

Durham Road

The grass cutting in the central courtyard not mowed, this will be looked at - **ACTION**

Arnold Smith House

No issues

Dudley Court

The gate which had been reported to be fixed, this has now been costed so should be repaired soon.

The hot water is scolding for all of the flats so this will be reported to PH Jones – **ACTION**

Idverde visited the court however the paths are slippery and covered in weeds so this will be reported – **ACTION**

Some of the guttering has been replaced in the court however it hasn't resolved the problem. It was explained that there is a planned project to look at all the fascia's and guttering for all courts.

Fielding Court

The gate leading onto Cradock Street isn't working however we need to look at replacing the lock as this will be cheaper than replacing the gate so this will be investigated - **ACTION**

8: Future Agenda Ideas:

- Army Covenant and more talkers are needed as Age UK was very much enjoyed. Sally to contact an Officer in Charnwood to discuss the work the army covenant does.
- Asked for Housing Allocations officer to attend a future meeting as representatives wanted to know why flats are being left empty for a very long time. It was explained that we are experiencing low staff levels which has having an adverse effect of the service, we have a backlog, and we are under extreme pressure in this service.
- It was stated that people are finding it too hard to build a community spirit so the Customer Engagement Team will take this on board and help where it is needed.

Actions from this meeting:

- Arnold Smith House, the gardens for flats 3, 5 and 10 are overgrown and need clearing.
- Beresford Court enquired about a new application for a new shed and furniture so it was explained we will work with the representatives to apply through the Tenant Bid fund.
- Gray's Court, Barrow Upon Soar the front garden needs trimming as weeds have started to go on the pavement and making it unsafe.
- There are grass cutting issues within St Peters Court and other courts raised their concerns too. There needs to be clarification regarding the cuttings around the courts.
- Recent gutter cleaning had been conducted and felt it hadn't been done well. The fascia above flat 20 at Riversdale Court is rotting as part of the guttering problem.
- St Pauls Court, Syston to check if the outside cupboard doors could get repaired due to the poor state.
- Some find it difficult to maintain the gardens so we will look at voluntary help and discuss at the forthcoming tenant court meetings.
- The pathway on Park Road at Martin Court needs cutting back and the slabs are coming up due to the trees. Also, patio are in Block B the brambles need cutting back.
- It was asked when the locks are going to be completed for the front and back doors at Babington Court.
- The rails outside the court at Babington are looking untidy and it has been asked when these are going to be painted.
- The communal lounge door at Babington Court it was asked if a ramp could be fitted, the representatives explained photos had been taken but nothing has been reported back.
- The grass cutting in the central courtyard not mowed at Durham Road.
- The hot water is scolding for all of the flats at Dudley Court so this will be reported to PH Jones.
- Idverde visited Dudley court however the paths are slippy and covered in weeds.
- The gate leading onto Cradock Street at Fielding Court isn't working however we need to look at replacing the lock as this will be cheaper than replacing the gate.

Senior Citizens Forum



Meeting Closed At; 1:30 pm

Next Meeting; Arnold Smith House Thursday 14th December at 1:00pm