



MEETING MINUTES

Purpose of Meeting

1. Welcome and actions from previous meeting.
2. EEM Funding voting
3. Warden Services Presentation
4. Other business and update from members

Date 27th July 2023

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Chair	June Bush	Thorpe Acre Community Association
Members	Janice Wright	Riversdale Court Birstall
	Phil Hudson	Fielding Court Association
	Stuart Wells	Fielding Court Association
	Diane Lockwood	Chapman Street Garden Association
	Craig Jordan	Ashby Road Estate Community Centre
	Ireen Kennedy	Park Court
	Wayne Bridges	Brook Street Shepshed
	Paul & Christine Maine	Chapman Street Garden Association
	Trish Edwards	Staveley Court
Diane Brown	Knighthorpe Road	
Guests	Karen Barrett	Warden Team Leader
	Andrew Everitt-Stewart	Customer Engagement Officer
Apologies	Christopher Hipwell	Selbourne Court
	Tracey Riley	Chapman Street
	Jackie Thomas	Staveley Court
	Mark Biggs	Thorpe Acre Community Association
	Helen Kennedy	Customer Engagement Officer
	John Mason	Arnold Smith House Association



1: Actions from previous meeting

- Look into the possibility of sharing the CHRF minutes with senior management to express tenant's concerns. This is currently being investigated with the Customer Experience Officer.
- Review the performance of contractors in 6 months' time to see if figures are improving. This has been arranged for the CHRF meeting on the 22.11.23 and the Customer Liaison Officer will be in attendance.
- Look at possible volunteer help for gardening at Park Court Loughborough. The Customer Engagement Team are still looking for volunteers as the social value plan through our contractors has not been successful.
- Chase up the bin problem at Park Court, bin store 25-30. This is being monitored by the contracts officer.

2: EEMS Funding Applications and vote

The Forum was presented with 4 applications which have been received for the EEM funding. It was explained that the EEM is a national procurement framework organisation. When procuring various contracts Landlord Services can use framework organisations as an alternative to open tenders. As part of the social value aspect of using the framework EEM donates a share of its profits to organisations using their framework.

The funds are donated around September each year, as it is based on EEM's profits, and the amount received can differ each year. EEM donates the funds to support community projects which would not normally be funded through Landlord Services own budgets.

This year Charnwood Borough Council have received £7000 and there have been 4 applications as stated below:

Sports Development Team - Application cost: £3000 - Sports Award

The council's sports development team hold their annual sports awards. The focus of sports development now is around community and recognising diverse groups and projects and people who do sport in the community. The awards are to encourage and promote all the good work being done in the community. Funding for the event is from donations from local companies and organisations. EEM have agreed that they would be happy for us to use some of the money to sponsor the event as it is encouraging wellbeing in the community. With the cost-of-living crisis several sponsors for previous years have withdrawn so it would be good to help them with their funding. There is an option to sponsor a specific award starting at £500 per award but £3000 would really benefit the event.

Fearon Hall - Application Cost: £450.00 - Community BBQ

Fearon Hall would like to hold a free community BBQ outside Fearon Hall for all the community who attended Fearon over the summer, hopefully bringing friends along too. They want them all to come together to celebrate the end of the summer holidays (the start of the Bank Holiday weekend) with an evening of food and fun.



Fearon Hall - Application Cost: £900.00 - Low Impact exercise class

Fearon Hall would like to continue running a low impact exercise class. They received some money from Active Charnwood in March 2023 to set up a weekly low impact exercise programme as Charnwood recognised that there was a need in this area. The programme was specifically for adults who would not normally walk into a gym or an exercise class, people who could not afford to pay for an exercise class and who feel they wouldn't fit into a regular exercise class.

Fearon Hall - Application Cost: £857.00 - Community Sandpit

Fearon Hall are holding a community sandpit for the length of the summer holidays and the week consists of the following:

- Tuesdays – free for anyone to play, no need to book.
- Wednesdays – watch local artist creating sand sculptures between 10 – 2, then between 2-4 have a go yourself with the help of the artist. Free but people need to book.
- Thursday & Friday – bookable slots for groups of family or friends either 10-12 or 1 – 3. We have put £10 per session for this but will let people have it for free if we can see there is a need.
- Saturday 5th August – Sand sculpting with Annie 10 – 2.

Voting took place of all members, and the results were as follows:

Sports Development Team - Application cost: £3000.00 - Sports Award

VOTED: YES 11 NO 1

Fearon Hall - Application Cost: £450.00 - Community BBQ

VOTED: YES 6 NO 6

Fearon Hall - Application Cost: £900.00 - Low Impact exercise class

VOTED: YES 8 NO 3

Fearon Hall - Application Cost: £857.00 - Community Sandpit

VOTED: YES 2 NO 10

All applications will now be processed.



3: Warden Services presentation

- The warden Team Leader has been recently appointed and has experience in the Lifeline Control Room and as a warden.
- The service is responsible for 13 sheltered courts and all Community Alarm Systems (CAS). All pull cord systems are being replaced by a 'standalone' digital alternative.
- There are two warden controllers, and the Borough is split into two sections, one covering all villages and the other Loughborough and Shepshed.
- Warden Controllers are also responsible for all housekeepers.
- The team provides support for all residents regarding vulnerability and encourages independence.
- Each court relies on community involvement and organises their own social events. The wardens and Customer Engagement can help with organising these.
- There are 400 sheltered court residents plus the CAS residents in the community.
- The wardens conduct regular visits, so this means that they are not always onsite, but they are always contactable.
- Warden Team Leaders ensure that all wardens and housekeepers have support, know their work schedules and they offer admin support and cover for any absent wardens. Also responsible for sick leave and mileage claims. If more than one warden is off sick then this can stretch the service, but a warden is always available twenty-four hours a day.
- Responsible for weekly wardens' rotors, ensuring that all residents have cover.
- Responsible for recruitment of all new wardens and housekeepers, DBS checks and making sure all necessary training is in place and up to date.
- Responsible for monthly checks on all sheltered housing including health and safety, fire safety, scooter insurance and any other necessary checks.
- Digital upgrades will start in September and there should be one court upgrade per month. The installers will hold coffee mornings to demonstrate the equipment and give onsite training. Residents will still be able to contact Lifeline through the analogue system, but this will only be short term. The new units will have an option to trace lost pendants. Lost pendants will always be replaced, but if the original is not found within a certain time, then there will be a charge for the new one.
- Each warden has their own targets and check all alarm systems, pendants and pull cords in all rooms.
- Deal with all complaints and will always try to resolve them in a face-to-face situation but if unresolved then a complaint may be filed. This will go to the Warden Team Leaders and will be escalated to management if needed.
- Allocation of housing is not the responsibility of the Warden Team Leaders, but they do provide pre assessments if properties are appropriate for potential tenants needs. There is no input in CAS allocations.
- Planned work for wardens is sent to their digital tablets and most enquiries can be answered using these.
- WIFI is now available in all communal lounges apart from Durham Road Loughborough.
- Leaflets are available for anyone who would like any information.
- Visits cannot be forced on residents but there must be a minimum of one visit every six months. Residents are encouraged by the service to have visits.



Questions asked:

- Wardens do a great job, are there any plans to increase their numbers? *There are no plans currently.*
- Is there help available to residents if they are not part of the warden scheme? *Residents do need to be signed up to the warden scheme for help however they will always try and help residents and point them in the right direction for any help they may need. Those not living in Sheltered housing should approach their housing officer and/or tenancy Support team for advice.*
- Are Warden Services separate from Lifeline? Lifeline are owner occupiers receiving the alarm service. *Anyone in the borough can have a lifeline fitted, but this is paid for by the resident. The call handling for both private and council customers is handled by the same Lifeline office but Lifeline and the Warden Services are separate. There is an out of hours warden always available with the service but during the daytime family and emergency services would take priority in dealing with any emergencies.*
- Do only sheltered court residents have to provide scooter insurance documentation? *Yes, but there is a new draft scooter policy being developed which may have conditions for all tenants.*
- How many sheltered courts do the warden team deal with? *There are thirteen courts plus Longcliffe in Shepshed. The courts were all listed for the benefit of a new forum member.*
- Is the cost of the service likely to increase? *No, not this financial year. All charges are looked at on an annual basis.*
- What training do housekeepers receive? *There is not a lot of physical training but if residents have any problems with the service then they should report this to their warden. The housekeepers are all given a list of the tasks they need to complete on a daily or weekly basis.*
- How much research has been put into the suppliers of the new digital systems? *There was a lot of work put into this and a system has been chosen that is simple to use and has the option of upgrades if tenants want them. Wardens were involved in the selection of the equipment, and the installers will provide aftercare for tenants.*
- Why has the Council not invested in smart technology for new pendants? *This will be an option as an add on to the equipment, and new technology will be available post installation but there will be a charge for extra services.*
- How is a warden contacted if they are not on site? *Through pendants or the red button on base units. This goes straight to Lifeline which is a twenty-four-hour service. This is for urgent and non-urgent enquiries. Residents can pull the cord on behalf of another resident, and if a resident cannot be contacted a warden will always visit.*
- A member has recently filed in a 'respect' form, should the warden be advised of this. *Yes, this must always be available for services to view, Lifeline and wardens need to know where it is at all times. And it must be visible.*
- Does a list of medication for the resident need to be displayed? *The Warden Team completes a yearly support plan with all medication logged but residents must always inform them of any medical changes.*
- Would it be sensible to give the warden a copy of the residents repeat prescription slip? *This is a good idea and there are facilities to store residents' information confidentially. The wardens must have up to date information.*



Update from Members

The Hut Loughborough: The Sealife trip was a major success, and a good mixture of tenants went. Coffee mornings have been suspended during the summer holiday, but staff are still available onsite. Engaging with the police and tenants particularly on fly tipping. The garden to the rear of The Hut is almost complete but this has been hindered by the wet weather. The possibility of hearing loops for the building is also being considered.

Riversdale Birstall: The trees have been cut down on the bank above the car park, but the brambles still need clearing on the site.

Fielding Court Loughborough: There is a lack of involvement from residents in general. There are two new residents, but they are not engaging yet. There is a canal boat trip planned but the Skegness trip may be cancelled due to lack of interest. They are looking at the possibility of opening this up to other courts but with transport this may prove too expensive. The new residents could do with more time being spent with them by the warden, but it is understood how busy the wardens are.

Thorpe Acre Community Association: Coffee mornings continue to be successful. There is a trip to Mablethorpe on August 23rd. Also, a boat trip planned for September which is fully booked. A car and bike show will be held on Thorpe Acre Green on August 13th 1-4PM.

Knighthorpe Road Loughborough: There are constant anti-social behaviour issues in the area.

Park Court Loughborough: Litter is an issue in the car park, but anti-social behaviour problems have quietened down recently.

Staveley Court Loughborough: It was asked that a thank you email be sent to the repairs team for a good service in repairing leaks at the court.

Brook Street Shepshed: CCTV cameras have still not been upgraded. Fly tipping is still a big problem. Anti-social behaviour problems are still ongoing. In general issues are taking too long to be resolved by the council. Residents are now scared to report issues, due to threats from fellow residents.

Chapman Street: There have been bike thefts from the area and residents would like to look into the possibility of installing CCTV. The Chapman Street Garden Association is trying to be proactive in the area. There will be a BBQ run by the association, but they need help to publicise this, Customer Engagement offered their help.

5. Any other business:



Charnwood Housing Residents Forum (CHRF)

The cleaning inspectors scheme seems to be pointless as the standard of cleaning seems to be low and nothing is being done about it. It was explained that without the data from the cleaning inspectors the standard cannot be monitored, but that this is an ongoing process and the only way to improve standards is for inspectors to continue to submit the inspection forms. Members agreed to keep doing this. It was asked how long the cleaning inspectors forms will be monitored for. Customer Engagement to clarify.

An update was provided to the forum on the recent Housing Management Advisory Board meeting:

- The damp and mould policy was passed.
- Expected expenditure plan for the coming year was passed.
- Tenancy Update Policy was passed.
- A presentation on Customer Engagement and the action plan was very well received as well as the new literature and identity for the team.
- Performance information pack was discussed. This gives an up-to-date report on the contractors and their progress.
- J Tomlinsons were discussed and the process to replace them following them going into receivership.
- Work programming, if any member would like an item to be considered for the agenda at the Housing Management Advisory board meetings, then this is possible.

Actions:

- Customer Engagement to look at helping promote the Chapman Street Garden Association BBQ. *This was carried out on 31.07.23.*
- Customer Engagement to email thanks to the repairs team for their work at Staveley Court. *Email sent 28.07.23.*
- Customer Engagement to see clarification on the monitoring of the Communal Cleaning Inspection Scheme. *The monitoring is ongoing however the contract is due to be reallocated this year.*

Meeting Closed At; 3:00pm

Next Meeting; Committee Room 2 Charnwood Borough Council Southfields, Loughborough @ 1:00pm on the 23rd August 2023