

SHELTERED HOUSING PANEL

Wednesday 6th November 2013

The Council Chamber, Town Hall, Katherine Street, Croydon

PRESENT:

Members & Reserves

Jim Mansell (chair)

Sylvia Edmund

Margaret Jones

Joyce Lawrence

Jean Baldy

Teresa Cox

Paul Phillips

Peter Mason

Sylvia Fletcher (vice chair)

Dorothy Anoff

Janet Callingham

Bob Horne

Bill Jones

James Cassidy

Joan Redmond

Wallace Russell

Observers

Marilyn Smithies

Sheila Howard

2 X Residents from Hammersmith and Fullham Council

Officers

Tim Nash – resident Involvement Co-ordinator

Liz Collins – Resident Involvement Officer

Gemma Smith – Involvement Support Officer

Rose Marie Louis – Resident Involvement Officer

Helena Taylor Knox – SLaM

(South London and Maudsley NHS Foundation Trust)

Councillors

Cllr Tony Harris

Ref	Subject	Action
1.0	Welcome, introductions and apologies	
1.1	Apologies received from Joe Mensah, John Reeve, Carol Bennett and residents from Truscott house (transport issues)	
2.0	Matters arising	
2.1	The minutes and action plan from previous meeting were agreed.	

3.0	Financial safeguarding for vulnerable adults	
3.1	Apologies were given from the Trading Standards team due to the busy schedule they have due to issues regarding bonfire night and the sale of fireworks they are unable to attend today's meeting. They gave a quick update to Liz which she presented to the panel.	
3.2	<p>The team are currently looking into issues around door step selling, crime and fraud. The team are currently working with the police service, banks and building societies around the exploitation of vulnerable adults and the removal of monies from bank accounts, it has been noted that this type of fraud is on the increase and if anyone is suspicious they should report this to the safeguarding team at Croydon council or directly with the police.</p> <p>A presentation about this will be given at the inclusive forum on 18th November, a copy of this can be sent to the panel if they feel it would be of interest to them, request this through Gemma or Liz and they will make sure it get sent out to you.</p> <p>Some tenants have also reported an increase in phone call scams, some claiming to be from banks or building societies requesting bank details including pin numbers, please note that banks will never ask you for your pin number. Please do not give this information to anyone over the phone or in person.</p>	
4.0	Life Stories Project – Helena Taylor Knox	
4.1	<p>The project is about collecting stories of service users, carers and families of those who use the services, the idea is to open the eyes to the general public about the service and how mental illness effects all sections of our society from the young to old, employed and unemployed, male and females. The stories are portrayed to the public via video diaries, noted stories, art and music; there is also a TV series on channel 4 called Bedlam which documents the work of SLaM and the stories of those effected.</p> <p>There is also a coffee shop that is open to the public at Bethlem hospital as well as the Bethlem Gallery which was established in 1997. Since its inception the gallery has had a vibrant exhibitions programme running throughout the year showcasing both individuals and groups of artists who have experienced mental distress. Over the years, the gallery has earned an international reputation for the originality and talent of its exhibitors. The gallery provides a professional space for high-quality</p>	

	<p>artwork whilst fostering a supportive patient-focused environment.</p> <p>The small artist-led team who manage and facilitate the gallery, support and encourage artists who often feel excluded from the art world. The gallery is an ideal platform for experimentation, collaboration and skills exchange. There have also been many successful artist-in-residence projects working with patients and staff to improve the hospital environment.</p> <p>If any of the panel members feel they have anything they can give to this project they can contact Helena Taylor-Knox directly to discuss on: 020 3228 6000.</p> <p>Helena.Taylor-Knox@slam.nhs.uk</p> <p>More information about the project can be found at: http://www.slam.nhs.uk/about-us/clinical-academic-groups/older-adults-and-dementia/getting-involved</p>	
<p>5.0</p> <p>5.1</p>	<p>Feedback from special sheltered housing catering improvements – Liz Collins</p> <p>Interserve wanted to know what would encourage people to use their catering services in the special sheltered schemes so a survey was conducted at all special sheltered blocks asking a range of questions about how they could improve the service and what the tenants would like to see from the service.</p> <p>The main areas now being considered are making the kitchen facilities available for use by residents outside of contracted meal time hours, increasing the range of seasonal menus, using all fresh rather than frozen ingredients and extending the range of times when meals are available to residents. Practical issues on how this can be provided are now being considered.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p>	<p>Reclassification of sheltered blocks – update</p> <p>Rose Marie Louis introduced herself to the panel as she has taken over the role of project officer from Joy Gardner. Rose has only just taken over the role so may not be able to answer all the questions directly but will take any questions she cannot answer away with her for a response to be given in the minutes or via the action plan.</p> <p>At present there are 10 residents from Gillet road that have requested a move and 8 properties are currently empty in Garnet block, waiting for the process of the moves to begin.</p> <p>Croydon council are currently in negotiation with the company that will be covering the concierge services at Gillet Road, this is estimated to be</p>	

<p>6.3</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p> <p>Q</p> <p>A</p>	<p>completed by the end of the month when they will hopefully be able to start moving tenants. The CCTV install is expected to be finished by the end of November 2013. Rose will be working with Mo Ali who is an allocations officer assigned to assist with the administration associated with this project.</p> <p>There is an article in the Croydon Guardian stating that Tonbridge House is now being reviewed for general needs housing, is this true? This is currently in consultation and will be going to cabinet in December 2013.</p> <p>People in Sheltered Housing are very worried that this will escalate and end up allying to their blocks, all they want is a quiet life!</p> <p>What is the concierge service? And what are the planned hours? The concierge service will be a service where an officer will be available at the proposed block from 9am to 11pm every day including weekends. They will be able to monitor the behaviour of residents and ensure that any anti-social behaviour is dealt with immediately and any other issues that may arise be resolved quickly.</p> <p>Please can Cllr Dudley Mead be invited to the next meeting to answer questions from the panel about these proposals and answer any concerns from residents about these projects? This request will be discussed at the next agenda setting meeting</p> <p>How much is the concierge service going to cost? Rose has not got this information to hand so will reply to this query via the action plan.</p> <p>Is the cost of moving being covered by the council for those residents who have chosen this option? Yes this is included in the package along with other costs associated with moving.</p> <p>There are derelict properties available for general needs housing in the borough, why are these not being used instead? There are other options being explored and developed for general needs housing, the moving of sheltered to general needs is only one of many avenues being used by the council.</p>	<p></p> <p></p> <p></p> <p></p> <p>LC</p> <p>RL</p> <p></p> <p></p>
<p>7.0</p>	<p>Election of chair and vice chair</p>	<p></p>
<p>7.1</p>	<p>Jim Mansell will be standing down as chair and will not be standing for re-</p>	<p></p>

<p>7.2</p>	<p>election; Liz has thanked Jim for all his hard work and commitment to the panel over the years.</p> <p>Nominations for chair from the present members were Sylvia Fletcher and Peter Mason. Both members accepted their nominations.</p> <p>A one minute speech from each nominee was heard.</p> <p>Vote conducted resulted in Sylvia receiving 8 votes with Peter receiving 4 votes; congratulations given to Sylvia Fletcher as new Chair of the panel.</p> <p>Nominations for vice chair from the panel were Peter Mason and Jim Mansell. Both members accepted their nominations</p> <p>A one minute speech from each nominee was heard.</p> <p>Vote conducted resulted in Peter receiving 7 votes, with Jim receiving 5 votes; congratulations given to Peter Mason as new Vice Chair of the panel.</p>	
<p>8.0</p> <p>8.1</p> <p>8.2</p> <p>8.3</p> <p>8.4</p> <p>8.5</p>	<p>AOB</p> <p>When phoning to report a repair the recorded message is very confusing and implies that all reporting should be completed online, this is not useful or helpful to those who do not know the service, please can this be looked into by the contact centre managers? Cllr Tony Harris also commented that this message is very misleading and needs to be reviewed.</p> <p>When applying for social housing a tenant was told all forms have to be completed online, this is not possible for some residents and needs to be reviewed by the council as this message is being widely broadcasted to those requesting paper forms, some expectations will apply and staff should take this into account.</p> <p>Getting hold of a tenancy officer is proving more and more difficult; please can this be looked into as majority of the panel have found this to be the case and it is becoming increasingly an issue for tenants.</p> <p>The My Account service to pay rent when setting it up asks you for a password and security question, To date some tenants are confused as to the purpose of the security question. They have never been asked for it - even when requesting a new password when a new security question also has to be set.</p> <p>Bill Jones would like to see a presentation about the information kiosks</p>	

<p>8.6</p> <p>8.7</p> <p>8.8</p>	<p>that are available at some sheltered housing blocks at the next panel meeting.</p> <p>The panel would also like information about the closure of the guest rooms at all sheltered accommodation, this was announced some months ago and to date there has been no update on if they are going to be re-instated or removed from use on a permanent basis.</p> <p>Panel members have asked for a cleaning schedule for windows in sheltered housing blocks as to date some tenants have not had their windows cleaned this year.</p> <p>Reported that the information kiosk at Ceder House has not worked for some time, please can this be escalated and resolved.</p>	
<p>9.0</p>	<p>Date and time of next meeting</p> <p>Tuesday 18th March 2014 @ 1430-1630 in the Council Chamber, Croydon Town Hall. Surgery and refreshments available from 1400-1430 in room F10</p>	