

SHELTERED HOUSING PANEL

Wednesday 27th March 2013

The Council Chamber, Town Hall, Katherine Street, Croydon

PRESENT:

Members & Reserves

Jim Mansell (chair)	Sylvia Fletcher (vice chair)
Peter Mason	Ashish Patel
Rosemary Aylesford	J.McGovern
B.Pullen	Janet Callingham
Sylvia Edmund	Joyce Lawrence
Dorothy Anoff	Jean Baldy
Margaret Jones	Paul Phillips
Joan Redmond	Les Wallace
Raymond Brown	John Keen
Carol Bennet	

Observers

Marilyn Smithies	Bill Jones
Amanda Reeves (Mitie)	

Officers

Chris Stock	Resident Involvement & Scrutiny Manager
Liz Collins	Resident Involvement Officer
Rosa Muggleton	Sheltered & support service manager
Leonard Asamoah	Head of Housing Solutions
Colin Alexander	Head of Income & Lettings

Ref	Subject	Action
1.0	Welcome, introductions and apologies	
1.1	The chair invited those present to observe a minutes silence in memory of Bob Varney a panel member who had sadly passed away recently.	
1.2	Apologies were received from Peter Houghton and Jim Beer.	
2.0	Minutes from previous meeting and matters arising	
2.1	(5.1 proposed changes to Sheltered Housing panel constitution).	
2.2	This will be on the agenda at the next Tenant and Leaseholder panel which is on 30 th April. The new constitution will then be distributed to panel members.	CS

<p>3.0</p>	<p>Computer Kiosk update (training and who to report issues to) – Rosa Muggleton</p>	
<p>3.1</p>	<p>Rosa reported that Age UK had offered training on the kiosks for free. Everyone was invited not just the residents of Bridge Place where the training took place. The kiosks have not been rolled out to every sheltered scheme yet. She was aware of problems with the kiosk at Beech and Cedar which was awaiting a new phone line. When working the kiosks are a good way of reporting repairs.</p>	
<p>3.2</p>	<p>There are signs up at the kiosks detailing who to report problems to. Alternatively residents can let Careline know if there are problems with the computer kiosks. If in the future further kiosks were to be rolled out then these will more than likely be updated versions as technology develops very quickly these days. If a tenant has some computer skills it would be good if they offered to show other people in the block as 1 to 1 teaching is the best way of learning and helping each other.</p>	
<p>4.0</p>	<p>Update on Gillett Road Declassification proposal – Leonard Asamoah</p>	
<p>4.1</p>	<p>The consultation with Gillett Road residents has taken place on the proposal to return Gillett Road to general needs housing to allow single parents and families to reside in it. The issue has arisen as the council is experiencing a large increase in people presenting as homeless. Where the council accepts that a person or family is homeless the council has a statutory duty to provide accommodation. The council has to look at the best use of its housing stock.</p>	
<p>4.2</p>	<p>The consultation was an opportunity to explain the proposals and for residents to express their views. Leonard explained that the options are:-</p> <ul style="list-style-type: none"> • Do nothing • Change the use • Do nothing in Gillett Road but proceed at another sheltered scheme 	
<p>4.3</p>	<p>Once all the views of residents have been received, a report will be presented to councillors. The report will consider the needs of Gillett Road residents plus the statutory obligations of the council. It is recognised that older people can find change difficult and upsetting</p>	
<p>4.4</p>	<p>If the proposal goes ahead residents in the block will be supported to move out. Those that wish to stay in Gillett Road block will also receive appropriate support.</p>	

<p>4.5</p> <p>4.6</p> <p>4.7</p> <p>4.8</p> <p>5.0</p> <p>5.1</p> <p>5.2</p> <p>6.0</p> <p>6.1</p> <p>6.2</p>	<p>Gillett Road block was originally general needs housing. It was confirmed that the configuration of the flats will remain the same. The proposed limit of occupation will be one couple with a child or single parent with one child. No adding or combining of flats will take place.</p> <p>Currently there are 4 vacant flats in Gillett Road block. In sheltered housing as a whole there are approximately 14 vacancies (but this would need to be confirmed).</p> <p>There are 11,000 families on the council housing waiting list and at present only 1,000 properties become available each year. There are no resources available to build the huge numbers of properties needed. The council is ensuring that empty properties are being brought back in to use.</p> <p>An informal vote of Sheltered Housing panel members was taken which was unanimously against the proposal to change Gillett Road to general needs housing. It was also requested that the proposal be put on the next Tenant & Leaseholder panel agenda.</p> <p>Update on Sheltered Housing conference – Liz Collins A document called the ‘Working party plan for the panel garden party 3rd July 2013 is enclosed with these minutes. At the last Sheltered Housing panel a suggestion was made that the conference be in the form of a ‘cream tea’. It would also be a recruitment drive for new members.</p> <p>The working group of panel members proposed to have a garden party type event. There will be information stands from a number of services and support organisations to provide individual advice and signposting to panel members. Ashburton Memorial sheltered scheme has a large front garden which has space for a marquee (in case the weather is bad). Transportation will be provided for those that need it.</p> <p>To keep the numbers manageable and safe, attendance may have to be limited to 3 or 4 members per sheltered scheme. If oversubscribed, attendance will be on a ‘first come first served’ basis. Further details will be circulated nearer the event date</p> <p>Any other business</p> <p>The code of conduct to be sent out with the minutes to remind panel members and those who attend the panel as observers what constitutes acceptable behaviour at meetings.</p> <p>Toldene Court (problems with heating and hot water) A resident was told by Browns that a new gas main may be needed. Rosa Muggleton will</p>	<p></p> <p></p> <p></p> <p></p> <p></p> <p></p> <p>LC</p> <p></p> <p>ST</p> <p></p>
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6.3	<p>pass this on to Adriana Costantino (Contracts Monitoring officer). Panel members were reminded that problems relating to individual schemes should be discussed at the pre-meeting surgery and not at the panel meeting itself.</p> <p>A comment was made that it was extremely difficult to contact tenancy officers or their managers either by phone or e.mail. Colin Alexander undertook to report this to Yvonne Murray (Head of Tenancy and Neighbourhood Services).</p> <p>7.0 Date of next meeting and agenda items</p> <p>7.1 The next panel meeting will be the cream tea/garden party event probably at Ashburton Memorial but this will be confirmed. Any agenda items should be notified to the chair or Gemma Smith (meetings co-ordinator) at least 3 weeks before</p>	CA
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