

# NOTES OF A SHELTERED HOUSING CONSULTATION GROUP MEETING MONDAY 12 SEPTEMBER 2005

## **Present: -**

Tony Bodgin	ECC	Mrs V Phelps	Teazle Court
Steve Deakin	ECC	Mrs S Lancaster	Magdalen Gdns
Steve Warran	Head of Housing and Social Inclusion	Miss J Martins	Nelson Close
		Mr P Tait	Grandisson Ct
Louise Barndon	DOMÉ	Mrs J Smith	Rennes House
Martin English	Housing Enabling Officer	Mrs G Tyrrell	Globefield
		Mrs S Bath	Nelson Close
Mandy Pearse	Communication Manager	Mrs M Zelent	Aldens Road
		Mrs Kirby	Aldens Road
Anne Harrison-Bailey	Community Consultation Officer	Mrs S Banwell	Southlands
		Mrs V Parr	Southlands
Mr K Murray	Grandisson Ct	Mrs S McCleod	York House
Mrs P Stoneman	Grandisson	Mrs Winham	York House

## **Apologies: -**

Mr W Bell, Yvonne Trude Senior Warden, Mrs Chisholm Southlands, Mrs JE Welham Aldens Road, Mr F Griffiths Abbeville Close, Mrs B Clench Faraday House.

## **Introduction**

The meeting was opened with a general introduction by Tony Bodgin who went on to introduce Steve Warran – the new Head of Housing and Social Inclusion, Louise Barnden of DOMÉ Consultants, Martin English – Housing Enabling Officer, Mandy Pearse – Communications Manager and Anne Harrison-Bailey the Community Consultation Officer.

## **Steve Warran – New Head of Housing and Social Inclusion**

Steve Warran has joined Exeter City Council from Penwith Housing Association where he was Head of Housing. Prior to this he worked in Cornwall and Staffordshire.

## **Older Peoples Strategy**

The Older Persons Strategy sets out the shape of the service to come. The issues raised in the Supporting People Review can be addressed once the review has been delivered. The report, which looks at the structure of Sheltered Housing was presented to Committee on 7 June and has been included with these minutes.

Amersham Court will be the first sheltered accommodation to be looked at. The Occupational Therapist (OT) will carry out home visits to ensure that people's personal needs are met with the improvements.

Improvement work that is to be carried out will include things such as; a lift to the first floor, non-slip flooring, walk in showers and raised power points. The exterior of the building will

also be examined with regard to access, railings etc. This will not mean that work will not be carried out on dwellings that cannot reach the standard.

Martin English has attended the meeting today to take account of people's views so that they can be fed in the Housing Strategy.

The Audit Commission will use a Tenants Representative as part of their inspection team to check the views of sheltered tenants from their perspective.

The Sheltered Housing Modernisation Programme is a seven-year programme and £4.1m has been set aside to cover the cost.

### **Louise Barnden – The future of involvement/Sheltered Compact**

Tenants have indicated that they would like to stay with the council and not to opt for the transfer of the housing stock to a Housing Association. During the process 1100 tenants and leaseholders returned their questionnaires, an overall 25% return.

Louise Barnden works for Dome Consultants who were the Independent Tenants Advisor throughout the Options Appraisal process. There is now a need to review and refresh the Tenants Compact. Louise will be working with tenants and leaseholders over the coming weeks in order to audit the Compact and review the form and style of involvement currently undertaken.

There will be a series of meetings and focus groups to determine the way forward for the overall tenants compact with sheltered tenants sitting alongside ordinary tenants to try to develop a menu of ways for people to get involved. The first meeting will be held on the 5 October at the Buckerell Lodge Hotel at 7.30pm.

Sheltered tenants are quite welcome to attend the meeting but if they wish they can concentrate on the specialised sheltered compact, which will be looked at within the boundaries of the general compact when this has been decided. If anyone is planning to attend the meetings please chat to neighbours, think about issues and what you would like to see in the compact and come prepared to put your ideas to the group.

### **Repairs Performance**

Copies of the latest repairs performance figures were displayed on the Overhead Projector and discussed by the group. Copies of the figures are enclosed.

### **Choice Based Lettings – Exeter Home Choice**

A handout was distributed and discussed showing the results of properties advertised between 21/07/2005 and 27/07/2005.

The scheme has had teething problems in its initial stages but overall seems to be improving. One of the main reasons for the delays has been the numbers of people filling out application forms. Under the old point based scheme the number of people on the waiting list was around 2000. The figure is now 4206 which accounts for the huge backlog they have been experiencing.

## **Visit to Barton Hill – Community at Heart**

Sheltered tenants who had attended the training day to Barton Hill – Bristol were asked to tell the group about the visit and give their impression of the scheme. There was surprise from those who had attended at how deprived the area was. People from the area could not let it be known where they lived if they were attending interviews because they felt this could prejudice their attempts to find employment.

The Community at Heart Project has received grant funding of £52m. One very striking part of the project focussing on domestic violence is the ‘Clothes Line Project’ – a long line of ‘T’ shirts suspended on poles through the sleeves. Each ‘T’ shirt has someone’s graphic personal experiences of domestic violence written on it. Everyone found this particularly moving.

## **Project Cosmic**

The tenants website is now moving along nicely. Project Cosmic are well into the design of the site following the choice of front page and layout put forward by tenants. The designers have been furnished with information that accompanies the various headings and we are now in the position where we are ready for the various Tenants and Resident Associations to provide us with the content they would like to see on their individual web space.

## **Training Day 14 September – Community Banking Project**

The next tenants training day will take place on Wednesday 14 September. The topic for the day is the Devon Community Banking Project. This is the only public consultation that the project group will be carrying out and it is important to get as wide an audience as possible.

## **Next Meeting: Monday 5 December Buckerell Lodge Hotel 1.00 pm start.**

Anyone requiring a taxi should, as usual, phone ZCARS on Exeter 422888.

On the agenda next time: -

- Participation & Involvement
- The Older Persons Strategy
- Repairs Performance
- If anyone has any issues they want raised at the next meeting please contact Steve Deakin on 265698, but make sure you allow enough time to organise a response.