

NOTES OF A SHELTERED HOUSING FORUM MEETING MONDAY 26 JANUARY 2009

Present: -

Lawrence Blake	ECC	Ann Day	Flowerpot
Phil Mills	ECC	Phil Cuttell	Southlands
Steve Deakin	ECC	Philip Tait	Grandisson Ct.
Stella Bath	Nelson Close	Margaret Winham	York House
Josie Welham	Aldens	Teresa Burrow	Toronto House
J Laskey	Rennes House	KG Mayne	Toronto House
Joan Smith	Rennes House	Wendy Blythe	Warden
Gladys Tyrrell	Globefield	Yvonne Trude	Snr Warden
Eve Clarke	Globefield	Kerry Plumb	ECC
Viv Phelps	Shilhay	Paul Taylor	Police
Josie Browning	Flowerpot		

Apologies: -

Pat Brosnan, Sheila Mcleod,

Introduction

The meeting was opened with a general introduction from Lawrence Blake.

Bogus Callers & Distraction Burglaries – Paul Taylor

Paul Taylor is the crime prevention Officer with Devon and Cornwall Police. He began by showing two short films to the group about distraction burglaries followed by a discussion on what the woman in the films did right and also what she did wrong.

The first film showed how a woman made herself vulnerable to attack from distraction burglars by not locking her back door and then allowing a stranger to access her property, keeping her distracted whilst his accomplice ransacked her home, eventually stealing over £200.

The second film demonstrated that taking a few sensible precautions whilst you are at home, such as locking the back door and not allowing strangers into your home, can thwart the burglars.

Paul also highlighted two schemes in operation at present. The first is called **SOS – Stay Out Stranger**. If you are not expecting someone or they don't have ID, then don't open the door to them. If the caller says they are from one of the utility companies for example, you have a list of checked telephone numbers on a card which you can ring to verify their identity.

The second Scheme is **Nominate a Neighbour**. You write the contact details of a trusted neighbour who the caller can go to and bring them back with them so that you are not in the property alone with the caller.

Status Survey

A printout of the key findings for Sheltered Tenants from the Status Survey was handed out to the group. A discussion of the findings followed led by Lawrence Blake.

Supporting People Single Assessment Process

The Supporting People review began 12 months ago and is still ongoing. It is due to be completed and new contracts in place by 2011. There is a move towards floating support and away from the current property based system in place at the moment. We now need to carry out an assessment of all Sheltered Housing users to assess what level of support is required. The support people receive will be based on this assessment and no longer based on everyone in sheltered accommodation receiving three visits per week. This will mean that services are not supplied to people who do not need them.

Exeter City Council has volunteered to become a pilot area for the new scheme. Over the coming weeks selected sites within ECC's sheltered accommodation will be asked to complete a form with the help of their warden. The information gathered will influence the service we supply. We could have two separate classifications – Older Persons and Extra Support.

We can use the information gathered to ensure that we target money and resources at areas where they are most needed. There are a lot of older people who are not living in sheltered accommodation but who need to access support and this is one way of getting that support to them.

Kerry Plumb – Housing Enabling Officer – introduced herself to the group and informed them that she would be feeding information gathered from the Supporting People programme and Status Survey into new planning policy.

Digital Switchover

The group were reminded that Exeter will be the first digital city when on the 6 May 2009 the transmitter at Stockland Hill, together with all its relays, will be switched over to digital TV signal.

BBC2 will be the first channel to switch to the digital signal and if anyone loses their BBC2 picture at that time it is an indication that you have not converted your TV and should do so before May 20th 2009, when the remaining channels are switched from analogue to digital signals.

The group asked for a representative from Digitaluk to come to the next meeting. Steve Deakin to arrange.

Tenant Services Authority National Conversation

The Tenant Services Authority (TSA) is the new regulatory organisation for social housing. Initially they will be regulating Housing Associations and co-op's but from 2010 this is also likely to include local authority housing and Arm's Length Management Organisations (ALMO).

The TSA have asked landlords to consult with tenants to find out what level and standard of service they want from their landlord. In order to carry out a consultation of this scale the TSA have organised a 'National Conversation' which will probably be the biggest consultation of tenants ever carried out.

During the week beginning Monday 9 March we have arranged for a series of TSA National Conversation events to take place at the Buckerell Lodge Hotel on Topsham Road. The events will take place on: -

Monday 9 March 7.00pm - 9.00pm

Tuesday 10 March 2.00pm - 4.00pm

Thursday 12 March 5.30pm – 7.30pm

Friday 13 March 11.00am – 1.00pm.

Invites and will be sent out nearer the time and people are asked not to respond until you get the invitation please.

One group member asked if copies of the questions could be sent out prior to the event and this will be arranged.

TALC Nomination Forms

The group were offered TALC nomination forms to be completed and returned by 27 February. The majority were of the opinion that their two nominated candidates on the TALC were sufficient representation for the group but a few people did take advantage of the opportunity to represent their area in their own right. It was agreed that the Sheltered Housing Forum would have a vote for its representatives at the meeting.

Real Time Team (RTT)

The role of the Real Time Team (RTT) was explained to the group by Steve Deakin. Real Time Team members simply fill in a form when they have any contact with council officers, whether on the telephone or out of the office. These experiences are recorded and the supplied forms and sent to Steve. The information on the form is then recorded by the Resident Auditor Team and forms the basis of a report that will be used to improve the service you receive. As if improving your service alone is not reward enough, as members of the RTT you will also be entered into a monthly prize draw for the opportunity to win £50.

Application forms for the RTT were distributed to the group

Next Meeting: Monday 27 April 2009 - Buckerell Lodge Hotel - 2.00 pm

Anyone requiring a taxi should phone ZCARS on Exeter 422888

Agenda items to Steve Deakin on 265698