



## MEETING MINUTES

- Purpose of Meeting**
1. Welcome and actions from previous meeting.
  2. Age classification clarification and introduction-Jan Glass Head of Landlord services.
  3. Presentation by Age UK Leicestershire and Rutland.
  4. Any other business, updates from members.

**Date** 25th April 2024 1-3 pm

**Venue** The Hut, Old Ashby Road, Loughborough

### Attendance:

Members	June Bush Trish Edwards Janice Wright Phil Hudson Stuart Wells Diane Lockwood Craig Jordan Christopher Hipwell John Mason Wayne Bridges Yvonne Diamond Carol Airey	Thorpe Acre Community Association Aingarth Riversdale Court Birstall Fielding Court Association Fielding Court Association Chapman Street Garden Association Ashby Road Estate Community Centre Selbourne Court Arnold Smith House Association Brook Street Beresford Court Longcliffe Road
Guests	Andrew Everitt-Stewart Helen Kennedy Jan Glass Tony Donovan	Customer Engagement Officer Customer Engagement Officer Head of Landlord Services Age UK Leicestershire and Rutland
Apologies	Tracey Riley Paul Maine Christine Maine Ireen Kennedy Betty Saunders	Chapman Street Chapman Street Garden Association Chapman Street Garden Association Park Court George Toon Court

## 1: Actions from previous meeting

### Customer Engagement actions:

- Invite AAFD back for an update-this has been arranged for the August CHRF meeting.



## 2. Age classification clarification Jan Glass Head of Landlord Services:

- Jan Glass introduced herself as Head of Landlord Services, a title which covers all aspects of the department, and said that she took the roll with the intention of working with officers and residents to make customers experiences as good as they can possibly be.
- Jan is very experienced in housing management and high functioning organisations.
- Happy to meet local groups and attend community hubs.
- Will try to make sure that every customer feels listened to and will work with them to make necessary improvements.
- Currently looking at strengths and weaknesses in performance, and changes should begin to be evident in the coming months.
- The floods have been very difficult for the tenants affected and Charnwood Borough Council are still working through the issues.
- Housing standard inspections are returning, and this should help provide consistent standards. This involves a lot of work including talking to customers and officers and it will look at how Charnwood Borough Council listens and involves customers. It will also look at what impact issues have.
- Charnwood Borough Council is working with the Housing Quality Network, and they are helping with preparation and checking what standards we are currently meeting and formulating a plan moving forward.
- The inspection will take place some time in the next 4 years.
- Jan Glass did say that she is always available to contact, her details were given out to forum members.

### Questions asked:

- Does the anti-social behaviour department have direct contact with the police, and could the Police attend the forum to explain their involvement *Yes, they do and this can be arranged. ACTION.*
- At a previous inspection some years ago, record keeping was poor will this improve. *This should not happen now, and steps are in place to ensure that it does not.*
- Are hard copies kept of all paperwork? *Not all records are digital, but Charnwood Borough Council does need to improve record keeping in some areas.*
- Sub-contractors don't seem to carry any paperwork and forum members have had work carried out with out any evident. *Paperwork should be completed, and photographs should be taken but this process is under review currently and a contract portal is being explored for all work.*
- The paperwork system does need to be more rigorous like showing proof of ID, and should paperwork be used to trigger payment? *Yes, that should be the process.*
- Should this not be specified in an existing framework? *Yes, but all contracts are different at the moment, but we are looking into standardising them where possible and getting them all on one framework.*
- Paperwork to customers is useful as it allows them to chase up work. *This should and will be the case.*
- Contractors should let customers know in advance of work, as some are elderly and need the notice. *This will be investigated.*



# Charnwood Housing Residents Forum (CHRF)

- People are let into sheltered courts or request, but this should only be if the person being visited is at home. *Yes, that is correct.*
- On call wardens are currently overstretched, this needs investigating. *This can be looked at ACTION.*
- What happens if a sheltered court resident needs an entry key and the warden is not available, could key safes be fitted? *Jan Glass will talk to the Principal Officer – Customer Engagement & Older Peoples Services and arrange for feedback to be given at a future meeting. ACTION.*
- Could contractors give more specific work time slots? *Jan Glass will talk to repairs about this. ACTION.*

## **Declassification of age in council properties.**

- All accommodation has been looked at to see where voids are.
- Assessing stock to make sure that it meets the needs of potential or existing customers on the housing register is underway.
- Sheltered housing is currently under review and options are being considered for the future of these.
- Some voids are long term.
- Usage of some schemes are being considered and the age classification may be lowered for where appropriate.

## **Question asked:**

- Are other aspects apart from the age classification being changed to include things like physical needs? *An assessment is carried out on individual needs by tenancy support.*
- Could Jan Glass visit the sheltered courts? *Visits will be scheduled in when possible and a future visit to the forum will be scheduled to update on actions and issues. ACTION.*

## **3: Presentation by Tony Donovan from Age UK Leicestershire and Rutland.**

A presentation was given by Mr Donovan to inform the members of Age UK's services, and leaflets were provided.

## **Services provided by AGE UK:**

- Dementia and memory services.
- Help at Home.
- Information and advice.
- Support for carers.
- Support in the community, activities, and clubs.
- Mr Donovan explained that many customers seek help as a last resort however Age UK should be contacted sooner as they want to help people remain in the community for as long as possible. They provide options for care homes, a range of support and activities that help keep people healthy and well.
- The elderly can get very lonely so Age UK want to help, and they can arrange a number of activities from Luncheon clubs, day clubs to door to door transport.
- Age UK want to engage when people come out of the workplace and provide practical help.



# Charnwood Housing Residents Forum (CHRF)

- Also, they help to ensure people are claiming the right benefits, two thirds of benefits go unclaimed, and Age UK claimed £3.5 million for people once they assessed them to ensure they were claiming benefits they were entitled too in 2023.
- The biggest killer of elderly people is loneliness.

## People do not claim benefits for the following reasons:

- The print is too small on forms.
- Proudness stops some elderly claiming.

## Other services offered by Age UK:

- The service is complete confidential.
- They hold travelling luncheon clubs, can pick up from various locations.
- Provide rest bite for people who care for others, especially dementia. Age UK can provide support work to give rest for the family members and carers.
- If people haven't got the money, they will do a benefit check.
- Age UK have 20 full time staff working on a project "living with dementia".
- Age UK is funded by relying on legacy donations, working with businesses to provide sponsorship and from charity shops.

## Questions asked:

- If I walked into an Age UK shop with an issue are staff trained to help? *The manager and deputy manager would have the required training.*
- Not all people are able to use digital services, can Age UK help? *All shops have information hubs.*
- Is Age UK's information available in other languages and Brail? *Age UK have staff who are available to work in other languages and they work with hard of hearing organisations.*
- Where does Age UK's funding come from? *Some Government money, shop revenue and donations.*
- Is getting enough volunteers a problem? *Yes, it is, and we are struggling to recruit enough volunteers.*
- Are Age UK connected to social services in any way? *Age UK does work with social services, and they do recommend people to us.*
- Do Age UK do roadshows? *We would like to but unfortunately it is too costly.*

## 4: Update from members:

**Thorpe Acre Community Association:** An annual general meeting has been held and the same committee elected. Coffee mornings are still very popular.

**The Hut Old Ashby Road Loughborough:** The Cleethorpes trip is still going ahead and there are places available. Residents in the area are complaining about the length of time that scaffolding has been up, and the lack of work being done, and they feel that they are not being kept informed. Customer Engagement to investigate ACTION. The team at The Hut are currently feeling under appreciated by Charnwood Borough Council. A youth group has approached The Hut about using their facilities, but there are concerns that this could cause anti-social behaviour issues due to the nature of the group.

**Riversdale Court Birstall:** A court event is being held making use of the Community Initiative Fund.



**Brook Street:** The tenant bid landscaping work is scheduled for the coming week. The front door to the complex is still to be fitted and this is causing anti-social behaviour issues. Parking from people living outside the complex is still a problem but residents are asking them not to park there.

**Fielding Court Loughborough:** Community spirit is not good within the court. The communal lounge is now permanently closed and a flat is being considered as an option. Residents are receiving help with the gardens.

**Chapman Street Garden Association:** A new committee has been elected. There seems to be an increased anti-social behaviour problem in the area. Residents will contact the Police for assistance if this continues.

**Arnold Smith House:** There are some new residents, but the issue of a ramp for the bin storage area still needs to be resolved. Customer Engagement to investigate ACTION. When will the new front door be fitted? Customer Engagement to investigate. ACTION.

**Chapman Street Loughborough:** The mayors tea party is being planned in June and will be promoted at the next forum meeting. The garden association meetings are going well.

**Selbourne Court Loughborough:** There have been fly tipping issues, but these are now resolved.

**Housing Management Advisory Board update:** All sheltered courts are being assessed as to their sustainability and suitability. This assessment will ascertain priorities both financially and practically. Members asked to be kept informed on developments.

#### **Actions for Customer Engagement:**

- Investigate the ramp at Arnold Smith House.
- Investigate the door program for Arnold Smith House.
- Investigate the progress of work and scaffolding in areas mentioned.
- Look to invite the Police to a future CHRF meeting.

#### **Actions for the Head of Landlord Services:**

- Look at the current on call warden structure.
- Talk to the Principal Officer for Customer Engagement & Older Peoples Services and arrange for feedback to be given at a future meeting about what happens if a sheltered court resident needs an entry key and the warden is not available, could key safes be fitted.
- Arrange to revisit and feedback to the forum.
- Talk to repairs to see if more specific time slots for planned work can be given to customers by contractors.

***Meeting closed at 3:05 PM. The next meeting will be held on 23.05.24 at The Hut Old Ashby Road Loughborough.***