



MEETING MINUTES

Purpose of Meeting

1. Welcome, apologies and actions.
2. Leicestershire Adult Learning Services presentation
3. Any other business, updates from members.

Date 21st November 2024 1-3 pm

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	June Bush Janice Wright Trish Edwards Craig Jordan Christopher Hipwell Betty Saunders Phil Hudson Stuart Wells John Mason Les Bailey Yvonne Diamond	Thorpe Acre Community Association Riversdale Court Birstall Aingarth Loughborough Ashby Road Estate Community Centre Selbourne Court Loughborough George Toon Court Syston Fielding Court Association Loughborough Fielding Court Association Loughborough Arnold Smith House Association Walter Hull Court Beresford Court Shepshed
Guests	Andrew Everitt-Stewart Helen Kennedy Elanor Chauhan	Customer Engagement Officer Customer Engagement Officer Leicestershire Adult Learning Services
Apologies	Tracey Riley Ireen Kennedy Wayne Bridges Diane Lockwood Andrew Sheppard	Chapman Street Loughborough Park Court Loughborough Brook Street Shepshed Chapman Street Garden Association Riversdale Court Birstall



1: Welcome and Actions from previous meeting

Actions for Customer Engagement:

- Anti-Slip Paint for the decking at Riversdale Court has been delivered so we need to organise painting the area.
- Members requested that the Police (or PCSO) attend a future meeting - this has been organised for the January meeting
- Arrange for Fearon Hall to attend a future CHRF meeting to talk about the organisation. – Fearon Hall are attending the February 2025 meeting.
- Talk to the Communications Team about an article on the work of Sarah Jones and the NHS Partnership Mental Health – This is ongoing and awaiting for Sarah to respond
- Arnold Smith House are still awaiting the date the ramp work will commence, this needs to be confirmed.
- ARECA (The Hut) estate walk, actions have been chased up by the Customer Engagement Team and it is the responsibility of the relevant department to action.
- Walter Hull Court internal and external decorating – it was explained that the Stock surveyor attended on site yesterday (20.11.24) and confirmation of this visit is to be ascertained, however it was noted and explained to them that there is ceiling and roof repairs to be done first.
- The Hut have supplied information regarding a local community paint project called Community Repaint UK, ran by Dulux. The Loughborough scheme is called Exaireo and the contact details are as follows:
 - Email: resue@exaireo.org
 - Tel: 01509 767930
 - Address: Unit 4, Weldon Road, Loughborough, LE11 5RN
 - Website: [Loughborough - Community RePaint](https://www.exaireo.org/)
- Damp issues are still yet to be actioned with the Resident Liaison Officer, the RLO has been asked but will need to chase with them again – ACTION
- Andrew Staton to attend more meetings, date to be arranged – ACTION



Engagement Strategy

A brief update was provided with regards to the new Customer Engagement Strategy. A survey will be distributed over the next few weeks, and this provide an opportunity for tenants and leaseholders to let us know what they want out of Customer Engagement.

It was explained that the Consultant TPAS will be providing training and support to the Customer Engagement Team, hopefully in the New Year, 2025. This will involve setting up a new scrutiny panel and a mystery shopper service.

Our of Hours Warden Service

Customers of our Lifeline service have all received letters informing them that the Out of Hours Warden service has been temporarily suspended. Concern was raised on the affect this may have however they were reassured that the service remains the same, 24 hours, 365 days a year and it is only the Out of Hours wardens that has been put on hold.

2: Leicestershire Adult Learning Services presentation by Elanor Andrews.

Elanor Andrews role at Leicestershire Adult Services is that of Learning Development and Delivery Coordinator for Leicestershire. The Adult Learning Services is run by Leicestershire County Council, and they support people to improve their lives through lifelong learning.

The '**Multiply Project**' is a national government funded programme aimed to level up opportunities for more people by increasing confidence with numeracy. They deliver the national programme in Leicestershire, and they provide hundreds of free courses and support. The courses can help build numeracy skills in order to: improve job prospects, support people through life changes, help children with schoolwork, and feel more confident managing household budgets.

The project is divided into four sections:

Cookie in the jar: This involves making a present by weighing out ingredients and placing into a jar along with making cookies. This uses numbers and and is enjoyable course that lasts a couple of hours.



Keeping tab of costs: this is a two-hour course ran over three weeks. This teaches people about income and expenditure, shows how to use a spread sheets to record expenses, and to calculate money left at the end of each month. It also advises on how to use the internet to shop for the best deals, also comparing costs with different supermarkets, as a lot of supermarkets match items and have their own offers on, so it always beneficial to look at what offers are on to help save money. They also look at how to reduce household bills.

Safe taste zero waste: this teaches how to compare brands, advises on costings and value, to save money in shops and how to avoid unnecessary food waste. It also gives advice on food storage and how to keep things fresh and gives recipes for food that might normally be thrown away, like leftover recipes. This is a 2-hour course

Get Internet Savvy: Learning how to avoid scams, what makes a secure password with being shown how to create a document to record passwords securely. They also provide advice on navigating the internet. This can be done in people's homes and is for 2 hours.

Multiply courses are all free however you must be over 19, not have a grade C in GCSE Maths, and to be able to attend a course, an enrolment procedure is in place which can be obtained online. The Multiply courses are unfortunately finishing in March due to Government funding coming to an end.

It was arranged to hold a Get Internet Savvy course with the Forum members and will be held on Thursday 13th February 2025 at 1:00pm until 3:00pm at The Hut, Loughborough. Members will need to enrol however forms will be distributed and assistance provided where necessary.

Fraud and Scams:

It is Fraud awareness month, so various campaigns are publicised. It was advised that everyone must be more cautious, especially with the run up to Christmas and to always report anything suspicious to their banks. Scams always try and rush you and get you flustered so you respond, so scammers scare you into doing things quickly so you don't think as rational as you would normally. Please always be cautious.

The Forum was notified of a recent scam where people are receiving telephone calls from what seems to be your bank. They are claiming there is suspicious activity on your account and then they send you a text message with a one-time passcode, which is very convincing. It was explained not to respond and to call the bank directly.



Parking tickets are also a recent scam – advising people a ticket needs paying, again, this is a scam.

Energy saving tips were given to forum members:

Batch cook food, fill the oven, and freeze food where possible.

Microwaves are more energy efficient than ovens.

- Make the most of leftover food to save money and energy, makes soups and utilise leftovers.
- Cook with lids on as this is more efficient and will also help to stop any damp issues within the property.
- Use the fridge to defrost food to save using energy to do this.
- Switch off all devices that are on stand by to reduce bills and save energy
- £40 a year can be saved by changing all light bulbs to LED
- 30 litres of water a day can be saved by using a universal sink plug or washing up bowl
- £6 a year can be saved by only using the water you need each time you boil a kettle. Eco kettles on average use twenty percent less electricity
- Use efficiency settings and fill your washing machine, fifty seven percent energy can be saved per year by washing at thirty degrees
- Air fryers and slow cookers are very efficient. It is possible to save £112 a year by using a slow cooker
- Turning the thermostat down on your central heating by one degree can save ten percent of your overall energy bill which could add up to £115 per year

3: Update from members:

Thorpe Acre Community Association: Coffee mornings are going well and well attended. They are currently organising with the church a Christmas dinner for the community, there is enough money in the funds from the coffee mornings so this will be used to fund the meal. They held a Remembrance service on remembrance Sunday on the green and on the following Monday they had a 2-minute silence.

Fielding Court – The court are not able to have a Xmas party due to having no communal lounge so it has been agreed by Sally Ramalho that the Council will fund for them to have a Christmas party somewhere local. They are still having issues with not enough bins for the flats occupied, this is ongoing.

The Hut Old Ashby Road Loughborough: They are hoping to hold a Christmas event on the 21st of December; however, they still need to apply for some Community Initiative Funding from the Customer Engagement team. They are trying to encourage recycling with residents in the area and leaflets were distributed with the panel which encouraged us to bring in bread wrappers and blister packs to The Hut so they can be collected as The Hut want to be an official drop off point for such recycling.



Charnwood Housing Residents Forum (CHRF)

Riversdale Court Birstall – They have arranged a Christmas party for the court and the bench has been moved by the help of residents at Fielding Court.

Arnold Smith House – They finally have a Christmas dinner organised, and this has been part funded by the Community Initiative Fund, Panel members from Fielding Court have been invited. There are still holes in the communal lounge ceiling where black tape has been put over them, this is still ongoing.

Beresford Court – After waiting for a long time, a resident is now getting his front door repaired and the issue hopefully is now resolved.

Chapman Street Garden Association: Nothing to report

George Toon Court: - The faulty door has now been completed in on of the blocks.

Selbourne Court Loughborough: - Nothing to report

Walter Hull court – A Surveyor from Charnwood Borough Council visited the court to check the internal and external decoration and if it will go on a future programme. Roof work on flat 10, they have spoken to the supervisor however they have been delayed with other works but are hoping to start to make the flat waterproof before the Christmas break. Drug issues within the court are now resolved

Aingarth: They held their 1st video night, and 10 residents attended, further ones are being organised for the following couple of months. They are also holding a Drop-in day on December 4th, where residents can join and help decorate the tree, they will also be doing a pass the parcel and mince pies will be served.

Asked if there were anywhere to donate children's toy, it was suggested John Storer House or British Heart Foundation.

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Actions for Customer Engagement:

- Damp issues are still yet to be actioned with the Resident Liaison Officer, the RLO has been asked but will need to chase with them again – ACTION
- Andrew Staton to attend more meetings, date to be arranged – ACTION

Meeting closed at 3:00 PM. The next meeting will be held on 19.12.24 at The Hut Old Ashby Road Loughborough, 1:00pm until 2:30/3:00pm.