



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and actions from previous meeting
 2. Tenant Expenses Claim and Group Grant Policy review
 3. EEM funding vote
 4. Presentation NHS Partnership Mental Health awareness
 5. Any other business, updates from members.

Date 25th September 2024 1-3 pm

Venue The Hut, Old Ashby Road, Loughborough

Attendance:

Members	June Bush Janice Wright Christopher Hipwell Betty Saunders Phil Hudson John Mason Les Bailey Craig Jordan	Thorpe Acre Community Association Riversdale Court Birstall Selbourne Court Loughborough George Toon Court Syston Fielding Court Association Loughborough Arnold Smith House Association Walter Hull Court Ashby Road Estate Community Centre
Guests	Andrew Everitt-Stewart Helen Kennedy Sarah Jones	Customer Engagement Officer Customer Engagement Officer NHS Partnership Mental Health awareness
Apologies	Trish Edwards Tracey Riley Ireen Kennedy Wayne Bridges Carol Airey Trev Fairminer Yvonne Diamond Diane Lockwood Stuart Wells	Aingarth Loughborough Chapman Street Loughborough Park Court Loughborough Brook Street Shepshed Longcliffe Road Shepshed Longcliffe Road Shepshed Beresford Court Shepshed Chapman Street Garden Association Fielding Court Association Loughborough



1: Welcome and Actions from previous meeting:

Actions for Customer Engagement:

- Ask Travis Perkins for Anti-Slip Paint for the decking at Riversdale Court as part of their social value project. This has been requested.
- Investigate a peep hole for the resident at Selbourne Court due to a police incident. Email sent to Asset Management 23.08.24 asking for advice.
- Ask AaFD to attend a future meeting in 6 months for updates on their service – this has been arranged for the 27th March 2025.

Members have mentioned that the Police attend a future meeting, Crag Jordan will liaise with the local PCSO and Customer Engagement to arrange. **ACTION**

2: Group grants policy review:

- Members were given the existing and the proposed policy to read through and review.
- Members were asked to take the policies away to read through and comment on and Customer Engagement will also send the policies via email so that all members have access to them. Feedback was requested no later than 02.10.24.

Questions asked:

- Is there a constitution for all resident associations? *Yes, the vice chair will email a copy.*
- Does the amount that some associations receive in grants from Charnwood Borough Council mean that they will have to submit accounts to the council? *Customer Engagement will check the criteria for this and report back to the forum **ACTION***
- Clarification was asked for on the 'start up' grant for associations. *This is a grant for equipment and supplies that associations may need to set up a successful organisation and is a one off award.*

3: Tenant Claim Policy review:

- This is for tenants to reclaim expenses incurred during engaging with Charnwood Borough Council. Claims could be submitted on a quarterly basis or individually
- It was pointed out that the mileage claim amount was different in the policy to the claim form, this will be corrected.
- Although required, claims can still be processed without receipts as Customer Engagement will have records of tenant's participation and can compare the expense to various streams.

Questions asked:

- On page 3 of the policy, it states that 'parents are restricted to the care of children under the age of 14 years', however the law states in the Children's and Young



Persons act that children of the age of 12 or over are able to be left unattended, can this be amended to be in line with the current guidelines in law? *It was noted that the capacity of some children will vary, it was agreed to amend this to 12 years of age.*

- In the section that mentions support worker costs, must this be a registered, recognised carer? *The wording will be changed to state 'registered support worker'.*
- Please can all abbreviations in policies and minutes be explained in the text.
- When will all amendments to the policy be available? *The policy will be amended, then will need to be approved by the Principal Officer for Customer Engagement and Old People Services and then be distributed to all members.*
- Some car parks now send receipts and request payments digitally, what time scale is allowed for submission of claims if this is the case? *This can be allowed for and will be added to the policy **ACTION.***

All members approved the policy with the agreed amendments and printed copies will be supplied at the next CHRF meeting. **ACTION**

4: EEM Application received:

A bid was presented for Fearon Hall for continued funding for exercise classes.

Questions asked:

- Could it be arranged as funding has been granted, that Fearon Hall comes to the CHRF to discuss the work they do. *Customer Engagement to organise. **ACTION.***
- How is this fund fully accountable in where it is spent? *The fund is managed by the Principal Officer for Customer Engagement and Older People Services.*
- It was discussed as to whether Fearon Hall should justify their request for funding before it is issued by the forum, but it was decided that if they visited a future meeting that would be sufficient.

All the forum members were in favour of the money being awarded to Fearon Hall through the EEM project on the condition that they attend a future meeting.

It was also discussed that some of this funding may be used to help The Hut become a hybrid digital venue.

5: Presentation by Sarah Jones date from the Leicestershire partnership NHS trust:

- Sarah explained her role and that she is the mental health lead for Charnwood.
- The role is to ensure that the correct mental health needs are identified, and support directed appropriately, both collectively and on an individual basis.
- Work with voluntary community organisations, churches, parish councils, and any other appropriate organisations and find resources for needs identified by them.
- Members explained which area of Charnwood they represent.
- There is a paper called the Charnwood Health and Wellbeing Plan, which outlines the role and responsibilities, and this is what the work is based around. The plan is compiled by the NHS, Charnwood Borough Council, Public Health and Leicestershire County Council.



Charnwood Housing Residents Forum (CHRF)

- From this partnership there are 5 key actions groups which specialise in; mental health, reducing social isolation and loneliness, supporting carers, dementia and dying well.
- Trying to make sure that all areas outside Loughborough are suitably catered for, with working groups to ensure this, with mental health teams involved to assess how they can help and support. GP's and community mental health nurses attend.
- Working closely with Longcliffe Communal Lounge and have weekly drop-in sessions there.
- A mental health support group is currently being set up in Birstall in a coffee shop and nursing home.
- Sufferers don't always realise that they are suffering but we try to intervene to prevent hospitalisation, and work with people whilst in hospital and when they leave.
- Community connectors are now being set up throughout the county to back up GP services and give a service that people can call for help and a response will be received within 72 hours.
- People prefer to seek help in their own location.
- Another part of the role is mental health neighbourhood cafes. These are designed to intervene and stop people having to go to see GP's. They are situated throughout Leicestershire and Rutland and listed in a leaflet handed out to members. No appointment is needed and there are qualified mental health professionals at each one. Immediate support is available. There is also a café on the Loughborough University campus.
- The online platform Joy was explained. This has a list of voluntary groups of all kinds, and people can refer themselves straight to this, and again it is to try and prevent GP visits and GP's themselves use this site. It is NHS ran and so as secure as possible. All organisations must go through due diligence to be able to join and are checked quarterly.
- We can visit any communities and groups, or on an individual basis.
- Any organisation can register to become a mental health friendly place, and they will receive free mental health first aid training for staff and volunteers.

Questions asked:

- Is there any representation for the armed services and people struggling with conditions such as post dramatic stress disorder? *Yes, there is a lot of support available, there are veteran support groups in Loughborough, and one is being set up in Syston.*
- What work do you do with the homeless? *We work with organisations such as The Bridge and the Falcon Centre and there is funding available.*
- The Hut has had meetings about suicide awareness and 2 staff are looking to train in this area and make the Hut a centre for this.
- Younger people do suffer with mental health issues what support do you offer for this? *We are looking at starting groups to support this.*
- Students are sometimes scared to ask for help, how closely do you work with them? *The mental health café on the Loughborough University Campus is in the health and wellbeing building and helps with all pressures that students face.*
- Do you work with tenancy support at Charnwood Borough Council who try and help tenants sustain their tenancy? *This is something that can be investigated.*
- Could this work be featured in Your Homes Matter? *Customer Engagement to speak to the Comms team and arrange this **ACTION**.*
- How would you go about getting help for people who need it but don't necessarily realise? *This is difficult but care must be taken during the process.*



Charnwood Housing Residents Forum (CHRF)

- Men are reluctant to ask for help. *We are working with a lot of men's mental health groups and there is a 'walk and talk' group in Loughborough. We have also worked at Junction 23 which is a truck stop with the drivers and this has been very successful, and we intend to revisit.*
- Do you work with schools? *There is an app called 'Tell Me' that young adults can use and we are trying to work in schools more.*
- Do you deal with bullying, in and outside of schools regardless of age? *We do offer help in situations like this yes. We are also starting to work on this in schools.*
- Could the support available be mentioned at court meetings, particularly the next meeting at Arnold Smith House? *Customer Engagement to action this. **ACTION.***

Thanks were expressed to Sarah Jones for attending and explaining her role.

6: Change of times for future CHRF meetings:

- New meeting times were proposed for the CHRF meetings commencing in April for the year 2025/26 as taxi availability is an ongoing issue as the finish time of 3 pm conflicts with school runs for Take Me who supply the taxis.
- Three time slots were offered, 10-12, 11-1 pm and 2-4 pm.
- The time of 11-1 pm was preferred by members by a unanimous show of hands.
- This will commence from the April 2025 meeting.

7: Tenant Bid update by Customer Engagement:

- An update of all current tenant bids was given in to members.
- The Senior Citizen Forum has recently passed a bid for Babington Court from the sheltered court budget for raised beds to be installed.
- An update was given on the 2 outstanding bids at Manor Road Loughborough and Beresford Court Shepshed, which will both be completed shortly.

8: Update from members:

Thorpe Acre Community Association: Thanks were expressed to Customer Engagement for the Community Initiative Funding for the boat trip and coach trip. Coffee mornings continue to be popular.

Fielding Court – The number of black bins for the court has been reduced and this is causing overflowing issues. There is also a rise in anti-social behaviour from some tenants.

The Hut Old Ashby Road Loughborough: The youth club Tricky Tree House is continuing to be popular. The estate walk around the area went well. The chat café continues to be popular. Volunteers at The Hut is looking to engage in mental health training. It was also discussed that Customer Engagement will investigate EEM funding to make The Hut a hybrid venue.

Riversdale Court Birstall – The new raised flower bed that was installed using the Tenant Bid Fund has been planted and tenants are enjoying it.

Arnold Smith House – Residents have been on a social outing and are planning a Christmas dinner. The court is also looking to enter the 2025 Tenant Garden Competition.

George Toon Court: - No Comments



Charnwood Housing Residents Forum (CHRF)

Selbourne Court Loughborough - Issues at the court have now settled down and anti-social behaviour has reduced.

Walter Hull court – Tenants are enjoying the garden and maintaining it that was paid for from the Tenant Bid Fund. There are plans for residents to work on the rest of the gardens at the court.

Question asked:

- Is it possible to get copies of forms that are completed for funding digitally on the Charnwood Borough Council website on application? *Currently this is not possible as it is an internal form for the council, however applicants do receive an application number which can be followed up.*

Actions for Customer Engagement:

- Investigate the amount of funding that associations can receive before they need to submit accounts to Charnwood Borough Council.
- Add into the Tenant Claim Policy that enough time will be allowed for digital payments to be submitted.
- Send out amended copies of the Tenant Claim Policy and provide paper copies for the next CHRF meeting.
- Arrange for Fearon Hall to attend a future CHRF meeting to talk about the organisation.
- Talk to the Comms Team about an article on the work of Sarah Jones and the NHS Partnership Mental Health
- Look at talking to sheltered courts at future meetings about the work of Sarah Jones and the NHS Partnership Mental Health.
- Arrange with The Hut a visit to a CHRF meeting by Leicestershire Police.

Meeting closed at 3:00 PM. The next meeting will be held on 26.09.24 at The Hut Old Ashby Road Loughborough, 1:00pm until 3:00pm.