



**SUPPORTED HOUSING USER PANEL**

**Tarka Housing Board Room**

**Minutes of the Meeting held at 10 am  
Tuesday 14 December 2010**

Present: Caroline Pittwood, Karen Witney (Supported Services Manager), Eileen Brown, Cathy Martin, Sue Dunford, Kathy McKay, Katherine Russell, Thelma Thompson, Penny Ireland (Residents)

Minutes: Beccy Shaw (Receptionist)

Item		Action By And Date
1.	<p><b><u>Welcome and Introductions</u></b></p> <p>Caroline Pittwood welcomed everyone to the meeting.</p>	
2.	<p><b><u>Apologies for Absence</u></b></p> <p>None.</p>	
3.	<p><b><u>Minutes of July Meeting (Accuracy)</u></b></p> <p>No amendments were made to the minutes.</p>	
4.	<p><b><u>Matters Arising from the Last Meeting</u></b></p> <p><u>Page 3 – Guest Rooms</u></p> <p>Karen Witney informed the Panel that the Key Safe issue has now been resolved.</p> <p><u>Page 3 – Aids and Adaptations</u></p> <p>Karen Witney explained that the grab rails fitted were done originally for previous residents from years ago. So this is no longer an issue.</p> <p>Katherine Russell informed the Panel that she passed on all</p>	

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	<p>queries regarding Devon Home Choice to Pauline Davies. This information was supposed to be passed on to Rupert Warren but unfortunately the meeting was cancelled.</p> <p>Caroline Pittwood informed the Panel that the Support Advisors are now trained up on Devon Home Choice so if anyone has any queries, the Support Advisors are available to help and show residents how to work it. Sue Dunford explained that she finds it very difficult to use. Katherine Russell felt that it needs to be made simpler. Sue Dunford was unsure how to use the number she was given. Caroline Pittwood explained that you get a security number once you put in an application, this allows you to then bid on a property.</p> <p>Karen Witney informed the Panel that the Supported Housing Christmas Party cannot be expanded at this time. Cathy Martin explained that the Christmas Party was very good. It included a quiz and bingo and the price for a full house was a hamper. Eileen Brown said that all the Support Advisors were invited which she thought was very nice. Caroline Pittwood said that it sounded like a good day. Cathy Martin informed the Panel that it was laid out for roughly 120 people but a table of people were missing. This was a better turn out than last year though.</p>	
5.	<p><b><u>Confirming Meeting Dates and Venues for 2011</u></b></p> <p>Karen Witney informed the Panel that Paul Raeburn has said he would like to see some new faces joining the Supported Housing User Panel (SHUP). It has been agreed that the meetings will take place at Tarka's different schemes again. Confidentiality will need to be kept to a minimum as anyone can pass through while the meeting is underway.</p> <p>Karen Witney explained that hopefully the first meeting will take place at Dartington Fields in Torrington, then we will move on to Northam and Ethelwynne Brown Close, then Chubb Churchill Communal Room or Torrington Lane. After that we will move on to somewhere in Bideford West and then go across to Holsworthy. Penny Ireland asked if there will be directions as she does not know Torrington area very well. Karen Witney replied that yes there will be. We will attempt to keep to the dates for next years meetings and hopefully will get more residents involved.</p>	
6.	<p><b><u>Sheltered Housing Management</u></b></p> <p>Caroline Pittwood informed the Panel that Andrew McMurray does not have an Assistant at the moment, but hopefully will have one soon. He is busy going out on inspections and doing Fire Risk Assessments at the moment and there are a few Voids to sort out</p>	

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	<p>too. It was explained that a Void is an empty property.</p> <p>Karen Witney reported that there are a minimum of 25% cuts. Pest Control at Torridge District Council (TDC) has already been scrapped and any services that are not statutory may be considered to drop.</p> <p>Caroline Pittwood explained that Supported People (SP) funding has not yet reached a decision but Contracts for the next two years are to carry on as normal. Karen Witney informed the Panel that at present there are roughly 350 providers but it will probably be merged down to 40% of that. What they want to pay does not cover the cost.</p>	
7.	<p><b><u>Staff Changes and Sickness</u></b></p> <p>Karen Witney informed the Panel that Kirsty Mather has had her baby and both are well. It was also announced that Kieren Hewins had his last day at Tarka Housing on Friday and has moved over to TDC to work in IT. Beccy Shaw has taken over his role as full-time Receptionist.</p> <p>Caroline Pittwood informed the Panel that Karen Barton is leaving in January 2011 to go and work for 'Rethink'. Karen Pattenden who currently works in Torrington had the opportunity to take over Ethelwynne Brown Close. She will start this new work on Tuesday 4 January and will be covering the area five days a week. She is looking forward to meeting everyone.</p> <p>Eileen Brown explained that there is a coffee morning tomorrow at Ethelwynne Brown Close, possibly with 'Time for Life', which would be nice for her to attend. Caroline Pittwood said that she will invite Karen Pattenden and hopefully she will be able to make it. Eileen Brown said that it is at Ethelwynne Brown Close Phase Two and will take place in the afternoon.</p>	
8.	<p><b><u>Emergency Helpline Service Update</u></b></p> <p>Karen Witney informed the Panel that there was a story in the papers recently regarding a lady called Gina Barrett who had one of Tarka's Community Alarms. She started to have an asthma attack and her dog saved her life by pressing the red button. Gina Barrett wanted to thank the lady that works at Home Safe Guard for keeping her calm by speaking through the alarm's speaker. It was decided that Karen Witney, Vanessa Gray (Group Communications Manager), Gina Barrett and her Dog Ben would all go to Sidmouth to thank her. There was a lot of Press and it helped to promote the alarms and make people aware of where to get them from.</p>	

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	<p>We currently have adverts on the radio and signs on the side of our vans. We have leaflets placed around Bideford including libraries and hospitals. Penny Ireland suggested placing leaflets in the Mobility Schemes. Karen Witney said that there are more places that Tarka are looking into; we just need the time to be able to drop them around.</p> <p>Karen Witney explained that the Tarka Leaflets were recently changed as the previous ones had the Tarka Housing logo spread over the top of it and people may have assumed you needed to be in a Tarka property to be able to have one.</p> <p>Cathy Martin said that she could pass some leaflets around at her Church. Katherine Russell said that she would be happy to pass some leaflets on as well. Karen Witney thanked them and said it would be a great help. She explained that the price has come out of the leaflet as well. It would be great if anyone could ring up their local papers and ask them to advertise the alarm and to include the service and a contact number.</p>	
9.	<p><b><u>Core Training for Panel Members</u></b></p> <p>Karen Witney explained the ‘Customer Involvement Training Programme’ that was sent out with the minutes. Alister Gillies (Resident Involvement Manager) has organised the Courses and if anyone on the Panel would like to attend any of the days they can inform Alister Gillies or Claire Burwood and Beccy Shaw on Reception.</p> <p>Katherine Russell asked what Mystery Shopping involved. Karen Witney explained that you get given a role to play and have to phone in to Tarka Housing. The idea is to find out how well Tarka deal with your query.</p> <p>The Panel were informed that Carol Stephenson (Service Development Manager – Westcountry Housing) would like the Tenants of the SHUP to Chair the meetings themselves. It would be good for everyone to say what they would like on the agenda too.</p> <p>Caroline Pittwood explained that professional boundaries were discussed and what the policy should be on receiving gifts. There is a leaflet that explains boundaries and tells people how to act and treat each other.</p> <p>Karen Witney informed the Panel that gifts can lead to a risk of accusations. It is important to remember that Tarka are Staff members not friends. It would be an idea for each Scheme to select a charity and every year if they insist on a gift, they can donate it to a raffle for the charity or donate money.</p>	

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	<p>Caroline Pittwood also explained that Staff are not allowed to hug Tenants either. A Staff member is allowed to touch a Tenant between the elbow and the wrist, but that is all. Caroline Pittwood will bring in a leaflet to the next meeting for everyone to look at. Karen Witney said that Staff should never employ Residents for work and Residents should never employ Staff for extra work.</p> <p>Sue Dunford felt that Ethelwynne Brown Close does not seem very social. Caroline Pittwood said that this is due to the two different Communal Rooms in the Phases. If they had different names, they might not just be associated with the two Phases of Ethelwynne Brown Close.</p>	Caroline Pittwood
10.	<p><b><u>SP Funding Update</u></b></p> <p>This agenda item was covered in 'Sheltered Housing Management'.</p>	
11.	<p><b><u>Any Other Business</u></b></p> <p>Caroline Pittwood informed the Panel that she has been working on the Quality Framework Assessment (QAF). It includes how Tarka deals with 'Safeguarding Adults', 'Complaints', 'Fair Access', 'Protecting From Abuse' etc. She is working with the Support Advisors to make sure they understand the processes and why it needs to be done. Karen Witney explained that it is all the things Staff do just packaged into one.</p> <p>Caroline Pittwood said that everyone will be working together to get it done. Support Advisors may Champion an area to work on.</p> <p>Sue Dunford informed the Panel that Home Swapper needs to be updated as it still has properties on it that are no longer empty.</p> <p>Eileen Brown asked how the 'United Community Centre' is going and is it working well. Thelma Thompson replied that it is going well. Caroline Pittwood said that the 'Snap Dragons' are now attending there. Thelma Thompson informed the Panel that TorrAGE are having a Christmas Party there tomorrow if anyone would like to go. There is an admission fee on £1 or party treats.</p> <p>Penny Ireland reported that someone from Tarka came out to have a look at her Kitchen. She asked about having a carousel unit put in to make it easier for her, but got the response that Tarka do not do those units. Karen Witney explained that a Surveyor going out to see what improvements need to be done to the property is different to going out and seeing what Disabled Adaptations can go in.</p> <p>Eileen Brown said that these issues should be raised at the Asset</p>	

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	<p>Management User Panel (AMUP) and the Housing Management User Panel (HMUP). Caroline Pittwood suggested getting a Surveyor in to have a chat with the Panel at the next meeting. Karen Witney explained that this issue needs to be looked at as a Disabled Adaptation as opposed to a Kitchen renewal. She will ask Chris Willmott to join the next meeting. Sue Dunford felt that if Disabled Adaptations are needed and a new kitchen is due then this issue needs to get sorted.</p>	Karen Witney
12.	<p><b><u>Date, Time and Venue of the Next Meeting</u></b></p> <p>Wednesday 16 February at 10 am.</p>	
13.	<p><b><u>Feedback on Meeting</u></b></p> <ul style="list-style-type: none"> <li>➤ Have digressed but it has been interesting</li> <li>➤ Relaxed</li> <li>➤ Would be nice to have a male</li> <li>➤ Nice variety within the Group</li> </ul>	