



SUPPORTED HOUSING USER PANEL

Tarka Housing Board Room

**Minutes of the Meeting held at 10 am
Wednesday 20 October 2010**

Present: Caroline Pittwood, Karen Witney (Tarka Housing)
Eileen Brown, Cathy Martin, Sue Dunford, Kathy McKay, Katherine Russell,
Thelma Thompson (Residents)

Minutes: Beccy Shaw

Item		Action By And Date
1.	<p><u>Welcome and Introductions</u></p> <p>Caroline Pittwood welcomed everyone to the meeting and as there were new members to the Panel, all present introduced themselves.</p>	
2.	<p><u>Apologies for Absence</u></p> <p>Apologies were received from Cynthia Greaves and Paul Raeburn.</p>	
3.	<p><u>Minutes of July Meeting (Accuracy)</u></p> <p>No amendments were made to the minutes.</p>	
4.	<p><u>Matters Arising from the Last Meeting</u></p> <p><u>Page 1 – Holiday Cover of Support Advisors</u></p> <p>Sue Dunford asked if the Support Advisors were now following the correct process when taking leave. Caroline Pittwood replied that she arranges all leave and holiday cover.</p> <p>Eileen Brown asked who is allowed to join Supported Housing. Karen Witney explained that Torridge District Council (TDC) decide who is accepted into Sheltered Housing through the banding process. It is a concern that older people without IT skills</p>	

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	<p>will get missed off the list as Devon Home Choice (DHC) is a large process. Katherine Russell announced that a meeting is taking place regarding DHC for everyone to get a better understanding of it and to voice any queries they may have. Katherine will take the points raised today along to the meeting.</p> <p>Eileen Brown informed the Panel that Pauline Davies has arranged a meeting with Rupert Warren as she is not happy with CBL. Karen Witney explained that if people are struggling to use the system, they can apply to receive paper updates instead, or a support worker or Tarka staff could help them.</p> <p><u>Page 2 – Incident at Hillgarden Close</u></p> <p>Sue Dunford asked if this issue had been resolved. Caroline Pittwood explained that a meeting has been set up in which Andrew McMurray and Debby Sayer will attend.</p> <p>Julie Jarman was Support Advisor for Hillgarden but now Debby Sayer is. She is in the process of updating documents, seeing which residents need a pendant and telling them they will need to be visited at least once a week.</p> <p>The Panel were informed that when a Support Advisor cannot make contact with a tenant they'll ring in to the office and Caroline Pittwood will go down and check the property with them.</p> <p>Sue Dunford asked what was happening with the Resident Groups requested on schemes. Karen Witney explained that she had asked Laura Wyatt and Alister Gillies but they do not have the capacity to run them at present. Tenants can set up the meetings themselves if they would like to.</p> <p>Caroline Pittwood informed the Panel that Support Advisors are lone workers and feel isolated. She is setting up meetings to discuss any queries they have. They also went along to Nigel Barnard's Performance Review Meeting and are going to be attending Quality Assessment Framework (QAF) meetings.</p> <p>Karen Witney felt that now the Support Advisors have IT (Information Technology) access it helps them to communicate with Tarka more.</p> <p><u>Page 2 – Christmas Parties</u></p> <p>Sue Dunford queried why only Sheltered Housing residents were invited. Cathy Martin replied that it was. Sue Dunford felt that it was not fair to leave out elderly tenants in General Needs properties. Karen Witney explained that it would be logistically</p>	
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5.	<p><u>Safeguarding – Discussion of Issues</u></p> <p>Everyone had a look through the ‘Safeguarding Adults Policy and Procedure’ document and discussed the contents. Sue Dunford stated that the document needs to be changed to read ‘Westward Housing Group’ throughout, instead of ‘Westcountry Housing’. Caroline Pittwood agreed and said that abbreviations need to be written in full as well.</p> <p>The Panel were informed that the Support Advisors job is not to investigate an abuse situation but to log any changes they notice and pass them on to Caroline Pittwood who will then report them to the DCC protection team via Care Direct whose job it is to look into the problem.</p> <p>Everyone agreed that the policy was good and Caroline Pittwood will amend where necessary.</p>	Caroline Pittwood
6.	<p><u>Sheltered Housing Management</u></p> <p>Karen Witney informed the Panel that ‘Time 4 Life’ is now on some schemes.</p> <p>Charlotte Hewins has been successful in the post of Housing Officer and will no longer be working in Supported Housing.</p>	
7.	<p><u>Emergency Helpline Service Update</u></p> <p>Karen Witney informed the Panel that since January 2010, a full time Alarm Officer has been on long term sickness leave almost throughout. This has had an enormous impact on the alarm team and capacity to build the service. Ros Woolacott and Sue Day have been working brilliantly.</p> <p>The alarm figures are heading in the right direction but not as quickly as we hoped. The Board are going to question service viability if the figures are not near the business plan projections. Karen Witney shared the figures with the Panel.</p> <p>Caroline Pittwood informed the Panel that a meeting has been set up to make sure everyone is ready for the bad weather that has been predicted.</p> <p>Eileen Brown informed the Panel that Paramedics are having trouble getting into Ethelwynne Brown Close Phase One. Caroline Pittwood will look into this to see if they have the wrong door entry code or are just entering it incorrectly.</p>	Caroline Pittwood

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8.	<p><u>Staff Changes and Sickness</u></p> <p>Discussed above in 'Sheltered Housing Management'.</p>	
9.	<p><u>Residents Groups – Copps Close and Griggs</u></p> <p>Discussed above in 'Matters Arising from the Last Meeting'.</p>	
10.	<p><u>Any Other Business</u></p> <p>None.</p>	
11.	<p><u>Date, Time and Venue of the Next Meeting</u></p> <p>Tuesday 14 December 2010 at 10am in the Resident Resource Room.</p>	
12.	<p><u>Feedback on Meeting</u></p> <ul style="list-style-type: none"> ➤ The best meeting ➤ Really enjoyed it ➤ Good discussions ➤ Able to speak freely 	