



SUPPORTED HOUSING USER PANEL

Tarka Housing Board Room

**Minutes of the Meeting held at 10 am
Wednesday 28 July 2010**

Present: Paul Raeburn, Caroline Pittwood, (Tarka Housing)
Eileen Brown, Cathy Martin, Sue Dunford, Peggy Webber, Kathy McKay

Minutes: Paul Raeburn

Item		Action By And Date
1.	<p><u>Apologies for Absence</u></p> <p>Apologies were received from Thelma Thompson, Cynthia Greaves and Karen Witney.</p>	
2.	<p><u>Holiday Cover of Support Advisors</u></p> <p>Eileen Brown mentioned that the advisors arrange amongst themselves who will cover. Caroline Pittwood confirmed that staff agree leave and holiday cover with her.</p>	
3.	<p><u>Support Advisors to Property Viewings</u></p> <p>Andrew McMurray does invite support advisors to attend viewings.</p> <p>Eileen Brown informed the Panel that the Devon Home Choice system is hard to understand and can lead to inappropriate allocations in terms of disability and mobility.</p> <p>This issue is around scarcity of properties and people will take whatever they can get. These issues are explained at the visits but it will be reassessed if circumstances change.</p> <p>A – invite to Supported Housing User Panel for Rupert visit – A</p> <p>Revisit self assessment will be added to next meetings agenda.</p>	

Item		Action By And Date
3.	<p><u>Incident at Hillgarden Close</u></p> <p>Andrew McMurray is going around properties to assess their fire safety.</p> <p>Community visits have started – well attended.</p> <p>Hillgarden Close have had a few complaints regarding the changes that have been made to their Support Advisors over the last year.</p> <p>Griggs Close would like to have a Residents Group set up and so would Copps Close. This will be looked in to by Laura Wyatt.</p> <p>Rolle Court have had social events that have taken place already.</p> <p>Caroline Pittwood asked for concerns on the Support Advisors. Sue Dunford expressed that they need to get together and interact with other departments.</p>	Laura Wyatt
5.	<p><u>Grounds Maintenance Review</u></p> <p>(Kathy McKay on review – pass to Emma)</p> <p>Communal décor to Griggs Close and Copps Close and possibly give Copps Close a carpet. Parking permits are needed for Copps Close and Hillgarden.</p> <p>5.21 Upheld on introductory at review, £1200 in Officer time managing anti social behaviour.</p> <p>Social activities – Chubb 25th anniversary went well.</p> <p>Silver surfers day with TorrAGE had 30 people attend at ETW school, one lesson and then all day – various competency levels.</p> <p>Christmas Parties will involve a hot Christmas meal at lunchtime at the Durrant House Hotel. We need exact numbers and will need to publicise it. Tickets will be issued.</p> <p>Eileen Brown commented that there have been no meetings at Ethelwynne Brown Close Phase one and two. There is £263 left in the account.</p> <p>Cathy Martin queried what the booking procedure would be. Andrew McMurray said that could they just let us know.</p> <p>Eileen Brown asked if guest rooms that are booked to Support Advisors will remain at HM function. There is a £3000 income from guest bedrooms.</p>	Emma Govier

Item		Action By And Date
6.	<p>Explained public meetings etc</p> <p>The Panel agreed the procedure and are satisfied. Common sense.</p>	
7.	<p><u>Go for Red</u></p> <p>Pauline Wells – punchy – estate agents get leaflets there.</p> <p>There are currently 130 alarms in designated properties with tenants of all ages.</p> <p>Bring update paper and marketing plan.</p>	
8.	<p><u>Aims</u></p> <p>Involved – design in kitchens “aids and adaptations” do not change back. Need to have a consultation on works.</p> <p>Policy development.</p>	
9.	<p><u>Membership</u></p> <p>Keep Tenant Panel (2) Anyone from Sheltered and Designated Staff include HM</p> <p>2 monthly meetings – if staff cannot make it, a deputy or written update should be provided.</p>	
10.	<p><u>Date of Next Meeting</u></p> <p>Wednesday 20 October at 10 am.</p> <p>Feedback to Andrew and Charlotte.</p>	