



<b>Notes of Meeting</b>			
Subject:	<b>Supported Housing Forum</b>		
Date:	<b>22/03/2022</b>	Time:	<b>14:00</b>
Location:	The Forum		
Attendees:	<p><b>DBC Staff</b> – Jenny Dickerson (Improvement &amp; Engagement Officer), Kevin Mutio (Supported Housing Team Leader), Jennifer Butterfield (Supported Housing Lead Officer), Katie Ellis (Supported Housing Lead Officer), Rajinder Rall (Supported Housing Coordinator), Andrew Tippen (Supported Housing Lead Officer) &amp; Daniel French (Improvement &amp; Engagement Coordinator).</p> <p><b>Attendees</b> – Keith Field (Chair), Muriel Williams, Bernard Coshall, Jackie Walker, Jacqueline Nunn, Margaret Stevens, John Baldwin, Ron Ellison &amp; Susan Horton.</p> <p><b>Apologies</b> – Barbara Daniels, Jean Reid, Neke Gaylon &amp; Lena Emmins.</p>		

<b>Item</b>	<b>Subject</b>	<b>Actionee</b>
<b>1</b>	<p><b>Welcome, introductions, resignations, apologies and matters arising from last meeting:</b></p> <p><b>Chair</b> welcomed everyone to the meeting.</p> <p><b>Chair</b> – Apologies from Barbara Daniels, Jean Reid, Neke Gaylon &amp; Lena Emmins. There has been a resignation from Eddie Brown.</p> <p><b>JD</b> asked everyone to sign the new code of conduct.</p> <p>The minutes from the last meeting were accepted.</p> <p>Everybody introduced themselves to the rest of the group.</p>	<b>Chair</b>
<b>2</b>	<p><b>Service User Experience:</b></p> <p><b>KM</b> – When people move into Supported Housing, we would like to start asking them a few questions to gather some feedback. We will use this feedback to find out what more we can do to help other people moving into Supported Housing. Some of the questions we could ask are:</p> <ul style="list-style-type: none"> <li>- Did you get the right information when you moved in?</li> <li>- Did we provide the right support when you moved in?</li> </ul> <p>If you feel that there any other questions we should be asking, then please let us know.</p>	<b>KM</b>
<b>3</b>	<p><b>Communal Rooms Usage – COVID-19 update:</b></p> <p><b>KM</b> – The lounges are now open for tenants to use, but DBC are still carrying</p>	<b>KM</b>

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	<p>out COVID-19 risk assessments. We are asking tenants to wear masks when using the lounges, so that we can keep everybody safe. We would also like tenants to continue social distancing, and keep the doors and windows open. If somebody is not feeling well, they should avoid visiting the lounge and test themselves regularly.</p> <p>This week, there has been a COVID-19 outbreak in a couple of schemes. When there is an outbreak, we have to close the lounges and request that the cleaners do a complete wipe down at the scheme. We will also get in touch with anybody that has been exposed to the person with COVID-19, and ask them to test regularly.</p> <p>We want to get the lounges open seven days a week, as the tenants have missed using them during the pandemic.</p> <p><b>RE</b> – I have been living in a Supported Housing scheme for fifteen months. In that time, we have had no functions apart from a few coffee mornings. When will we be able to arrange our own events?</p> <p><b>KM</b> – You can absolutely organise your own events now, the tenants are free to use the lounges as they wish.</p> <p><b>AT</b> – I am just organising a quiz night for the communal lounges. It is an opportunity to start the process of opening those rooms, using them again and having confidence with them. Over the next few months, you will all have a quiz night. If you have any ideas about things you want to do, then let us know and we will be happy to help.</p>	
4	<p><b>Social isolation projects update:</b></p> <p><b>KM</b> – I just want to give you an update on some of the things we are doing in our schemes. We have restarted the ‘Let’s Dance’ sessions in some of the schemes.</p> <p><b>JN</b> – These sessions at our scheme were very popular, and we all really enjoyed them. They were good fun and we would appreciate it if the sessions could be repeated at some point.</p> <p><b>KM</b> – We know that these sessions work well, as we have had some very positive feedback from them. We would like to maintain these sessions as much as possible as they help our tenants to meet new people.</p> <p>We have also been working with Community Action Dacorum to try to arrange some activities at our Supported Housing schemes. They are looking at implementing some digital inclusion sessions to show our tenants how to use things such as Zoom and Facebook.</p> <p><b>JB</b> – One thing that my team have started doing, is trying to organise a darts</p>	KM

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	<p>competition between schemes, as this was popular in the past.</p> <p><b>MW</b> – The bowls competition was also very popular in the past.</p> <p><b>JB</b> – That is also something we will be looking to implement.</p> <p><b>KM</b> – We have also been working closely with Age UK to organise some activities. You may have been to some of their coffee mornings recently.</p> <p><b>RE</b> – In our scheme, not many people come into the lounge and we are keen to get more people in. There are 54 flats at our scheme and only half a dozen people come to the coffee mornings. We have this lovely facility, and it is not used often. Another point I would like to make is that the benches at our scheme are scattered about. They are not very sociable, as you need to sit on them in isolation, so it would be good if they could be closer together. In addition, we need tables and chairs for the summer. When I moved into Rice Close I brought with me a set of garden furniture which I wanted to give to the community but I was told I had to get rid of them.</p> <p><b>MW</b> – Would it be possible to have a coffee morning, and you can come and explain to the tenants what your intentions are?</p> <p><b>KM</b> – Yes, one of the things we are looking to do is hold a tenant information meeting at each of the schemes.</p> <p><b>SH</b> – Our scheme contains 62 properties. I only know around twenty of those people, and if I walked past most of the other people on the street, I would not recognise them. When we get new residents at the scheme, could they receive a letter to let them know that we are there?</p> <p><b>JB</b> – When a new resident moves into Supported Housing, it is part of the Supported Housing Officers role to introduce them to other residents at the scheme. If that is not happening, then we can definitely relay that back to the Supported Housing Officers, as it can be daunting moving into a new scheme.</p>	
5	<b>Comfort Break</b>	<b>All</b>
6	<p><b>Supported Housing Review:</b></p> <p><b>KM</b> – We will be carrying out a review of Supported Housing because some of our properties can be advertised up to 25 times and nobody is taking them. We need to understand why nobody is taking them. We will be doing some work on our branding, and increasing the awareness of our available properties. If you think of any ideas about how we can improve things, then</p>	<b>KM</b>

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	<p>please let us know.</p> <p><b>KM</b> shared a document about the Supported Housing review that is available upon request.</p>	
7	<p><b>Survey questionnaire:</b></p> <p><b>KM</b> – 144 tenants completed the survey, which is a good response.</p> <p><b>KM</b> shared the questionnaire results on the screen, which is available upon request.</p>	<b>KM</b>
8	<p><b>AOB:</b></p> <p><u>TV license:</u></p> <p><b>AT</b> – Concessionary TV licenses are available, but they are very difficult for an organisation to obtain. The system seems to be set up to make it as difficult as possible to get one. If you look at the qualification criteria, some of our schemes will qualify but some of our dispersed schemes will not fit the criteria.</p> <p>In order for us to apply, we will need to make an individual application for each scheme and provide a huge amount of data to them. I was asked to put together a report on how this would work, and although it is possible, it is incredibly complex and difficult to do. This is still being considered at the moment.</p> <p><u>Older persons strategy:</u></p> <p><b>KM</b> – The older person strategy is ending, so we need to work with you to develop a new strategy for Supported Housing. We would like to know if anybody here would like to get involved in helping us to shape this strategy?</p> <p>Susan Horton, Bernard Coshall, Muriel Williams, Margaret Stevens, John Baldwin, Jacqui Nunn and Jackie Walker offered to help with this.</p> <p><u>Tunstall alarm monitoring contract update:</u></p> <p><b>KM</b> – For those who are not aware, the new alarm monitoring contract will begin in June. We invited five different suppliers to come and talk to us, and we invited some of you to come along.</p> <p><b>KF</b> – From my point of view, it was quite a revelation. Some of the systems</p>	<b>Chair</b>

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	<p>they offer now are way beyond what we have currently. All five of the suppliers offer more than we have now.</p> <p><b>JN</b> – It was informative, and I was impressed with two of the companies. Some of the services come at an extra cost, but they are much better than what we already have.</p> <p><b>KM</b> – I am glad that you agree with what us. We want to choose the supplier that gives you the maximum service, maximum safety and maximum support.</p> <p><u>Clear landing, hallways and corridors:</u></p> <p><b>KM</b> – I just want to reiterate the importance of clear landings, hallways and corridors, as we need to keep our residents and visitors safe.</p> <p><u>Other AOB:</u></p> <p><b>KF</b> – I would like Communal WiFi added to the AOB for the next meeting, and the cost of water rates added to the AOB for the next meeting.</p>	