



Notes of Meeting			
Subject:	Supported Housing Forum		
Date:	13/06/2023	Time:	14:00
Location:	The Forum		
Attendees:	<p>DBC Staff – Jenny Dickerson (Improvement & Engagement Officer), Kevin Mutio (Supported Housing - Manager), Daniel French (Improvement & Engagement Coordinator), Chris Conley (Operations Manager, Clean Safe and Green), Farne Conway (Interim Housing Strategy and Investment Manager), Katie Ellis (Supported Housing Lead Officer), Jennifer Butterfield (Supported Housing Lead Officer), Andrew Tippen (Supported Housing Lead Officer), Lewis Edey (Supported Housing Lead Officer), Hannah Peacock (Head of Strategy, Quality and Assurance)</p> <p>Attendees – Keith Field (Chair), Muriel Williams, John Baldwin, Ron Ellison, Neke Gaylon, Barbara Daniels, Bernard Coshall, Margaret Stevens, Juliett Baldwin, Susan Horton, June Greatbatch, Marlene Young</p> <p>Apologies – Jackie Walker, Jacqueline Nunn</p>		

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1	<p>Welcome, resignations, new members introduction, apologies and minutes from last meeting:</p> <p>Chair welcomed everyone to the meeting.</p> <p>Apologies from Jackie Walker & Jacqueline Nunn.</p> <p>Lena Emmins and Jean Reid have resigned from the Supported Housing Forum.</p> <p>June Greatbatch and Marlene Young are new members and introduced themselves to the group.</p> <p>Hannah Peacock introduced herself to the Supported Housing Forum.</p> <p>The minutes from the last meeting were agreed and accepted.</p>	Chair
2	<p>Actions from the last meeting:</p> <p>KM – I hope you have all had chance to have a look at the new action register, as it will be useful for you to see what things have been discussed and what things have been actioned. It is about accountability. We will make sure we update it on a regular basis, and we will put it onto the communal noticeboards for other tenants to see.</p>	KM
3	<p>Grass cutting in Supported Housing:</p> <p>CC – I am here today to listen to your concerns and see what we can do in future to improve our service. We provide an enhanced service to Supported Housing and we aim to cut your grass every four weeks. We are currently on</p>	CC

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	<p>our third cut, and we aim for six cuts per season. Do you have any questions?</p> <p>NG – We have had our grass cut just once so far at Great Sturgess. They leave it in a very messy situation and if somebody were to walk past with a cigarette and throw it then it would be dangerous, as the grass is never cleared up after it has been cut.</p> <p>CC – I will look into that and come back to you.</p> <p>MW – We have two ground floor windows at William Crook House that are blocked because the shrubs have not been trimmed. This is a fire hazard because they cannot open the windows.</p> <p>CC – We can definitely raise that for you.</p> <p>JB – Cranford and Phyllis Courtnage House have not had their grass cut this year.</p> <p>CC – I will look into all of this.</p> <p>BD – There is a lot of hay left lying about when you cut the grass and it only needs a discarded cigarette to set it all on fire.</p> <p>CC – A lot of councils do not cut and collect but I will look into that.</p> <p>NG – It would be good if you could use mowers that catch the grass in the back.</p> <p>MS – At Christopher Court, we had our grass cut three weeks ago and a big chunk of it was missed.</p> <p>KM – These issues might have already been picked up by our Supported Housing Officers during estate inspections.</p> <p>RE – I emailed Clean, Safe & Green asking for the grass on Hobletts Road to be cut as it is over a foot high. The grass is nearly up to the windows so we need something to be done about it.</p> <p>CC – The length of the grass is determined by the weather and we work to a cycle where we cut it every four to six weeks. There is a list of roads that we visit during this cycle and I will bring our schedule to the next meeting so you can all see.</p> <p>Chair – This year the cutting has been very good, who does the gardening service in terms of bushes and plants?</p> <p>CC – All of our resource in the summer goes on grass-cutting, and on October 1st we switch to winter rotas where we cut the shrubs and hedges.</p> <p>KM – We are looking for Clean, Safe & Green to provide us with a schedule that we can circulate in all Supported Housing schemes so that they know when the grass will be cut. If the grass is not cut when it should be, you can report it to the Supported Housing Officer and it will be escalated. Also, I am happy to confirm that green bins will be emptied free of charge in Supported Housing this year without paying for the subscription.</p> <p>RE – A number of people have been paying for the green bin collections, is that likely to be refunded?</p> <p>KM – We have been discussing that and we will need to come back to you.</p> <p>CC – Next time I attend, I will give you some more information so you know how we are structured and how the cycles work.</p>	

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4	<p>The remit of the Supported Housing Forum:</p> <p>KM – We are reviewing how we work as a Forum and want to be honest with ourselves. We want to look at what is working well, what isn't working well and what areas can be improved. We want to work on our communication plan, so that we can reach out to all of our tenants. We really appreciate your time and appreciate you working with us.</p>	KM
5	<p>Erosh Accreditation Assessment:</p> <p>KM – We are assessed by an external agency that were called Erosh (now Independent Living Standards) and this is very important to us. They will be coming here in September for three days and will be looking at how we interact with tenants, how this Forum works, what we do, if we provide value for money and if we support tenants to live independently. It is an important assessment for us and we want to make sure we do well and will be taking it seriously. They may want to talk with you so please be honest if they do.</p> <p>Chair – Did this replace ISO 9001?</p> <p>KM – It is completely separate, and we do this because we think it is more specific to Supported Housing. I am happy to talk with anybody individually if you want to know more about how you can get involved.</p>	KM
6	<p>Comfort Break</p>	All
7	<p>Cost of living:</p> <p>KM – This is very important to us and we want to discuss it in all of our meetings. Many people are suffering because of the cost of living and people are struggling to pay bills and pay for food. The cost of living is affecting some people's mental health and wellbeing. We will be having some additional cost of living meetings at some of our schemes in Tring, Berkhamsted, Warner's End and Adeyfield.</p> <p>JB – Can the information go out to all of Supported Housing, so people from other schemes can attend if they wish?</p> <p>KM – Yes, we can get that information circulated.</p>	KM
8	<p>Older persons strategy:</p> <p>KM – We have circulated the previous version of the Older Persons Strategy that we are currently reviewing. I would like some people to volunteer and help us to shape the new strategy, so please let me know if you are interested. It is a very important piece of work.</p> <p>RE – When will you be expecting to publish the new strategy?</p> <p>KM – We can only publish this strategy after the overall Housing strategy is published. This is under development now, so I will need to come back to you with dates.</p>	KM
9	<p>Energy monitoring installations:</p> <p>FC – There is a drive and a mandate from government to reduce our consumption and carbon emissions. Within homes that run a collective heating system, they would like more accountability for individual residents. For one year, we will be monitoring the output from the radiators within some Supported Housing schemes.</p> <p>This will tell us what the power output is, where it occurs and if there a</p>	FC

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	<p>possibility to reduce consumption. We need to look at how we comply with legislation without disadvantaging residents who have moved into Supported Housing on the basis that their heating bills are included in the price of their home.</p> <p>We are looking at how people consume power, how power is consumed in the communal areas and how we can be more efficient. We will come back in a year to discuss our findings and get your feedback.</p> <p>There was some concern at Dudley Hosue as the installer stated that we would monitor everybody's radiators and then everybody would be billed for the power that they use. There is no intention to bill residents for the power that they use. This is just a pilot to look at how we meet government legislation and reduce our carbon footprint.</p> <p>Chair – This must have been planned for some time, yet suddenly it all happened within a week. Nobody at the scheme knew that the system was going to be installed or what the system does. This was not brought to the Supported Housing Forum previously, so why did it happen so quickly and what was the rush?</p> <p>FC – There was a meeting three weeks prior the installation, where all of the Supported Housing Officers were briefed on this project. We need to look at having a statutory consultation process for anything like this in future. We will make sure that we come to the Supported Housing Forum in future for anything else like this.</p> <p>JB – I hope you realise that those with the biggest heating use will be the most vulnerable people, the people who are flat bound with mobility problems, the people on medication or the people who are extremely elderly.</p> <p>FC – I think you are right, and some others have been concerned about this. I fully appreciate that and we have to make sure that we consider this.</p>	
10	<p>AOB & close of meeting:</p> <p>Chair – I have managed to visit nine of our schemes. There is some concern because repairs to communal areas seem to have completely stopped. What is happening with communal repairs?</p> <p>KM – I cannot answer this question but I will speak with the person managing the Osborne contract and come back to you with an answer. Currently a stock condition survey is taking place to identify the work that needs to be completed in our communal areas.</p> <p>MY – Allendale bungalows have all had new rooftops. Are we likely to get them at Risedale Hill?</p> <p>KM – This will form part of my list when I speak to Property Services, as I want to find out their schedule and where they will be going next.</p>	Chair
11	<p>Close of meeting</p> <p>Next meeting on Tuesday 12th September 2023 at 14:00 in The Forum.</p>	Chair