

# Taunton Deane Borough Council

## Tenant Services Management Board – 23 January 2012

### Supported Housing Service Development Action Plan 2012

#### Report of the Supported Housing Manager

(This matter is the responsibility of Executive Councillor Jean Adkins)

#### Executive Summary

This report has been produced to share with members details of the action plan prepared following the event held on Thursday 27<sup>th</sup> October 2011. There has been consultation throughout the process to produce a structured plan to investigate and consider the views of residents in supported housing.

#### 1.00 Background to this report.

The following is a reminder to the work carried out over the past twelve months to formalise the consultation process to enable tenants to effectively get involved in the development of housing related support services.

Date	Activity
23 <sup>rd</sup> January 2012	Briefing to be submitted to the Tenant Services Management Board.
10 <sup>th</sup> January 2012	Chair of the Sheltered Housing Forum provided update to Tenants' Forum.
9 <sup>th</sup> December 2011	Meeting of the Service Development Group to agree priorities
21 <sup>st</sup> November 2011	Report presented to Tenant Services Management Board to update members on progress.
27 <sup>th</sup> October 2011	Supported Housing Service Development Event, held in the Long Room, at the Somerset County Cricket Ground.
23 <sup>rd</sup> August 2011	Report submitted to Tenant Services Management Board regarding proposals to formalise the role of the Service Development Group.
9 <sup>th</sup> August 2011	Tenants' Forum meeting attended by Chair of the Sheltered Housing Forum to provide update.
28 <sup>th</sup> July 2011	Draft Terms of Reference agreed by the Sheltered Housing Forum for the Service Development Group.
28 <sup>th</sup> April, 2011	Report discussed with those who attended the AGM of the Sheltered Housing Forum and authority to proceed with changes.
15 <sup>th</sup> March 2011	Report presented and discussed with Tenant Services Management Board to formalise the role of the Service Development Group for services to those living in Supported Housing.
21 <sup>st</sup> February 2011	Consultation with current Chair of the Sheltered Housing Forum.

A report was presented to the Tenant Services Management Board in November 2011 and during the discussion of this item, members of the board made the following comments and asked questions. Responses are shown in italics:

- What was being done about scooters in hall-ways? *This was now subject to “clear hallways policy” while continuing to work with residents at possible solutions including storage;*
- Tenants on estates in other areas volunteered as snow champions;
- What was being done about cold calling? *The Council discourage cold calling wherever it could.*

**Resolved:** To request officers to prepare an action plan to respond to the queries raised at the event.

## 2.0 Preparation of an action plan

To facilitate the preparation of an action plan, all those who attended the event in October 2011 were invited to a meeting on the 9<sup>th</sup> December 2011 at Parmin Close meeting hall.

Fourteen tenants attended, from a wide range of schemes, including Robin Close, Parmin Close, Broomfield House, Churchill Way, Normandy Drive, Newton Road, Treborough Close, Moorland Place and Bulford. There were four apologies from tenants at Greenlands, Victoria Gate, Lyngford Place and Taunfield Close.

Attendees worked in three separate groups, facilitated by Supported Housing managers, to consider each of the comments received at the October 2011 event. There were a total of forty six individual comments. It was agreed, by those present, that there are eight common themes, as listed below.

1	General Estates
2	Meeting Halls
3	Property Issues
4	Social Activities
5	Individual requests
6	Security
7	Guest Rooms

Working in groups, each of the comments, were discussed. Firstly to clarify understanding where appropriate and secondly, the group in which they could be dealt with. The group then considered an order of priority for each topic. There was also a request that “communication” be dealt with as a separate subject.

There were a few additional general comments which have been acted on as follows and need no further investigation.

## GENERAL COMMENTS

You said	Action taken
We're staunch believers in teamwork	Noted
An annual business plan gathering for tenants	Refer to Tenant Empowerment Team
I feel we have an excellent service, so why change when things are working so well. A great team in supported housing	Message shared
Warwick Road not on list of addresses for sheltered housing	Address to be added
Please could all have copies of today info included (Hazel Clist)	Sent with invitation to attend meeting on 9.12.11

### 3.0 Next steps

All attendees of the previous meetings will be invited to the meetings planned for the remainder of the year, as shown on the table below. These have been booked and details are available in the Annual Report Calendar for Tenants.

No	Topics	Facilitator	Date of first Meeting	Venue
1A	Communication	Christine Thompson	27 <sup>th</sup> January 2012	Committee Room 1
1B	General Estates	Gareth Denslow	24 <sup>th</sup> February 2012	Committee Room 1
6	Security	Gareth Denslow	30 <sup>th</sup> March 2012	Committee Room 1
3	Property Issues	Gareth Denslow	27 <sup>th</sup> April 2012	Committee Room 1
5	Individual requests	Sharon Harvey	25 <sup>th</sup> May 2012	Committee Room 1
4	Social Activities	Sharon Harvey	29 <sup>th</sup> June 2012	Committee Room 1
2	Meeting Halls	Christine Thompson	27 <sup>th</sup> July 2012	Committee Room 1
7	Guest Rooms	Christine Thompson	24 <sup>th</sup> August 2012	Committee Room 1
8	Plan for Tenants Event in October	Christine Thompson	28 <sup>th</sup> September 2012	Committee Room 1

### 4.0 Diversity

Information given was provided in large print and staff worked in small groups to enable all present to contribute and to share their views.

The location of the meeting hall at Parmin Close was chosen as it has level access and sufficient space to facilitate the type of exercises carried out at the meeting in December 2011.

## 5.0 Financial Implications

There are no immediate or known financial implications regarding the development of the suggestions from tenants. Staff time will be needed to work through the list and to work with the Service Development Group throughout 2012.

There is the question of remuneration for tenants who attend meetings and it is suggested that the same benefits should be available for payment of travel expenses and parking as for the Tenant Services Management Board.

A copy of the guide is shown as **Appendix B**, plus a copy of the claim form is shown as **Appendix C**

## 6.0 Recommendations

- Members note and comment on the report
- Confirm that suggestions in 5.0 regarding the payment of expenses be adopted.
- Officers asked to feedback when a project has been completed with outcomes and recommendations.

### **Contact Officer:**

Supported Housing Manager  
Christine Thompson  
c.thompson@tauntondeane.gov.uk  
01823 356399

## Appendix A

### Service Development Groups

**Group 1A – Communication to be led by Christine Thompson**

**Meeting date – 27<sup>th</sup> January 2012**

<b>No</b>	<b>You said</b>	<b>What the group will aim to achieve</b>
1	Communication, if report concerns, issue not always informed of progress	To clarify what aspects of the housing service this refers to,  To discuss and agree suggestions for improvement.

**Group 1B – General estates issues to be led by Gareth Denslow**

No	You said	What the group will aim to achieve
1	Help to be provided with cleaning of stairwells of flats	Identify areas where cleaning is needed? Identify cost of carrying out such works? Report back to tenants in October 2012
2	Storage needed to accommodate wheelchairs and bicycles in flats	Identify areas where storage is needed Investigate options available Report back to tenants in October 2012
3	We still need our estate officers in their present state	Advise Estates Officers
4	Information about changes, to keep continuity – ref Estates Officers	Advise Housing Managers
5	Plan for distribution of grit in bad weather	Consider feasibility of providing grit, Consider alternative options,
6	Addressing risks surrounding schemes, ref to wet leaves, snow etc., Where does responsibility lie?	Clarify concerns, risks Identify if there are specific areas
7	Cleaning of stairwells	As 1 above.
8	Storage of mobility scooters	As 2 above
9	Communication, if report concerns, issue not always informed of progress	See 1A
10	Decoration of halls	Clarify areas where decorations needed.
11	Tenants able to do small areas of gardens, economic benefits and sense of more independence, possible social interaction amongst tenants and physical exercise.	Investigate where this is possible
12	Numerous residents have stated worries and problems with the paths leading to their flats as moss and fungus is growing on the surface. When wet or especially when the temperature drops the paths become as slippery as ice. Consider seasonal chemical spray or application of a stiff brush or jetting.	As 6 above
13	During the autumn leaf fall the general safety of the pathing around the flats would be improved by removing them on a more regular basis.	As 6 above

### Group 2 – Meeting Halls to be led by Christine Thompson

No	You said	What the group will aim to achieve
1	Increase in bin collections, at meeting halls	Identify where bins are currently and how often they are emptied
2	Halls have a problem still, hang on to them until the bitter end	Review what is available and costs Produce a brochure giving details of halls with permitted number and details of facilities available.
3	Need to know about the meeting rooms and what is on, we were told last year we would have a list	Liaise with group working on social activities and how these can be promoted.
4	Provide information re: maximum capacity of numbers to use meeting halls	Check out info and include in scheme brochure

### Group 3 – Property Issues led by Gareth Denslow

No	You said	What the group will aim to achieve
1	Upgraded heating in flats/meeting halls?	Check where this is needed Investigate best type of heating and cost
2	Upgrading of storage heaters	Investigate alternative heating
3	Would like a new front door in Bovet street	
4	Would like a new front door at property	
5	Property alterations, better liaison with tenants	
6	Improvements to bathrooms	Explore where improvement needed
7	All residents complain about the outdated economy 7 storage heaters. This is for various reasons, they are far too expensive to use to heat the flats to a satisfactory degree, even when on full by the time the evening comes they give out only a minimum amount of heat, so putting people's health (lives) at risk during the very cold winter. These problems are going to be increased if there is removal of cold weather payments, which did not cover the full costs anyway.	As 2 above
8	Windows, no access, unable to reach to open	

**Group 4 – Social Activities led by Sharon Harvey**

No	You said	What the group will aim to achieve
1	An annual coach trip	Establish what is available locally and provide information to all tenants
2	Promotion of more activities at Lodge Close	Establish what is available locally and provide information to all tenants
3	Have a day of showing old films etc & refreshments	Establish what is available locally and provide information to all tenants
4	Awareness and encourage could make a lot of difference to people's lives by getting them out of their homes, through social interaction, improving self esteem and feelings of independence.	Establish what is available locally and provide information to all tenants
5	Supported Housing teams organising day trips and social activities	Establish what is available locally and provide information to all tenants
6	Making residents aware of activities that are happening in the community, help with transport to events	Establish events that are happening in the area and publish information to all tenants

**Group 5 – Individual requests to be led by Sharon Harvey**

No	You said	What the group will aim to achieve
1	Victoria Gate, tenants moving into new Knightstone flats asked if they could be carpeted before they move in. Would be prepared to accept a lesser disturbance allowance.	Refer to
2	Concerns about the behaviour of neighbour	Concerns to be raised with ASB team

**Group 6 – Security to be led by Gareth Denslow**

No	You said	What the group will aim to achieve
1	Door locks, security – 3 lever?	Investigate type of locks available and where could be improved.
2	Security – “trade” entrance/ button too long	Investigate where “trade” buttons exist and how long they are available.
3	Fencing of communal gardens to provide a greater feeling of security	Investigate where gardens exist and how they could be made safer
4	Gardens would be a safer environment for visitors	See 3 above
5	There are issues with unwanted access to the flats, via both the front door electric locks and the rear door mortice locks. It is possible for anyone to gain entry to the insides of the buildings almost 24 hours a day. The old, disabled and infirm would feel much safer and happier when not having any worries about unwanted or uninvited persons, such as persons delivering unsolicited mail shots or cold callers, real or not, gaining entry inside to then call at their flat doors. Most of the glass on the doors have stickers, provided by the police, visible informing these people that they are unwelcome and not to call	Investigate preventative measures in place and ensure all are aware of best practice
6	The rear doors would be secure if fitted with the type of lock that latches itself and can only be opened with the use of a key from the outside, but one is not needed on the inside. It is easy to forget to lock behind you or not because of thinking you might be inconveniencing your neighbours.	Identify where rear doors exist and would benefit from change of lock.
7	The combined door bell and lock on the front doors operation could be improves, as the trade button allows entry to anyone for many more hours than is needed. This could be reduced by a simple phone call to the post office and milkman, then resetting the timers for minimal activation. Sometimes or one is operational at three in the afternoon.	See 2 above.
8	Cold calling	See 5 above

# **TENANT SERVICES MANAGEMENT BOARD**

## **Guide To Claiming Expenses**

### **Approved Duties**

Taunton Deane Borough Council (TDBC) will only pay travelling and additional expenses for approved duties. An approved duty is any duty a board member is invited to perform by TDBC or by a body / organisation to which the member has been appointed or nominated to by TDBC. Examples are attendance at Board meetings, committees, working parties, conferences, seminars, etc.

### **Car Mileage:**

Car mileage is paid at 55p per mile and 5p per mile for each additional passenger. You will need to record the mileage covered and include this on your claim form. Mileage can be claimed for your return journey from home to the meeting venue.

### **Car Parking:**

Taunton Deane Borough Council will reimburse the costs of parking your vehicle in a Public Car Park when attending meetings. Please ensure that your parking payment ticket is attached to the claim form.

Fines or penalty notices will not be reimbursed.

### **Public Transport:**

Taunton Deane Borough Council will reimburse the cost of return bus travel, or taxi costs where bus travel is not viable. Please ensure that bus ticket/s or the taxi receipt is attached to the claim form.

### **Cycling:**

Taunton Deane Borough Council will reimburse cyclists 20p per mile for the return journey to attend a meeting. Cyclists must make a note of the distance travelled and state this on the claim form.

## **Additional Expenses:**

Meals: Meal costs will be reimbursed if attending full-day meetings or training sessions.

Carers: We can reimburse you for Carer costs whilst attending meetings or training sessions.

Receipts for both meals and carer costs must be submitted with the claim form.

Board members will be responsible for Inland Revenue requirements for maintaining records of all income received in relation to expense reimbursement and that such records and any tax liabilities or benefit entitlements arising are the responsibility of the Board Member.

Board members should ensure that they have adequate car insurance that covers them when carrying out duties as a board member.

## **How to claim:**

- Forms are available from Taunton Deane Borough Council's Tenant Empowerment Team and can be submitted on a monthly basis or at the claimants' discretion.
- Receipts must be submitted with the claim form.
- Claim forms must be signed by the claimant and then handed to the Tenant Empowerment Manager who will counter-sign the form.

## **Payment:**

- Once the claim form has been checked, it is passed to the Finance Department for payment.
- Payment is by cheque, sent to your home address or by a BACS transfer into your bank account.

Should a delay in payment occur, please contact the Tenant Empowerment Team who will be happy to investigate the delay.

Appendix C

TENANT SERVICES MANAGEMENT BOARD
<b>EXPENSES CLAIM FORM</b>

Name..... Address  
 .....

Month (s) .....  
 .....

DATE	MEETING / COURSE	MILES /FARE	TOTAL TRAVEL CLAIMED	CARER / MEAL/ PARKING	<u>TOTAL</u>
<b>EXAMPLE</b> 29.04.10	Tenant Services Management Board monthly meeting	Parmin Close to Deane House Car - 2 miles @ 55p	£1.10	£1.60 car park	£2.70
<b>TOTAL CLAIMED</b>					

GRAND TOTAL

Details of carer, subsistence and car parking claims, with dates.....

Signed: ..... Date.....

Checked by Tenant Empowerment Manager: ..... Date  
 .....

**Please attach all receipts**