



## MINUTES OF THE FULL MEETING

Held on Monday 14 May 2007 at 10.00 a.m.

Stafford & Rural Homes, Stone Room, 1 Parker Court, Dyson Way,  
Staffordshire Technology Park, Beaconside, Stafford, ST18 0WP

### PRESENT

#### Executive

Doris Potts, Chair  
Shirley Wheat, Vice-Chair  
Pat Wynd, Secretary  
June Bradshaw, Treasurer  
Dennis Williams,  
Committee Member  
Margaret Hughes, Committee Member

#### Stafford & Rural Homes Officers

Keith Bellingham, Head of Care and Support  
Colin Roff, Planned Works Manager, DMT  
Chris Plant, Tenant Participation Manager  
Anna McLauchlan, Tenant Participation  
Officer

#### Guests

Kathy Bee & Tom Dunhill – SP Solutions

#### Tenants

Derek Clark, Jubilee Court  
Jacqui Holmes, Meadow Court  
John McCormick, Dobree Close  
Celia Walker, Doxey House  
Brian Bradbury, Marsh & Hopton  
Eddie Hodgkinson, Marsh & Hopton  
Ann Draper, Longhope Drive  
Marjorie Rowson, Longhope Drive  
Pat Williams, Longhope Drive  
Sol Harper, Gough & Crispin  
Joan Butt, Oxleathers Court

Margaret Shaw, Hall Close  
Brenda Petrie, Hall Close  
Pauline Ford, Meadow Court  
Henry Middleton, Tithe Barn  
Janet Lawton, Shakespeare Road  
Christine Bailey, St Georges Road  
Brenda Shirley, Shakespeare Road  
Margaret Palphreyman, Gough &  
Crispin  
Pat James, Oxleathers Court

#### Apologies

Dorothy Hopkins, Bill Sharman, Sylvia Whiteside, Freda Lymer - Meadow Court, Alex Baker - St Georges, Maureen Andrews – Doxey House, Marion Arana – Tithe Barn Court, Pam Cherry – Oxleathers Court, Mr P G Waring -Jubilee Court, Jessie Thomas, Dobree Close

### ITEM

#### NO.

#### 1.0 Welcome

Doris Potts, Chair, welcomed everybody to the meeting, including representatives from the new group at Longhope Drive.

### ACTION

**ITEM  
NO.**

**ACTION**

**2.0 Minutes of the Previous Meeting held on 2 April 2007  
incorporating matters Arising**

**2.1 Item 2.2**

Eddie Hodkinson stated it had been he who had raised the query with the fire alarm at Marsh and Hopton Court. KB stated he will discuss this issue with EH after the meeting.

Also on item 2.2 Pat Wynd mentioned her request to relocate the fire alarm panel at Blythe Lodge. KB made the group aware that there are other implications connected to this decision.

**2.2 Item 6.2**

Margaret Shaw said that whilst the top and bottom storey of the 3 storey block have now had their windows cleaned the middle has not been. KB will take this issue up.

KB

**2.3 Item 7.2**

KB clarified that the £400,000 is for disabled access across Stafford and Rural Homes properties and not just the sheltered stock. He also commented that Carla Rendell, Director of Stock Investment is dealing with the potential recruitment of an Occupational Therapist as mentioned in previous minutes.

**2.4 Item 9.5**

John McCormick requested that the 53 weeks on the rent card (which occur every 5 years) are explained in the tenants handbook.

CP

**2.5 Item 9.9**

Pat Wynd stated she is not currently able to follow this through at the moment but will not forget it and will pick it up again when she can.

**2.6** The Previous Minutes were accepted as a true and accurate record. Proposed: Dennis Williams. Seconded: Derek Clark.

**3.0 Matters Arising**

As above

**4.0 Direct Maintenance Team**

Colin Roff attended the meeting to represent the DMT.

**4.1 Jubilee Court**

Derek Clarke stated that the sealant on windows is not adequate.

CR

<b><u>ITEM NO.</u></b>		<b><u>ACTION</u></b>
4.2	<u>Longhope Drive</u> Ann Draper stated she was aware of a structural defect in the main house and stated that their housing officer is aware of it. She also stated that the guttering is blocked due tot the fall from the trees around the scheme.	CR
4.3	<u>Hall Close</u> Margaret Shaw again mentioned the hot water pressure at this scheme.	CR
4.4	<u>Dobree and Wolsey Close</u> John McCormick mentioned that since the new fascias have been put up there have been no down pipes installed.	CR
4.5	<u>Marsh and Hopton Court</u> Eddie Hodgkinson mentioned that the shutters over the serving hatch are not in use as the column supporting them is loose.	CR
4.6	<u>Oxleathers Court</u> Residents of Oxleathers Court are finding that when they call for a repair they are told to wait for the refurbishment. CR stated that any day to day repairs that are urgent or do not relate to an area being refurbished should be done.	CR
4.7	<u>Gough and Crispin Close</u> Margaret Palphreyman sent a report to repairs some time ago about repairs needed and have not yet received any response. CR took a copy of this report and said he would contact Rob Aspey, Project Officer at SaRH, about one of the matters relating to a fire door not being secure. Sol Harper stated he considered Gough and Crispin Close to be quite run down generally.	CR
4.8	<u>Meadow Court</u> Jackie Holmes says that the stairs in the 3 storey block have had yellow and black stripes on them and they are very slippery when wet. Is there anything more aesthetically pleasing that could be used?	
<b>5.0</b>	<b><u>Care and Support</u></b>	
5.1	<u>Marsh and Hopton Court</u> Brian Bradbury mentioned he was unhappy at the response times to calls made through the pull cord system. He felt that sometimes it takes a long time to be connected because their co-ordinator has a plug in handset as opposed to one of the mobile ones. KB	

<b><u>ITEM NO.</u></b>		<b><u>ACTION</u></b>
	assured BB that the scheme coordinator has been instructed to “plug in” her communication box at regular intervals. KB will contact Tunstall to enquire whether there is a short term solution to the problem whilst the long term situation is considered.	KB

## **6.0 Treasurers Report**

£421.69 is the balance with no outgoings or expected incomings.

## **7.0 Training Needs/Skills Audit**

CP explained that the TP team and the Federation are trying to build a picture of involved tenants’ training needs and skills that they are happy to share with others. He requested people take 5 minutes to complete a brief questionnaire so we can gain this information. A 12 month training programme will be provided as response to the results with the training that is most in need being run first.

**\*\*BREAK\*\***

## **8.0 Guests - Kathy Bee and Tom Dunhill of SP Solutions**

Once the meeting was reconvened Kathy introduced herself as the lead consultant on the sheltered housing review at Stafford and Rural Homes.

8.1 Kathy gave a presentation and asked for people to split into groups to discuss the following questions whilst she and Tom would circulate amongst the groups:

- What is important to you in your sheltered housing? What makes a positive difference to your life?
- What can be done better?
- What do you think about housing support coordinators visiting people with greater need more often than those who are fairly independent?

8.2 Following the group work Kathy fed back to the whole group what the some of the points she picked up were.

- What is important to you in your sheltered housing? What makes a positive difference to your life?
  - Reassured by coordinator
  - Social Events – reduce isolation
  - Location
  - Access to intercom/Control Centre
- What can be done better?
  - More support for those who need it
  - Pendants rather than just pull cords

**ITEM**  
**NO.**

**ACTION**

- Parking for scooters
- Clarification of who uses trades button on flats and when
- What do you think about housing support coordinators visiting people with greater need more often than those who are fairly independent?
  - There was no common consensus with this question, some were happy for people to use the service when needed others thought they should use it as a matter of principle.

Further Questions/Comments from Members

- 8.3 PW stated she thinks it is integral that younger people (i.e. 60 year olds) are encouraged to move into sheltered schemes with a view to what support they may require in the future.

**\*\*IF YOU DID NOT ATTEND THE MEETING AND WOULD LIKE A PHOTOCOPY OF KATHY'S PRESENTATION PLEASE CALL 01785 216675\*\***

**9.0 Any other Business**

- 9.1 Minutes Pool – AMc explained that currently her role of supporting TPO is restricted as she takes minutes throughout the Alliance meetings. She acknowledged it is a big job and that perhaps it would be a good idea for members to volunteer to take sections of the minutes. For example 1 person would minute from the Welcome to the Matters Arising then somebody else would do from Matters Arising to care and Support and so on. AMc said that proper training will be given and that she will support the volunteers and the TP team will continue to type up and print the minutes if required.

AMc asked people to consider this for the next meeting and Shirley Wheat suggested it be an agenda item so it can be discussed further.

**10.0 Date of Next Meeting**

DP closed the meeting and opened the buffet reminding people the next meeting will be on Monday 4 June 2007 at 10am – 12 noon.