



Notes of Meeting			
Subject:	Supported Housing Forum		
Date:	21/06/2022	Time:	14:00
Location:	The Forum		
Attendees:	<p>DBC Staff – Jenny Dickerson (Improvement & Engagement Officer), Kevin Mutio (Supported Housing Team Leader), Katie Ellis (Supported Housing Forum Lead Officer) Jennifer Butterfield (Supported Housing Lead Officer), Natalie Potton (Lifeline Officer), Lizzie Ranner (Supported Housing Lead Officer), Rajinder Rall (Supported Housing Coordinator) & Daniel French (Improvement & Engagement Coordinator).</p> <p>Attendees – Keith Field (Chair), Muriel Williams, John Baldwin, Ron Ellison, Susan Horton, Neke Gaylon & Jean Reid.</p> <p>Apologies – Barbara Daniels, Jacqueline Nunn, Bernard Coshall, Lena Emmins, Jackie Walker & Margaret Stevens.</p>		

Item	Subject	Actionee
1	<p>Welcome, introductions, apologies and minutes from last meeting:</p> <p>Chair welcomed everyone to the meeting.</p> <p>Chair – Apologies from Barbara Daniels, Jacqueline Nunn, Bernard Coshall, Lena Emmins, Jackie Walker & Margaret Stevens.</p> <p>The minutes from the last meeting were accepted.</p>	Chair
2	<p>Service User Experience:</p> <p>KM – This is an area where we need your support. This is because you live in Supported Housing and you have experience of being a new tenant in Supported Housing. We have been trying to come up with five questions that we can ask our new tenants about their experience.</p> <p>We want to know if they got the right information they needed when they moved in and we want to know if they felt the induction was welcoming. We want everyone who moves into one of our schemes to understand who we are, and be given the right information. We also want them to understand their responsibilities as a new tenant living in Supported Housing.</p> <p>Asking the right questions is important to us and there are always things we can do to improve the service. What questions are important to ask our new tenants?</p> <p>RE – Does your housing meet all of your needs? This would be a good question to ask new tenants who have lived in their property for a few months. It is probably not the right question to ask immediately after they have moved in, but after six months, they should be able to give you a good answer to the question.</p>	KM

Item	Subject	Actionee
	<p>KM – That is great, and will definitely tie-in with some of the other questions we will ask.</p> <p>JR – Do you want us to talk to the new tenants about their experience or will that be the Supported Housing Officer’s job?</p> <p>KM – That will be the Supported Housing Officer’s job. Some of the questions we are thinking of asking are the following:</p> <ul style="list-style-type: none"> - How satisfied were you with your first visit from your Supported Housing Officer? - Do you think the Supported Housing Officer was knowledgeable and gave you the right information? - How would you rate your contact with your Supported Housing Officer in terms of professionalism and empathy during your first day of moving into Supported Housing? - Is there anything you would like to share with us to help us improve the service? - Is there anything that you think we could or should do more? <p>If you think of any more questions after this meeting, you are welcome to contact me and share your ideas.</p> <p>MW – Many of the people that have moved in recently seem to be smokers. Some of the corridors do not have windows, so it smells of smoke. Some of the older people are frightened that they will set fire to the place and are surprised that they are able to come into the schemes as smokers. We think there should be a place provided by the scooter sheds for people to smoke.</p> <p>KM – Unfortunately, we cannot do anything about people smoking inside their properties and we cannot stop people from moving into Supported Housing just because they smoke. We advise tenants to keep their front doors closed, and to open their windows when smoking. Our staff can choose not to go into a property if the tenant has recently been smoking. The issue is definitely something we need to explore but I am not sure if we can legally enforce stopping people from smoking.</p>	
3	<p>Digital Switchover:</p> <p>NP – I have come here to speak about the Digital Switchover as it is happening in Dacorum right now. We have had a few issues where the telephone providers have not connected the lifeline to the new Smart Hubs. This is mostly affecting our community tenants, as most of them have standalone lifeline units within their properties.</p> <p>During the Digital Switchover, their lifeline will be disconnected from their telephone line. We have been asking our tenants to let us know when they have been contacted by their provider, as we will need to go out and support them to remove the lifeline and reconnect it to the Smart Hub. A small group of Supported Housing Officers have been working together and assisting with any Digital Switchover.</p> <p>Some of our older equipment may not be compatible with the Digital Switchover, so we may need to upgrade our equipment. There is a bit of confusion with some of the providers, because OFCOM are saying that there will need to be a backup battery supply. This is because if there is a power</p>	NP

Item	Subject	Actionee
	<p>cut, the telephone will not work which means the lifeline will not work.</p> <p>RE – Who’s Smart Hub are you talking about?</p> <p>NP – Your telephone provider will provide it. Companies such as BT and Virgin provide any new customers with a Smart Hub that your telephone will be connected too. If they switch you over to it, they will provide you with this equipment.</p> <p>RE – As far as I know, ours is hard-wired.</p> <p>NP – It will not affect any of the schemes, we have already upgraded the schemes so they are ready for the Digital Switchover.</p> <p>RE – It is just confusing, because we are getting the same letter.</p> <p>NP – You should not be getting the same letter. It should have only gone out to our community tenants that are affected.</p> <p>JB – We are half way through the upgrades already. We have done most of the internal schemes, but there are four left to do. We want to get them all completed within the next three years depending on the budget. It is relatively expensive to upgrade the schemes, but we are on track now.</p>	
4	<p>Social isolation projects update:</p> <p>KM – We have talked about this quite a lot, as it is a standing item to update you on the things we are doing. During lockdown, there were quite a few things we were doing such a dance lessons, digital sessions and other online things.</p> <p>Age UK did a questionnaire with all of the tenants in Supported Housing, and we agreed that they could use the communal lounges for their events. We said they could use the lounges on Saturdays and during evenings so they can also support tenants who could not attend the usual coffee mornings.</p> <p>By working with these local agencies, organisations and local partners we are hoping to do more to combat social isolation in our schemes. There are many people who are lonely, and this is a good opportunity for them to spend time with other people. What more do you think we can we do to support tenants who are struggling, or do not always get out?</p> <p>RE – We have not had any functions, other than the Jubilee party that was very successful. If we could have some more functions, more people would get involved. I am gradually meeting more people, and they are not all strangers to me anymore, which is good.</p> <p>KM – Soon we will be a running a tenant information meeting at each scheme. It will be a place where you can talk to our staff, and we are looking to bring external teams such as Cleaning, PSCOs and Clean, Safe & Green so that you can give feedback.</p>	KM
5	Comfort Break	All
6	<p>Older Persons Strategy:</p> <p>KM – This is a document that you helped us to create back in 2018. Some of the things in this strategy are still relevant today, but now it is 2022 and we need to create a new strategy that takes into account everything that has changed in last four years.</p> <p>Once we have made some changes to this document, we will bring it back to</p>	KM

Item	Subject	Actionee
	<p>yourselves, we will take it to the Tenant & Leaseholder Committee and we will share it with other internal committees to make sure everybody is happy with it. We will also bring the document to different schemes and share it with our tenants during coffee mornings. We want to be inclusive and reach out to everybody we can.</p> <p>This document is very important and outlines our vision for Dacorum. It will outline our commitments and set out what our service needs to look like. I have already put together some provisional priorities that I want to share:</p> <ul style="list-style-type: none"> - How are we going to support our tenants with the cost of living crisis? - How are we going to support our older tenants to become digitally connected and ensure they have the tools to access digital services and support? - How will we share information effectively with our tenants so they know everything they need to know? - How will we collaborate with other organisations and agencies who have lots of experience working with older people? - How will we provide an outcome-focused service? - How will we retrofit and adapt our stock so that it is suitable in future? <p>If you can think of anything that should be included in the new strategy, please get in touch with me.</p>	
7	<p>Communal Gardening:</p> <p>RE – We have lovely communal gardens and our tenants put lots of effort and money into making them look nice. All we have in the garden are some scattered park benches, that are great for parks. The problem with park benches is that you need to sit on them in isolation. For example, you cannot sit around a park bench playing cards or chat with all of your neighbours. Very few people use the park benches, and if they do, they just sit in silence and look at the gardens.</p> <p>I would like to see some garden furniture provided, that can be used whenever we need it. It would be nice to sit around a table with our neighbours, or family and friends in the Summer. I am hoping to try to persuade you to think about providing some lightweight garden furniture that can be taken out whenever it is needed.</p> <p>KM – You are right, and I do know that there are some schemes that do have garden furniture they can use. Some schemes have applied for this furniture using the Tenant Improvement Grant. I will come back to you about that, and let you know more about the Tenant Improvement Grant if it is something we can promote. I am meeting with Oliver Jackson this week, and I will check if there is any potential to provide furniture using this grant.</p> <p>Chair – We discussed this at one of our previous meetings, but currently Clean, Safe & Green come to our schemes with a mower or a strimmer, cut the grass very quickly and leave the grass everywhere. They also come once per year and cut any branches or bushes. Will there be any improvements made to this service?</p> <p>KM – We are working very closely with Clean, Safe & Green as the amount of grass they have to cut is huge. During a review, they found out they were</p>	KM

Item	Subject	Actionee
	<p>cutting some grass that they should not have been cutting, and not cutting other grass that should be cut. They will be coming up some clarification and a timetable, to provide you with all of the relevant information about when your grass will be cut.</p> <p>We have also been speaking with them about picking up grass, as this has been an issue, but there are extra costs for this. We have also asked Clean, Safe & Green to start providing photographs to us after they have cut the grass, as we have received a few complaints from tenants.</p>	
8	<p>Supported Housing Branding:</p> <p>KM – Everything we have discussed today should be joined together by using branding. The branding should show you what Supported Housing is about. We have been looking at different departments and organisations using benchmarking, and it is clear we can do better with our branding.</p> <p>We have been working with our Communications department to see how we can rebrand ourselves. In the next few months, we will share the changes that we plan to make with the you, to get your feedback.</p>	KM
9	<p>AOB:</p> <p><u>Void Properties:</u></p> <p>KM – A void property is when a property becomes empty after somebody has left. There are things we have to do in that property when it is void, such as flushing the toilet once a week to prevent Legionella. If you will be leaving the property, you need to speak with your Supported Housing Officer who will help you to terminate your tenancy. It is important for us to know when a property is empty.</p> <p><u>STAR Survey:</u></p> <p>JD – You should have received a text message or an email, if you have those details registered with the council. This will be an invitation to complete the STAR survey, which is our biennial satisfaction survey that we run. If you have not received the link, we have printed some hard copies that the Supported Housing Officers have collected. You can fill it in with your officer if needed, and they will send it to us. If you can do it online, we would really appreciate it as it takes a step out for us. This survey gives us feedback on how we are doing, and lets us know what changes we need to make.</p> <p><u>The repairs contract:</u></p> <p>JD – The current repairs contract is up for renewal in 2024. We will be coming to do some repairs focus groups in July where we will be talking to people about their feedback on the current service. We need to know what you want to see from our next repairs contract, as there have been some issues with the current one.</p> <p>We will be holding the focus groups in person in Hemel Hempstead, Berkhamsted and Tring. We will also hold some focus groups online using Microsoft Teams and we will hold them over a range of times such as mornings, afternoons, evenings and weekends. We will also be coming to a couple of Supported Housing schemes. If you would like to come along to</p>	Chair

Item	Subject	Actionee
	<p>one of those, then please let us know.</p> <p><u>AOB:</u></p> <p>KF – In the past, we have discussed communal WiFi. Has anything changed in that respect?</p> <p>KE – We attended a meeting on Friday with Vodafone and they said that there are a number of different products on the market. They have a large project around digital inclusion and helping people who are isolated, and they want to get more people online. They spoke about different ideas they have and how they can help us in future. One suggestion was that they could put a SIM card into a WiFi system, so you are not relying on wires. They will come forward with more details about this in future.</p> <p>JR – Our tenants are upset at the lack of window cleaning. Our windows are disgusting and I am ashamed of them. Ever since I joined this group, the window cleaning comes up time after time. Please can something be done so that our windows are cleaned regularly?</p> <p>KM – I'll take that feedback away and come back to you. I will try to get some dates or a rota, so that you know when this will be done.</p> <p>NG – Last year, we had the grass cut four times and we had a rota. Four times is not regularly enough, but at least we knew when it would be cut. The council needs to look at grass cutting and window cleaning as priority.</p>	