



Chair: Monica Gill
 Vice Chair: Sue Down
 Communications: Vacant

TACT (Tenants and Council Together)
Minutes of meeting held on Wednesday 14th October, 2pm
MS Teams

Attendance;

Monica Gill	Central
David Chafe	Stanmore
Sue Green	Stanmore
June Glass	Stanmore
Gillian Gutteridge	Central
David Light	Stanmore
Deanne Adams	Denmead
Ted Shepherd	Denmead
Lin Mellish	Kings Worthy

Guests;

Lucy Spence	WCC
Janette Palmer	WCC
Cllr Caroline Horrill	
Sarah Turpitt	WCC

		Actions
1	<p>Welcome, Introductions and Apologies</p> <p>The chair welcomed all to the meeting and introduced the guests. She explained that to ensure everyone who is speaking can be heard all microphones and cameras will be switched off while there is a speaker, and we will turn them on again when we have a question.</p> <p>All members were reminded that everyone has agreed to abide by the code of conduct for the meeting.</p> <p>This is the first meeting since the sad passing of Michael Fawcitt. His work and contribution to TACT and tenant involvement in Winchester was recognised.</p> <p>Apologies have been received and accepted from;</p> <ul style="list-style-type: none"> ○ Gilly Knight ○ Denise Partleton ○ Cllr Learney ○ Amber Russell ○ Tony White ○ Valerie Adcock ○ Carol Bull ○ Ian Wheeler ○ Joan Stevens 	

<p>2 2.1 2.2</p>	<p>Minutes of Meeting on Wednesday 15th January 2020.</p> <p>Corrections None</p> <p>True Record Minutes proposed as being a true and accurate record of the meeting agreed by all present.</p>	
<p>2.3</p>	<p>Matters arising / actions from previous meetings</p> <p>Please see minutes of previous meeting for any new and closed actions with updates.</p> <p>There was only one outstanding action from the previous meeting (below). Due to the length of time since the last meeting the Chair suggested that this action be closed and if the issue resurfaces it is raised again.</p> <p>15/01/20 – 10 Mountbatten Place, Kings Worthy – Tenant has reported continued issues with bins not being collected and returned despite stickers being placed on bins.</p>	<p>Cllr Hiscock Action Closed</p>
<p>3</p>	<p>Sarah Turpitt, Sheltered and Extra Care Services Manager Sheltered Housing Service Update</p> <p>Sarah explained that all sheltered staff have been working throughout the pandemic. They have ensured that sheltered tenants received essential supplies and regular calls where needed, with almost 700 telephone calls being made weekly at the height of the pandemic. Sheltered tenants were assessed in order to identify those who needed continued support and those tenants who have no-one to help them. Currently, this week, there are 71 tenants who are getting either weekly or twice weekly call or visit.</p> <p>Common rooms have been closed during the last seven months. They are classed as Winchester City Council common areas and therefore come under strict legislation. There is not the resources to have a member of staff in each common room every day to ensure cleaning is completed. However, new risk assessments have been completed and as of Monday next week (19th October) they will be open for tenants to use again (Eastacre common room will be delayed as it is currently being upgraded). Sheltered Staff and Neighbourhood Services Officers will be popping in and out to monitor the use. There are clear guidelines in place with regard to numbers and activities permitted. Tenants must also adhere to the track and trace forms for the use of the rooms.</p>	

A survey will be coming out to tenants asking what activities they would like to have in their common rooms. There needs to be a reasonable demand as it is not really viable to arrange for guest speakers, for example, when only 2 residents attend.

Surgeries are taking place but with very little response. These need to be 1-2-1 to protect both residents and staff and allow for privacy. All appointments need to be booked on the sheet available in the common rooms.

Staff are continuing to ensure that Pull cord updates take place and that all information held for Chichester care line is up to date and accurate.

The sheltered duty desk is open, 8.30am – 5pm Monday – Thursday and 8.30am – 4.30pm Fridays.

A change in policy is coming in which means sheltered staff will be completing pre-tenancy assessments for sheltered properties. The primary reason for this is to assess the suitability of the tenant to the property.

Provision of the wellbeing service has, in some respects, been accelerated by the Covid situation. There is currently 56 residents who have regular 1 to 1 support, this may include assistance with managing finances, applying for benefits, accessing care or support services, moving house, hoarding and Anti-social behaviour. In addition staff are providing regular welfare checks to 71 people who are struggling with social isolation and have no other support in place, these may take the form of a regular telephone call or a visit dependent upon need.

Scheme improvement plans are in place to redecorate all internal corridors and re-carpet over the next couple of years at those properties not already completed including White Wings House, Makins Court and King Harold Court. A new programme, currently in the planning stage, to upgrade some schemes to meet the carbon neutrality agenda including some of these schemes which will be looking at lighting, heating and insulation. This is also running alongside fitting of new internal fire doors in some schemes to meet new legislation so this requires some planning to ensure that this happens in the correct order. We do not want to redecorate only for new lighting or heating of a different size being fitted

Some schemes are due to have new signage fitted but this needs to be completed after all redecoration has taken place.

Over the next 5 years British Telecom will be changing all lines from analogue to digital. This will affect a lot of the current alarm systems. The lifeline units in all of the linked bungalows will require changing to digital ready units. A total

<p>of 787 units that will require an officer to attend to change these over and re-programme.</p> <p>Tunstall will also be required to update some scheme equipment to ensure it is digital ready, for some this may just require a small piece of equipment to be installed, for others it will require updates to individual call units in people's homes.</p> <p>All fire alarm systems will shortly be fitted with a secondary sim card that will enable a call to be made to Chichester even in the event of a line going down. At the moment Chichester care line gets an alert that the line has gone down.</p> <p>A reminder to tenants that there are tablets available to borrow for a limited time. Just call the duty desk to get your name put on the waiting list. Staff can help with using them. They have helped tenants have virtual calls with family.</p> <p>An issue was raised by a tenant concerning the use of the guest room at White Wings. They received a letter on 23rd March stating all bookings have been suspended. However, they have seen signs that the guest room is being used by The You Trust. They would like to know if they are paying for the use of the room and who does the cleaning?</p> <p>Sarah informed the group that because of staffing issues You Trust requested use of the room. They pay for it and it is cleaned by the usual cleaners. The You Trust have a responsibility to ensure their own safety and clean in-between uses.</p> <p>The tenant asked whether this is a permanent arrangement and what do the You Trust pay? Sarah stated that it is a temporary arrangement and they pay the standard rate of £15 per night plus £35 for the deep clean.</p> <p>A further issue was raised regarding the boiler at White Wings. It is believed it is not working, therefore the guest room does not have any hot water. Sarah stated she will ask property services what is happening with the boiler and feedback to the tenant directly.</p> <p>What is involved with the housing health and safety checks to sheltered blocks was raised as a concern. An example was given of communal lights that were not working but not reported. Sarah will check with the neighbourhood services team why this wasn't picked up during usual checks.</p> <p>Why housing staff always arrive in two vehicles was asked. Sarah stated that currently this is to do with Covid restrictions and the members of staff being from separate households. If this was happening before the Covid restrictions it may well have been operational i.e. staff members going to or coming from different jobs.</p>	<p>Sarah Turpitt</p> <p>Sarah Turpitt</p>
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A sheltered tenant spoke about what it means to be a tenant in sheltered accommodation. She always assumed that the ethos of Sheltered Housing meant the protection and care to those who are now old and beginning to find life difficult. Is 55 (the age at which you can become a sheltered tenant) still a relevant age? Nowadays most people are still working at this age and we are all healthier. The needs between the ages 55 and 85 + are different. Is it time to increase the age? Today, at a time of such upheaval it would seem the moment to look more carefully at how far we have strayed from the origins of this contract.

Sarah responded to this by saying the age of 55+ is set by central government. However, locally Winchester suggests sheltered is suitable for aged 60+. Sheltered housing is aimed at independent living, whereas extra care accommodation is for those with a greater care need.

The Council's act of caring and protection of Sheltered tenants was questioned and the suggestion that this has got separated from the administration of the buildings was made. Examples were given; During lockdown, although an impersonal letter from the Council/Government telling tenants what to do was received and it is believed sheltered tenants were to receive a weekly phone call to see if they were OK. The way this was completed was questioned. Won't everyone answer they are OK if asked? Had they said things like "Are you getting your food and medicines supplied?" would have made for more understanding. There appeared to be no standard help for supplies of food and medicine during lock down and most had to make their own provision.

Sarah stated that during lockdown the most vulnerable were provided with food packs and hot meals where needed and appropriate. The most vulnerable have been receiving a higher level of support. It will always be difficult to gauge reactions over the telephone and identify tenants who need more support when asked if they are okay, staff had a script to use which included asking tenants if they needed any help with prescriptions collection or shopping but to some degree it is up to the tenant to ask for help when asked.

The Chair stated she has also received a letter from another sheltered tenant at Lawn House in central Winchester saying they are not receiving support, especially after complaining about loud music in the block. Sarah stated they are aware of the loud music issue and are dealing with it. Unfortunately action cannot be taken without the correct process being followed.

<p>A reminder to all tenants was given that if there is an issue, or they are unhappy about something the complaints process needs to be followed. Tenants need to be realistic that they will not be penalised for complaining. If all tenants complain through the correct process trends can be monitored.</p> <p>The Sheltered Housing area at Hyde Gate was bought up by a tenant as this area was meant to be labelled “of special sensitivity” when choosing residents because of the issues the area has with anti-social behaviour. However, the suitability of letting a resident who has been deaf since birth and has no telephone move in was questioned. This resident has had almost no help from either social services or the sheltered staff since she moved in. If somebody should press the outside door buzzer not that of her flat, there is no way she can hear. Nobody helps, as a general need, the mass of forms etc. that modern living presents.</p> <p>Sarah Turpitt response - Tenants without a telephone or with hearing loss were physically visited during lockdown to ensure that they were managing and ongoing wellbeing support is provided to those identified as needing this. WCC have a tenancy support service with specialist mental health and benefits and welfare support officers for those requiring assistance as well as the sheltered housing Wellbeing service which provide more generalised support including form filling to those identified as needing this.</p> <p>Entrance doors were raised as an issue for a lot of residents. The hooks to keep doors open were removed some time ago due to health and safety issues and doors being left open. Janette Palmer commented that she was aware of a discussion that has taken place previously around replacing the doors at Hyde Gate with power assisted doors. This will give the tenants time to get through the door and the door closing automatically behind them.</p> <p>Janette will take this forward to see if it is a possibility and feedback to the tenant.</p> <p>UPDATE; It is thought that other schemes who have had power assisted doors put in an assessment with the OT took place. Property Service will liaise with the WCC OT regarding the issues at Hyde Gate.</p> <p>The larger issue of communication was raised and whether a myriad of small problems could be resolved if there was better communication and understanding between the residents and the staff. It is felt there remains a ‘them and us’ attitude which needs to be resolved by retraining and rethinking the ethos. The mental effects of being confined for so long in their flats and houses through the fear of Covid was raised as a potential major problem that</p>	<p>Janette Palmer</p>
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	<p>will require training and understanding. Sheltered tenants are in the most vulnerable group, those over 80 will be grappling with health issues already. Both staff and residents need to know how to deal with it. From a tenant's point of view, It's not necessarily a question of money or resources but of rethinking attitudes and retraining. Sarah commented that staff received regular training including mental health awareness.</p>	
4	<p>Denise Partleton – Senior Housing Development Project Manager Update on New Build</p> <p>Apologies have been received from Denise and there was no one available to stand in for her. Discussion to be added to agenda for January TACT meeting.</p>	Michelle Smith
5	<p>Constitution</p> <p>For everyone's information, the TACT constitution is being reviewed and is currently with legal. It will then be sent to TACT members for consultation.</p>	
6	<p>Co-option of Committee positions</p> <p>David Light put himself forward to be co-opted into the position of Communications Officer until the elections in 2021. All present at the meeting were in agreement with this appointment.</p>	
7	<p>SDG Updates</p> <p>Short reports were distributed with the papers for this meeting. No one present had any comments to make.</p> <p>Lucy commented that the vacant Housing Management SDG positions are being discussed with group members. There are still vacancies for group members if anyone is interested please contact Lucy who will be happy to discuss it with you.</p>	
8	<p>Any Other Business</p> <ol style="list-style-type: none"> 1. Some time ago a mat and gardening tools in the communal area at Simonds Court were raised, they have not been removed as they should have been. This will be raised with Neighbourhood Services to look into again. UPDATE: This has been passed to Neighbourhood Services who will be completing a visit to check. 	Janette Palmer

	<p>2. The Chair wanted to make everyone aware that TACT has not been idle during lockdown, she has been receiving lots of communications during the whole process. The Chair also thanked tenant involvement for their help during lockdown in following up on enquiries, issues etc.</p> <p>3. Trying to communicate with PH Jones was raised as an issue. A tenant tried to phone to rearrange an appointment and was on hold on the phone for 17 minutes before having to ring off as it was costing so much money. The Chair followed this up for the tenant after she was contacted and it took her 36 minutes on hold to get through. Lin Mellish commented that PH Jones have been raised at the Repairs and Maintenance Service Delivery Group and Andrew Kingston has a lot of communication issues for PH Jones he is dealing with.</p> <p>UPDATE: Whenever people experience the call wait times discussed at TACT on either the main WCC switchboard (01962 840 222), Housing Line (10962 848 400) or PH Jones contact centre a formal Complaint should be made with details as this would really help in the investigation of the cause and frequency of the problem.</p> <p>Andrew Kingston raised the issue with PH Jones on 15/10/20 with the suggestion that a call back option is put in place on PH Jones phones. Awaiting feedback on this.</p> <p>4. Janette Palmer gave a brief update on where the Fire Strategy is. At the beginning of October every general needs flat, tenants and leaseholders, with a shared entrance received a letter outlining the updated fire safety information. This was adapted to meet the needs of the tenant receiving it, for example, it was translated, printed in large print, audio needs where contacted on the phone, advocates and those with reading difficulties were contacted separately.</p> <p>Work on processes and procedures are going on the background. Regular communications with the fire service are also ongoing.</p> <p>Work has been prioritised according to property type. Winnall flats are the only Winchester City Council stock that comes under the new regulator. Other sites will be looked at with higher risk sites prioritised. Work is going on to train internal WCC staff.</p> <p>5. David Chafe asked about the Asset Management Strategy. This will be raised via a special TACT and Repairs and Maintenance SDG meeting to look at and prioritise. Proposed date of this meeting; Wednesday 25th November, 2 – 3:30 via MS Teams.</p>	<p>Andrew Kingston</p>
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	<p>6. David Chafe said he had been looking through the papers for a cabinet meeting next week which states 'TACT to be consulted', in relation to buying back property in Bishops Waltham. He questioned when this consultation should take place.</p> <p>Cllr Horrill stated that she has been lobbying to ensure TACT have adequate involvement in decision making. Could these papers be provided to the appropriate members of TACT?</p> <p>Janette stated she would discuss with Gilly Knight and Cllr Learney to make sure papers are with TACT in good time.</p> <p>However, cabinet is the final decision point, therefore there is a broader point to be raised.</p> <p>UPDATE; This paper related to an agenda item at Housing and Asset Management Decision Day. The paper was an application of a policy that TACT had previously been consulted on. Housing Officers suggested clarification is given that when the basis, criteria and priority of policies have gone through consultation further consultation when these are enacted isn't required however as a courtesy TACT should be informed when Committee papers of this nature are being presented. This paper included a reference in 6.1 that <i>'The paper will be circulated to TACT to note and for their information when the next meeting is scheduled.'</i> TACT Constitution will be updated in response to the query raised.</p>	<p>Janette Palmer</p>
<p>9</p>	<p>Forthcoming Meetings</p> <p>Asset Management Strategy Discussion – Wednesday 25th November 2 – 3.30pm MS Teams</p> <p>TACT - Wednesday 13th January 2pm Virtual meeting via MS Teams</p>	