



Notes of Meeting			
Subject:	Supported Housing Forum		
Date:	06/12/2022	Time:	14:00
Location:	The Forum		
Attendees:	<p><b>DBC Staff</b> – Jenny Dickerson (Improvement &amp; Engagement Officer), Kevin Mutio (Supported Housing - Team Leader), Tina Ferris (Cleaning Supervisor), Daniel French (Improvement &amp; Engagement Coordinator), Katie Ellis (Lead Officer Supported Housing), Stuart Stevenson (Affinity Water), Jenny Butterfield (Lead Officer Supported Housing), Andrew Tippen (Lead Officer Supported Housing)</p> <p><b>Attendees</b> – Keith Field (Chair), Muriel Williams, John Baldwin, Ron Ellison, Susan Horton, Neke Gaylon, Barbara Daniels, Jacqueline Nunn, Bernard Coshall, Jackie Walker, Lena Emmins, Margaret Stevens</p> <p><b>Apologies</b> – Jean Reid, Amanda Greenaway</p> <p><b>Guests</b> - Juliett Baldwin, June Greatbatch, Marlene Young</p>		

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1	<p><b>Welcome, apologies and minutes from last meeting:</b></p> <p>Chair welcomed everyone to the meeting.</p> <p>The minutes from the last meeting were agreed and accepted.</p>	Chair
2	<p><b>Water efficiency:</b></p> <p><b>SS</b> – I will be discussing the project of water efficiency in affordable homes. I am going to run you through what this is, our successes and how this will look for Dacorum. The water efficiency in affordable homes project was an innovation to engage with vulnerable and hard-to-reach customers and support them with water efficiency and their bills.</p> <p>Dacorum are signed-up with us as a water efficiency partner. The delivery model is simple and the first part of the model is access. We have already gained access because we have a data protection agreement in place with Dacorum who have agreed to be a water efficiency partner. Dacorum have shared a tenant list with us.</p> <p>The next part is identifying opportunities for water efficiency within the tenant list. We will then find opportunities to engage with those tenants through social media, by sending out letters, by making phone calls and by putting messages on the rent statements they receive. We want to do everything we can to raise awareness and get uptake on water efficiency.</p> <p>When we reach our water efficiency goals, this will feed into some of your policies and standards such as achieving carbon net-zero, anti-poverty standards and supporting local communities. You will be happy to know that</p>	SS

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	<p>we do not charge you any money for this.</p> <p>I am going to talk you through how this works operationally as we do this in three ways. We have a water saving service called home water efficiency checks where a technician will go to a home and check where there are water saving opportunities. There and then, they will fit devices such as water efficient showerheads, tap inserts, saver flush bags and they will have an environmental conversation with the tenant. All of these installations contribute to very large water savings. So far, the project has saved over 80,000,000 litres of water in just fourteen months so it has very large outputs.</p> <p>What we also do, is work within supported housing schemes and temporary accommodation where we organise access to install devices via water efficiency checks such as flow regulator valves. We can work with your scheme managers to organise appointments, and we aim to get an 80% installation rate in these places. There are very quick wins to get high water savings very swiftly.</p> <p>The final part is working with your teams that deliver planned maintenance and responsive repairs. We provide the council with water efficiency devices. If you know that you change around fifty taps per month, we will give you fifty tap inserts. We are not giving the council extra work; we are tagging into existing work streams to create extra benefit. We know that affordable homes providers already have a lot on their plate.</p> <p><b>Chair</b> – Many of the schemes have joint water supplies. For example, you could have two hot water supplies and two cold water supplies for a whole scheme so they do not put meters in. Can you still look at our properties?</p> <p><b>SS</b> – Absolutely, metred or unmetred we still want to save water. The water still comes out of the streams, out the ground and affects the environment and communities.</p> <p><b>BD</b> – I live in a supported housing scheme, but I have my own bathroom and kitchen that has been installed privately around three years ago. Would I be able to acquire those tap inserts?</p> <p><b>SS</b> – Our inserts fit most taps that have been manufactured since 1999 so they should fit. We would be happy to carry out a water efficiency check to find any water saving opportunities for you.</p> <p><b>JB</b> – You say that these devices will be fitted when repairs are carried out. At our schemes, there could be thirty properties and somebody may need their tap repaired but it could be three years until another person needs their tap repaired. If you are already attending a scheme, would there be the option for you to fit the tap inserts for everyone there instead of just waiting until each person needs their tap repairing? If you could do a whole scheme in one go then you would see bigger benefits.</p> <p><b>SS</b> – I am absolutely on board with that and that is my ideal situation. If the manager of a scheme arranges for us to come, we will visit every single property in that scheme and carry out a water efficiency check. Each visit take around forty minutes.</p>	
3	<p><b>Cleaning update:</b></p> <p><b>TF</b> – I am Tina and I am the cleaning supervisor. The carpet cleaning and window cleaning is now being completed, and we have been getting</p>	TF

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	<p>feedback forms signed so people can let us know what they think of the job that we have done. We will be getting a new window-cleaning contract in the new year, so that the tower blocks can be cleaned as our window cleaners cannot reach them with the equipment we have. Once we have a camera and a video screen, we will also start clearing the guttering.</p> <p><b>BD</b> – We have a conservatory and during Halloween and other events, we have had decorations stuck on the windows. The inside of our windows now look dreadful, so is there any chance we could get them cleaned?</p> <p><b>TF</b> – The new contractor that is cleaning the tower block windows will also be doing the conservatory windows on the inside and outside.</p> <p><b>Chair</b> – There were lots of health and safety signs put up around the schemes during the pandemic, which have now been removed. They have left lots of glue marks and blu tack marks all over the walls. Is it possible to spend some time in each scheme removing the marks?</p> <p><b>TF</b> – Yes, we can definitely try to get them removed for you.</p> <p><b>JD</b> – Are your team fully staffed now?</p> <p><b>TF</b> – No, we are still well understaffed but we are looking to take some more people on so hopefully in the new year we will be fully staffed.</p>	
4	<p><b>Social isolation update:</b></p> <p><b>KE</b> – We are working very closely with Age UK, and they are improving their presence within our schemes. They are currently visiting Douglas Gardens, Florence Longman House and Pond Close. They will be visiting Phyllis Courtnage House and Compass Point in January.</p> <p>Between March 2021 and March 2022 they provided 98 different sessions around our schemes. The Let's Dance initiative has been very successful. We have a new thing happening at William Crook House and Saturn Way where tenants are asked to give their experiences of women in previous years who have inspired them. All of these experiences will be used to create a production that will be performed in Spring.</p> <p>We are working with Community Action Dacorum to offer further training on computers and they will be starting craft sessions. We are also working with TalkTalk on the communal Wi-Fi.</p> <p><b>BD</b> – I never hear Gatecroft or Leys Road mentioned. We have not had anything happen there yet.</p> <p><b>KE</b> – We will definitely make a note of that and try to get something organised with Age UK and Community Action Dacorum.</p> <p><b>RE</b> – I want to give some feedback that Andrew's quiz worked very well and it was fun.</p> <p><b>AT</b> – It was nice to bring two schemes together and it worked really well. We have not been able to do anything like that for a couple of years.</p> <p><b>LE</b> - There is a lot of social isolation at The Driftway. The people are getting older and some people are stuck in their flats because of this, as the community hall is quite a distance to walk. Some people cannot get there because they need somebody to help them.</p> <p><b>KM</b> – If we know that there are people who want to visit the community hall</p>	KE

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	<p>who may not be able to get there, we can try to get staff to help them. It would be good to do some small surveys within the schemes to find out why people are not coming into the halls and lounges, and then we will have more information about how we can help.</p> <p><b>Chair</b> – Does anybody have a carol service that we could go too?</p> <p><b>RE</b> – We have a carol service next Tuesday, and we are likely to have around sixteen people there. I suppose some more people could come from elsewhere, but we do not have a lot of space.</p> <p><b>AT</b> – At Evelyn Sharp House, there is a school choir coming in to do a carol service, but I do not have the date to hand. I will try to get some more information for you.</p>	
5	<b>Comfort Break</b>	<b>All</b>
6	<p><b>Estate inspection update:</b></p> <p><b>KM</b> shared an estate inspection document, which is available upon request.</p> <p><b>KM</b> – The new estate inspections will identify areas where our schemes can be improved. All issues that are identified will be reported to the relevant maintenance teams. These inspections are happening in all supported housing schemes once per month.</p>	<b>KM</b>
7	<p><b>Community alarm monitoring &amp; response:</b></p> <p><b>JB</b> – Some schemes like Compass Point have already had their community alarms upgraded. We are going to start the upgrades at William Crook House and the planned start date is the 9<sup>th</sup> of January. It is quite a big scheme so it will probably take a couple of months.</p> <p>We will then look at moving onto Douglas Gardens and Dudley House. We will look at Leys Road and Gravel Lane separately, as they are quite dispersed. We still have lots to do, but we are probably halfway through the upgrades now. We need to have all of the new systems up and running before the digital switchover in 2025.</p> <p>The new systems we are putting in place are very clever. If you just burn your toast then a call will not go straight through to the fire brigade asking them to attend. The new systems also improve the security of our buildings.</p>	<b>JB</b>
8	<p><b>Grass cutting update:</b></p> <p><b>KM</b> – We pay Clean, Safe &amp; Green to cut grass in Supported Housing. They have identified that they are cutting certain areas that are not communal areas and belong to an individual. Where that is the case, we will be talking to those tenants and letting them know that these areas belong to them and they are responsible for the maintenance.</p> <p><b>BC</b> – I cut some of the grass at our scheme at the end of October because nobody came to do it. If I had not have cut that grass, it would be at least a foot high.</p> <p><b>KM</b> – We are currently working on the service level agreement with Clean, Safe &amp; Green and there will be some changes made to improve the service offered to you.</p> <p><b>JB</b> – The council have been cutting so many areas of grass that they should not be cutting. There is a big piece of work happening, where they are</p>	<b>KM</b>

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	identifying all of the areas they should not be cutting. This will give them more time to concentrate on the areas that they should be cutting so you will definitely see some improvements.	
9	<p><b>AOB &amp; close of meeting:</b></p> <p><b>KM</b> – Please let us know if you have any friends or family staying in your property. If there was a fire, and we do not know how many people are inside the scheme then we could have some big problems. It helps the fire brigade and helps us to make sure we can evacuate people very quickly.</p> <p><u>Scheme visit update</u></p> <p><b>KM</b> – I promised at last meeting I would arrange for some of you to go into different schemes and talk about the Supported Housing Forum. Unfortunately, that has not happened yet but we still plan to have a few of you visiting some different schemes.</p>	<b>KM</b>
10	<p><b>Close of meeting</b></p> <p>Next meeting on Tuesday 14<sup>th</sup> March 2023 at 14:00 in The Forum.</p>	<b>Chair</b>