

**Erosh**

**South Wales Regional Network Meeting**

**Thursday 4th April 2019**

**United Welsh Offices**

**Present:**

Amy Sims – Caerphilly County Borough Council

Joanne Winston – Caerphilly County Borough Council

Buddug Lewis – Tai Ceredigion

Chris Thomas – Trivallis

Claire James – Trivallis

Kerri Hunt – Cynon Taf

David Watkins – RNIB

Diane Thomas – City and County of Swansea

Eleri Jenkins – Tai Ceredigion

Elizabeth Willington – Valleys to Coast

Hazel Davies – Newydd

Judith Jeeves – Valleys to Coast

Leah Manna – Tai Tarian

Rena Karadogan – Trivallis

Ryan Harris – Coastal

Mark Williams – Family Housing Association

Rebecca Iddon – United Welsh

Jemma Browning – United Welsh

Carol Seabourne – Delta Wellbeing

Richard Sheahan - Linc

**Apologies**

Alun Evans – Newydd

**Welcome**

Richard Sheahan welcomed all attending and thanked United Welsh for hosting the meeting.

RS confirmed that there was no external speaker and Joe from CHC had been unable to attend to do the welfare reform update.

**Minutes and Matters Arising**

There were no matters arising and no comments on the minutes

**Update from Members**

**United Welsh –**

* Reported that they are carrying out a review of their older person’s service, focusing on where they are heading for the next 5 years. They have had approx. 150 tenants take part in consultation looking to find out what is important to them.
* They are also looking at the stock for refurb with an intended review outcome in July
* UW are also running a ‘Housing Proactive’ pilot which utilises technology to carry out wellbeing checks on tenants which is run by a company based in Windermere. This service is entirely optional and costs approx. £5 pw which can be covered by HB

**Tai Tarian -**

* Are currently focusing on voids as they have a number vacant.
* Staff have moved to Agile working recently
* TT are working with the Fire Service to carry out PEEPS particularly on non-ambulant customers, but there has not been a great deal of help from the Fire Service.

RS asked about carrying out risk assessments to demonstrate that they had done everything within the power of the organisation to limit risk and to show that the customer had made the decision to remain in situ despite being unable to evacuate

**Tai Ceredigion** –

* Have had their SP funding for the alarm service stopped. TC are not disputing the principle as many others have already had the same, but there has been no consultation either with customers or TC
* There is still an on-going refurb programme
* Have undertaken a survey recently with a 66% response rate, so are still analysing the results

**Coastal –**

* Reported that they have been working with WRAP recently to resolve an issue in their Extra Care scheme. They are coming to the final stages and are about to organise a celebrations day and finalise contracts for future behaviour
* Are working with SP team in Neath Port Talbot to design new paperwork which is more customers friendly and more engaging for customers
* Have recently opened a new development with ‘down to earth’ construction project

**Family –**

* are having similar problems to Tai Ceredigion with SP teams pulling funding for the alarm
* Are also having a lot of issues with fire safety in schemes, particularly around the use of scooters. In one scheme out of 63 tenants, 31 have scooters and there are not enough charging points for everyone.

There was a general discussion around the practice of building external scooter stores, which can then be a concern for arson and the problems generally about scooters being used without due care and attention in schemes. SCC confirmed that they have banned the internal use of electric scooters and wheelchairs and ask all tenants to transfer to manual wheelchairs at the front door of schemes.

**Valleys to Coast** –

* are undertaking a review of series in a similar way to UW asking what customers want
* Also updated on the ‘Help to Move’ schemes which helps older people with the practical and emotional difficulties with moving accommodation. There is currently a 6 month project to see how this will work and involves a number of RSLs as well as a caseworker form Cwm Taff ?

**Delta Wellbeing –**

* Delta Wellbeing are a new member to Erosh and have been created from the old Careline based in Carmarthen. Currently they are ostensibly an alarm monitoring provider but are working towards being a centre for excellence in Wales for Wellbeing.
* They currently have over 50 staff responding to calls as well as an installation team. DW are currently trialling a pilot project in Llanelli which provides outbound calls to customers which has more of a preventative role.
* DW currently provide out of hours monitoring for National Parcs, Welsh Government and more than 35,000 connections to homes

**Swansea City Council –**

* Are also carrying out a review of sheltered housing even though they have a fewer than 1%voids.
* SCC currently have in house cleaners but are considering moving towards a caretaker service instead.
* SCC have recently been promoting sheltered housing in shopping centres to try to explain what it is as too many think of it as nursing or residential care. SCC currently offer weekend wellbeing calls and there was a general conversation about how this service could be offered in future

**Newydd** –

* Are also carrying out a review of their sheltered service and have had external facilitators in to ask customers what they want.
* 10 workshops were held and the main focus for customers was staffing levels, and the return of organised social events to alleviate social isolation

**RNIB** –

* DW has been providing IC funded dementia, sight loss and environmental awareness courses after becoming aware that OTs do not have anything in their training that covers sight loss and the environment.
* Several organisations have been successful in achieving accreditation and awards and RNIB are being asked to work more n England from organisations who are interested in Visibly Better and becoming accredited

**Trivallis** –

* Are updating the assessment process for new applicants to try to take out the human element out of decision making to make it less subjective.
* The new SP contract for RCT went live n Monday 1st April, with Llamau covering services in the Cynon valley, Hafod in the Rhondda and Trivallis in the Taff valley.
* Trivallis have tried to get RCT Council to recognise sheltered housing as specified accommodation rather than General Needs and they are currently considering it

**Cynon Taff** - no updates

**Caerphilly County Borough Council**

* Are still having issues with fire safety and contradictory advice from the Fire Service.
* WHQS programme still ongoing
* Have redesignated their Extra Care schemes to sheltered
* Are decommissioning 5 schemes and associated blocks that have previously been associated with those schemes

**Linc Cymru**

* Have lots of construction ongoing. Ty Ynysawdre has just opened with another scheme in Maesteg expected to open in May
* Another scheme being built in Aberdare is of modular construction and Erosh meeting in October will be held there if members want to have a look around it
* Have decommissioned some category 1 schemes as they were no longer required
* Cariad project is still ongoing

**Welfare Reform and Universal Credit**

Unfortunately Joe Frampton was unable to make the meeting so RS gave a brief update:

* Karl Thomas from the Welsh Government has asked for a meeting with RS to discuss the funding and provision of emergency alarms. RS will update at the next meeting
* RS has also met with RCT Council to discuss sheltered housing being exempt/specified accommodation
* RS will share a proforma developed by Linc which demonstrates whether someone has support/care needs in order to make the property exempt

**Fire Systems**

RS went through a presentation provided by the Fire Service about Primary Authority Schemes and fire safety advice.

It was generally agreed that there was no consistency around guidance from the Fire Service with often contradictory advice depending on what officer you spoke to

JJ reminded members that the NFCC document **Fire Safety in Specialised Housing** was developed to be the definitive guide to Fire Safety in sheltered and supported accommodation

There was some general discussion around residents who had been determined as unable to evacuate themselves regardless of which floor they were on.

RS confirmed that CHC would be asked to attend a meeting to update

**Future Topics for Discussion**

* Delta Wellbeing would attend to discuss their preventative model
* Adrian Moyse from the Fire Service would be asked to attend again
* RK reminded members that the AGM was being held at Trivallis’ office on May 16th

**Dates of meetings for 2019/20**

Thursday 4 July Tai Ceredigion Uned 4, Parc Busness Pont Steffan, Llanbedr Pont Steffan, SA48 7HH Unit 4, Station Terrace, Lampeter, Ceredigion, SA48 7HH

Thursday 3 October Linc Cymru Maesyffynnon Extra Care scheme, Aberdare, RCT

Thursday 16 January 2020 Trivallis, Ty Pennant, Mill Street, Pontypridd CF37 2SW.