

**SUSSEX NETWORK MEETING**

**2-4pm Wednesday 8 January 2020**

**Venue - Grants Hill Court, Uckfield, TN22 2BW**

**Chair – Marisa Freeman (MF), Team Manager Extra Care**, Optivo

**Minutes – Cathy Neill, Independent Living Manager, Guinness Care**

**ATTENDEES:- Marisa Freeman (MF) - Optivo, Hannah Hennessey (HH) - Optivo, Zola Thomas (ZT) – Wealden District Council, Ann Karas (AK) – Formerly of Wealden District Council, Muka Muntunga (MM) – Sanctuary Housing, Vicky (V) – Wealden District Council, Cathy Neill (CN) – Guinness Care**

**GUEST SPEAKERS:- Apologies.**

**KEY MESSAGES AND ACTIONS**

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| **Welcome & apologies** | Anna Cooley-Greene, YMCA Guest speaker unable to attend - rebooked for next meeting. Anna Cooley-GreeneHead of Operations (East Sussex)**YMCA** DOWNSLINK GROUP |  |
| **Actions from last meeting** | **MF** recapped last meeting and minutes• Discussed scheme meeting being held at and possibility of viewing empty property.• SS understanding of Xcare and lettings management.• EROSH - code of proactive - Accreditation.• Film bank - registration for entertainment licenses. |  |
| **Guest Speaker** | **AK** kindly stepped in as guest speaker and talked about the multitude of skills utilised in Social Housing and Housing for Older people. AK highlighted the skills she had been able to tap into since leaving her role with Wealden to take on various other challenges including Campaign management for the Liberal Democrats. AK described the machinations of the party and the benefits to being able to ‘get things done’.AK also looked at the volunteering opportunities available for our customers when working with political parties and how this increases sense of purpose and reduces isolation. A discussion followed around getting this message across without allying ones company politically. |  |
| **Round the room** | **MM** talked about the struggle to re-let some properties. Younger men coming through from homelessness, settling in difficult due to requirement to change lifestyle issues (drugs/alcohol) very difficult. Moved from London to Brighton. 3 Failed tenancies. Wondering whether making schemes more attractive could be beneficial.There was general agreement that all have seen more complex needs and younger people coming through their doors. Consideration was given to staffing capacity and training around these needs to better serve applicants and staff.There was discussion about the assessment processes and how useful they are but only to the point where gate keeping and community balancing is recognised as positive as there is current feeling around the room that Nom challenges are seen negatively and are seldom listened to. There is a also recognition of the fall back onto local services to pick up where complex needs exist however once a customer has been placed with a provider it tends to be the provider that then picks up the challenges.**ZT** – raised the issue of couples in Extra care where one party receiving care moves on or dies and the remaining customer with little to no needs has right to remain. Discussion about starter tenancies and the benefits in ASB or unsuitable lets.**V** – Gave an overview of the defects and transition period at Grants Hill Lodge. This is a new build Retirement Living complex on the site of an old manor. 35 tenants came over from last building, 32 have come from a mix of other types of housing. Due to the influx of tenants in one hit bulk inductions have been effective in educating customers about about what retirement living is in order to manage expectations.Some issues\_* Building defects due to the rush.
* Technology is amazing with touchpad screens but over provision for staff.
* The building feels like Xcare and there were some design miscommunications, the retirement living team could have been more involved to help to steer the discussions and sense check decisions made by other teams about what would be necessary in this type of housing.
* FRA assessor carried out under assumption that empty building was nursing home.
* Tunstall unit provides a wifi hotspot – possible misuse. No wifi in communal areas due to DProtection.
* No communal pullcords for any floor above ground. Pendants not compatible with this system.

On the whole customers are settling in and working out what they want from retirement living. Some mix in and some don't. Not all tenants are available as they work etc. Support plans take place. Scored by resident and put through KPI system to track improvement. Difference seen in first year in comparison with those that have been living in for longer.There was discussion around the size of buildings and the impact on both staffing and customers.General discussion about Alarm receiving centres and call handling times.**MF** - Optivo Use Well - Can listen to calls and see call handling times. Pendant calls go straight through to Well.**CN** - update on consultations and new Appello systems going in slowly across the country. Issue with internet with properties to use full function.**MF** – Shared best practice - priority service register - Utility companies don't advertise this. IN Power cuts/Service failures etc Sites would be recognised as vulnerable and receive extra/priority services. **ZT** – reiterated voids and lettings issues. |  |
| **ERoSH report** | Please see attached. |  |
| **Any other business** | **MF –** Would be beneficial for frontline workers to attend the meetings. Please share the next invite with Scheme Managers to help us increase number of attendees. MF and her team are attending some training at ESCC for mental health awareness. This is the link for information of how to book training with them[**https://adults.eastsussexlearning.org.uk/courses**](https://adults.eastsussexlearning.org.uk/courses) |  |
| **Date of Next meeting** | **Meeting closed 15.30** **Next meeting will be Wednesday 15 April 2020 at Leighside House, Court Road, Lewes, Sussex, BN7 2UF at 12.30PM** |  |