

Sherwood Local Influence Network Meeting

Ambleside Community Centre Newark

26th April 2023

Attendees: 5 Tenants including Helen D and Dale S (LIN Chairs) , Ian Jackson (Careline Manager), (Emma Pickering(Tenancy Officer), Jade Lockwood (Tenancy Assistant), Jill Sanderson (Housing Development Officer) (Caroline Wagstaff (Business Manager Housing Maintenance & Asset Management) and Vanessa Cookson(Tenant Engagement Officer)

Welcome given by LIN chair Helen D

Apologies – Richard T

Minutes of last meeting

The Chair went through the notes from the last meeting

Careline

Ian J came and gave a presentation on Careline which is a service provided to tenants in supported living who can press a button to get help. It is available to all residents in the district with a a charge. The service is available 365 days a year 24 hours a day. The service covers around 2000 users and 250 users in the Extra care schemes. The team take around 40,000 calls a year.

Nottinghamshire County Council offer additional services like lifelines with sensors, door sensors and bed sensors.

At a recent meeting Bassetlaw District Council and Ashfield District Council reported they are not able to take on any more referrals for their care line service Newark and Sherwood are proposing to take on these additional referrals,

There is capacity in the team, it will generate an income and will not affect the current service.

There is a planned increase in charges for installation to cover the costs of travel from £15- £25 to set up careline in these outer districts .If the service becomes under stress, we will refuse any further referrals. Our priority is our residents in the district.

Issues and concerned discussed

Costs of calls - this depends on the provider of the phone line. We are currently carrying out an asset check so we can get the premium numbers changed. This should be completed by December 2023. Ian encouraged people to press the button and reassured the tenants about the cost of the call.

It was suggested tenants should be made aware of the premium numbers at the Getting Know You Visits. Ian is going to be do some of these visits and will look into doing this.

Who does the call go to when the button is pressed

The calls go through to our team in the daytime and Tunstall at night.

Will the £10 charge be enough to cover costs

This cost will be balanced out as some will make money and will make up for those we don't.

Draft Housing Strategy 2023- 2028

Jill Sanderson gave a presentation on the draft Housing Strategy. This is not a legal document, but it brings together all the strategies relating to Housing together. Current national issues:

- Increasing national rents
- Damp and Mould
- Building structure
- Levelling up Agenda

District Housing need,

- 4,500 applicants waiting on the housing list.
- 500 dwellings let in 2022
- Aim to deliver new affordable homes
- Need more accessible homes
- Help for first time buyers 'First homes'
- Shared ownership

There are 4 key priorities

1. Home growth & regeneration
2. Achieve affordable housing
3. Meeting district's housing needs (accessibility, homelessness)
4. Driving excellent housing standards

The Draft Policy is out for feedback.

Discussion

What is the place for the EPC rate in Council Stock?

Plans to improve the efficiency ratings through the investment in properties in the coming years. We aim to have properties at C rating before 2028

Why are we behind in building properties?

Developers cannot afford the land value and the percentage of affordable homes and make a profit; most local authorities don't hit the 30% target. For the last 10 years NSDC has come top for affordable housing.

Gas servicing review confirming the boiler is safe and meets the legal requirement.

Annual Service provides everyone with a certificate to prove all the gas equipment is safe and meets the legal requirements. A panel of 5 tenants were part of the working group and made recommendations to improve the service. the report is currently going through the Tenant Engagement Board, and we will be looking for tenant feedback on the recommendations soon.

Lin Review

The Local Influence Networks meet every 6-8 weeks and meet in different areas to give tenants the opportunity to be heard and to engage with other tenants. There are three Chairs for each of the LINS

Sherwood LIN - Helen Douthwaite

Newark LIN - Richard Tracy

Rural LIN - Dale Shaw

The LINs have been running for a year now and as promised we are going to carry out a review. We will be asking tenants for their thoughts and comments about the LINs, how you would prefer to engage and where. We will be launching a survey and focus groups so if you are interested contact the Tenant Engagement Officer.

Lin Chair update

Helen talked about some of the changes and differences the LINs has made for example the complaints policy, social rent cap and how local issues were being resolved. The Chairs are ready to listen and will do whatever they can to get tenants' voices and views heard. Due to the local elections, there has not been any Tenant Engagement Board Meetings so nothing to report.

Local Issues

Bus parked on the road outside Bungalows – Tenancy Officer aware but vehicle is legally parked

Smart Metres issues at de Lacy Court – This is a provider issue and tenants encouraged to complain as it is their right. If no success, there is an Energy Ombudsman

AOB

Government launched Website for tenants called 4 million homes – this outlines rights for tenants, provide online and face to face training. The link will be shared. Vanessa is happy to set up sessions in the centres if people are interested.

Recruitment- Interviews for a new Tenant Engagement Officer are next week.

Thursday 27th April there is an Information Market on Turner Lane 10-2pm all welcome.

Meeting closed 6.40 pm