

**TENANTS PANEL
20 DECEMBER 2016
COUNCIL CHAMBER, WEELEY**

Attended by: Dennis Smith (Chair), John Johnson, Teresa Retter, Garry Champion, Dorothy Clark, Brenda Bragg, Ron Weyda, Carol McDougall, Linda Bradnum, Angie Payne, Sid Payne, Roy Payne, Christian James, Jon Langfield, Barbara Campbell, Michael Wyatt, Iris Peacock and Brian Jones.

Also in attendance: Paul Price (TDC), Mark Westall (TDC), Emma Norton (TDC), David Black (TDC), Matthew Wicks (TDC), Heidi Foster (TDC) and Lynn Lee (TDC).

1. Welcome and introductions

Dennis Smith welcomed everyone and thanked Panel members and other representatives for attending the meeting.

2. Apologies for absence

Emma Norton advised that apologies for absence had been received from Hazel Harris, Muna Smith, Pauline Kent, Judy Heath and Ashley Purvis.

Emma Norton also advised that Hazel Bruce had resigned from the Panel.

3. Minutes of meeting held on 25 October 2016

The minutes were agreed as a true and accurate record

4. Update on housing issues

Paul Price, Corporate Director, gave an update on issues relating to the Housing and Planning Act and confirmed that the introduction of Pay to Stay will no longer be mandatory but that the ending of lifetime tenancies was still being progressed, subject to guidance yet to be produced. The proposed sale of high value assets has also been postponed but measures relating to the private sector will be progressed.

Paul Price also outlined action being taken in respect of Jaywick Sands and, in response to a query from Iris Peacock, advised that there will be a mix of properties and tenures in Jaywick Sands.

In response to a query from Christian James, Paul Price advised that Revenue Support Group will be phased out by 2020 and this will require local authorities to be self supporting. Paul Price also advised that the Housing Revenue Account is now larger than the rest of the Council's budget.

5. Careline Lifting Service

Mark Westall, Head of Customer and Commercial Services, gave an outline of changes within the Careline service over the last year as well as an update on the new lifting service, which is hoped to be commenced in the New Year.

Mark Westall and Matthew Wicks also demonstrated the use of the lifting equipment.

In response to a query from Ron Weyda, Mark Westall advised that all relevant staff will have enhanced first aid training and will be trained by the ambulance service in

triage. However, if there is any doubt as to whether a Careline customer is injured, a call will be made for a paramedic to attend. Mark Westall also advised that ongoing discussions are taking place with the health service regarding the options for lifting non Careline customers to provide a better service for those suffering from falls as well as a future income stream for Careline.

In response to a question from Garry Champion, Mark Westall confirmed that there would need to be sufficient space to set up and use the lifting equipment and that staff have slip mats to relocate those who fall in confined spaces, where it is appropriate and safe to do so.

Mark Westall advised that the lifting equipment demonstrated will lift a person weighing up to 23 stone but there is equipment to lift heavier people, which would require 2 members of staff to attend. Once Careline have attended to pick up someone who has fallen, their GP will be notified.

In response to a comment by Angie Payne, Mark Westall confirmed that all service users and their next of kin will be notified about the lifting service and it was also suggested that a demonstration of the equipment is incorporated into the remaining residents meetings to be held regarding the upgrading of the telecare service in each sheltered housing scheme. Mark Westall also confirmed that representatives from Careline are happy to provide demonstrations to relevant clubs and societies in the district

In response to a query from Carol McDougall, Mark Westall advised that the lifting service will be provided free of charge for Careline customers for an initial three year period.

6. Permit Parking on Housing Car Parks

Matthew Wicks and Heidi Foster informed members of the Panel of the Council's proposed pilot scheme, under its Housing Anti Social Behaviour Strategy, to introduce permit parking on three Housing Car Parks (Bendalls Court, Manningtree, School Court, Harwich and Churchill Court, Dovercourt) and explained why these sites had been chosen and how the scheme would operate.

In response to a query from Jon Langfield, Matthew Wicks advised that the scheme would utilise virtual permits in line with the system operated on the Council's car parks and that use would be monitored through regular patrols. Heidi Foster confirmed that suitable signage had already been erected at each of the three sites.

In response to a query from Ron Weyda, Matthew Wicks advised that residents will be required to register a specific vehicle but there would be the opportunity to change the vehicle registered for a permit.

Following a comment by Angie Payne, Matthew Wicks and Heidi Foster outlined the options available to the Council to address parking issues.

It was agreed that the Anti Social Behaviour Sub Group would review the parking complaints received and would review the operation of the scheme and residents feedback following a period of six months.

7. Sheltered Housing Review

David Black gave an update on the feasibility study being undertaken as to the future options for Spendells House and Honeycroft and advised that the decision was now not expected until late summer which will enable all options to be fully considered.

Paul Price also advised that the study will need to take account of the changes to the Housing Related Support Grant, which will have implications for all sheltered housing schemes and the Older Persons Team. David Black advised that once formal notification regarding this grant has been received, its implications would be discussed via residents meetings held in the scheme.

7. Feedback from themed sub groups

Dennis Smith provided feedback on the ARCH Tenants Group meeting held on 28 November 2016. Paul Price also advised that it was being proposed that the ARCH ALMO group be merged with the retained council housing group as this would lead to the organisation representing over one million tenants and increasing the strength of its representation.

Iris Peacock provided feedback on the planned maintenance and improvement programme meeting held on 8 November 2016.

9. Any other business

Angie Payne gave the Panel's thanks to the Chair and Vice Chair for all their work over the last year.

No further issues were raised.

Next meeting of the Tenants Panel to be held on Tuesday 21 February 2017 commencing on 2pm in the Council Chamber, Council Offices, Weeley.