PRESENT:

Mel Rayner                          Tenant Panel Chair
Jennifer Howells                   Tenant Panel Vice Chair
Jo Ashford                         Tenant Panel Member & Chair, Scrutiny Panel
Jean Owen                          Tenant Panel Treasurer
Paul Wiemers                       Tenant Panel Secretary
David Place                        Tenant Panel Member
John Owen                          Tenant Panel Member
Mark Daniels                       Tenant Panel Member
Carol Johns                        Tenant Participation and Digital Inclusion Officer
Karen Dusgate                      Chief Executive
Andrew Bennett                     Executive Director of Business Services & Assets
Sue Longhurst                      Housing Services Manager
Stuart Thomas                      Property Services Manager
Patrick Hall                       Finance & ICT Manager
Mark Hopkins                       Supported Housing Services Manager
Farid Ali                          Governance & Business Improvement Manager
Andrea Lock                        Team Manager, Care and Support Services
Sarah Mills                        Team Manager, Care and Support Services
Shelley Edwards                    Administrator (Minutes)

APOLOGIES:

Christine Fowler                  Tenant Panel Member

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<tr>
<th>ACTION</th>
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<tr>
<td>TPM0592 Minutes of Previous Meeting</td>
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<td>Agreed as a true and accurate record.</td>
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<td>TPM0593 Matters arising (not covered elsewhere on the agenda)</td>
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<td>SL advised that the Experian / Rental Exchange letters were sent this week, with a deadline for tenants to respond by 20th February.</td>
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<td>TPM0596 Chief Executive’s Feedback</td>
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<td>KD outlined the attached CEO report and asked for any comments or questions.</td>
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<td>Advised Janet Bochel will be joining us next week and will most likely be at the next Tenant Panel meeting.</td>
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<td>AB advised that the ICT has been outsourced to Solsoft, they are currently in the process of moving systems across, and are visiting all sites.</td>
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<td>TPM0608 Introduction to WISH project</td>
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<td>MR stated that he has visited various WISH projects and each time was immensely impressed with the work they do. Previously he didn’t know much about the schemes so have invited them in to discuss.</td>
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MH explained that WISH means Working for Independence in Supported Housing and was started in 1999. Wish currently has 91 homes across Swansea & Neath Port Talbot, with 97 staff who are on site 24/7, 365 days a year.

AL & SM went on to outline the type of work they do toward their ultimate aim of helping users with a wide variety of mental health issues to identify what they need help and support with, building their confidence and skills, and then to move on to independent living.

The average amount of time that tenants stay with them is approximately 11 months for the short term schemes and 4 ½ years for the long term schemes, although some tenants have been there for 19 years. Majority of tenants are over the age of 45.

Advised lots of agencies involved for signposting and help. The referrals they received are usually either from Oasis, a Swansea access point or hospitals.

Group went on to talk about the Mental Health Awareness day – Time to Talk on the 2nd February looking to change the stigma of mental health.

SM gave out a leaflet with additional info (attached), and any further questions please speak to MR who can forward.

TPM0609 Annual Rent Increase Letter

AB went through attached report outlining the % of increases, and advised the changes will take place in April 2017. Confirmed no changes to the Rent Policy itself.

TPM0610 Budgets

CJ went through attached budgets as worked out in a previous meeting. Advised that should TP require further costs it can be discussed at the time.

Confirmed that error under 253-02 Tenant Training – it should state £2000 not £2500.

253-04 – TP funding – agreed that each ‘new’ group will receive £100 each.

253-08 – Site events – SL confirmed that this budget is separate from a different one that FHA will use for open days / community chest.

Group agreed with proposed budgets for 2017/2018.

TPM0598 Scrutiny Report

JA advised all is going well. Part two of the Communication report is in progress.

The 12 month review of Allocations went well. Lots of new plans which they hope to monitor.

Reports are online if anyone wishes to see them.

Confirmed that FHA has offered part time use of a room at Walter Road which will help with paperwork and alleviate storage issues, plus also giving easier access to staff members.

Will soon be doing a big recruitment drive over total stock areas both for Scrutiny and TP in general.

TPM0595 Property Services Update & Re-procurement update
ST outlined information given in previous meetings. Confirmed that stage 1 has taken place over 4 days, exceptional work was done by all involved and has now selected which contractors to invite for tender. The group will next look at Quality during February / March.

**TPM0597 Housing Services Update**

Discussion took place regarding what information is wanted at TP meetings, it was decided that MR will circulate an updated PREZI link each time it is updated (quarterly), and questions will be invited. Will start this in the next quarter.

SL advised that FHA waiting lists / transfer lists will all be open with no closures, this will be trialled for 6 months, but applicants will still need to have a housing need to come on to list.

**TPM0599 Secretary Report**

PW is to step down due to ill health. MR thanked him for all his work as secretary. It is hoped that the panel will manage without a secretary until the AGM.

**TPM0600 Treasurer Report**

JO reported that there was a balance of £2,142.14 in the bank and £39 in petty cash.

**TPM0601 Reports from Tenants' Groups/Conferences/Work Streams**

ST had already covered procurement.

Workstreams are continuing. The Managing Empty Homes Group has been set up but is separate to Voids which will carry on.

**TPM0602 Tenant Participation Officer Update**

CJ reported that a recruitment drive has begun. Panel members are getting out to the schemes to do some promotion. A few new leaflets have been drafted and a review of the information on the website and intranet is taking place.

A short discussion took place about the current ways information is distributed (letting packs, at site visits). Information will go out to all tenants at the next opportunity (annual rent letters). Some suggestions were made for information to be on reception (eg a screensaver on the computer and a rolling presentation on the television).

An event has been organised for 27 February which will be held at the Remploy offices in Swansea. Coastal and Pobl will be running sessions on digital inclusion and employment.

The Local Area Co-ordinators in Swansea would like to talk to the panel.
about their work. CJ has organised a joint session with the local authority tenants for 3 March – this is to be confirmed.

CJ advised that unfortunately the FHA tenants who applied for the Environmental job were unsuccessful. CJ is meeting the new job holder on Friday.

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<tr>
<th>TPM0607</th>
<th>Quarterly Draws</th>
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<tr>
<td></td>
<td>Mr S of Bonymaen, Swansea</td>
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<td>At the end of the meeting MR made an appeal for tenants who would like to be involved in WHQS.</td>
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<td>MR said there would be an interim panel meeting in February among members without staff present.</td>
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<th>TPM0603</th>
<th>Any Other Business</th>
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<td>There was a short discussion about the emergency out of hour’s service / telephone number following an incident that occurred near Brecon &amp; Radnor House, Marina. ST confirmed call logs and the content of calls received.</td>
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<td>RD requested details to follow up concerns from tenants who were not able to get through to the out of hours telephone number, MD to provide.</td>
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<td>SL confirmed that poster has now been erected in communal areas with the telephone number tenants can call in an emergency and will be looking to put magnets of same nature on to mailboxes.</td>
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<th>Date, Time and Location of Next Meeting</th>
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<tr>
<td>2:00pm – 4:00pm, Thursday 9th March at Ty Dyffryn, Ammanford</td>
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CEO Update to the Tenant Panel – January 2017

Introduction - My last update to Tenant Panel was on 14th December 2016, with the Christmas and New Year break in taking place in the intervening weeks, there is not a significant amount to update you on.

That is not to say that we haven’t been busy – this is an exceptionally busy time of the year as we draw together information for our new Business Plan, Budget and refresh and update our Risk and Operational Plans.

The new staffing structure is beginning to ‘bed in’ and Janet will be joining us from 30th January, I’m sure she will become a familiar face at Tenant Panel in the future.

Changes to our ICT Services - Our new external ICT Support provider, Solsoft, will start providing services from 1st February. This marks the beginning of significant change and will see us say farewell to two longstanding colleagues, Mark and Paul who have chosen not to transfer across to Solsoft – we wish them both well and thank them for their support over the years and particularly the last 12 months!

Regulation – our Regulatory Opinion Report was published just before Christmas and our draft REAP (Regulatory Engagement and Assurance Plan) is being considered by ARC and Board on the 25th. This will be reviewed and updated each quarter.

Scrutiny – TIAA, our Internal Auditors are working with the Scrutiny Panel to review how effective it has and can be and the kind of changes and support that can be put in place to ensure its effectiveness. Scrutiny Panel is about to embark on Part 2 of the Communications review. What we learn from this will feed into our Organisational Plans and Priorities (as Part 1 did!)

Budget & Business Plan – the Board Away-day is planned for 22nd February where Board Members will consider draft budget and business plan for the forthcoming year. The work undertaken to develop our self-evaluation and CMTs, Scrutiny Panel work and day to day tenant engagement has contributed to the draft documents being prepared for consideration by the Board. Farid will be able to provide some more information on this to Tenant Panel.

Corporate Induction – we have developed a Corporate Induction for all new staff and are in ‘catch-up’ mode at the moment. An even was held in early January and another planned for the end of February. The day provides an opportunity to ‘set the scene’ and the context of why FHA exists, its purpose and governance structure and then to introduce the Operational Managers who provide an overview of the work their teams lead on and how this impacts and is informed by tenants. Mel and Carol also provide a Tenant participation/engagement perspective.

Change Management Teams – a review meeting that included most of the people who had been involved in the CMTs concluded that a single Progress Group would replace the 4 separate groups. Tenants will still have a key role in the Progress Group.
Tenant Participation / Engagement / Communications – flowing from the information I shared last meeting, Carol, working with Mel, Jen and Jo will lead work to develop our approach moving forward. This work and new approach will require everyone to adopt and think about how the way they work engages with tenants, gathers views and ideas and shares these to help us improve the way we deliver services.

Changes to ICT are intended to support this by reducing unnecessary processes and paper work; making communication more effective and engaging; reaching out to a wider, more diverse range of tenants – recognising that most don’t want to (or are unable to attend meetings).

ICT will also enable us to better utilise data – information we have about our tenants and future tenants to enable us to tailor and anticipate needs and demand for different types of service.

Karen Dusgate
18.01.2017
Our Homes

We have 3 shared houses and a large shared flat. These are:

1 Bernard St—5 bed house with staff availability as and when needed between 8 am and 9 pm. There is also a staff member close by in the night time in the event of an emergency.

3 Bernard St—6 bed house for women with staff on site 8am to 9pm and a sleep in member of staff at night time.

21 Sketty Road—6 bed house with staff on site between 8am and 8pm.

Flat 4 Hazel Court - large 3 bed flat for women with staff on site 11am to 6pm daily.

All our homes include a food provision.

Our Support Service

Support packages are tailored to each individual from a person centred approach. The following are examples of the type of support we provide:

- Holding and administering medication.
- Help to manage finances.
- Cooking
- Maintaining a healthy lifestyle both mentally and physically.
- Socialising with each other and in the wider community.
- Understanding and responding to mail received.
- Going to appointments and liaising with other professionals.
Questions Answered

Q. Who pays the rent?
A. The tenant is responsible for paying the rent. If there is eligibility for housing benefit, staff can help apply for it. The difference between any amount given and the rent will be the tenants responsibility.

Q. What’s the application procedure?
A. Care Coordinators must submit an Oasis referral. The Oasis Project is the part of Abertawe Bro Morgannwyg Unitary (ABMU) Health Authority which organizes referrals to supported housing for people with mental illness.

WISH PROJECT
Working for Independence in Supported Housing

Funded by the Supporting People Programme Grant

Who to contact?

Registered Manager
Sarah Mills

Tel no: 01792 648063
Email: sarah.turner@fha-wales.com

Family Housing Association

Long Term Supported Housing Service

Tai Teulu
Family Housing