

**Appendix 2 – Notes from all public meetings
(in date order)**



Older People’s Housing public consultation meeting

The Karibou Centre, Brixton

26 February 2013

6.30pm to 8.30pm

Speaker:	Councillor Jim Dickson and Councillor Jane Pickard
Number of participants:	38

Attendees	Helen Charlesworth-May, Director of Integrated Commissioning
	Carline Francis, Head of Brokerage, Careline24 and Sheltered Housing
	Dominic Stanton, Assistant Director Adult Social Care
	Valerie Dinsmore, Head of Policy, Research and Customer Relations
	Denise McCurdy, Head of Sheltered Housing
	Philippa Davey, Consultation Manager
	Le Ho, Consultation and Involvement Officer
	Jane Ritchie, Consultation and Involvement Officer

Notes from the meeting	
Councillor Jim Dickson:	Councillor Dickson noted that people did not like evening meetings and he promised that the council would do its best to hold as many meetings as possible during the day.
Councillor Jim Dickson:	By no means is this the only meeting we will be holding - we can answer questions but not questions regarding individual schemes. We want to make older people’s housing in the borough the best in the country. I am a

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

real fan of sheltered housing. We are committed to sheltered housing going forward in the borough, but we can do better. There are too many sheltered housing schemes without lifts, for example, and those that are unsuitable for people with mobility issues or that meet the “Decent Homes” standard. Many homes need substantial upgrading.

There are an increasing number of frail older people in the borough's substandard sheltered housing, which is now becoming more of an issue. More and more are finding that residential care is the only option [for them] - although most would rather not.

In addition to this there is less money around and residential care is very expensive, and the council cannot afford to keep funding people going into residential care. There has been extensive consultation and in the document handouts, we have the results of consultation [carried out in 2012] (list of key points in feedback).

15 schemes are to get an upgrade, and for four schemes the current residents will be moved out of those schemes to take advantage of a better offer, either in extra care or by taking up other housing options, for example, so they may be close to relatives. In those schemes the council will sell these and use the money to upgrade the rest of the stock.

Overall we will also increase the number of units from 732 to 780.

This will be all over a 10 year period to ensure we can do this properly. If people aren't having to move, the end result of that 10 year programme will be older people living in a situation better than where they were before.

In those schemes we have started conversations, and we will use the money to invest in things that people want. We are also looking at services which are delivered alongside the tenancy. We want to retain the good things so that we can make older people's housing in the borough the best in the country. We want to make sure that the consultation and the way that we get there is good also, and we want to look at everyone's individual needs going forward.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>Councillor Jane Pickard:</p>	<p>I will be here for about ten minutes and then I will whizz down to the Planning Committee meeting tonight at the Town Hall - this Cheviot Gardens which we are moving from a sheltered housing and rebuilding into an extra care facility, and which I am personally involved with. We are doing this in partnership with Notting Hill Housing Association. All of the residents have moved out in big groups and are excited to move back into a vastly improved scheme. There will be things like a restaurant, lounge, and a hairdresser. It is a really important move forwards that we want to do for a least five schemes. It is important that we stress the fact that we're going to do a lot of public consultation. I will be going round to visit schemes and on an individual basis. When we do talk to tenants we want to do it in this level of detail.</p> <p>The reaction to the Cabinet report was very surprising because I thought it would be better for people to move out. But the story that went round was that there would be no sheltered housing and no wardens - there were not enough details in the Cabinet report.</p>
<p>Comment/ question:</p>	<p>Currently wouldn't support be patchy - there are three options being proposed for the changes, and one is floating support.</p>
<p>Councillor Jane Pickard:</p>	<p>The two Options B and C include some people remaining and spending a number of hours each day on individual sites.</p>
<p>Comment/ question:</p>	<p>We have done this two years ago. We are being given speeches – but with the whole way it's being done ... I don't agree with it.</p>
<p>Comment/ question:</p>	<p>We should have had these papers weeks ago. I don't want to go through this again.</p>
<p>Councillor Jane Pickard:</p>	<p>What we would like to hear is what is it that wardens do for you, and what is important? What is it that you want to keep?</p>
<p>Comment/ question:</p>	<p>Let us go away and read these papers. Can we then please respond to some of the points you have made.</p>
<p>Comment/</p>	<p>Don't patronise us, it's bullshit.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

question:	
Comment/ question:	What does the performance of the support manager have anything to do with demolishing the place?
Comment/ question:	There is an awful lot of talk and no substance. You bash out the word consultation almost every other sentence. None of what I have spoken about has been consulted on. Every time you say consultation the reaction I have is bullshit. Then you say you are surprised by the reaction - that all sheltered housing is to be done away with. For both of these meetings we have had no time, with papers being handed out much in this fashion. You are supposed to prepare an agenda before the meeting. You don't do that. And also any information about the plans you are proposing should be distributed well before the meeting, as they would be for a board meeting in any company.
Comment/ question:	<p>You give us 20 minutes of electioneering. Jane [Councillor Pickard] talks about a scheme that none of us here live at. Another thing that is surprising is that Councillor Pickard did use the word “proposals” but when Councillor Dickson spoke about them, he spoke about them like they had been agreed - all done and dusted.</p> <p>It is quite clear from the survey that when these were done there was a clear remit. For our estate, they give two different figures for the number of dwellings. The papers are complete rubbish.</p>
Comment/ question:	Is this scheme going nationwide? We would like some answers.
Councillor Jane Pickard:	This is a Lambeth scheme, although many other boroughs have done this over the past 10 to 15 years. Lambeth is late in that respect.
Comment/ question:	Will anyone be put into tower blocks?

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Councillor Jane Pickard:	No.
Comment /question:	How are transfers going to work?
Councillor Jane Pickard:	The process for transfers is an individual negotiation. If their choice was to move out of the borough, then we would try to make that happen and look at how that move could be done.
Councillor Jim Dickson:	That is a good question - are we talking about bricks and mortar or support? The answer is both.
Councillor Jim Dickson:	A consultation is something which you build up the detail over time when discussing major changes. Those early meetings were to discuss these things face-to-face, rather than handing out bits of paper. It wasn't intended to be as if this was a board for an international company. Absolutely none of these decisions have been made.
Comment / question:	Then why with this meeting are we sat here listening to you, and you are not listening to us?
Comment / question:	Following on the process for people moving from one sheltered housing scheme to another scheme, and where they have to go through a process of bidding ... how are they going to do this without having access to the internet. How we going to do that?
Councillor Jane Pickard:	What is different is that this isn't a housing issue, it is an adults and community services and housing issue together. Some people have said that actually I don't want to go into sheltered housing. Would it be possible to move to Wembley or Yorkshire, and we are very happy to work with that. We are willing to assist tenants as we did with Cheviot Gardens. Choice based lettings is a nationwide scheme and we have heard your views on this. This is proving to be an intractable problem and we will deal with it.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>Comment/ question:</p>	<p>When Councillor Pickard was talking it was about three options including floating support and then a second option, what is the third option?</p> <p>What this paper is absolutely avoiding is retaining residents’ wardens on site.</p>
<p>Councillor Jane Pickard:</p>	<p>Some people like wardens, but some aren't bothered. Some like them but only if they have a really good sheltered housing warden. Wardens have become unaffordable because of a recent directive. What we are proposing is what we think would be the best options for residents. If you only wanted residents’ wardens, then there would need to be a trade-off. The first option is to have floating support which people can opt in or out of having. The second option is to have a named warden present Monday to Friday, but hours are likely to be reduced. The other option is to have a mix of the previous two, so that it’s a mix of floating supporting and a regular warden. People have said they’d like someone available in the evenings and over the weekend.</p>
<p>Comment/ question:</p>	<p>But what is Option three?</p>
<p>Councillor Jane Pickard:</p>	<p>This would be a more personalised service where there would be named warden who would be on call, and they would also be available at weekends and evenings. It builds on Option two.</p>
<p>Comment/ question:</p>	<p>Floating support? What is the difference?</p>
<p>Councillor Jane Pickard:</p>	<p>It is a phrase that is used for much more general services. They wouldn’t be living on the scheme, for example, but would be there several hours per</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	day.
Comment/ question:	How is all this moving around going to affect people who are receiving housing benefit? Would you continue to receive housing benefit?
	We will work alongside Housing Benefit, so there is not a break in your claim.
Comment/ question:	What about housing benefit changes, for example if the flat is £30.00 more [than what you can claim]?
Councillor Jane Pickard:	It will be covered so long as you are eligible. But you will have to make a new claim if you move out and then move back. However there would not be a break in the claim.
Comment/ question:	You don’t understand housing benefit obviously. Why can’t you assign one officer to this?
Councillor Jane Pickard:	Yes that is what we did with Cheviot Gardens.
Comment/ question:	With the wardens, are they going to be 24/7?
Councillor Jane Pickard:	We will have a Sheltered Housing Officer for particular schemes. What we want to hear is do you want them and at what hours?

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Comment/ question:	What if we need a warden on a Saturday morning, for example?
Councillor Jane Pickard:	It has worked elsewhere.
Comment/ question:	Well it’s not in Lambeth.
Councillor Jane Pickard:	They don’t work 24/7 at the moment because of the changes.
Comment/ question:	We have a walk in shower which we’ve got from Social services. What would happen to adaptations that we have got through the Social services?
Comment/ question:	I live at Carfax Place. None of us want to move. We are very happy on the scheme. There is nothing you could put us which could have as good facilities. We don’t want to move.
Councillor Jim Dickson:	It is marked in the proposals to become an extra care facility. So it would be made even better by turning into extra care, and not getting rid of it.
Comment/ question:	There is no way you can develop it without making the scheme into three storeys, so for the elderly this isn’t going to be suitable. You can not accommodate more residents unless you make the flats smaller. I want to see a model of what is proposed for Carfax Place. If you don’t have a model, then you don’t have a budget for it.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Comment/ question:	I live at 269 Leigham Court Road scheme and I’m comfortable there. There is a 90 year old man and if you move him and he has to go somewhere where there isn’t a shop, he will kill himself. I don’t see why we should be uprooted and then pay to move back – no it’s not fair.
Councillor Jim Dickson:	These are the kind of views and feedback that we want to hear from you. Remember also that these developments would be over a long period of time. It would also be done to take into account any individual needs.
Comment/ question:	Everyone has the right to return where appropriate. We should have the right. We were told at Carfax Place we could return.
Councillor Jim Dickson:	Where we are proposing there will be homes, and there will be because they won’t be demolished, then this should be possible for people to return.
Comment/ question:	We’re all individuals, and have different lives and are different ages. If you please could let us have the detail, and let us know <u>why</u> you are proposing this. I was very lucky to get on to the scheme that I am on. The problem with the current situation is that they [Careline] don’t always know who is living where on the schemes. There are two Careline vans. For example, with one resident, we didn’t know whether he’d had a stroke, or that he might be dead. That is why we need a warden.
Councillor Jane Pickard:	I know you have Age UK going round there .. where you don’t have a residential warden.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>Comment/ question:</p>	<p>You have to look at the schemes differently, and at the staff differently. In 2 or 3 meetings you are not going to be able to do that.</p>
<p>Comment/ question:</p>	<p>I’m already 74, and in 10 years I will be dead.</p>
<p>Comment/ question:</p>	<p>It will be very useful if you could tell us <u>when</u> you will visit so if you can not come to one meeting you can go to another.</p>
<p>Councillor Jim Dickson:</p>	<p>There are three points:</p> <ol style="list-style-type: none"> 1. there will be meetings in individual schemes 2. second, there will be a programme of visits, and we will provide ample notice 3. it is a 10 year programme and it is about where people are going to be around 5 to 10 years time.
<p>Comment/ question:</p>	<p>Are you saying that if the residents want a warden to live there, then they will have to pay for it?</p>
<p>Councillor Jim Dickson:</p>	<p>No.</p>
<p>Comment/ question:</p>	<p>But you used the words “trade off.”</p>
<p>Councillor Jane Pickard:</p>	<p>The question is, does it provide one service that costs a lot of money or lots of services. These are the options that we are looking at and it is</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>important for us to get your feedback on.</p> <p>Some boroughs do provide for the warden, which is fine if you are on housing benefit, because the housing benefit covers it.</p> <p>In there, there are often charges wrapped into people’s rent. Careline is paid for as is social care.</p> <p>In some cases, tenants do not necessarily need or want that level of care, or may have social care services, which they pay for separately.</p>
<p>Comment/ question:</p>	<p>I am from the Castle House sheltered housing scheme. I will be 85 soon and here in Castle House we shouldn’t be living in fear and leading a worried life. We should be left in peace, and in the last years we desperately need a full time warden.</p> <p>The warden from the duty going from 8am to 8pm goes round shutting all the doors, for example, and when we are lonely she makes us a cup of tea. So we need our warden in Castle House. Please show us a little mercy and compassion for aged people, and not just Castle House.</p>
<p>Councillor Jane Pickard:</p>	<p>Castle House is currently identified for further investment so it will be made as good as we can, but there will be consultation around the kind of support as for all others. There are lots of activities there – it is a good scheme.</p>
<p>Comment/ question:</p>	<p>I am optimistic when I hear “consultation”, but I hear a lot of inconsistencies. Consultation just means an obligation to consult I would say – consultation can be a positive thing, but you do have options, and the programme is over 10 years. I would say that you need to “lawyer up” – that is, each group and each scheme so people know their rights.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	Nothing replaces the law – that’s all I can suggest.
Councillor Jim Dickson:	We are currently listening and consulting, and we do want to hear what you have to say.
Comment/ question:	<p>It is about the existing situation with scheme managers. We have a scheme manager from 9-4pm, when she does a full day. But quite often she is removed to go to another scheme.</p> <p>There is one way the situation could be improved. I contact the scheme managers by email. If someone stands in for her, they don’t have access to her emails. You’ve got to have a way for this information can be accessed and shared by all scheme managers. Voicemail boxes are not being emptied so this can be difficult. At least then scheme managers can be kept informed, even if we only have them 2-3 hours a day.</p>
Councillor Jim Dickson:	Thank you for that – we are making a note of all of the feedback from this evening. We will be closing the meeting there. Thanks to everyone who came along this evening. The next meeting will be in Streatham on 15 March. We will also be coming along to visit each scheme, so we hope that residents are able to come along to these meetings.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Older People’s Housing consultation meeting

Streatham Public Meeting

15 March 2013

10.30am – 12.30pm

Speaker:	Councillor Jim Dickson and Councillor Jane Pickard
Number of participants:	32

Attendees	Carline Francis, Head of Brokerage, Careline24 and Sheltered Housing
	Dominic Stanton, Assistant Director Adult Social Care
	George Marshman, Divisional Director Adult Social Care
	Philippa Davey, Consultation Manager
	Le Ho, Consultation and Involvement Officer
	Jane Ritchie, Consultation and Involvement Officer

Notes from the meeting	
Question / Comment	No documents were sent in advance. Some people have not even received that document. There was no paperwork or an agenda in advance of the meeting.
Councillor Jim Dickson	Most people have seen the paperwork before - certainly of the council’s proposals. We will be having individual consultation meetings at each of the schemes during April and May. And in April we will be having another public meeting which will be in Brixton.
Question / Comment	Are we going to get the documents in large print? Older people need to have these documents in enlarged because they cannot read the proposals otherwise.
Question / Comment	There are also errors on the documents - it says January 2012 for the date on the Cabinet report.
Question / Comment	I live at Carfax Place. We have no problems with the flats which are occupied, but we have no problems with the location. In fact, we would find it very difficult to suggest any improvements. We are very happy with the

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	management. We see no reason why it should be demolished.
Question / Comment	What we want is more information. We are not willing to move. We also object to your methods - these are elderly people.
Question / Comment	Who will be operating the “lifeline” (Careline alarm)?
Question / Comment	Some people have arrears with their landlords. How will operating the alarm be included in these discussions?
Councillor Jim Dickson	Thank you for that contribution.
Question / Comment	I would like to follow up.
Councillor Jim Dickson	Sorry I would like to do an introduction and to provide a bit more information about the proposals before going into our discussions.
Question / Comment	So we are only allowed one contribution?
Councillor Jim Dickson	I would like to finish the introduction first.
Councillor Jim Dickson	We did hold the first set of meetings, with some of these being in the evenings. However, we know people did not like this, so we will ensure that the next public meeting is during the day.
Councillor Jim Dickson	<p>To continue with the introduction:</p> <p>Many homes don’t the meet the Decent Homes Standard which means some homes are sub-standard. There is an increase in the number of frail elderly people and we must make provisions for that population as we go forward. There are too many residents who are forced into residential care when they don’t want to. It may be that perhaps they would not go into residential care if they had the right housing provision available at that time. Also residential care is expensive. We want to make sure that there is good provision but also that it is value for money. We also want to make sure that people are able to access specialist support in their homes when they need it.</p> <p>The consultation was going to go right through April and May 2013 until 7</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>June 2013, because we realise this is really important. If you have time please turn to page 18 of the Cabinet report and you will see the proposals listed in a more succinct form there.</p> <p>Fifteen schemes will receive an upgrade, just to bring them up to the “Lambeth Housing Standard”- that is the Decent Homes Standard, but more than the Decent Homes Standard. It is to Lambeth Housing Standards which is better, and they will also receive the sort of changes which I have told you about, around things like mobility including adaptations in properties.</p> <p>There are five sheltered housing schemes where we are planning to build new extra care schemes, and that is going to require people moving out and taking other housing options and then they will be able to return when the extra care housing is built.</p> <p>There are four sheltered housing schemes where we are going to be working with individual residents to find other housing options for them, each of them which will be better than what people are currently living in. So we will be working with individual residents to find a better place for them to live - that might mean living outside London nearer to relatives if people have wanted that; it might mean finding another sheltered scheme nearby in the same area, or it might mean extra care housing.</p>
Question / Comment	If I wanted to move with my granddaughter who has a 12-year-old son could I move with her? I was told “no” - is that right?
Councillor Jim Dickson	I cannot answer around individual circumstances. It might be to do with the allocations policy so I am afraid cannot answer that. We will continue to provide warden support. We think it is vital to modernise our housing for older people. Lambeth are behind - we want to make older people’s housing the best in the country. We want to make sure that you are in better housing at the end of the programme.
Councillor Jim Dickson	We also wanted to talk to you about ongoing warden support, and care and support, and what that would be moving forward.
Introduction	We wanted to speak to you very briefly about what’s being proposed

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>from George Marshman and Carline Francis</p>	<p>around the scheme managers. There have been lots of rumours going around about the council about doing away with them completely, and that is simply not the case.</p> <p>A number of schemes have been identified for demolition. The money recouped from these schemes can be used to greatly improve upon the remaining schemes - there will be fifteen schemes left as sheltered housing schemes. You could stay in one of these schemes or it may be possible to move into one of the extra care schemes. There could even be four or five options, so instance you may come up with additional options during the consultation which we will take into account.</p> <p>For the different types of support which are being proposed, there are three options. These are also up for discussion during the consultation so we want to hear from you how you use the warden support currently. The first option is “floating support”- and this proposal was put forward to make the support available slightly more fluid, but whether people agree with this system is up for discussion.</p> <p>We were proposing to continue with 24 hour Tele-care. The Age UK Handy person service will also be available to anyone who needs it. Although you may not be able to call on the traditional residential manager, there are lots of other services that you can use.</p>
<p>Question / Comment</p>	<p>You were talking about the extra care schemes and that you will have a choice. But I presume that there are only a certain number of places in these extra care schemes.</p>
<p>Councillor Jim Dickson</p>	<p>The idea is to have a mix of people including those with low care needs. People with lower care needs can bring the other residents into more social contact than they might otherwise have - if all the residents had higher care needs.</p>
<p>Councillor Jim Dickson</p>	<p>These applications go through a panel with Social Services. It is a direct alternative to residential care. You would get an assessment of your care needs. If they are faced with a level of care that is so extreme that the</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	person needs 24 hour care, these schemes are able to provide a higher level of care. However some tenants simply do not want this level of care.
Councillor Jim Dickson	They may then move to residential as they get older and frailer and their needs become higher - but in an extra care facility they would not necessarily have to move.
Councillor Jane Pickard	This is particularly important for people who have moved out of Cheviot Gardens. They are able to move back if they want to.
Question / Comment	Why do we need to move out in ten years time: I don’t think I will be here in ten years time. We are happy where we are. The scheme is not falling down - the only place we’ll be moving out in is a box.
George Marshman	There are two ways the local authority could have done it. The elected members and the senior officers felt that most importantly we should be open and honest. However, that that has led to an awful lot of anxiety.
Question / Comment	I have lived in Lambeth for 28 years. We had to move because the carers could not protect the building. I’m happy they have got peace of mind. Why ten years? Let’s enjoy what we’ve got. Tell us the truth! You’ve got money but you don’t want to spend it. How much will you pay us in compensation? I have got £1500 - what are you offering us?
George Marshman	There are two types of payout: 1. Loss of home compensation which comes to around £4,700. In addition you can get something for new fittings/fixtures which include decoration and fittings.
Carline Francis	It covers the costs ...
George Marshman	I understand people are very tense. We will be looking at the proposals as part of this consultation process.
Question / Comment	A question about the timeframe. Will it be a fixed quota?
George Marshman	We are very keen to ensure that before we move people - that there is a positive improvement from the situation they currently are in. That’s critical. We need to offer them something significantly better than what they already have. That is why we have to phase this work over a number of years.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

George Marshman	<p>There are two reasons that the council is considering private properties on schemes. They assist in the capital development of the scheme. If you look at social care, you are not defined by how much money you have. The object is to allow people who want to _ to give them an opportunity to purchase.</p> <p>What we are finding is that increasingly there are people who own a property, who need to go somewhere where they can receive the support, but they have an issue that they own a property and want to retain the equity in their property and pass it on to their children. An ideal solution for that is to be able to buy a limited number of the leasehold properties in extra care schemes so it would be a small proportion but nonetheless it would be an option for people. It is to do with demand. So for example, Cheviot Gardens has tenants but it’s important to test this out to see if people want to buy them.</p>
Question / Comment	What happens when people cannot get information around extra care or they can’t afford it?
George Marshman	I know that politicians and senior officers are concerned that it’s not undermined by...
Question / Comment	Where will you find the properties? Are you going to be able to move the whole scheme at the same time? Do you think you could move up to 60 people - because that is how many we have on our scheme.
George Marshman	We will have to plan this very carefully to make sure that there are enough vacant flats.
Question / Comment	Will we have to bid?
George Marshman	Our colleagues (in Housing) are committed to bidding, as it is an open open way to bid. We will ensure that even if we use this sort of choice based letting they will get the help they need.
Councillor Jim Dickson	I’m clear that people might want to move out together.
Question / Comment	In relation to pets - are we allowed to take them with us?

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

George Marshman	Yes, absolutely.
Question / Comment	Originally you said we didn’t have to bid. Now you said that we will have to go through the bidding system.
George Marshman	We are aware that it is difficult. We want to ensure that whatever system is in place that it gives people choice and that they get any assistance and help they need. At Cheviots we had people assisting the tenants on a one to one basis. However, in some cases relatives have got onto the system and have used it to apply for housing on behalf of some tenants before we have had the chance to get the system up and running.
Question / Comment	Could we live in Lambeth? Are we going to be kept in the area? We don’t want to move. Are we going to be brought up to Hopton House for all of this?
Councillor Jim Dickson	No one will be told <u>where</u> they have to go. People will have their own preferences, and we will make a clear undertaking to work with every individual and the schemes collectively to set out exactly what it is on offer, so people can decide what will be best for them. We would not be moving people until they have somewhere that is to their satisfaction
Question / Comment	On extra care - I know you won’t keep managers on site. My friend has moved to this extra care scheme. They couldn’t even organise a taxi to Bingo. He had dementia and needed 24 hour care. They didn’t seem to care at the extra care scheme. If you are dead on the floor they wouldn’t care! Someone didn’t do mouth-to-mouth resuscitation on him, and the person died. They were on the phone and they were told to find someone on the street to do it!
Councillor Jane Pickard	I want to hear about that. We are looking at the employment and training of people who look after old people. If carers are not paid enough or respected you get a high staff turnover. I’ll be very concerned if schemes end up with low quality care. I am very sorry to hear about your friend.
Question / Comment	My friend ended up in a care home.
Question / Comment	Having a consultation process such as this one is a good way to put people at ease. I hope they are sharing contacts and letting other people

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>know about the consultation. I think we should organise public groups so people are aware of the consultation and can take part in it if they want to. You should be aware that without consultation... Is it a legal requirement to conduct consultation around proposals such as these? You are helping the tenants by being here, and providing opportunities for people to ask questions and to provide further information. You don't tell us who writes these reports and who commissions them. This is part of a legal requirement. Please can we have access to this information? I think that, as you said, unity is our strength - thank you for the opportunity.</p>
<p>Councillor Jane Pickard</p>	<p>I agree that consultation is really important. Please tell us which documents you want to access. There is a consultant's report, and this has been made available for anyone who is interested to see it. Anybody who wants a copy of the report can have it. Please let us know.</p>
<p>Question / Comment</p>	<p>Quite recently I had a very bad accident. My window pane fell out - luckily out rather than in!</p>
<p>Councillor Jane Pickard</p>	<p>We will take a note of that.</p>
<p>Question / Comment</p>	<p>Lambeth's website has a page on sheltered housing. In the report it said that older people are healthier than ever. The plans are based on predictions by expert consultants. We have not been told what the predictions are.</p>
<p>George Marshman</p>	<p>I am not sure where you got the new eligibility on housing from. If you compare the numbers and amounts, we have more demand than other local authorities. We have looked very careful at the age of people in our schemes. We'd be happy to discuss the detail with you. There is a lot of demand from single men who have mental health or a health problem. We have to look at how they can be better supported. We haven't managed exactly who goes in and how they're managed.</p>
<p>Question / Comment</p>	<p>Would it be useful if the report draws on any national statistics?</p>
<p>Question / Comment</p>	<p>I moved into that scheme [Carfax Place] for five months and I was pressurised into moving in there. Friends just moved in one month ago, why was I pressured then? It seems that people are sometimes moved</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	into sheltered housing when they can not find suitable housing elsewhere.
Facilitator	I’m sorry if you did feel like that... I don’t know why that would be. We wouldn’t want people to feel pressurised into going to particular schemes. It is a long programme so you will have four or five years in Carfax Place before you have to move. I realise this is frustrating.
Facilitator	Part of this process is that we want to be able to tell new tenants.
Question / Comment	But you should have told us before we moved in. We want to be absolutely clear about what the decisions are so you can make an informed choice about what scheme to go into. So you do not find in four or five years time that the scheme is not sustainable.
Question / Comment	<p>For three years I have been saying this - would you please advertise sheltered housing as it is - that is, independent living with a certain amount of care. With GOSH – that is Group for older people living in sheltered housing, there were open days and visits to a few schemes and then we decided where we wanted to go.</p> <p>Just this week our entrance kept on locking and we had to call Careline at 9.30 at night. A lot of people were really panicky and luckily the manager was there to sort it out and get an engineer out or I don’t know what we would have done. There needs to be more Sheltered Housing managers. They are very busy - we have ours from 8am to 4pm and they are always doing stuff in addition to the social stuff.</p>
Facilitator	<p>I do fully understand what can happen if things like the doors in your scheme aren’t working. That is exactly what this Careline is for. Do you want someone to be at your scheme in the morning or in the evening? I don’t think you have people at the scheme all day anyway. We want to work with individual schemes and in that level of detail, around what times of the day they would most prefer to have someone there, and what kinds of things they use their warden for.</p> <p>Were you locked out or locked in?</p>
Question / Comment	In the morning I was locked in but you can’t be sure that you will get people coming to sort it out, or how long that might take.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Question / Comment	<p>My name is [NAME]) and I am a resident at a flat in Leigham Court Road since for nearly eight years. We had one warden - she was no good but we have a damn good one now. But she has to cover another scheme as well. She is very hard working but she has to rush to get back to us. We do the tea parties, fish and chips evenings, bingo and so forth to make this place work. Some of the people who came from Cheviot’s Gardens said they were told it was Lambeth (Lambeth Council) but when they got there it was a housing trust.</p>
George Marshman	<p>It is very important to make sure that people have all the support they want. All schemes are different sizes, some are very small, for example, and you cannot make sure that all of schemes have a devoted member of staff, but if we can – we can at the very least make sure they are there when you need them.</p> <p>Staff are currently employed by Adult Social Care services and not Housing. We are suggesting they move over to Housing as a lot of what they do relates to repairs. The staff feel that if it is located with Lambeth Living they may get these repairs done more quickly.</p> <p>Some schemes still have residential sheltered housing officers. We have found from going round and talking to people that some people like them, but if they don’t like their sheltered housing officer, then you do not have such a high level of support for having them there.</p> <p>There is no way anyone in the country can continue to use 24-hour residential wardens - it is not legal. If the wardens live on the scheme they can help you when they can and sleep later.</p>
Question / Comment	<p>How will you do the work that needs to be done on the remaining 15 schemes to remain as sheltered housing] - would we be asked to move out for three months or do the work around the residents?</p>
Facilitator	<p>We hope that people are in situ while the work is being done. It will leave some wriggle room while survey is being done. Better plans can be drawn up once more detailed work has been done. It will be disruptive.</p>
Councillor Jim Dickson	<p>I think the message to offices is that residents know what work needs to be done and that the contract needs to honour that.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Question / Comment	As Carfax Place, our warden, she is very very good. She is caring. I know what Jane [Councillor Jane Pickard) said about new criteria, but we are very independent people. We would like to keep the same warden, if that would be possible? We would also like to see how the scheme will be built before we move in - it has to be “like for like”.
Councillor Jim Dickson	Where the scheme is proposed to become an extra care scheme, then you would have someone there 24/7. The current warden could apply for that post and they would more than likely end up with a job, although it might not be at that particular scheme.
Question / Comment	And would we be getting “like for like”?
Councillor Jim Dickson	Yes - we actually are aiming for better but if you go for another unit you would then sign a different tenancy - I can’t say exactly how that would work at this point.
Question / Comment	I would prefer to stay with Lambeth.
Question / Comment	I am from Matlock close. I have a contract - do I qualify for what Jim [Councillor Jim Dickson] was saying?
George Marshman	We will get a social worker to visit you so you can go through all of the different options and decide what is best for you .. what you would want.
Question / Comment	I rang time and time again – I am just another case.
George Marshman	I’ll make sure you get a visit.
Question / Comment	I haven’t had a bath since last year. I got into the bath and I couldn’t get out – and I am frightened now. Because of this my children have to pick me up like a baby. I got a phone call to say that they would provide me with a stool to make it safer. I have a strip wash every morning and every night because I cannot get into the bath. It’s not a joke.
George Marshman	It’s not a joke. Part of the problem is that you will benefit from a shower, and currently no local authority has enough funding to provide an access or walk-in shower to everyone who needs one. I am negotiating with

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	Lambeth Living to work out if the funds can be found.
Question / Comment	You said that last year!
Question / Comment	I have got the same problem. When I get in the bath, I have to call someone to help me to get out. When I go to the shop, there are some bits of equipment that you can get to help you with, for example, to wash your hair. But I am terrified of the bath and that I might fall when I’m getting out - I don’t want to break my neck.
George Marshman	We will have to take your details down at the end of the meeting.
Question / Comment	I refer to your statement earlier - for Carfax Place to be pulled down and rebuilt. To that effect, if that’s a reason then people could have this equipment in their own homes. It is easier to fit equipment in their own homes - I was a support worker. One of the tenants had a lift in her home and all of the equipment she needed. It would be more cost-effective than pulling Carfax Place down. My other point is we are all very comfortable in Carfax Place. If we have to move ... in Carfax Place we have the buses and the shops near to us here. Are we going to be stuck in a place without all these things, because older people don’t have the mobility. A man said he was going to kill himself if he had to move. I believe that.
Councillor Jim Dickson	We hear what you are saying. I think that Carfax Place is a particularly good example , but I think it could be even better - that is why it has been identified for turning into an extra care facility.
Question / Comment	Yes - it is so good that we don’t want to be moved - how can it be made into a better place? And if we don’t have a warden who is going to look after the people?
George Marshman	You cannot guarantee that a live-in warden is there 24/7. We will have to rely on the Careline system more so that people are able to get help. The issues around Carfax Place from the survey is that they did not feel that it would be easy to upgrade. There are no communal lounges. My understanding is that it would be difficult and expensive to include lifts there.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Question / Comment	Whatever the upgrade is, it is going to be expensive. The people who are not mobile are downstairs and those that are mobile, are living upstairs.
Question / Comment	When do we fill the questionnaires in? Should we bring them to the next meeting?
George Marshman	Yes that’s absolutely fine – or you can send them in using the envelope provided. Quite a number of different people have difficulties with reading online – although an online questionnaire is also available if that is what you would prefer.
Question / Comment	Thank you I appreciate the point you made about the documents. Could we have copies provided at Leigham Court Road by the entrance?
Councillor Jim Dickson	Thank you to everyone who came along today. We do have a further meeting on 22 April, and are also visiting individual schemes, so please do try to come along to one of these if you have other points you think of and would like to make.
	END

Older People’s Housing consultation meeting

Public Consultation Meeting

**Lambeth Accord, Brixton
22 April 2013
2.00pm – 4.00pm**

Speaker:	Councillor Jim Dickson Councillor Jane Pickard
Number of participants:	32

Council officers	Dominic Stanton, Assistant Director Adult Social Care
	Rachel Sharpe, Commissioning Director, Housing, Regeneration and Environment
	David Worrall, Senior Strategic Commissioning Manager
	Valerie Dinsmore, Head of Policy, Research and Customer Relations
	Philippa Davey, Consultation and Involvement Manager
	Jane Ritchie, Consultation and Involvement Officer
	Le Ho, Consultation and Involvement Officer

Notes from the meeting	
	Councillor Jim Dickson welcome people to the meeting and presented information about the proposals.
Councillor Jim Dickson:	<p>I have worked as a councillor for around 20 years, and am currently the Cabinet member for Health and Wellbeing.</p> <p>Here we will have a chance to discuss the proposals but also for you to ask questions, for you to use your knowledge of older people’s housing in the borough to raise any points which you feel are appropriate.</p> <p>Do shout if there is anything that you don’t think you have the information you need.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

We have organised four public meetings for this consultation and this is the third. At the last meeting in the evening, it did get late and people wanted to go, so we thought that we should have one during the day.

We are also having meetings at individual sheltered housing schemes across the borough – and we are going back to some schemes for further discussions. What are the plans?

As a councillor in the borough, I am a real fan of sheltered housing – it is a fantastic option. I think it is great because people can look after each other and people can still live independent lives. This is something that we aspire to as a council.

But I am all too aware of the short comings of some of the schemes, and if you know unfortunately that too many don’t have the investment or modern arrangements that are needed. So for instance some people may be living on the first floor without a lift and many of them also don’t have the right mobility arrangements, to make sure that people of different abilities can continue to live in them. We sometimes have people who are in a wheelchair in accommodation which doesn’t have particularly wide doorways, that is not absolutely fit for purpose for people with mobility and other issues.

There are many of our sheltered housing schemes that are not wind and watertight and don’t meet what is known as the “Decent Homes Standard.” So we need to do something about the fact that the level of repair and the fabric of some of the accommodation is not as good as it could be, and much of that accommodation is not fully adapted for the use, so that people can actually expect to live there for their whole lives. We also have something called the “Lambeth Homes Standard” which is actually higher than the “Decent Homes Standard” and that is what we want to work towards, so we can provide some of the best older people’s housing nationally.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>Councillor Jim Dickson:</p>	<p>As a council we very dependent on residential care and we know that residential care is not the best option for people in terms of quality of life. People want to live as independently as possible. It also costs a lot more money than either extra care housing or sheltered housing, and we have to think of that at the moment in these times of austerity. We’ve got much less money than we used to have - the government is taking away quite a lot of funding, and we cannot go for these expensive options anymore, especially when we know that people don’t people like living in residential care.</p> <p>It is far a better option for people to live in their own homes with the right support. With all of these issues, and the fact that we have a higher number of older people in the borough, particularly frail older people, we have made a decision to consult further around older people’s housing.</p>
<p>Councillor Jim Dickson:</p>	<p>During consultation last year and over the previous two to three years, we found that there are three things which people have been telling us that they want.</p> <p>1.They want to live independently for the rest of their lives or for as long as possible 2. People want the kind of specialist advice that is a real requirement when you are making housing choices. So what are the options available to you? And a final thing that people said to us is that when they do finally get to a physical situation when they can no longer cope on their own, they want to have the sort of housing available, where they can receive additional services in their own homes like, for instance, somewhere where a nurse or doctor can practice within their own scheme, and having a communal kitchen area. This is something like sheltered housing, where they have extra care and facilities on site.</p>
<p>Comment/ question:</p>	<p>Somebody is having another meeting at the back .. I can hear them.</p>
<p>Councillor Jim</p>	<p>This is for translation – we received a request for interpretation so that is correct. We hope it will not disturb the meeting.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

<p>Dickson:</p>	<p>14 schemes will receive an investment, just to bring them up to the “Lambeth Housing Standard” and they will also receive the sort of changes which I have told you about, around things like mobility including adaptations in properties. In one scheme that I know well, I heard that heating and insulation was so bad that one lady was having to spend all day in bed to stay warm – this is not acceptable. In others, we need to provide ramps instead of stairs, and there are a whole variety of other changes.</p> <p>There are five sheltered housing schemes where we are planning to build new extra care schemes, and that is going to require people moving out and taking other housing options and then they will be able to return when the extra care housing is built. These will include additional help, there will be kitchens on site, so people are able to have a good diet, and there will be 24 hour warden and nursing / care support. In these cases, if the plan goes ahead tenants would need to move out for a period, or permanently if they wish. They way want to move close by, or outside Lambeth to be near friends or family but there would have the option to move back – that is non-negotiable and would be a guarantee.</p> <p>There are four sheltered housing schemes where we are going to be working with individual residents to find other housing options for them, each of which will be better than what people are currently living in. This is a tough thing and this is only consultation at the moment, but where our proposals are to sell those four sites.</p>
<p>Councillor Jim Dickson:</p>	<p>We will be working with individual residents to find a better place for them to live - that might mean living outside London nearer to relatives if people have wanted that; it might mean finding another sheltered scheme nearby in the same area, or it might mean extra</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>care housing.</p> <p>We would eventually have more housing units for older people in the borough (I think it is 788). People will also have leasehold options so this will mean that where there are some people who can not currently get into sheltered housing, that they may be able to do so through the leasehold option.</p>
<p>Councillor Jim Dickson:</p>	<p>It is a long term change, and it is a lot of detailed work over the next five years. If you see in the papers that you scheme is being proposed to be converted to extra care, this is not going to be next year, it is a much longer timescale.</p> <p>Lambeth is currently behind the best of the other local authorities, and I want to be able to offer the best.</p> <p>There is one more thing we want to talk to you about and then we are open to you to ask questions.</p>
<p>Councillor Jane Pickard:</p>	<p>Jim has talked about the bricks and mortar, but we also want to talk to you about the scheme management. This is partly to take into account the modernisation and technology which is now available to help people live independently.</p> <p>In the past, people were actually more dependent in some respects because they needed someone there all the time where they live. But we should not be asking people to work 24 hours a day, and we need to think about their working hours and the budget cuts. We must save 35% by 2017 – this is a very large amount and one way that we can save is by looking at these plans for sheltered housing managers.</p>
<p>Councillor Jane Pickard:</p>	<p>As Jim explained, we want to create five extra care schemes where there will be staff 24 hours a day, and for those in a very advanced state of frailty this would probably be most suitable. The three options we are proposing for managing sheltered housing schemes are: 1 floating support – this is where scheme managers would work</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>on a rota basis and you would need to phone up when you need that help. In this scenario, people tend not to get to know their wardens very well. Option 2 would be to have a dedicated warden, where they would be there during the day Monday to Friday, and there is a final option where we could also include weekends and evenings, but that may mean that the warden could not be there 9 to 5 if they were working evening and weekends. Do you have any questions?</p>
Comment / question:	<p>My name is [NAME]. You said that the programme for this was going to be 4-5 years but now you are saying that it will be 10 years. A lot of the residents are in their seventies or eighties, so that means they will be in their eighties and nineties. I think that is a bit ridiculous.</p>
Comment/ question:	<p>The Wellington Mills Estate isn’t listed and contains housing for older people. It needs windows and all sorts of repairs to update it. Why aren’t we included? You are getting rid of 114 units. What are you doing with these? What are you doing with the land?</p>
Comment/ question:	<p>How many schemes have you in mind to close in the next year? There are hospitals full of elderly people – you are putting more and more in there. I am 65 but it doesn’t seem right – we are old people. We are seeing articles that some people are not surviving these moves.</p>
Councillor Jim Dickson:	<p>Thank you very much for those questions.</p> <p>For the first question, what I meant by 10 years was for the whole programme – from the very first bit to all the work completed. That doesn’t speak to any individual schemes as we’ve not decided which schemes go where. So where does for example Denby Court go? Will it go at the beginning or at the end. We don’t have these detailed plans in place. We are very mindful of the fact that people are going to be older. For example if a group of people wished to stay together into extra care, we would do our best. We don’t want people sitting in schemes that are due to be closed in two years.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Councillor Jim Dickson:	On the second question, this scheme is a tenant managed organisation (TMO) – it is under tenant ownership and it is therefore not included in our plans, but if you wanted to be, I am sure it could be. We will try to have that conversation.
Councillor Jim Dickson:	And to go on to the next point - how many units? I am not sure of the mathematics off the top of my head but we will end up with more units. We will end up with more extra care also. Planning permission has just been given in the North of the borough in Vauxhall for extra care units. It looks extremely good, and this gives us more options of where to move people to.
Councillor Jim Dickson:	No one is going to be moved out in the next year. What will happen is some of the investment and we have had that already with respect to the doors. The doors have been a real issue and they have not received universal praise. On the sites – these will be sold for housing –with some 100% social housing. Some will go to commercial housing, where we will insist that it is social housing.
Comment/ question:	Why not mixed?
Councillor Jim Dickson:	Well we are hoping to meet older people’s housing needs through the programme.
Comment / question?	During Labour – at Fitch Court we had problems getting tenants to move in. When the Tories got in this changed and now we are full.
Councillor Jim Dickson:	We do have an issue where people are in hospital and they haven’t got anywhere to move in to, which causes bed blocking. So we want to create the right sort of mix of older people’s housing to help us sort out this issue. It is much better to have people moving into the system quickly as too often people have come out of hospital to go straight into residential care because they are deemed not able to live independently.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Comment/ question:	Why do you have a provision that you must have a certain percentage of housing for older people?
Councillor Jim Dickson:	As there is no point in having this housing if we haven’t identified the right place for it. You’ve got to plan things in the right way.
Comment/ question:	You come to Fitch Court and said that you wanted to flatten it and build extra care. But not much needs to be done and most of the residents don’t really want to move. Will you make them?
Comment/ question:	You mentioned planning permission in Vauxhall – is that for Denby Court?
Councillor Jim Dickson:	No it isn’t. On Fitch Court we have identified it to be the right place for extra care. Its geographical position for instance, and also the fact that it is more difficult to bring up to the Decent Homes Standard than others. Either me or Jane can provide more details of this.
Councillor Jim Dickson:	On that point around whether it was Denby Court – no it is Hampton House which has been giving planning permission on the Albert Embankment. Look at Cheviot Gardens materials and you will see what is on offer there.
Comment/ question:	If you mean on the Thames won’t that be really expensive?
Comment/ question:	In relation to Fitch Court – what guarantee will she have when she moves out, and why would you do that if she is happy there?
Comment / question:	I am [NAME] of Matlock Close. I want to ask Jim about the question I asked when he came to Matlock Close. It is about funding because I am sure everyone would welcome very very badly needed improvements. But the problem with your proposals is that there are going to be a lot of people moved around and it needs to be done in the most humane way possible. There is an Achilles heal in how that is done. The improvements need to be self-financing – that is with the land sold. Thatcher refused to ring fence the Housing Revenue account. Is this legal? If they are cut off from the rest of the Housing Revenue accounts, how is that fair?

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Comment/ question:	Is this actually legal as it is discriminating against older people and it is not in keeping with the duty of care. I would like to draw to your attention of a woman who would have died if it had not been for her carer coming to visit her in the evening. She was wrapped in a blanket sleeping on the sofa, and there were rotting windows in her flat, ill-fitting doors and damp. We want this by winter – not through some long winded programme, because we need it.
	[Applause]
Councillor Jim Dickson:	I would agree that Matlock Close really does need the investment. You do make the case for the programme very eloquently. We are in the position which none of us are able to defend. Inadvertently you are actually making a very good case for this programme, and people should live in these conditions. It doesn’t discriminate against older people – there simply hasn’t been enough investment in previous years. With concern to the Housing Revenue Account (HRA), this is something that Thatcher brought in in 1989 where you could cross subsidise, because she did not like rates being spend on council tenants so she put a stop to it.
Comment/ question:	Are you going to use other monies in an appropriate timescale or are you going to wait until you’ve sold the places?
Councillor Jim Dickson:	I couldn’t say which schemes will be first, but we don’t have to sell before we start. I can understand that with some schemes such as Maccall Close that people might want some schemes to be further up the pecking order.
Councillor Jane Pickard:	I want to make some comments to some of the points raised earlier, as I think it is perfectly possible to move and be happy. My own parents are both in their nineties and they moved last year. My mother is 89 and my father is 94 and they moved from Devon to Nottinghamshire and they did manage it – it was difficult but they did manage it. I also wanted to speak about the site in my own ward which is

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>Cheviot Gardens and is being converted into extra care. It was quite a large scheme in Norwood and we have been planning it for quite a few years, so the tenants did have this hanging over them. Last year it was handed over to Notting Hill Housing Trust to rebuild as extra care, and when we started to move people out we sat people down individually and helped them go through all of the options. We did not move them until we had somewhere for people to move in to which they were happy with. We took them on visits and they fell in love with the extra care schemes we showed to them.</p> <p>Out of the 44 there, 17 of them ended up moving in a group to Lidcote Place extra care scheme in Stockwell, and another group to Clarence Court in Clapham. Everyone was moved to their satisfaction. We know that a lot of them will not want to move back. I can not see a lot of major disruption happening before 2015. It sounds bad and a lot of disruption but it is not as traumatic as you think, and there will be lots of support. You can also claim compensation to pay for new carpets, curtains and so forth. The building on Cheviots starts in 3-4 weeks. For the others we can not say at this point.</p>
Comment/ question:	The veranda door where I am – the glue has fallen out and the glass just fell out onto the veranda. The man just put a board around the window and then a pain of glass, but still left a gap.
Councillor Jane Pickard:	Yes there are quite few problems with the veranda doors at Denby Court. We will need to get that looked at by Lambeth Living.
Comment /question:	For Leigham Court Road – we need the truth.
Comment /question:	I have been a Labour supporter since 1946 and I was even part of the election. I have known Councillor Jim Dickson who has been in politics for the past 20 years. There was a committee formed by the Labour party in Lambeth on having decent houses, structure and so forth. Out of 78 members on the committee, I was the only one

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>paying rent as all of the others were landlords. The standard as it was set up was too high. It was set on the houses in Camberwell, which had bigger rooms than those in Brixton. As Jim says they are abiding by these. This council must always punch above its weight, and I think you are doing an excellent job. They devolved ownership of sheltered housing to the council, which was a short fall of £50M from £465M (£512M). You could only borrow x amount to improve it, but we know that it is not enough. We should get the £524M from the government to reduce the short fall and really go to town. They tell you how much you can borrow but it is never enough.</p> <p>There are many people on Denby Court who don’t want to go into older people’s housing, and they would rather go into mainstream housing. They are in sheltered housing because they can not get into mainstream housing , and this is the easiest way to deal with them. As you can see, I am unlikely to get any benefit out of it.</p>
<p>Comment/ question:</p>	<p>If someone says foolishly “I am going to mainstream housing” – is that possible? Wouldn’t they be too old?</p>
<p>Comment/ question:</p>	<p>I am here to represent the residents of Castle House. My name is [NAME] and I think we really need to compare the costs properly between sheltered and extra care. My goodness, a lot of the residents at Castle House are already receiving “extra care.” We had a visit from a Commissioning Manager and they said that what was being delivered here is extra care.</p>
<p>Councillor Jim Dickson:</p>	<p>On the question around Leigham Court Road, this was the first place we visited and we had some forthright conversations in January around the proposals to sell the site. We are due to go back there in two to three weeks.</p>
<p>Comment/ question:</p>	<p>Lots of us want to move as a group.</p>
<p>Councillor Jim</p>	<p>For Cheviots we had two groups moving together.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Dickson:	
Councillor Jim Dickson:	On housing standards – Decent Homes Plus – this is absolutely where we want to be – it not only looks at the fabric of the building but also looks at the outcomes and their quality of life. We want to work with you on issues about the properties being affordable and to make the transition being as manageable as possible.
Councillor Jim Dickson:	Yes we will look at the costs – we need to identify how much a really excellent sheltered housing scheme costs. We have already moved away from wardens living on site, and only one third now actually have a warden on site. I understand that the residents at Castle House are 100% in favour of having the resident warden.
Comment/question:	We carried out a survey to which we received a 100% response about retaining our own warden resident on site.
Comment/question:	We were told at the last meeting that we would receive a sum of money for moving out of our homes which included a “home loss” payment of up to £4000 to move out of our homes. But then you have to move back in, and you would need to change the carpets again. Does that mean you would get two sets of payments – one to move and a second to move back?
Councillor Jim Dickson:	I understand that that is the case – if that is what needs to happen. If you want to make further comments, you can go along to the Scrutiny committee meeting on 15 May. You can contact Elaine Carter who is here today to ask questions around attending the meeting – Elaine is sitting at the back, so please feel free to speak to Elaine about the meeting if you would like to go along. We really must finish there .. but thank you to everyone for coming along today.
	END.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Older People’s Housing consultation meeting

Public Meeting at Waterloo Action Centre

29 April 2013

2.00pm – 4.00pm

Speaker:	Councillor Jane Pickard
Number of participants:	16

Attendees	Helen Charlesworth-May, Divisional Director Strategy and Commissioning
	Philippa Davey, Consultation and Involvement Manager
	Jane Ritchie, Consultation and Involvement Officer
	Le Ho, Consultation and Involvement Officer

Notes from the meeting	
Councillor Jane Pickard	My colleague Jim Dickson couldn’t make the meeting today. Sorry about the very late start. I have a special brief to help older people in Lambeth.
Jane Ritchie	We are recording in order to make accurate notes please let us know if there are any objections.
Question / Comment	Can we get notes sooner rather than later? Before the next meeting?
Councillor Jane Pickard	This meeting is in addition to meetings in all sheltered housing schemes, that’s 24. This represents nearly all sheltered housing belonging to Lambeth. We decided that we needed to look afresh at sheltered housing in Lambeth. Baby boomers are getting older. They are living healthier for longer. Perhaps they will have needs but not need to enter a care home. People on the whole prefer to be living independently. We did a consultation 18 months ago, older people said they wanted to live independently for longer and they wanted more choice. One option is extra care housing which provides 24-hour care staff, and a place to eat. Flats are modern and have disabled access, walk-in showers and all that

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	<p>kind of thing. It will be much more superior and modern. You will be able to stay there the rest of your life hopefully. We are very conscious of the very poor state of some of the sheltered housing schemes that have not been maintained. All sheltered housing schemes have a huge repairs problem. So what we want to do is bring all our Lambeth housing to the Decent Homes Standards and provide more extra care. What this all adds up to is that we are proposing that five of the schemes are demolished and rebuilt as extra care housing, 15 are improved, some vastly improved and that leaves 4 that we going to demolish and sell off to raise money for the programme. People who have to move out will move into somewhere better. We will end up with more flats for older people.</p>
Question / Comment	<p>Which are you going to demolish?</p>
Councillor Jane Pickard	<p>Does everybody have copies of the proposal? We’re proposing to rebuild as extra care Carfax Place, Denby Court, Elderberry Grove, Fitch Court and The Glebe. We have had surveyors go round and they thought that they were the best ones because there were no steep hills and they are close to shops. Leigham Court Road, McCall Close, Queenswood Court and Westcott House we are proposing to sell as cleared sites...</p>
Helen Charlesworth- May	<p>Good afternoon, I am the director for commissioning. I work for the council and also for the health service. I am here to answer any questions around care.</p>
Councillor Jane Pickard	<p>We do appreciate how difficult things are going to be, the proposals will take over 10 years. I am very sorry. I know it is very upsetting knowing that you will have to move but we didn’t want to do it secretly. We thought it to be really bad to not share it with you.</p>
Question / Comment	<p>Councillors are doing this. Taking money away from our pensions. We only get a standard pension. This lot has to be paid for.</p>
Helen Charlesworth- May	<p>The proposals are suggesting that the money is going to be made from selling some of the sites and will be going into housing. Money is coming from the council also.</p>
Question / Comment	<p>We have got no bloody security and now we are paying £16 per week for the bloody cords that don’t work properly. We live in a really dirty building.</p>

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	You should see it.
Councillor Jane Pickard	I would love to see it.
Question / Comment	We haven’t got a warden.
Councillor Jane Pickard	We also have a plan to change the residential wardens. We are asking you if you prefer a dedicated warden part-time, or a variety of people on a rota. We’re asking people what they prefer.
Question / Comment	We had to pull the red cord and it took up to an hour. It’s disgusting. If anybody collapses then how are they going to pull the cord? There should be someone there all the time.
Question / Comment	You mentioned Denby Court. What are they going to do?
Councillor Jane Pickard	We need to give residents a wide range of options to move to where they want to. We have just moved people out of Cheviot Gardens in my ward. For various reasons, the people didn’t have as much notice as we would normally give. They had about six months to move out. A Sheltered Housing Officer sat down and talked about where they want to move to. Some people moved out of London to move with their families and a gang of people moved out together. Everybody moved to where they wanted to go to in the end. They were right at the top of the queue for moving. They were given money to move and they got in writing the right to return.
Question / Comment	When will it take effect?
Councillor Jane Pickard	We would need to build extra care housing first.
Question / Comment	I am very concerned. In case of an emergency, the windows you can’t pull out. I believe there should be another way that if you can’t get through the front door... The £16 we are paying, we have no choice but to pay. It is for upkeep but I’ve never seen anybody at my scheme. There is a door, a couple of years ago, they promised that they’ll open the door for us but we haven’t seen anything happened. This is at Burchell Place.
Helen	We will have to take a note of this.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Charlesworth- May	
Question / Comment	Can we know how your plans are likely to be affected by the local elections in 2014 or the general elections?
Councillor Jane Pickard	We’re doing this fairly independently. The only problem that would arise is if they cut the housing associations’ money substantially as we want to partner with them to build the extra care. The Lib Dems I think in principle agree with the strategy but we can’t tell you what they would do.
Question / Comment	You can’t really rely on Lib Dem.
Helen Charlesworth- May	I think everybody should understand that local elections are not dissimilar to national elections. Policies remain until they are changed. I think that as an officer of the council, I would want to say that Lambeth is very far behind other councils. As an officer I would want to say that this is a consultation not just rubberstamping.
Question / Comment	At the moment the homes are run by Lambeth Council entirely. When those homes are in place will this be the case?
Councillor Jane Pickard	The general housing in Lambeth is still owned by the council and mostly managed by Lambeth Living. The sheltered housing would continue to be Lambeth Living. The 15 for improvement would remain. The 5 that we want to rebuild the council cannot afford to build so they would be built in partnership with a housing association. When it is finished we will have the sole nomination rights, but the housing association will be the landlord.
Councillor Jane Pickard	There would be affordable rent levels. Most tenants’ rents would be covered by housing benefits. I’m hoping that we could make up the difference for those we have moved not covered by housing benefit.
Question / Comment	Here in Waterloo, it’s part of the Shell development. The Qataris have a lot of money. I think they will call all the shots.
Helen Charlesworth- May	Our planners and housing colleagues have been in very detailed conversation. We want to be absolutely clear that the housing is for people in Lambeth and that it is affordable.
Councillor Jane Pickard	I am going to be at the planning committee briefing on Shell later today

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Question / Comment	What’s going to happen to Chaplin Close?
Councillor Jane Pickard	It’s going to be improved in the next 4 to 5 years.
Question / Comment	We are not at the bottom of the list?
Councillor Jane Pickard	We haven’t timetabled the improvements yet. But someone has got to be. Some of the sheltered housing is so awful.
Question / Comment	I’ve been trying to get a shower, they gave me the chair. I’m at Chaplin Close.
Question / Comment	There was a lot of concern that Chaplin Close was going to be sold but I’ve just looked at this paper and it says that there is high demand.
Helen Charlesworth- May	There are no plans to sell Chaplin Close but what is in the paper is that the people who own their own homes want to buy extra care flats.
Councillor Jane Pickard	Can I add; one third of housing on Lambeth estates is privately owned. At Cheviot Gardens, we are producing 66 for rent and 18 for sale. The main thing to provide is affordable housing.
Helen Charlesworth- May	We know there are people who would like to buy.
Question / Comment	My partner died six years ago and my rent is sky high and I pay council tax. A lot of people in my block don’t pay council tax.
Councillor Jane Pickard	Speak to your local councillor or speak to me afterwards.
Question / Comment	What happens to the flat when the person passes on?
Councillor Jane Pickard	They would have to remain as sheltered housing.
Helen Charlesworth- May	We wouldn’t want to see flats that we had 100% nomination rights to to be sold off.
Councillor	It was suggested that we would sell 7 schemes but we found money from

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

Jane Pickard	our capital budget to not sell the 3.
Question / Comment	There is not much flexibility at all. I looked a seaside resort in Brighton and for the people who do want to move it would be nice to have the flexibility.
Councillor Jane Pickard	We would try to help but I’m not sure that we can facilitate lots of trips to Brighton. We had a couple of trips to Lidcote off Brixton Road.
Helen Charlesworth-May	What we will do is look at everything as much as possible so they end up where they want to be.
Question / Comment	We have advice services at WAC, there’s a leaflet here.
Councillor Jane Pickard	No one has really asked about wardens. Maybe most of you have non-resident wardens already.
Question / Comment	We have a resident warden at Chaplin Close.
Question / Comment	The warden doesn’t want to know, he passes it on to his boss and his boss doesn’t have a clue.
Councillor Jane Pickard	That’s not good.
Question / Comment	The people who are not mobile, will they have units where they can cook?
Councillor Jane Pickard	Wherever you move to, you will have cooking facilities with high specs. It would be a bedroom, sitting room, kitchen and bathroom. Extra care is very well designed.
Question / Comment	I would like to point out that our building was purpose-built. You had someone here last time, a lift engineer and you rubbish his idea.
Councillor Jane Pickard	It would be very difficult to put a lift in.
Question / Comment	If you have a relative that wants to stay with you, can they?
Councillor Jane Pickard	It was designed a long time ago; I don’t think they expected you to stay there for very long. They expected people to move on into care homes. They are not all very well designed. If you’ve got a spare room you’re very lucky. If there are no more questions we will close the meeting now.

Appendix 2 – Notes from Public meetings (Older People’s Housing consultation)

	END
--	------------