

Newark Local Influence Network Meeting

Vine Way Community Centre Newark

18th May 2023

Attendees: 13 Tenants including Richard T and Dale S (LIN Chairs) , Ian Jackson (Careline Manager), Steven Stone (Responsive repairs Manager) Carol Dring(Senior Tenancy Officer), (Gillian McCrery (Tenancy Officer) and Vanessa Cookson(Tenant Engagement Officer)

Welcome given by LIN Chair Richard T

Apologies – Debbie Darby, Helen Douthwaite

Minutes of last meeting

The Chair went through the notes from the last meeting

It was asked if housing policy would change under new council and the new Housing Strategy is currently going through Council and any changes would be reported back to the group.

Careline

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

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

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

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

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

Issues and concerns discussed

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

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

Who does the call go to when the button is pressed

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

Will the £10 charge be enough to cover costs

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

Gas servicing review

Richard gave an overview of the project – most at meeting had not had a problem but Richard asked tenants to feedback problems.

Boiler letters going out to tenants to say being changed but only couple of years old – Steve Stone explained what he thought was happening. Vanessa to email problems through to Mark Plant.

Lin Review

Great to see everyone – explained point of LINS and that there is to a review of the Local Influence Networks which will include a survey and focus groups to discuss how we can improve them.

Lin Chair update

Richard explained lack of updates because of local elections. New Tenant Engagement officer will be starting in the summer

Local Issues

Dust bins in the way at the entrance to Vine Way

Bushes need cutting back Vine Way

Bikes speeding around Vine Way

Gate gone to fabricators fitting mechanical, electrical opening will be on it – taking about 12 weeks

Dale to pick up complaint about gate and talk to tenant – Gill will visit

Gill has already sent a letter with basic letter but will update when has a final

Bikes on Hawtonville

Still no CCTV on playing field at Hawtonville

Group to look at website – general opinion – my account and the payment page are not easy to use.

AOB

Government launched Website for tenants called 4 million homes – this outlines rights for tenants, provide on line and face to face training. The link will be shared

Meeting closed 7.30 pm