

Rough Sleepers Project Forum 03/12/10

Present – Ean M (minutes and chair), Pat P (Service Manager), Mark Mac, Ronnie B, Mark B (ex tenant), Martin C, Dave R, Dougie S.

Ean explained that the reason that this meeting had been arranged was for Bradford Cyrenians to get some feedback on the Rough Sleepers Service from current and previous residents in order that we can improve the service where needed.

D.S. said that although he was a new tenant he was very happy with the standard of his flat and the support offered so far.

M.M. said that he was worried that he had heard rumours about the previous tenant who lived at his flat and being approached by strangers who may think that he was the previous tenant. A sign had been put on the door to say that Yorkshire Housing had changed the locks. Ean agreed to laminate a sign for the front door to say that the previous tenant didn't live there any more.

Pat said that she would be visiting all the RSP tenants with Ean over the next couple of weeks and was looking forward to meeting residents in their own flats.

M.M. said that he was very happy with his flat. He didn't get to see his flat before moving in, as he was in hospital however he was pleasantly surprised when he moved in with the standard. He said that there was stains on his couch, Ean said that he could take the cover off and wash it in the Apsley laundry, Pat said that we have throws which he could have if the stain didn't come out. **Action EM.**

M.M said that he had been offered some free furniture for his flat. He has offered D.S his bedside cabinet.

Everyone present agreed that they were all happy with the standards of furnishing and decoration of their flats.

D.S. said that he needs a hoover and M.M. needs an Iron and would like a curtain rail instead of the blinds. Pat has agreed to purchase. **Action PP.**

D.R said that his flat is as good as anyone could have and he was very happy living there.

M.M. said that he was very happy to have a roof over his head as he had been in hospital for 4 weeks previously and would have been discharged back onto the street if RSP hadn't offered him a place. He said that he was surprised that he had been offered a flat as he had stayed in the hostel before and been asked to leave, He also thought that he had been too honest at his assessment. Pat said that we don't discriminate and are prepared to give people a second chance. Ean said that it is always best to be honest at interviews and that he would be respected for that.

M.C. said that his flat has been feeling cold in the current weather even though he has his heater on. M.M. said that he has a spare electric convection heater, which M.C could have. Ean said that Yorkshire Housing have plans to upgrade all their Manningham general needs properties with central heating and double glazing and would try and find out a time frame for this. **Action EM.**

A suggestion was raised about providing hot water bottles for residents, all present thought that this was a very good idea. Pat to purchase. **Action PP.**

D.R. said that his flat has central heating and is lovely and warm. He has found piece of mind living in his flat and is very happy. He was previously rough sleeping for 29 years before being offered a RSP property.

We discussed the level of support being offered to residents.

D.R. said that the support was 5 star and couldn't be improved.

M.M. said that although he was a new tenant, so far everything has been good. He was re-admitted back into hospital soon after being booked in and Ean came to visit him on 3 occasions and phoned him. Ean has sorted out his housing benefit, which is something he was worried about. Mark asked if there was any chance of a rebate on his service charge for the 2 weeks he was in hospital and so not using any electric or gas. Pat explained that unfortunately not as we still have to pay the standing charges.

Dave said that if he had one bone of contention it was that he had been asked to pay service charge arrears when he didn't think he had any arrears. Ean said he would look into this. **Action EM.**

Martin C said that he thought that the RSP was the best part of Bradford Cyrenians and the support couldn't be better.

Mark B (ex resident) said that when he was living in his RSP flat he felt very comfortable and found the support to be very friendly and that all staff made him feel welcome. He explained that now he is living independently he is having more trouble than when he was in his flat (Floating support was arranged for Mark but he failed to keep appointments). To check whether floating support can be re-instated. **Action EM.**

R.B. said that he had been given notice to quit but would like a clean start. M.M said that he needs to start showing more commitment. R.B said that he had not used in 5 days and was feeling quite raw at the moment. M.M said that it is good for tenants to support each other. Ean said that he would discuss R.B.'s clean start on his next keyworking session. **Action EM.**

D. R said that he likes his own company but that he sometimes feels isolated and was enjoying the comradeship of this meeting. Ean suggested Bridge day care for those residents who needed to fill their time; this would be

discussed in keywork sessions. Also, we have monthly house meetings with our Brunel scheme, so you are welcome to attend this.

D.S. and M.M said that they used to go begging in the interchange and squaring up to each other and getting into fights. They both said that they had come a long way in a short space of time. D.S said that previously he had hit rock bottom and that now he had his flat the only way was up.

M.M said that he had been using for 23 years and had been in and out of prison, he is looking at finding things to occupy himself and stay clean.

D.R said that people have got to want to change their lives and that every body at the meeting were at the point in their lives where they were ready for it.

D.S said that he was really enjoying the meeting and would like to have them regularly. Ean said that we have monthly meetings. D.S. and M.M asked if they could be fortnightly. Agreed to have another meeting in 2 weeks time and that the next meeting would be held at M.M. s flat. **Action EM/MM**

M.M said that it is good to have regular meetings so that residents can get to know each other and this builds bonds and respect.

M.M, M.C, D.S. all said they would be attending the AGM. M.C has agreed to speak at the AGM about his experiences of rough sleeping and the help he has received. **Action MM.**

Pat said that the Xmas meal would probably be at a Chinese restaurant, all present were happy with this.

All residents will be receiving an Xmas present and a food hamper. **Action EM.**

Next Meeting 16/12/10 12pm