

Hammersmith and Fulham Advice Forum Minutes

4 November 2015, 2pm – 4pm

Minutes and attachments are held at: <http://www.advicestation.org.uk/info/reports-resources/advice-forum/afm-04112015>

Venue: Hammersmith Town Hall, London W6 9JU

Attendees:

Adebusola Efunuga	Hestia
Anita Wales	Alzheimer's Society
Boguslaw Szewczyk	Glass Door
Carol Judge	LBHF
Colin Morris	DWP
Councillor Sue Fennimore	Cabinet Member for Social Inclusion
Denise McKenzie	Age UK
Fawad Bhatti	LBHF
Huda Jawad	Standing Together
Kasia Marszalec	CAB (Roof +)
Kasia Zagrodniczek	EEAC (Eastern Europe Advice Centre)
Laura Palfreeman	LBHF
Lorraine Thompson	HF Law Centre
Mandy Goodall	HF Law Centre
Maria Jennings	LBHF Housing
Mary Godwin	Healthier Homes Project
Mike England	LBHF
Reshma Begum	Hestia Housing and Support
Robert Sale	Healthier Homes Project
Sara Thomas	Crosslight
Sarah Makhoulouf	SBHG / Staying First
Simi Ryatt	HF CAB
Stephan Wiedmer	Cross Light Advice
Sue James	HF Law Centre
Tarequl Islam	Pinnacle PSG
Zahra Beg	LBHF Housing Options

1. Minutes of the last meeting & matters arising

No comments or amendments to the minutes of the last meeting.

2. Update on Residents Commission

Mike England, Lead Director for Housing, Housing Strategy and Options, LBH&F gave the findings of the Resident Commission. Report attached with the Minutes.

3. Partnership Working in Housing Options

Zahra Beg, Housing Partnership and Enabling Lead, LBHF outlined some of the service improvements that Housing Options are implementing.

One of these improvements is a list of the direct contact numbers and email addresses of all Housing Options Managers. This contact list will be useful to all agencies who have been struggling to contact a manager or a member of a particular team and the matter is urgent. A new inbox has also been created **for Third Sector agencies only**. You can use this to contact Housing Options if you have not been able to get through by telephone or if your matter is urgent: it will be checked daily.

Details have been sent directly to Advice Forum members. The details have **NOT** been added to the Advice Station website as they are for agency use only. If you would like this information please contact Mandy Goodall.

4. LBHF Overview of Housing Floating Support Services and the new Befriending service

Laura Palfreeman, Floating Support Access and Referral Adviser, Housing Options, LBHF gave an update on the Housing Floating Support Service. Floating support is a housing support service to help residents maintain their tenancy to prevent them becoming homeless and/or staying independent in their homes for as long as possible. The service does not provide any domestic or personal care, but does support residents to manage any tenancy related issues, or problems that could lead to homelessness. Services offered are many and include:

- helping set up direct debits for utilities
- making sure housing benefit is in payment and sorting out any arrears
- applying for benefits such as Attendance Allowance and PIP
- support to resettle when moving between accommodation (in the borough)
- support with applications for housing if needed.

This is a bespoke service depending on the client's needs, but must be housing related. It is short term so no long term support with ongoing issues (counselling/substance misuse/reading mail etc.) can be provided. They will try to put things in place that will help them manage in the future. The application form is attached with these Minutes

There is also a befriending service for residents aged 55 years or older who are isolated and lonely and would like to meet new people and access their community. This service is called H&F Connect 55+. The application form and an information leaflet is attached with these Minutes.

5. Advice Conference, 21 January 2016

The Advice Conference will be the first conference of the H&F Advice Forum and will be a great chance to hear from topical speakers and funders, to find out information on services within the borough and to meet up with colleagues within the sector. There will also be an exhibition area where organisations can promote their services.

We discussed speakers and topics.

ACTION: All to contact Mandy with ideas and suggestions for speakers and workshops.

6. Advice Forum meetings – the year ahead and agenda suggestions

Suggestions:

Customer Engagement report - presentation from LBHF

DWP update – Colin Morris

Update / progress from Mike England

7. Round table update and discussion

Information shared between attendees

8. Dates of next meetings

3 March 2016 - Courtyard Room

27 April 2016 - Committee Room One

22 June 2016 - Courtyard Room

All Advice Forum meetings are held between 2pm and 4pm at H&F Town Hall.