Independent Living Resident Forum meeting
14 October 2026

Independent Living Service Review Resident Engagement
The Independent Living Service is currently being reviewed by an independent organisation, who are specialist in older persons housing. The review is looking at what works well, what could be improved and how can we ensure your schemes remain welcoming, supportive and suitable for residents.

As part of this Review, we wanted to hear real resident experiences therefore, the members met alone with the consultant to give them feedback.

The outcome of this Review is due at the end of the year, and the recommendations will be shared with members at the February 2027 meeting. **Watch this space.**

Christmas Inter-scheme Event
Members agreed that the Christmas social inclusion event will be a festive Afternoon Tea, red and green themed with games and entertainment. Venue to be confirmed.

Heating service update
The Heating Manager joined the meeting to share updates about the heating service and answer members' questions. Members had the chance to ask questions, share their views and discuss any concerns.
Main points:

- Heating in your scheme is switched on 1 September and switched off on 31 May. These dates can be reviewed for individual schemes if residents ask for a change.
- Work is planned to fit thermostatic radiator valves (TRVs) across the schemes. These valves let you adjust the heat from individual radiators.
- If your radiators already have TRVs, the Heating Manager recommends turning the valves a few times a year to help stop them sticking. If you are unsure what to do, please speak to your Independent Living Housing Officer.
- The Heating Manager agreed to provide a simple guide explaining which repairs to report to BSW, our heating contractor, and which to report to the repairs service.
- BSW, has agreed to fund the Christmas interscheme event this year as part of their social value commitment to residents

Agenda for February 2027 meeting

- Update on the Independent Living Review
- Resident Contact and Building Health and Safety Performance
- Guest speakers - Repairs Supervisor and Lewisham Adults Safeguarding Manager

- Review the Forums last 18months performance
- In line with our Terms of Reference membership recruitment April 2027-2029.

Any Other Business
Thank you a long-standing member has left the Forum. We thank her for her time and ideas over the last two years. We wish her well.