

BEST VALUE INSPECTION – SHELTERED HOUSING

INSPECTORS RECOMMENDATIONS

- Make sure that all sheltered housing schemes provide a safe, secure and supportive living environment for all tenants.
- Revise the allocations policy for sheltered housing in order to ensure that sheltered housing schemes for older people do not house mixed client groups whose differing lifestyles are likely to cause distress and anxiety to existing older tenants. Ensure that any changes to allocation policies are introduced in full consultation with existing tenants.
- Agree the sheltered housing and warden services that will be provided in each scheme and make sure that the charges paid by tenants reflect the services received and that all tenants can use services if they wish to.
- Find out what older people need from the Sheltered Housing and Warden Services and in partnership with Health, Social Services and the voluntary sector, see how the services can be changed to meet these needs.
- Work with tenants, Health service providers, Social care providers and the voluntary sector to agree the services that will be provided by each sector.
- Make sure that other Health and Social Care providers are part of the plans to make any changes to the services, making sure that older tenants receive the support they need. The new arrangements should minimise confusion, and maximise tenants ability to remain independent and receive care and support in their homes.

BEST VALUE INSPECTION - INTERIM CHALLENGE SHELTERED HOUSING RECOMMENDATIONS

UPDATED TO SHOW ACTION TAKEN AS AT 4 OCTOBER 2001

RECOMMENDATION	PRIORITY	TIMESCALE	ACCOUNTABLE MANAGER WORKING WITH	ACTIONS TAKEN
Access and safety issues to be resolved	High	1.3.2001	Sheltered Housing Manager Safety Officer Training Officer Hsg Inspector	- Inspections undertaken in conjunction with the Fire Service. All urgent work has been done. All non-urgent work is to be costed and prioritised. - Fire procedures and other emergency procedures have been reviewed and an updated procedure is to be introduced. - Follow up inspection/audit has been completed by the Safety Officer and any outstanding work is being prioritised. - All Wardens have received general health & safety awareness training together with general fire & emergency evacuation issues.
Consider & appraise a range of alternative service models	High	1.4.2001	Head of Community Services SH Mgr Control room Co-ordinator Hsg Services Mgr TP Officer	- A range of alternative service models has been identified. - Key partners, staff and residents have been consulted. - Report to Community Services Committee on 4 October 2001 recommending a proposed new structure for Housing Services.
Parameters for the services, which reflect good practice, should be established	High	1.4.2001	Housing Services Manager SH Mgr Control Room co-ordinator	- A vision and parameters for the services were approved at Housing & Environmental Committee on 5 April 2001, along with targets for the service to achieve the Code of Practice for Sheltered Housing and staff training.
Service specification & standards to be	Medium	1.6.2001	Housing Services Manager	- Detailed service specification and standards drawn up following appraisal of alternative service model options - Tenants, staff and partner organisations have been consulted

agreed with tenants and partner organisations				SH Mgr TP Officer	on proposed service.
Introduce & monitor performance management systems	High	1.6.2001	Housing Services Manager SH Mgr Control Room co-ordinator Hsg Special Projects Officer	- Performance management system introduced to Housing Services in April 2001. Performance targets and indicators for the Sheltered Housing Service to be agreed following approval of the new structure and incorporated in the system for the whole of housing. - Managers and Chair and Vice Chair of Community Services Committee receive quarterly reports, TACT receive half year reports. - Staff supervision will be improved with the proposed new structure. - Staff performance and development interviews will be introduced to the staff in the service when new structure is in place. - Key training for wardens has been identified and will be done once staff have been placed in post.	
Develop service specific communication & participation strategies	Medium	1.4.2001	Housing Services Manager TP Officer Trg Officer Press Officer SH Mgr	- A strategy for communicating with staff and tenants throughout immediate change process was agreed. These included staff meetings, tenant focus groups, resident meetings and leaflets/newsletters. All Sheltered Housing residents have been given the opportunity to meet with management and separately with members. - Identified a programme of staff training and information meetings across Housing Division. First joint training is the HRA Business plan in October. Further training to be organised including best value and finance.	
Develop tenant participation	Medium	1.6.2001	Housing Management &	- Tenant Participation Officer is working with Sheltered Housing Manager and Tenants Advisory and Consultation Team to	

strategy that will ensure that all older tenants have the opportunity to contribute				Advice Manager	- identify how older tenants can be given the opportunity to participate - Transport was provided for this years round of Sheltered Housing annual meetings to ensure all tenants have the opportunity to contribute.
Acceptable standards of accommodation to be agreed	Medium	1.6.2001		Housing Services Manager Bldg Mtce Mgr TP Officer SH Mgr	- Minimum acceptable standards of accommodation have been identified. It is not possible to introduce these in such a short period of time. Also, consideration needs to be given to the designation of some schemes that may prove uneconomical to upgrade. - Resources identified in 2002/3 HIP submission for bathroom improvements in Sheltered Schemes.
Investigate tenants concerns over allocations to younger tenants	Medium	1.6.2001		Housing Management & Advice Manager Allocations Officer SH Mgr TP Officer	- Tenants were particularly concerned about unsociable hours and activities kept by some of the younger residents (under 60's); e.g. shift work, televisions on late at night. Following investigation it appears that there are more registered complaints about the over 60's than under and of them there were no major incidents. Investigations did highlight that the proper methods of registering complaints were not always being used and this made it difficult to challenge complaints. A referral system has now been set up between the Wardens and the Advice Staff. Training is to be given to staff. - Wardens have received training on the allocation policy and how to deal with and refer complaints to the Advice and Liaison staff. - Further work to be done on review of the allocation policy /

					designation of particular schemes.
Increase access to communal areas	Medium	1.6.2001	Sheltered Housing Manager Hsg Special Projects Officer TP Officer		- Audit of the existing use and access to communal areas has been carried out. - Need to explore options for increasing access to communal areas with Social Services and the Voluntary Sector
Contribution of services to the quality of life of older people clearly outlined in strategic documents, including those of partners	Medium	1.6.2001	Head of Community Services Hsg Services Mgr SH Mgr		- A meeting has been held with social services, health, voluntary sector to identify areas of joint working and developing joint protocols. Further meeting arranged in November to progress work on specific areas.
Allocations Policy review and training for staff, including key partner agencies	Medium	1.6.2001	Housing Management & Advice Manager Allocations Officer Trg Officer		- see above
Consider ending practice of allowing Wardens to remain in their service accommodation	Medium	1.6.2001	Housing Services Manager Personnel Mgr		- There is no clear policy. Policy to be agreed and implemented as part of proposed restructuring.

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Assess Housing Needs (current & projected) of older people in partnership with key agencies	Medium	1.6.2001	Housing Special Projects Officer	- Currently there is no specific assessment made for housing needs of older people.
Revise information currently available & sources of information	Medium	1.6.2001	Sheltered Housing Manager Press Officer	- No action taken.
The Authority should consider doing the review again in a broader context to cover all the housing services that impact on the Sheltered Housing Service including:- Housing Advice Housing Register & Allocations Estate Management Rents/Service charges Warden support & alarm services	Low	1.9.2001	Head of Community Services Hsg Services Mgr Hsg Special Projects Officer	- To be incorporated as part of an overall review of the Housing Services starting in September 2001

Repairs & Maintenance Tenant Participation					
Develop a vision for the role of the service in the context of care in the community and promoting independence	Medium	1.10.2001	Housing Services Manager	- Vision for service agreed at Housing and Environment Committee on 5 April 2001.	

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ACTION TO BE TAKEN AS AT 4 OCTOBER 2001

ACTION REQUIRED	ACCOUNTABLE MANAGER WORKING WITH
Fire and emergency procedures to be produced relevant to each scheme and appropriate training given to staff and residents. Central Control records to be updated.	Housing Services Manager Supported Housing Manager
Performance Indicators and targets to be set	Housing Services Manager Housing Special Projects Officer
Carry out staff performance and development interviews for all staff and identify individual training needs.	Housing Services Manager Supported Housing and Central Control Managers
Need to review how we communicate with the elderly. Tenant Participation Officer to find out how they wish to be informed in future.	Housing Services Manager Tenant Participation Officer
Audit existing standards of accommodation against agreed minimum standards and draw up a costed improvement plan / explore options.	Housing Services Manager Building Maintenance Manager
Review allocations policy	Housing Services Manager Advice and Liaison Manager
Review designation of schemes	Housing Services Manager
Inform key stakeholders of the allocation policy	Housing Services Manager Advice and Liaison Manager
Developing/implementing protocols with key stakeholder's against agreed priorities for joint working.	Head of Community Services Housing Special

	Projects Officer Advice and Liaison Manager
Investigate methods to improvements the methodology of assessing housing needs of older people.	Housing Services Manager Housing Special Projects Officer

Produce marketing strategy for SDDC Sheltered Housing including long term voids.	Head of Community Services Housing Special Projects Officer Advice and Liaison Manager
Cleaning Contract to be tendered and let	Housing Services Manager Building Maintenance Manager
Prepare a wardens handbook	Housing Services Manager Housing Special Projects Officer
Prepare a residents handbook	Housing Services Manager Housing Special Projects Officer
Prepare a Central Control handbook	Housing Services Manager Housing Special Projects Officer
Develop and set service standards in each area of service.	Head of Community Services Housing Services Manager
Improve communication and cross service working	Head of Community Services Housing Services Manager
Development social activities and increase access to.	Housing Services Manager Supported Housing Manager
Review and develop information supplied to residents i.e. visually friendly, languages	Housing Services Manager Housing Special Projects Officer
Implement Staffing Review	Head of Community Services

	Housing Services Manager
Follow up meetings with tenants Focus Groups to discuss details of new service and implementation	Housing Services Manager Tenant Participation Officer
New sheet circulated to tenants with details of new service and questionnaire to assess their level of need for visit/calls and priority of review meeting.	Housing Services Manager Tenant Participation Officer
Carry out improvements to door entry systems to communal areas.	Housing Services Manager Building Maintenance Manager
Identify geographical areas and base for Community Wardens.	Housing Services Manager
Analyse questionnaires on level of need for visits/calls.	Housing Services Manager Housing Special Projects Officer
Incorporate grounds maintenance work at Unity Close in existing Contract	Housing Services Manager Building Maintenance Manager
Identify any particular support needs, currently being met by Wardens, which should be met by other agencies. Meet with partner agencies to agree how any particular support needs may be met.	Head of Community Services
Set up out of hour's emergency rota (including maps, keys, and training).	Housing Services Manager
Finalise and start staff training programme in conjunction with Centre for Sheltered Housing Studies – to include first aid, working alone, fire precautions/procedures.	Housing Services Manager Personnel Housing Special Projects Officer
Register with Centre for Sheltered Housing Studies for the Code of Practice.	Housing Services Manager Housing Special Projects Officer