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<b>REPORT TO:</b>	<b>HOUSING &amp; COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM:</b> <b>6</b>
<b>DATE OF MEETING:</b>	<b>27 APRIL 2006</b>	<b>CATEGORY:</b> <b>DELEGATED</b>
<b>REPORT FROM:</b>	<b>COMMUNITY SCRUTINY COMMITTEE</b>	<b>OPEN:</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>COUNCILLOR KEN HARRINGTON (CHAIR OF OVERVIEW COMMITTEE)</b>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>SHELTERED HOUSING SERVICES - FINAL REPORT</b>	<b>REF:</b>
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE:</b>

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## **1.0 Recommendation**

### **1.1 It is recommended that:**

The Housing & Community Services (H&CS) committee: -

- Receives this report,
- Acknowledges Overview & Scrutiny's (O&S) recognition of the hard work of H&CS members and Housing officers and their achievements made,
- Considers how it will resource the delivery of the actions set out in the Sheltered Housing Vision and Standards programme (set out in the Gantt Chart appended).

## **2.0 Purpose of Report**

- 2.1 To consolidate the work undertaken so far by the O&S committees, H&CS committee and officers from the Housing Services Division, in respect of improvements and repairs to sheltered Housing schemes and the long-term improvement of the service in general.
- 2.2 This report is to round off the work undertaken so far and ensure focus is given to implementing the Sheltered Housing Service Vision and Standards programme.

### 3.0 Detail

#### Summary background

- 3.1 The Council carried out a Best Value Review of Sheltered Housing and Warden services, which was inspected by the Audit Commission in 2001. The service was assessed as *Poor (No Stars) with Uncertain Prospects for Improvement*. The Inspection Report identified significant weaknesses with a number of aspects of the service. An improvement plan was developed and put into effect and a series of improvements were made prior to a re-inspection in 2003, which determined the service as *Fair (One star) with Promising Prospects for Improvement*.
- 3.2 O&S has been engaged in monitoring improvements to the service and has had extensive discussions with officers from the Housing Services Division over the period from the inspections to the present day. Key elements of this have been site visits to Sheltered Housing Schemes to assess the conditions of the facilities and fabric and to monitor progress with the implementation of improvement. Furthermore the work has extended to supporting the establishment of a long-term vision for the service together with standards for service delivery.
- 3.3 Work has spanned a long period and O&S recognises the complexity of some of the issues and acknowledges and praises the efforts H&CS and Housing Officers to pursue their completion and develop a vision and standards programme for the service.

#### Improvements to the Service

- 3.4 H&CS received a comprehensive report from O&S on 18 November 2004 (minute HCS/48 refers), which set out the findings from their visits to Sheltered Housing sites and the various issues that needed to be dealt with following these visits. The committee resolved to accept O&S's recommendations and proceed to implement the work required.
- 3.5 H&CS received a further report in April 2005 (minute HCS/103 refers), which requested that updates on progress be given with outstanding issues. O&S received a number of updates at the meetings of Community Scrutiny (June 2005 - CYS/3; July 2005 - CYS/6; September 2005 - CYS/12; October 2005 - CYS/19) and in November 2005 (minute CYS/23 refers) a full update was provided on the actions completed on outstanding matters raised in O&S's original report of November 2004. It was further resolved that Overview committee would consider the detail for implementing the Sheltered Housing Vision and Standards programme.
- 3.6 O&S has had discussions with officers around a programme of delivery for implementing the Sheltered Housing Vision and Standards (as set out in the Gantt chart appended) at the meeting of Overview on 12 December 2005 (minute OV/19 refers). O&S regard this programme as a critical success factor in the future improvement of the service and will want to maintain a positive interest in ensuring it is implemented effectively. To this end, O&S requests that H&CS

consider how they will resource the implementation of this programme and sets this out in a response to Overview committee.

#### **4.0 Financial Implications**

- 4.1 O&S request that H&CS consider and set out the financial requirements and implications associated with the delivery of the activities set out in the Sheltered Housing Vision and Standards programme.

#### **5.0 Concluding comments**

- 5.1 O&S believe that the Council has made significant improvements to this service and this is a result of the hard work and commitment of the members and employees involved in this service.
- 5.2 O&S would like to thank the H&CS members together with officers from Housing Services Division for their co-operation and help with this work so far.

