
REPORT TO:	COMMUNITY SERVICES COMMITTEE	AGENDA ITEM: 14
DATE OF MEETING:	4 OCTOBER 2001	CATEGORY: DELEGATED/ RECOMMENDED OPEN
REPORT FROM:	HEAD OF COMMUNITY SERVICES	
MEMBERS' CONTACT POINT:	SANDRA WHILES (Ext 5712)	DOC: c:\myfiles\pmw\commserv\communi tyservicescommittee\reports\410\ shelteredhousingreviewopen.doc
SUBJECT:	SHELTERED HOUSING REVIEW	REF: SW/PMW
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: CS6

1.0 Recommendations

- 1.1 To approve a model for the future provision of Sheltered Housing services based on a Community Warden model as described in paragraph 4.34 - 4.59.
- 1.2 To recommend to Finance and Management Committee a revised staffing structure for the Sheltered Housing service as shown at Annexe H.
- 1.3 To recommend to Finance and Management Committee that the council seek volunteers for early retirement/voluntary redundancy in order to minimise any compulsory redundancies.
- 1.4 To recommend to Finance and Management Committee the proposed funding arrangements for meeting the on going and set up costs of the preferred option as described in paragraph 5.2 and 5.3.
- 1.5 To seek tenders for the provision of a cleaning service across the communal areas of the Sheltered Housing stock.
- 1.6 To incorporate grounds maintenance work at Unity Close into the existing grounds maintenance contract.
- 1.7 To set up a Trading Account for the Sheltered Housing service where costs and income are clearly shown and are identifiable as people based and accommodation based services as defined by Supporting People.
- 1.8 To report to members on the financial objectives for the Sheltered Housing service once further guidance on the impact of Supporting People emerges from the Government.
- 1.9 To approve the allocation of special points for rehousing purposes and approve the allocation of secure tenancies in existing or alternative accommodation to persons leaving the service through early retirement/voluntary redundancy.

- 1.10 To approve that where a specific property has been requested by a member of staff that property should be let as normal unless a written request has been received from that staff member for early retirement/voluntary redundancy.
- 1.11 To approve that officers work with residents to develop affordable priorities for environmental improvements in schemes for inclusion in future work programmes.

2.0 Purpose of Report

- 2.1 To recommend to member's proposals for the future delivery of the councils Sheltered Housing service and an associated organisational restructure of the Housing Division.
- 2.2 Community Services Committee are asked to consider and approve the future model of service provision and associated service delivery issues.
- 2.3 Subject to any decisions of the Community Services Committee the Finance and Management Committee will be asked to consider and approve the staffing and financial implications of such decisions.

3.0 Executive Summary

- 3.1 This report provides members with information on a range of options for delivering and improving its Sheltered Housing service.
- 3.2 The proposals in this report represent a significant increase in financial investment and support for housing based support for older and disabled people living in South Derbyshire. The proposals will allow all tenants in Sheltered housing to have access to an improved service.
- 3.3 The report considers how these options fit with the objectives for the review of the service and the vision and parameters of the service as previously agreed by members and details the consultation carried out to inform the recommendations.

4.0 Detail

Introduction

- 4.1 The Sheltered Housing service has developed in an ad hoc way over recent years resulting in a service which is currently delivered unevenly across the district with staff being paid at differing rates and tenants receiving different levels of service depending on where they live.
- 4.2 Annexe A provides some information on the current distribution of service delivery and other background information.

1.3 Members will also be aware of the Best Value Inspection of Sheltered Housing and Warden Services, which concluded:-

“ South Derbyshire District Council provides poor Sheltered Housing and Warden Services for Older People. Tenants are treated unevenly in terms of the services they receive which are dependent on the availability of reducing numbers of staff. The facilities provided vary from good to none at all, and there are different standards in the living environments of the sheltered schemes. The charges tenants pay is the same but the quality of Sheltered Housing and Warden Services they receive varies considerably. “

4.4 In April 2001 Members made decisions on key policy areas affecting the Sheltered Housing service in order that the review and improvement of the service could proceed.

4.5 The April committee report set the objectives for the review as:-

- agreeing a vision for the service
- building a service based on best practice
- ensuring consistency and equality in the standards and the delivery of the service
- engaging partner agencies and service users
- bringing the costs of the service into balance with income in advance of the implementation of Supporting People in April 2003

4.6 At this meeting Members agreed:-

- that older people and disabled people would be supported by the service,
- a vision for the service as the basis for consultation and discussion with Focus Groups,
- service parameters as a basis for consultation and discussion with tenants, staff and key stakeholders and use in determining a new structure of the service and achievable service levels,
- that the Central Control Unit should operate as a dedicated unit
- that the Annual Sheltered Housing meetings would be used to consult tenants and that views and suggestions from the meetings be incorporated into a report to Committee to inform the development of the new service
- that the revised service should work with the Centre for Sheltered Housing Studies to achieving the Code of Practice in Sheltered Housing within 12 months of the establishment of the new service
- that work start on developing a procedural manual to improve consistency and standards in service delivery for the revised service

4.7 In June 2001 the Community Services committee noted the report from the Best Value Inspectors, agreed the minimum standards and proposed service standards for the revised Sheltered Housing service and identified £100,000 to improve the standards of bathroom accommodation in Sheltered Housing schemes as part of the 2002/3 Housing Investment Programme.

Consultation/Information Process

4.8 The table at Annexe B details the consultation/information work carried out in order to identify a revised structure for the Sheltered Housing service.

- 4.9 The consultation process involved work with staff, tenants and Stakeholders. Focus Groups were held in April. The key points from these Focus Groups are shown at Annexe C.
- 4.10 Following the Focus Groups six area tenants meetings were held to explain the vision and services to be provided by the revised Sheltered Housing service and to explore the key issues that had emerged from the Focus Groups, The key points from these area tenants meetings are shown at Annexe D.
- 4.11 Prior to this consultation process an appraisal of the advantages and disadvantages of residential, mobile and area-based services was carried out in discussion with the Centre for Sheltered Housing Studies and key members. This appraisal is attached at Annexe E.
- 4.12 In essence this appraisal shows that if we are to deliver a more equal and flexible service which is based on need we need to move away from a system based on Residential Wardens where these wardens only provide services for their own scheme.
- 4.13 Following the Focus groups and the Sheltered Housing tenants meetings a recommended new structure for the Sheltered Housing service was drawn up as a basis for staff consultation.
- 4.14 This structure was informed by the appraisal mentioned above and the need to move the service towards meeting the objectives outlined in 4.5.
- 4.15 This structure was based on a combination of residential and community Sheltered Housing staff working on an area based approach as part of an integrated housing unit, with Sheltered Housing staff working alongside staff involved in housing advice, allocations, tenancy liaison and tenant participation work.
- 4.16 The proposal included two area based Sheltered Housing Teams, one rural and one urban with three Community Sheltered Housing officers and one Residential Sheltered Housing Officer in each area. A Sheltered Housing Team leader would co-ordinate and supervise the work of these team and would be responsible for co-ordinating social activities in schemes across the district.
- 4.17 A separate Central Control Unit was proposed with six Control Officers and two Relief Officers. A Central Control Unit Teamleader would manage the Central Control service.
- 4.18 An Advice and Liaison Team was proposed, based on the existing structure with the addition of a Senior Tenancy Liaison Officer and a Housing Advice Assistant.
- 4.19 A new post of Housing Strategy and Partnership Manager was proposed with overall responsibility for performance management, developing quality based working procedures and partnership working across the Housing Division.

20 This proposal was based on:-

- being affordable within existing resources,
- maintaining the existing service charges to tenants,
- moving towards a more even distribution of service
- dealing with associated issues such as cleaning, grounds maintenance
- facilitating better partnership working e.g. with Health and Social Services.
- integrating the delivery of Sheltered Housing into the housing advice, liaison and allocations services
- developing clear service procedures and practices to support consistency and quality

Statutory Consultation – Staffing Issues

- 4.21 On 9 July 2001, the Council issued a Section 188 Notice - under the Trade Union and Labour Relations (Consolidation) Act 1992 to trade union representatives and employees in the Sheltered Housing and Advice and Liaison services. This formal consultation document identified the Authority's requirement to change the staffing structure and reduce the overall number of staff directly affected by this decision, and change the terms and conditions of employment for some employees. It outlined the reasons for the proposal, proposed staff numbers affected the method of selection, timetables, and the level of redundancy payments proposed to be made.
- 4.22 The Section 188 notice also required the Authority to provide employees and their representatives with a revised structure, job descriptions and person specifications, for their information, and to provide them with the opportunity to comment, and have their comments meaningfully considered. Consultation documents also identified where management believed substantive changes would not be made to posts i.e. (where at least 80% of the post would remain unchanged).
- 4.23 Management then met with all employees affected by this report and their trade union representatives, having provided them with a copy of a Section 188 Notice, and consultation information pack as outlined above. Management briefed them on the contents and responded to any initial queries from staff. Staff were then be given a formal consultation period to respond from 9 July 2001 to 6 August 2001.
- 4.24 It was confirmed to staff that all consultation responses would be circulated to members of the appropriate committee and management for consideration prior to any report going to committee for approval. Also that where it was felt both appropriate, and within the capabilities of the organisations management would incorporate relevant responses into their final recommendations.
- 4.25 Annexe F provides details of feedback from the formal consultation process, including the formal responses to the staff consultation exercise and an analysis of the feedback received during this period from tenants. This Annexe is in exempt because it contains information from named individuals.

Responding to Issues Raised within the Consultation Process

- 4.26 Members have also met with staff and tenants as part of the consultation process. Annexe G provides details of the issues emerging from this consultation.

- 4.27 This information has been analysed and will be used to inform the detail of changes to how the service is delivered. In particular the points on the security of sheltered accommodation, how the emergency out of hours service will work and the need for staff training and clearly set standards for working practices will be taken into account before any changes are put into practice
- 4.28 Member's interest and involvement in this consultation process, including their meetings with staff and tenants has added to the quality of the feedback to inform the recommendations in this report.
- 4.29 Management have incorporated relevant responses from this range of sources into the model recommended to members for adoption as a way forward.
- 4.30 Annexe H provides an assessment of the advantages and disadvantages of the alternative models for service provision put forward as part of the consultation process. It also considers how well each proposal meets the criteria established by the Housing and Environment Committee in April.
- 4.31 Salary grades in all options but one have been set by carrying out a market testing exercise, including reference to Single Status authorities. The union has been made aware of the basis of this market testing work.
- 4.32 Members should be aware that the current salary anomalies in the service are longstanding. Informal agreement has been reached in the past with unions that complaints about these inequalities will not be actively pursued as a review of the Sheltered Housing service has been anticipated for several years.

A Way Forward

- 4.33 A key issue within the consultation has been concern over the proposed number of Wardens in relation to the number of residents that they support. With this in mind, the original option has been amended to provide for two additional Wardens plus four Relief Wardens and one Relief Central Control Officer.
- 4.34 At the same time the proposal seeks to remain within existing resources by deleting the proposed post of Senior Tenant Liaison Officer, reducing the number of staff in the Central Control Unit and incorporating certain building maintenance costs within the overall building maintenance budgets by reprioritising spending in these budgets. Clearly there will be service consequences in making this change but overall they are considered to be worthwhile to enable an increased number of Community Wardens.
- 4.35 Option 4 based on Community Wardens is recommended as the best way forward for the authority. Annexe I shows the proposed structure for this option.
- 4.36 The Sheltered Housing service would be integrated into an Advice, Liaison and Sheltered Housing service under one Manager with operational team leaders co-ordinating and leading the work in three teams as well as being involved in delivering services.
- Sheltered Housing Team
 - Central Control Unit
 - Advice and Liaison Team

Sheltered Housing Team

- 4.37 The proposed Community Warden model provides for 10 Community Wardens working across the District and being responsible for delivering services to all tenants in their community.
- 4.38 These Community Wardens will comprise the Sheltered Housing Team.
- 4.39 Annexe J shows how it is proposed to split the District in terms of which Sheltered Housing schemes would be included in each Community Wardens area.
- 4.40 We have not yet carried out the detailed individual assessment of the level of need for visits for each tenant. Once a decision on the staffing structure is made progress can be made towards implementing service improvements, including this detailed needs assessment by the relevant Community Warden. Until staff are placed in their new roles, and in particular, the Central Control Unit is fully staffed and able to draw up the database for visits and calls it will be necessary to assess needs from existing knowledge of tenants needs
- 4.41 The proposed staffing numbers will allow for every unit of accommodation to be visited at least three times one week and two time the next week. This working pattern is currently in place for many existing schemes and Wardens
- 4.42 A desktop needs assessment exercise will be carried out for all tenants before any changes are made. This will use the experience and knowledge of existing Wardens in their current roles. Wardens will identify tenants who require a more frequent visiting service because of their individual needs. They will also identify which tenants require phone calls from the Central Control Unit over the weekends and which tenants currently receive service from their Wardens which fall outside of the service areas agreed by members so that alternative arrangements can be put in place before the new service starts
- 4.43 Five relief staff would be employed in the service to assist the Community Wardens and the Central Control Unit as necessary. This would include covering for holidays, sickness and day-day service pressures in areas with particular needs
- 4.44 The emergency out of hours service would be provided by the Community Wardens working on a rota basis. Two Community wardens would be on call at any one time, one covering the north of the District and one the south to ensure a prompt response to emergency situations. Emergency calls will be received in the Central Control Unit who will use the nearest member of staff to attend. Having two wardens on calls will improve the service by having a second person available for back up and support.
- 4.45 Community Wardens would work from schemes in their area but would not be required to be residential. Where existing Residential Wardens already live on schemes they would be able to stay in this accommodation, but without abated rental being paid.
- 4.46 Social activities would be co-ordinated across all schemes by the Sheltered Housing Teamleader working with their staff and the voluntary sector.

- 4.47 The Sheltered Housing Teamleader would be based at the Civic Centre but would be expected to meet monthly with each Community Warden to monitor and support their work. By being based at the Civic Offices the Team Leader will be able to work alongside the Advice and Liaison Team leader so that allocations and support packages are more appropriately managed. For example this may assist disabled Sheltered Housing tenants who may have particular support needs outside of the standard service provided by the council.
- 4.48 The Community Wardens would meet regularly as a team to co-ordinate work, develop working practices and, particularly in early days, undergo training to support their work.

Central Control Unit Team

- 4.49 The proposals are for a Central Control Unit of six Central Control staff and one Relief Officer. These will be managed by the Central Control Unit Teamleader, who would be based at Granville Court and responsible for the operation of the Central Control Unit.
- 4.50 Emergency out of hours response would be provided through Granville Court with the Community Wardens working on a standby rota so that support in the field is available where required.

Advice and Liaison Team

- 4.51 The proposals are for an Advice and Liaison Team comprising three Tenancy Liaison Officers, two Housing Advice Officers and an Advice Assistant. The team would be co-ordinated by a Teamleader who would also be involved in casework. All staff would be based in the Civic Centre.
- 4.52 This Team will work very closely with the Sheltered Housing Team so that housing allocations and support in tenancy matters for older and disabled people is developed and delivered in a way which is accessible and appropriate to the needs of these tenants.

Partnership Working

- 4.53 The Advice, Liaison and Sheltered Housing Manager will be responsible for developing and managing the whole service, including working with senior managers in Health, Social Services and the voluntary sector to develop and deliver partnership working. The Sheltered Housing Teamleader in particular will be responsible for making sure that partnership working operates at the service level.
- 4.54 Protocols and joint working agreements would be developed with Social Services, Health and the voluntary sector to deal with such issues as hospital discharge, assessment of care packages, joint assessment for people with particular needs, referrals for money advice services.
- 4.55 A new post of Housing Strategy and Partnership Manager is proposed with overall responsibility for performance management, developing quality based working procedures and partnership working across the Housing Division.

Managing the Service

- 4.56 During the course of this review it has been evident that many of the historic difficulties in the Sheltered Housing service have been made worse by an ineffective management structure in the Housing Division. In particular this has been exacerbated by a lack of management at the operational level to manage and co-ordinate the day to day provision of the Sheltered Housing service.
- 4.57 Sheltered Housing works in isolation from the rest of the housing service. In addition it is unrealistic for one manager to be directly responsible for line managing up to 38 dispersed staff, including a 24 hour a day control room and deal with the development of the service.
- 4.58 Comparison across the authority highlights the differences in the senior management structure in the Housing Division. In part this influences the ongoing performance of the service and its capacity to drive through the service changes and improvements that are required.
- 4.59 The proposed structure reduces the number of senior managers in the Housing Division by one post, whilst building in three front line operational team leaders to co-ordinate and deliver day to day services.

Other Issues Addressed within the Review of Sheltered Housing Services

- 4.60 In addition to staffing issues, there are a number of other issues that needed to be addressed within the review of the Sheltered Housing Service. These are covered below.

Cleaning

- 4.61 The current arrangements for the cleaning of communal areas are based on part time cleaners working in some schemes with no provision in other schemes. Some communal areas, such as stairs, are not cleaned, apart from by residents.
- 4.62 This does not provide an acceptable level of accommodation for residents and indeed was one of the issues raised within the Best Value Inspection.
- 4.63 It is proposed that a specification is drawn up and tendered for cleaning across all communal areas. The proposals put forward above include a budget of £50,000 to be earmarked for this purpose from within the Building Maintenance budgets. This will require a reprioritisation of these budgets for 2002/3

Grounds Maintenance

- 4.64 Ground maintenance at all schemes apart from Unity Close is dealt with by a contract with the DSO.
- 4.65 It is proposed that ground maintenance at Unity Close be incorporated into the existing arrangements with additional costs met through the Housing Maintenance budget.

- 4.66 However, it is recognised that the environment around and within schemes has great influence on the wellbeing and mental health of residents. It is therefore suggested that officers work with residents to identify their priorities for environmental improvements, which are affordable. Any ideas will be brought to members as part of future budget and service planning work.

TV Licences

- 4.67 Concessionary TV licences at £5.00 per unit are only available to people living on certain schemes where there is a Resident Warden. 198 tenants are currently eligible for this. The proposed move to Community Wardens would result in these tenants no longer being eligible for these concessionary licences.
- 4.68 As Resident Wardens have been removed in the past the council has covered the increased costs to individual residents who lost their concession until such time as they become eligible for the reduced fee when they reach 75 years of age. 26 residents currently enjoy this protection at the cost of £3,600 in 2000/01.
- 4.69 Of the remaining 942 tenants approximately 350 are aged 75 or over and are eligible for the reduced licence referred to above.
- 4.70 The Government has indicated that it is looking at the implications of the removal of TV licence concessions where landlords change the nature of their warden service. No decision has yet been made and any change would require Parliamentary approval.
- 4.71 In order to smooth the transition for tenants towards these new arrangements, it is proposed that the Council meets the additional costs of TV licences for tenants who lose their current concession for a period of two years. This is estimated at £48,000.
- 4.72 This will give tenants sufficient time to provide for this change. This one-off cost has been provided for within the initial set up costs associated with implementing the proposed option.

Building Improvements

- 4.73 The consultation has highlighted how important building security and safety is for tenants.
- 4.74 The council has had a programme of improving security at sheltered schemes for several years. This has included fitting door entry systems onto communal doors and improving lighting around schemes.
- 4.75 An audit of the remaining works needed to bring all entry systems up to a high standard has been carried out. This work will be progressed so that all necessary improvements to locks and door entry schemes to communal areas are completed before any changes are made to the staffing structure. The costs of this work can be met within existing budget provision.
- 4.76 Further improvements to the lighting around schemes will be built into the work programme for 2002/03.

Longer Term Financial Strategy

- 4.77 It is still not clear how the introduction of Supporting People may affect the council's ability to subsidise their sheltered housing services. However, it is clear that at some stage after April 2003 the Supporting People Commissioning body will be reviewing existing Sheltered Housing services and will be considering the cost and value for money of such services as part of their commissioning process
- 4.78 The current budget for the Sheltered Housing service does not show income into the service, does not include all costs, such as grounds maintenance or separate out the people based and the building based costs.
- 4.79 It is proposed that the budget be redrawn to move towards a Trading Account so that the costs and income are more transparent.
- 4.80 Once the financial implications of Supporting People are clearer and the disaggregation of budgets completed it is intended to bring back information to members so that they are able to revisit the financial objective agreed at the April 2001 Housing and Environment committee and, if necessary, agree a strategy to close any funding gap.

5.0 Financial Implications

- 5.1 The Financial Implications of the proposed option are set out in the table below. These costs have been assessed on the basis of identifying the existing cost of those elements of the service which will change, and assessing how much these items will cost under the new structure.
- 5.2 In overall terms the proposal will increase costs by £48,000 per year. These are summarised in the table below:-

	£,000
Estimated Costs (where structure has changed)	492
Existing Costs (where structure has been changed)	
Net Savings	(2)
Cleaning Contract	50
Net Cost of Proposed Option.	48

It is proposed that the additional cost related to the cleaning contract could be met from reprioritising the building maintenance budget so that money is released to cover the cost of the cleaning contract

- 5.3 The above costs are based on staff at the bottom of the salary scale. These costs will rise over a period of 4 years by a maximum of £50,000 as staff move through their grade.

- 5.4 In addition to the above cost, there will be initial set up costs from implementing the new structure. These are estimated to be £113,000. The table below summarises these costs.

	£,000
Redundancy and Retirement Costs (estimated)	45
Set Up Costs	20
TV Licences – for two years only	48
Total Set Up Costs	113

It is proposed that the set up costs could be funded from the HRA working balances. It is also possible that certain costs associated with early retirement and redundancy could be capitalised.

Long Term Financial Considerations – Supporting People

- 5.5 Currently, the cost of the Sheltered Housing Service is funded from:-

- Rents paid by residents
- Housing Benefit – paid to help those on lower incomes
- Other rent income within the Housing Revenue Account and Housing Subsidy.

- 5.6 From April 2003 the Government is introducing new arrangements for funding Sheltered Accommodation as part of the Supporting People initiative. The main changes are as follows.

The Housing Revenue Account will only cover the accommodation-related costs of sheltered housing. This will continue to be financed from:-

- Rents paid by residents
- Housing Benefit – paid to help those on lower incomes
- Other rent income within the Housing Revenue Account and Housing Subsidy.

The care costs associated with sheltered housing (e.g. Warden care and Central Control Unit) will transfer to the General Fund. These will be financed from:-

- Supported people grant – administered by the County Council
- Charges paid by residents.

- 5.7 Under the new arrangements, steps are being taken by the Government to ensure that initially all residents in receipt of housing benefit will not suffer increased costs. The position for residents, who do not receive any benefit, is less clear.

- 5.8 Although it is impossible to assess precisely, these changes will also have a financial consequence on the Council.

- 5.9 The net cost of delivering sheltered services is approximately £300,000. This is currently met by the housing revenue account and will transfer to the General Fund.

- 5.10 The Government has indicated that this “subsidy” will be covered by supporting people grant. The grant will also need to cover the care related costs of sheltered accommodation that will no longer be met from Housing Benefit.

- 5.11 The supporting people grant will be administered by the County Council, who will enter into funding agreements with providers of sheltered housing i.e. South Derbyshire.
- 5.12 The funding agreement is likely to pay for a certain number of places each year. This carries a number of risks as follows:-
- There is no guarantee that all places currently provided by the Council will be funded
 - There is no guarantee that the payment will cover the full cost of providing the service including the subsidy currently paid from the Housing Revenue Account.
- 5.13 In reality it is expected that during the first two transitional years the County Council will work with districts to ensure that sufficient funds are made available to minimise any imbalances.
- 5.14 Over the longer term the position could be different. There is a clear expectation that authorities will have carried out Best Value Review to deliver good consistent sheltered housing services.
- 5.15 If the quality of care provided is poor or inconsistent compared to other providers it will be harder for Social Services to award contracts to poorly performing providers.

6.0 Corporate Implications

Personnel Implications

- 6.1 As contained in the main report and accompanying annexes. However in addition it is important to note: -

Accommodation Issues

- 6.2 Several members of staff who have expressed an interest in information on VER/VR are currently residential wardens, living on schemes with service tenancies who would have to be rehoused or offered secure tenancies of their existing properties. It is therefore suggested that each case is treated on its individual merits with additional priority being given on the Housing Register to those wardens who are leaving the service under these circumstances. It is normal practice for such staff to be rehoused away from the scheme on which they have been employed
- 6.3 Some members of staff have already expressed an interest in specific properties that are becoming available and a decision is needed as to whether these properties should remain vacant until the outcome of the review is decided or whether they should be let through the normal process having no regard to the current exercise.

Short-term temporary appointments

- 6.4 If members are not minded to agree to a revised service model and structure there will be a need to recruit temporary Mobile Wardens / Controllers to supplement existing staffing until a final decision on the way forward is reached

6.5 If any interim temporary appointments are required these would be on short-term temporary contracts, under current terms and conditions of employment.

7.0 Community Implications

Implications for Tenants

7.1 The proposals would mean that all tenants receive the majority of their services from one Community Warden and that the service would be more equal and consistent across all schemes

7.2 Community Wardens will be trained, supported and working to consistent service procedures so that the quality of service will be improved across the district.

7.3 Community Wardens will work alongside other agencies to help tenants get access to services provided by these agencies

7.4 All tenants will receive an improved service which will be provided consistently by trained Wardens and Central Control Unit staff working alongside colleagues who deliver housing management and advice services

7.5 The Central Control Unit will be staffed by trained staff specialising in responding to the needs of older and disabled people, particularly in emergency situations

8.0 Conclusions

8.1 The report presents information to members on the issues raised by the consultation work carried out around the review of the Sheltered Housing service.

8.2 The report identifies a series of steps which the council can take to move towards an improved, more equitable and even Sheltered Housing service.

8.3 The proposed model of Community Wardens will allow the council to deliver an improved service to tenants across the District as well as bring the Sheltered Housing service into the wider delivery of the councils housing service so that all housing services to older and disabled tenants are integrated

9.0 Background Papers

9.1 Contents of Sheltered Housing files