

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

Improvement Actions	Lead Officer	Implementation Actions	Target Date	Status	Customer Outcomes
Resolve access and safety issues	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Undertake joint inspections with the fire service	March 2001	Completed	Ensure the provision of a safe environment. Reduction in time taken to answer calls through communications equipment
		Review fire and other emergency procedures – introduce via staff training	March 2001	Initial review and introduction completed. Further reviews on-going	
		Follow up inspection/Audit of required actions by Safety Officer	March 2001	Completed. Spot checks continue via Health and Safety Officers	
		<i>Introduce testing regime for all Lifelines</i>	<i>May 2002</i>	Completed	
		<i>Improve fire notices throughout Schemes</i>	<i>May 2002</i>	Completed	
		<i>Introduce Fire Safety Awareness training for all Community Wardens in conjunction with the Fire Service</i>	<i>August 2002</i>	In progress through discussions with the Fire Services Fire Safety Officer	
		<i>Install fire doors to Schemes</i>	<i>April 2003</i>	Allocation of monies agreed.	
		<i>Upgrade community alarm / communications systems</i>	<i>December 2002</i>	Allocation of monies agreed. 95% complete	
		<i>Install and connect fire alarms to Central Control</i>	<i>December 2002</i>	Allocation of monies agreed	
		<i>Connect door entry systems to Central Control</i>	<i>May 2003</i>	Completed December 2002.	
		<i>Introduce fire alarm testing regime</i>	<i>April 2002</i>	Completed	
		<i>Commence programme of furnishing replacement in communal areas to fire retardant standards</i>	<i>November 2002</i>	Consultation completed. Orders placed.	

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

<p>Consider and appraise a range of alternative service models</p>	<p>Head of Community Services</p>	<ul style="list-style-type: none"> Identify and appraise a range of alternative service models in the context of suitability for South Derbyshire Consult with key partners to ensure service model fits into wider picture of care in the community and promoting independence Background research into models & appraise each model in terms of local use, costs advantages and disadvantages, associated structure for Housing Services Staff consultation on structure Consultation with partners Committee approval of new service model. 	<p>April 2001</p>	<p>Completed November 2001</p>	<p>Clarity of service to customers Promotes wider choice of available services</p>
<p>Parameters for the service, which reflect good practice should be established</p>	<p>Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader</p>	<ul style="list-style-type: none"> Research best practice and define parameters for service in South Derbyshire, linking to the work on service specification and standard service models Implement newly defined parameters <p><i>Research and consider accreditation to the Centre for Sheltered Housing Studies service standards</i></p> <p><i>Develop Scheme specific service charges</i></p>	<p>April 2001</p>	<p>Completed March 2002</p>	<p>Clarity of service to customers</p>
		<p><i>Research and consider accreditation to the Centre for Sheltered Housing Studies service standards</i></p>	<p>October 2002</p>	<p>Membership gained November 2002, on Building Blocks Programme. Working towards full accreditation by April 2004.</p>	
		<p><i>Develop Scheme specific service charges</i></p>	<p>April 2003</p>	<p>Draft programme in place.</p>	

Service specification & standards to be agreed with tenants and partner organisations	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Detailed service specification and standards drawn up following appraisal of alternative service model options Service specification and standards agreed with tenants and partner organisations Consultation with tenants in relation to other service provision (e.g. laundry facilities)	June 2001 June 2001 December 2003	Completed November 2001 Completed November 2001	Clarity of service to customers
Introduce and monitor performance management systems	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Determine performance management system, based on agreed service specification & standards, to include performance targets, performance indicators, and operating procedures Commence implementation of enhanced performance management systems	June 2001 July 2002	Completed April 2002 On-going	Ensures services delivered to the agreed standards
Develop service specific communication & participation strategies	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	<ul style="list-style-type: none"> • Strategy for communication required with staff & tenants throughout immediate change process. This will include written information and meetings • Programme of staff training & information meetings set up across Housing Division, to introduce new service procedures & improve communication & cross service working 	April 2001	Completed	Ensures services delivered to the agreed standards Allows customers to contribute to service improvements

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

Develop tenant participation strategy that will ensure that all older tenants have the opportunity to contribute	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Tenant Participation Officer to work with Sheltered Housing Manager & Tenants Advisory and Consultation Team to identify how older tenants can be given the opportunity to participate	June 2001	Initial assessments completed	Allows customers to contribute to service improvements Secures continuous improvement to service delivery
		Next round of Sheltered Housing Annual meetings to be used to develop Tenant Participation Strategy to ensure all older tenants have the opportunity to contribute	June 2001	Consultation carried out at, however specific strategy has not been agreed	
Acceptable standards of accommodation to be agreed	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader / Building Maintenance Manager	Commencement of consultation to be used to develop Sheltered Housing Tenant Participation Strategy	March 2003	Commenced November 2002.	Ensures the provision of a safe and pleasant environment which meets the needs of customers
		All Sheltered Housing customers to be consulted to determine in which ways they wish to be involved in the consultation process	February 2003	Commenced November 2002.	
		Standards of accommodation drawn up and agreed with tenants	June 2001	Outstanding revised target date September 2002	
		Appraisal of costs of bringing accommodation up to agreed standards & ongoing maintenance costs, to inform decision on priorities & options	June 2001	On-going	
		Complete options appraisal for difficult to let Sheltered Schemes	September 2002	Completed November 2002	
		Consider options appraisal for difficult to let Schemes & include decisions in the 2003/4 Investment Programme	March 2003	On-going	
		Consultation with residents on Willoughby House Improvement plans	October 2002	Completed August 2002.	
		Immediate safety problems have been resolved	June 2001	Completed	
		Commence Willoughby House improvements	March 2003	Commenced November 2002.	

Investigate tenants concerns over allocations to younger tenants	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Allocations decisions and policy to be reviewed for all schemes	June 2001	Completed via interim measures to ensure no allocations to under 60 year olds within schemes	Provision of a safe and stable environment
		Meeting to be held at Smallthorne Place w/c 5 th March 2001	March 2001	Completed	
		Identify any mixed allocations in schemes and review risks	June 2001	Completed	
		Tenants meetings to identify any concerns & options	June 2001	Outstanding – This issue to be addressed upon commencement of monthly scheme meetings, target date September 2002	
		Review how allocation decisions are made and involve sheltered housing staff	June 2001	Completed via interim measures to ensure no allocations to under 60 year olds within schemes	
		Review Allocations Policy and Procedures with the involvement of all staff	September 2002	Draft in place – now in consultation.	

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

Increase access to communal areas	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	Audit existing use	June 2001	Outstanding – revised target date September 2002	Enable social inclusion of isolated tenants in ways which best meet their needs
		Explore options for increasing access to communal areas with Social Services & Voluntary Sector	June 2001	Limited progress Discussions with other providers have commenced with monthly scheme meetings to be used to determine types of events & activities required by residents.	
		Increase social activities in Schemes	December 2002	On-going	

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

<p>Contribution of services to the quality of life of older people clearly outlined in strategic documents, including those of partners</p>	<p>Head of Community Service / Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader</p>	<p>Clarify with partners arrangements for South Derbyshire District Council involvement in development of strategic documents</p>	<p>June 2001</p>	<p>Limited progress, however new consultation and networks recently developed have ensured involvement by partners in the development of SDDC's Housing Strategy and Business Plan, and have ensured SDDC's involvement in partner strategies and Reviews</p>	<p>Ensures clarity of Sheltered Housing Service parameters Allows support of other service providers to the Service</p>
		<ul style="list-style-type: none"> • Write to Social Services, health & voluntary sector to identify current mechanisms for involvement and options for improvement 	<p>June 2001</p>	<p>Ongoing</p>	
		<ul style="list-style-type: none"> • Review how SDDC currently inputs to key planning groups 	<p>June 2001</p>	<p>Ongoing</p>	
		<ul style="list-style-type: none"> • Identify areas of joint working where joint training or protocols required and draw up timetable to timetable to achieve 	<p>June 2001</p>	<p>Ongoing</p> <p>Meetings with Social Service and Health have taken place & agreement reached on joint working capacities.</p>	

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

<p>Allocations Policy review and training for staff, including key partner agencies</p>	<p>Advice, Liaison & Sheltered Housing Manager</p>	<ul style="list-style-type: none"> Review Allocation Policy in light of information on detailed allocations in each scheme Introduce Allocation Policy to Housing staff and staff in key partner agencies Review Allocations Policy & role of Sheltered Housing staff in allocations <p>Review and publicise rent incentive schemes</p>	<p>June 2001</p>	<p>Delayed until September 2002 to take account of the Homelessness Act 2002</p> <p>Outstanding Pilot Incentive to Move Scheme before Committee on 18th July 2002</p> <p>Completed -- Service tenancies no longer applicable</p>	<p><i>Provision of a safe and stable environment</i></p>
<p>Consider ending practice of allowing Wardens to remain in their service accommodation upon leaving employment</p>	<p>Head of Community Services / Advice, Liaison & Sheltered Housing Manager</p>	<p>Report to June meeting of Housing & Environment Committee</p>	<p>June 2001</p>	<p>Clarity of roles and responsibilities of employees & residents</p>	<p><i>Clarity of roles and responsibilities of employees & residents</i></p>
<p>Assess Housing Needs (current & projected) of older people in partnership with key agencies</p>	<p>Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader</p>	<ul style="list-style-type: none"> Review current housing needs and survey methodology in relation to how housing needs of older people are assessed in partnership with key agencies Introduce any necessary changes to future housing needs surveys 	<p>June 2001</p>	<p>Needs mapping exercise undertaken as part of Supporting People regime</p> <p>Consulted in relation Social Services Best Value Review of Older Persons services</p>	<p><i>Ensure appropriate housing & services are in place to meet the needs of current & future customers</i></p>

SHELTERED HOUSING IMPROVEMENT PLAN

Annex A

Revise information currently available & sources of information	Advice, Liaison & Sheltered Housing Manager / Sheltered Housing Team Leader	<ul style="list-style-type: none"> Discuss options with Council's Publicity Officer Draw up service leaflet & communications strategy for Sheltered Housing Service 	June 2001	Interim amendments underway, pending further alteration to service provision	Ensure provision of appropriate information & advice for customers and their relatives / carers
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 Allocations & Register Estate Management Rents / Service Charges Warden Support & Alarm Services Repairs & Maintenance Tenant Participation	Head of Community Services / Advice, Liaison & Sheltered Housing Manager	Incorporate as part of an overall Review of Housing Services commencing in September 2001	September 2001	Ongoing	Secure continuous improvement to services
Develop a vision for the role of the service in the context of community care & promoting independence	Advice, Liaison & Sheltered Housing Manager	<ul style="list-style-type: none"> Vision for service to be developed as part of the review of the total housing service to be started in September 2001 Identification & appraisal of range of alternative service models will involve consultation with key partners 	October 2001	Ongoing	Ensure clarity of service provision
		<i>Develop interim vision statement to focus service on it's main objectives</i>	October 2002	On-going	
		<i>Develop Strategic Vision for the service</i>	March 2003	In progress	

