

**SHELTERED HOUSING & WARDENS SERVICE BEST VALUE REVIEW  
IMPROVEMENT MEETING**

**KEY POINTS FROM THE FOCUS GROUP MEETINGS**

- Residents should feel safe and secure.
- A warden should be available 24 hours a day.
- Concerns raised over mixing the young with the elderly.
- Residents should have privacy and suitable accommodation.
- Residents lack awareness of what Sheltered Housing services are provided.
- The need for someone to deal with prescriptions.
- Residents should be able to make independent choices as to the level of service they wish to receive and be able to change this according to their needs.
- The majority wishes wardens to visit twice a week and to receive some contact at the weekend.
- Warden visits should be at a time that suits the resident.
- Central Control Unit should contact residents according to their needs or when the warden is absent.
- The high importance of a 24 hour, 365 days a year emergency contact point.
- Social activities should be opened up to the wider community and organised centrally with resident involvement.
- The need for a team approach by Housing and partners in order to deliver a united service to Sheltered housing residents.

SDDC Supported Housing Service  
Minimum Service Standards for the Supported Housing Service

Proposed minimum service standards for the Sheltered Housing service are:

- emergency calls answered through the CCU within 30 seconds for 24 hours a day 365 days per year
- suitable response to emergency calls put in place within 5 minutes of call being answered
- applications for new Lifelines acknowledged within 2 working days of receipt of application
- installation of new Lifelines carried out within 5 working days of receipt of application
- client details inputted and amended in CCU within 12 hours of receipt
- regular contact visits to tenant in SH schemes, with frequency based on need, with a minimum of one contact visit per week unless tenant positively opts out of contact visits
- regular phone calls to tenants in SH schemes, with frequency based on need, with a minimum of two contact calls per week unless tenant positively opts out of contact calls
- planned visits to review needs, update information and test equipment at least every six months for all service users.

Service Standards and Work Required to Establish Revised Service

Service	Delivered By	PI/Targets/Standards	Set Up Task	Responsible Officer for Set Up Tasks
<u>Building Based Services</u>	<ul style="list-style-type: none"> <li>• SDDC</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate window locks fitted to all external windows</li> </ul>	<ul style="list-style-type: none"> <li>• Audit existing provision and draw up programme to meet standard</li> <li>• Upgrade door and window locks as appropriate</li> </ul>	Planned Mice Office
Provision of safe and secure accommodation	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• External Contractor</li> </ul>	<ul style="list-style-type: none"> <li>• Monthly monitoring/test visits of communal areas</li> <li>• Annual inspection of fire extinguishers, emergency lighting etc</li> </ul>	<ul style="list-style-type: none"> <li>• Draw up procedures and introduce via staff briefing and training</li> </ul>	SH & CCU TL  Responsive Officer Repairs
Routine monitoring of fire and emergency procedures and equipment	<ul style="list-style-type: none"> <li>• SH staff</li> </ul>	<ul style="list-style-type: none"> <li>• 6 monthly in homes/monthly in communal areas</li> </ul>	<ul style="list-style-type: none"> <li>• Draw up procedures and introduce via staff briefing and training</li> </ul>	SH & CCU TL
Testing of alarms and communication equipment in communal areas and in homes	<ul style="list-style-type: none"> <li>• SH staff</li> </ul>			

Service	Delivered By	PI/Targets/ Standards	Set Up Task	Responsible Officer for Set Up Tasks
Security of buildings with communal access points.	<ul style="list-style-type: none"> <li>Responsive Repairs</li> <li>SH staff</li> </ul>	<ul style="list-style-type: none"> <li>Door entry systems provided at all communal entrances</li> <li>Monthly check</li> </ul>	<ul style="list-style-type: none"> <li>Audit existing provision and draw up programme to meet standard</li> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	Planned Mice Officer SH & CCU TL
Repairs and maintenance in communal areas e.g. grounds maintenance (including monitoring and reporting defects)	<ul style="list-style-type: none"> <li>Responsive Repairs</li> </ul>	<ul style="list-style-type: none"> <li>Emergency repairs same day</li> <li>Urgent repairs within 3 days</li> </ul>	<ul style="list-style-type: none"> <li>Review grounds maintenance contracts and incorporate gardens currently maintained by "handymen" posts</li> <li>Clarify SH/CCU staff role in reporting and monitoring via procedures and introduce via staff briefing and training</li> </ul>	Responsive Repairs Officer & CCU/SH TL
Cleaning (including supervision and monitoring standards) of communal areas	<ul style="list-style-type: none"> <li>External contract</li> </ul>	<ul style="list-style-type: none"> <li>Monthly monitoring by SH staff</li> </ul>	<ul style="list-style-type: none"> <li>Draw up tender documents</li> <li>Advertise and appoint contractor</li> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	Planned Mice Officer SH&CCU TL
Lift testing and maintenance	<ul style="list-style-type: none"> <li>External contract</li> </ul>	<ul style="list-style-type: none"> <li>Annual inspection</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	
Management and co-ordination of communal facilities, e.g. communal lounges, laundry, guest bedrooms, payphones, refuse areas.	<ul style="list-style-type: none"> <li>SH staff</li> </ul>	<ul style="list-style-type: none"> <li>To be set</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Maintaining scheme inventory.	<ul style="list-style-type: none"> <li>SH staff</li> </ul>	<ul style="list-style-type: none"> <li>Annual check</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Day-day caretaking	<ul style="list-style-type: none"> <li>Responsive Repairs</li> </ul>	<ul style="list-style-type: none"> <li>Emergency repairs same day</li> <li>Urgent repairs within</li> </ul>	<ul style="list-style-type: none"> <li>Clarify SH/CCU staff role in reporting and monitoring via procedures and introduce via staff briefing and training</li> </ul>	Responsive Repairs Officer and SH/CCU TL

Service	Delivered By	PI/Targets/ Standards	Set Up Task	Responsible Officer for Set Up Tasks
<p><b>Customer Based Services</b></p> <p>Introducing new tenants into the service and their Sheltered Housing (SH) scheme, and helping them settle in.</p>	<ul style="list-style-type: none"> <li>SH staff/TLO</li> </ul>	<ul style="list-style-type: none"> <li>Introduction visits at same time as Tenant signs up tenancy agreement</li> <li>Customer information pack provided</li> <li>Customer information entered onto CCU system within 12 hours of receipt</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> <li>Produce customer information pack in partnership with CVS Information project</li> </ul>	<p>SH/CCU TL and A&amp;L TL</p> <p>SH/CCU TL/TPO with CVS</p>
<p>Introducing new Lifeline users to the service.</p>	<ul style="list-style-type: none"> <li>SH staff</li> </ul>	<ul style="list-style-type: none"> <li>Applications for new Lifelines acknowledged within 2 working days of receipt</li> <li>Installation of new Lifelines within 5 working days of receipt of application</li> <li>Customer information pack provided</li> <li>Customer information entered onto CCU system within 12 hours of receipt</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	<p>CCU TL</p>
<p>Contact visits</p>	<ul style="list-style-type: none"> <li>SH Staff</li> </ul>	<ul style="list-style-type: none"> <li>Frequency based on need</li> <li>Minimum one visit per week</li> </ul>	<ul style="list-style-type: none"> <li>Audit customers requirements</li> <li>Agree visit frequency with reference to contact phone calls etc</li> <li>Draw up staffing rotas to take account of required visits and out of hours emergency response services</li> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	<p>SH/CCU TL</p>

Service	Delivered By	PI/Targets/Standards	Set Up Task	Responsible Officer for Set Up Tasks
Contact phone call	<ul style="list-style-type: none"> <li>CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>Frequency based on need</li> <li>Minimum two calls per week</li> </ul>	<ul style="list-style-type: none"> <li>Audit customers requirements</li> <li>Agree contact phone call frequency, with reference to contact visits</li> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Six monthly review	<ul style="list-style-type: none"> <li>SH staff</li> <li>CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>Review of need, customer information and test equipment</li> <li>Client details amended in CCU within 12 hours of receipt</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedure and checklist and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Obtaining prescriptions, shopping, pensions etc., for customers in emergency situations only	<ul style="list-style-type: none"> <li>SH staff/ CVS volunteer service/SS</li> </ul>	<ul style="list-style-type: none"> <li>To be developed with CVS/SS</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
24 hours, 365 days per year response to emergency situations	<ul style="list-style-type: none"> <li>CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>Emergency calls answered within 30 seconds</li> <li>Suitable response to emergency call put in place within 5 minutes of answering call</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing through CCU</li> <li>Set up out of hours emergency rotas</li> <li>Equip staff to deal with emergencies (training, maps, equipment)</li> </ul>	CCU /SH TL
Assisting next of kin and appropriate agencies in the event of death of a resident	<ul style="list-style-type: none"> <li>SH staff</li> <li>CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>To be developed</li> </ul>	<ul style="list-style-type: none"> <li>Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
In respect of short term illnesses only, remind residents to take medicines	<ul style="list-style-type: none"> <li>SH staff</li> </ul>	<ul style="list-style-type: none"> <li>To be developed</li> </ul>	<ul style="list-style-type: none"> <li>Develop agreed protocol with health and SS and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Provide information and signposting on services available from other organisations	<ul style="list-style-type: none"> <li>SH staff</li> <li>CCU staff</li> <li>CVS</li> </ul>	<ul style="list-style-type: none"> <li>Customer Information pack available to all tenants</li> <li>Pack updated annually</li> </ul>	<ul style="list-style-type: none"> <li>Develop information pack in partnership with CVS Information Project and TACT</li> </ul>	SH TL/TPO

Service	Delivered By	PI/T targets/ Standards	Set Up Task	Responsible Officer for Set Up Tasks
Involvement in assessments, case conferences and helping with the monitoring of care packages	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• SS</li> <li>• Health</li> <li>• CVS</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• As required by customer</li> </ul>	<ul style="list-style-type: none"> <li>• Develop agreed protocol with health and SS and CVS and introduce via staff briefing and training</li> </ul>	SH TL
Liaison on hospital admission/ Discharge	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>• To be determined</li> </ul>	<ul style="list-style-type: none"> <li>• Develop agreed protocol with health and SS and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Dealing with major incidents and emergencies	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>• To be determined</li> </ul>	<ul style="list-style-type: none"> <li>• Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Maintaining scheme records/ Diaries and individual customer records	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>• To be determined</li> </ul>	<ul style="list-style-type: none"> <li>• Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL
Provision of basic first aid and holding and maintaining scheme basic first aid kit	<ul style="list-style-type: none"> <li>• SH staff</li> </ul>	<ul style="list-style-type: none"> <li>• All staff have appropriate first aid certificate and access to basic first aid kit</li> </ul>	<ul style="list-style-type: none"> <li>• Audit existing qualifications and provision of first aid kits</li> <li>• Provide first aid training</li> <li>• Draw up procedures and introduce via staff briefing and training</li> <li>•</li> </ul>	SH/CCU TL
Reporting and monitor repairs when requested by tenants	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• CCU staff</li> </ul>	<ul style="list-style-type: none"> <li>• Record and pass to Responsive Repairs within one working day</li> </ul>	<ul style="list-style-type: none"> <li>• Draw up procedures and introduce via staff briefing and training</li> </ul>	SH/CCU TL in conjunction with Responsive Repairs Officer
Enabling access to community and social activities	<ul style="list-style-type: none"> <li>• SH staff</li> <li>• CVS</li> </ul>	<ul style="list-style-type: none"> <li>• Provide regular information to tenants on community and social activities across SD SH Schemes and in the wider community</li> </ul>	<ul style="list-style-type: none"> <li>• Agree working arrangements with CVS</li> <li>• Develop community and social activity programme</li> </ul>	SH TL

<b>Initiative:</b> <b>Youth, Nuisance And Disorder</b> <b>Lead Officer:</b> David Lowe	<b>Action Team:</b> Chair: PC Alan Smith Police: Joan Hewitt Fire: John Crossley Education: Chris Mason SDDC (facilities): Member: Com Safety Off: Alan Twells Housing/Env Health: Suzanne Barlow Youth Off Team: Maureen Evans Youth Service:
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TARGET: 3286

April-June Target 821 actual <u>Action 1</u> Identify areas with high levels of Disorder-Devise tasks to address these areas (Parks/Supermarkets)	* July-Sept Target 1642 actual <u>Action 1</u> YAP group to promote comprehensive programme of holiday activities	* Oct-Dec Target 2463 actual <u>Action 1</u> To compare effectiveness of activity programmes with previous years disorder figures	* Jan-March Target 3286 actual <u>Action 1</u> To submit active communities bid for youth sport co-ordinator	*
<u>Action 2</u> YAP Identify youth activity programmes in Newhall Midway, South Derbyshire. Feedback to Action Team.	<u>Action 2</u> Agree Protocol with Strategy Group. Identify core team. Review position re piloting of 'ABC's	<u>Action 2</u> Publicise protocol to partners and Network	<u>Action 2</u> Review protocol along with position of current ASB cases being assessed	
<u>Action 3</u> Devise ASBO Protocol for South Derbyshire	<u>Action 3</u> Develop effective information exchange with Local Authority re deliberate ignition of empty property	<u>Action 3</u> Develop effective information exchange between the Police and Fire re arson related racial attacks	<u>Action 3</u> Develop and expand youth training schemes-Firesafe-Firestoppers-Phoenix youth training project	
<u>Action 4</u> Establish Racial Harrasment Group		<u>Action 4</u>	<u>Action 4</u>	
<u>Action 5</u>				

\* Please indicate when task complete

April-June	July-Sept	Oct-Dec	Jan-March	*
<u>Action 6</u> Re-examine situation with Youth Action Group and instigate work programme.	<u>Action 6</u>	<u>Action 6</u>	<u>Action 6</u>	*
<u>Action 7</u>	<u>Action 7</u>	<u>Action 7</u>	<u>Action 7</u>	*
<u>Action 8</u>	<u>Action 8</u>	<u>Action 8</u>	<u>Action 8</u>	*
<u>Action 9</u>	<u>Action 9</u>	<u>Action 9</u>	<u>Action 9</u>	*
<u>Action 10</u>	<u>Action 10</u>	<u>Action 10</u>	<u>Action 10</u>	*

\* Please indicate when task complete



<b>Initiative:</b> <b>Violent Crime Domestic Violence</b>	<b>Action Team: Chair:</b> Dawn Robinson	Trident Housing: Lynne Hill/ Karen Jones
<b>CVS:</b>	Maxine Jeffries/Judy Wilkins	Health: Lynn Gradwell
<b>Next Step:</b>	PC Eileen Banton	Social Services: Heather Brown
<b>Police:</b>	Sarah Dinsdale	Member:
<b>SDDC:</b>	Adrian Eastwood	
<b>Education:</b>		
<b>Lead Officer:</b> Kath Lauro		

TARGETS: 425 (Total is inclusive of Domestic Violence and Violent Crime)

	April-June Target 106 actual	July-Sept Target 212 actual	Oct-Dec Target 318 actual	Jan-March Target 425 actual
<u>Action 1</u> Recruit involvement from Women's Aid network, and Health Service.	*	*	*	*
<u>Action 2</u> Review information systems used by all agencies to record domestic abuse				
<u>Action 3</u>				
<u>Action 4</u>				
<u>Action 5</u>				

\* Please indicate when task complete

<b>Initiative:</b> <b>Violent Crime</b> <b>Lead Officer:</b> Sandra Whiles	<b>Action Team:</b> Chair: Carl Jacobs Police: D/Sgt Edmunds/DC Mallard Health: Su Caulton Youth Off Team: Suzanne Barlow SDDC: Clive Needham Licensing: Comm Safe Off: Member:
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TARGETS: 425 (Total is inclusive of Domestic Violence and Violent Crime)

April-June Target 106 <u>Action 1</u> CCTV Bid implementation	*	July-Sept Target 212 <u>Action 1</u> CCTV Bid implementation	*	Oct-Dec Target 318 <u>Action 1</u> CCTV Bid implementation	*	Jan-March Target 425 actual <u>Action 1</u> CCTV Bid implementation
<u>Action 2</u> Initiate Pub Watch scheme		<u>Action 2</u>		<u>Action 2</u>		<u>Action 2</u>
<u>Action 3</u> Identify Hot Spot areas for violent crime. Devise initiatives to reduce figures		<u>Action 3</u>		<u>Action 3</u>		<u>Action 3</u>
<u>Action 4</u>		<u>Action 4</u>		<u>Action 4</u>		<u>Action 4</u>
<u>Action 5</u>		<u>Action 5</u>		<u>Action 5</u>		<u>Action 5</u>

\* Please indicate when task complete

<b>Initiative:</b> <b>Auto Crime</b> <b>Lead Agency:</b> C/Supt Hurrell	<b>Action Team: Chair:</b> Maureen Evans <b>Police:</b> PC Paul Furniss <b>Env Health:</b> Carl Jacobs <b>Road Traffic Off:</b> Anne Gerard  <b>Youth Services:</b> Maureen Evans <b>Comm Safe Off:</b> <b>Member:</b>
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TARGET: 827

April-June Target 207 actual <u>Action 1</u>	*	July-Sept Target 413 actual <u>Action 1</u>	*	Oct-Dec Target 620 actual <u>Action 1</u>	*	Jan-March Target 827 actual <u>Action 1</u>	*
<u>Action 1</u> Identify high crime areas for theft of/from motor vehicles. Devise initiatives to reduce statistics		<u>Action 1</u>		<u>Action 1</u>		<u>Action 1</u>	
<u>Action 2</u> Research road casualty hotspots and research initiatives to reduce figures		<u>Action 2</u>		<u>Action 2</u>		<u>Action 2</u>	
<u>Action 3</u>		<u>Action 3</u> Implement Operation Jacuzzi?? Education of Seven Trent wardens as to citizens powers		<u>Action 3</u> Evaluate effectiveness of 'JUCUZZI'		<u>Action 3</u>	
<u>Action 4</u>		<u>Action 4</u> Deploy 2 x rural beat constables from rural crime initiative fund		<u>Action 4</u>		<u>Action 4</u>	
<u>Action 5</u>		<u>Action 5</u> Research and implement road safety campaign		<u>Action 5</u>		<u>Action 5</u>	

\* Please indicate when task complete

<b>Initiative:</b> <b>Substance Misuse</b>	<b>Action Team:</b> Chair:	Member:
<b>Lead Agency:</b> DAAT	Police: PC Furniss DAAT: Lynn Milburn Comm Safe Off: Gerv McGrath ADDACTION	Youth Info Shop: Linda Rose Health: Val Oborn SDDC Rachel Walker

TARGET: To reduce levels of repeat offending amongst drug misusing offenders by 50% between 2000 and 2008

April-June	*	July-Sept	*	Oct-Dec	*	Jan-March	*
<u>Action 1</u> Identify Government bids-eg to reduce drug marketing		<u>Action 1</u> Identify initiative to effectively address the marketing issue in line with criteria for obtaining funds.		<u>Action 1</u>		<u>Action 1</u>	
<u>Action 2</u> Devise initiatives to support young people resist drugs/alcohol and solvents		<u>Action 2</u> Identify areas used by youths for substance misuse		<u>Action 2</u>		<u>Action 2</u>	
<u>Action 3</u>		<u>Action 3</u> Devise summer holiday campaign to target shopkeepers selling abused substances		<u>Action 3</u>		<u>Action 3</u>	
<u>Action 4</u> Identify and target off licences etc selling alcohol to underage drinkers		<u>Action 4</u>		<u>Action 4</u>		<u>Action 4</u>	
<u>Action 5</u>		<u>Action 5</u>		<u>Action 5</u>		<u>Action 5</u>	

\* Please indicate when task complete

April-June	*	July-Sept	*	Oct-Dec	*	Jan-March	*
<u>Action 6</u>		<u>Action 6</u>		<u>Action 6</u>		<u>Action 6</u>	
<u>Action 7</u>		<u>Action 7</u>		<u>Action 7</u>		<u>Action 7</u>	
<u>Action 8</u>		<u>Action 8</u>		<u>Action 8</u>		<u>Action 8</u>	
<u>Action 9</u>		<u>Action 9</u>		<u>Action 9</u>		<u>Action 9</u>	
<u>Action 10</u>		<u>Action 10</u>		<u>Action 10</u>		<u>Action 10</u>	

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