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| REPORT TO:              | COMMUNITY SCRUTINY COMMITTEE | AGENDA ITEM: 5  |
| DATE OF MEETING:        | 19 AUGUST 2002               | CATEGORY: RECOMMENDED   |
| REPORT FROM:            | HEAD OF COMMUNITY SERVICES   | OPEN  |
| MEMBERS' CONTACT POINT: | DAWN DAWSON (EXT 5797)       | DOC:  |
| SUBJECT:                | SHELTERED HOUSING SERVICES   | REF:<br>s:\cent_serv\committee reports\community overview and scrutiny\19 aug 2002\shelteredhousing.service.doc |
| WARD(S) AFFECTED:       | ALL                          | TERMS OF REFERENCE: CS02  |

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## 1.0 Recommendations

1.1 That Members note the report.

## 2.0 Purpose of Report

2.1 To inform Members of the steps being taken in order to prepare for the follow up Best Value Inspection of the Sheltered Housing Service.

## 3.0 Detail

3.1 The accomplishments and further Improvement Actions, were presented to Community Services Committee on 18<sup>th</sup> July 2002. A copy of this report is attached as Annex A.

3.2 The further inspection of the Sheltered Housing Service is expected to take place around November 2002, although no official date has been received.

3.3 In order to secure an improved rating from the Housing Inspectorate, a number of key actions have already been addressed and completed, (please see Annex A). In addition to these actions, the following activities are also planned for commencement and/or completion before the Inspection;

- Installation of fire doors to Schemes
- Upgrade of Community Alarms and Communications systems
- Replacement of furnishing in communal areas to fire retardant standards
- Commence accreditation to the Centre for Sheltered Housing Studies service standards
- Implement enhanced performance management systems

- Consultation with tenants in relation to the provision of facilities within Schemes
- Review of the Allocations Policy and Procedure.
- Completion of an Options Appraisal for difficult to let Schemes

3.4 The improvements in service provision and delivery will continue beyond the inspection in November. The Best Value regime is one of demonstrating continuous improvement, and the Improvement Plan details actions to be undertaken through to December 2003. It is important to note that the Improvement Plan will remain under review with additions being made subject to identified changing need and legislation.

#### **4.0 Financial Implications**

4.1 Members have approved a total additional allocation of £305,000 to deliver the improvements.