



1st October 2015

Report To: Scrutiny panel
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Who Cares? Reinventing Sheltered Housing

Purpose

Feedback and progress against some of the recommendations from the scrutiny panel includes:

- Communal room policy and charging
- Procedures and guidance
- Service Standards
- Sheltered housing surgeries
- Alarm response times
- Sheltered housing forums

Guidelines/policy documentation	comprises	comments	status
Communal room policy April 2015	<ul style="list-style-type: none"> • Condition of Hire • Charges • Liability insurance • Risk assessment • Food and hygiene • Booking form 	<p>In July 2012 variable service charging was introduced for tenants of sheltered housing to bring them in line with leaseholders. All tenants and leaseholders of sheltered housing are now paying the actual costs for the communal facilities. The housing portfolio holder in February 2012 approved the move to regularise charges for the use of communal rooms to outside groups.</p> <p>The monies from the communal facilities hire charge received from 1 October 2014 will show as income against each communal facilities service charge and therefore will reduce service charges to all tenants and leaseholders at that scheme.</p>	Completed August 2015
Managing communal room hire guidelines and documentation	<ul style="list-style-type: none"> • Bookings • Payments and invoices • Calendar 	<ul style="list-style-type: none"> • All documentation is electronically held • New booking and invoice request forms created • Excel spreadsheet records monies and links to relevant documentation for each customer • Calendars used to manage bookings • Improved time management for documentation 	Completed July 2015
Bingo guidelines	<ul style="list-style-type: none"> • Guidelines for tenants and clubs 	As defined in The Gambling Act 2005	Completed January 2015
Raffles guidelines	<ul style="list-style-type: none"> • Guidelines for tenants and clubs 	As defined in The Gambling Act 2005	Completed January 2015
Kitchen usage guidelines	<ul style="list-style-type: none"> • Guidelines for tenants and clubs 	As defined in the Food Standards Agency Community and charity food provision - guidance on the application of EU food hygiene law	Completed March 2015
Laundry etiquette guidelines	<ul style="list-style-type: none"> • New user rules for tenants 	Notice on all laundry rooms	Completed March 2015

Guidelines/policy documentation	comprises	comments	status
Health and safety checks in the communal halls (monthly return) guidelines and documentation	<ul style="list-style-type: none"> • Alarm tests • Fire risk • Contractor tests • Fridge temperature checks • Safety checks in all rooms • Utility meter readings • Property alarm tests 	<ul style="list-style-type: none"> • All documentation is electronically held • One form has replaced several and now holds all information for each scheme (monthly return) • Supports recording monitoring and outcomes 	Completed April 2015
Managing tenant personal information guidelines and documentation	<ul style="list-style-type: none"> • Tenant personal information • Tenant emergency contact • Information on pets • Safety and wellbeing visits • Permissions for welfare check • Disclaimer for pendant neck cords 	<ul style="list-style-type: none"> • All documentation now held electronically • One form has replaced several and now holds all personal information, service provision, permissions and disclaimer • Improved time management for documentation • Tenants will receive a copy 	Completed September 2015
Managing Centra (contact centre) messages guidelines	<ul style="list-style-type: none"> • Guidelines 	<ul style="list-style-type: none"> • All messages received from Centra are sent via Mimecast and password protected • Estate staff carry out courtesy calls and visits after a message has been received from the contact centre • 	Completed October 2014
Safety and wellbeing visit (monthly return) guidelines and documentation	<ul style="list-style-type: none"> • Calling cards • Standard reminder/prompt letters 	<ul style="list-style-type: none"> • All information is electronically held • One document (monthly return) • Supports monitoring as well as recording of alarm testing • Improved time management for documentation 	September 2015

Guidelines/policy documentation	comprises	comments	status
Hoarding additional guidelines and documentation	<ul style="list-style-type: none"> Guidelines 	<ul style="list-style-type: none"> All information electronically held Guidelines are in addition to the Housing Hoarding policy Supports recording, monitoring and outcome Supports shared working with Neighbourhood support officers 	Completed July 2015
Work plan meetings	<ul style="list-style-type: none"> Information sharing Manage holiday cover Team projects 	<ul style="list-style-type: none"> Held 1 – 2 weekly Structures day to day work Improves service delivery Improves consistency across all schemes Improves time management 	In place since March 2015
Estate officer 121's	<ul style="list-style-type: none"> Scheme updates Annual personal objective management Monitoring of day to day responsibilities/concerns Work to be completed Safeguarding Referral to other agencies Good practice 	<ul style="list-style-type: none"> Structured meeting Tenant/scheme concerns managed Training needs highlighted Information sharing Day to day work monitored 	In place since October 2014
Sheltered housing surgeries documentation	<ul style="list-style-type: none"> Pilot scheme 	<p>Sheltered housing surgeries have been set up in response to concerns raised by out tenants that they were not always aware when an estate officer was at the scheme.</p> <ul style="list-style-type: none"> All information is electronically held All tenants are notified of date and time of the Surgeries New logs support recording, monitoring and outcomes of resident concerns 	Pilot scheme under review

Guidelines/policy documentation	comprises	comments	status
Calendars guidelines	<ul style="list-style-type: none"> • Estate officer appointments and location • Estate officer daily cover • Hall usage for each scheme 	<ul style="list-style-type: none"> • Electronically held • Supports corporate Lone worker procedures • Prompts for priority work • Provides information on scheme management day to day • Records and monitors use of hall • Improves time management 	Completed October 2014
Housing officer role guidelines	<ul style="list-style-type: none"> • Guidelines 	Sheltered Estate officers are in the process of taking on the lettings of sheltered properties to streamline the process of moving into a new property and getting to know your estate officer	In progress
Sheltered Housing forum		The resident involvement team will support tenants to manage their own meetings	In progress
Sheltered estate spreadsheet	<ul style="list-style-type: none"> • Spreadsheet • Links to relevant documentation 	<p>One of the estate officers is working on a spreadsheet that will contain every sheltered housing property on our schemes, this will link to all relevant information about the tenant currently living there.</p> <ul style="list-style-type: none"> • Electronically held • Hyperlink will ensure Information can be found quickly • Easily accessible for staff • Improves time management 	In progress
Tenant handbook/ welcome pack documentation	<ul style="list-style-type: none"> • Consultation with tenants 	The handbook/ welcome pack will provide new and existing tenants a clear and informative account of what they can expect from living in sheltered housing.	In progress
Local welcome pack documentation	<ul style="list-style-type: none"> • Consultation with tenants 	The local welcome pack will provide new and existing tenants with local information relevant to the area the scheme is located	In progress

Guidelines/policy documentation	comprises	comments	status
Professional data base	<ul style="list-style-type: none"> • Contacts for other organisations 	Supports Sheltered Housing staff to access appropriate organisations to meet the needs of tenants	In Progress
Letting guest room guidelines			To be started
Safeguarding guidelines		Corporate policy in place additional guidelines summary to be created	To be started
Service Standards	<ul style="list-style-type: none"> • Consultation with tenants 	Service standards will be influenced by: <ul style="list-style-type: none"> • operational guidelines • risk assessments • corporate policies • consultation with tenants 	To be started
Workplace emergency guidelines		Guidelines that will support estate officers to manage emergencies in their day to day work i.e. unexpected death of a tenant,	To be started
Soft concerns register for social care		Supports tenants to access improved care by highlighting regularity of minor concerns	To be started

Centra response times 2015

Authority South Camb Schemes	Total no of calls received	% OF CALLS ANSWERED IN:			Emergency services	Health and care professio nals	Smoke detector activated	Next of kin contacted	Reassuranc e given	Falls	Repairs	Resident information update
		30 SECS	60 SECS	180 SECS								
January 2015	1558	85.11%	95.06%	98.91%	131	73	184	33	178	78	23	111
February 2015	3611	92.22%	97.12%	99.17%	108	101	191	22	143	64	59	90
March 2015	1532	98.13%	99.27%	99.92%	153	59	230	38	196	69	46	95
April 2015	2830	91.94%	96.78%	99.43%	109	67	197	21	151	58	38	79
May 2015	1849	86.91%	94.05%	99.30%	106	73	169	26	150	57	24	65
June 2015	1961	88.32%	95.72%	99.64%	143	70	243	26	237	46	26	118
July 2015	1876	89.02%	95.68%	99.36%	139	83	260	25	203	79	29	101
August 2015	3245	94.42%	97.81%	99.48%	148	90	280	30	317	76	21	114