

COMMUNAL ROOMS TENANT LED SCRUTNY REVIEW June 2016 – May 2017

ACTION/WORK PLAN:

| | Recommendation: | Agreed Yes/No | Outcome/Implementation Notes and Timescale | Lead Officer |
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| 1. | We particularly liked the information sheet produced by Hanover Housing and would recommend that SCDC produce something along these lines in consultation with the Tenant Participation Group (TPG) and the Sheltered Housing Forum. | Yes In Principle | We currently have a Communal Room booklet that encompasses the booking form, this will be changed to allow the booking form to be on a duplicate pad for receipt and invoice purposes. The booklet itself will be redesigned to show new charges etc. this can be done with staff and a working group of residents. We intend to work towards an electronic booking system. | Shirley Stephen (SS) |
| 2. | Use of communal lounges by residents – no charge for residents living on the scheme who organize activities themselves such as coffee mornings & bingo. | Yes | Agreed - Coffee mornings, bingo, etc there has never been a charge for these. Where there is no charge we need to ensure they are inclusive for all residents to attend. | SS |
| 3. | Use of communal lounges by community groups – a hire fee should be paid by groups who are providing a service to our residents and other local people e.g. hairdressers, chiropodists, fitness groups etc | Yes In Principle | Agreed and if we were to consider a price change from the standard policy of £5 per hour we would have to consult with residents and users and this would also have to go to Council for approval. | SS |
| 4. | Use of communal lounges by external groups – a hire fee should be paid by all external groups e.g. bridge clubs, crib clubs, womens institute, drama groups etc | Yes In Principle | Agreed as per the current policy. | SS |
| 5. | Use by SCDC – a hire fee should be paid by SCDC when they make use of lounges for residents meetings (TPG, Leaseholder Forum, Sheltered Housing Forum, Focus Groups) and staff meetings. | Yes In Principle | Yes the charge of £5.00 per hour should apply to SCDC departments. We have three hubs that could be used for meetings etc. this would fall in line with the pricing to outside users. | SS |
| 6. | Keep the current hiring fee at £5.00 per hour. | Yes | Agreed - could consider a slightly subsidized half day charge or full day charge. | SS |
| 7. | Those paying to hire a communal lounge should pay a £25 deposit which is only returned to them if the room is left clean & tidy with no breakages. | Yes In Principle | A cheque could be requested for £25.00 and if no breakages and the room is left clean and tidy, the cheque could then be returned. Subject to consultation locally with residents/users. | SS |
| 8. | All bookings are to be shown on the notice board at the entrance to the communal lounge, with the amount charged for each hire. | Yes In Principle | Agreed all Bookings to be placed on calendar in communal entrance, We are working towards an electronic booking system | SS |

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| 9. | SCDC should review the use of the computers in the communal lounges in 12 months time. | Yes | We will review this as part of the wider review over the next twelve months. We will also reconfirm that the computers were installed at no cost to the residents/service charge. | Peter Moston |
| 10. | All bookings (including coffee mornings) with payment details where appropriate, to be entered onto the calendars in the entrance to the communal lounges. | Yes | Agreed all bookings to be recorded on a calendar in the communal entrance/notice board. | SS |
| 11. | On a quarterly basis the spreadsheet of bookings and fees paid for the use of communal lounges should be presented to the sheltered housing forum for monitoring purposes. | Yes In Principle | We will seek to provide a report although it will be an overall amount not scheme specific. | Abigail Murray |
| 12. | On a six monthly basis the sheltered housing team should provide the sheltered housing forum with details of how they have been promoting the communal lounges to residents, the wider community and community groups. | Yes In Principle | We will be consulting with residents as to what they would like to see being organized in the communal rooms for them. We have been in discussions with local charities to explore how they can be involved. <ul style="list-style-type: none"> • Long term aim | SS/Geoff Clark (GC) |
| 13. | Records are kept of all bookings not just those that incur a fee. | Yes In Principle | This should be happening and new forms are being devised to assist officers, new forms beginning May 2017. <ul style="list-style-type: none"> • Currently in place | SS |
| 14. | The hire fee remains at £5 per hour. It is our view that the use of a three tier payment system is not practical and open to abuse. | Yes In Principle | Agreed and if we were to consider a price change from the standard policy we would have to consult with residents, users and the decision would need to be considered at Council. | SS |
| 15. | The use of laundry facilities is removed from the service charge and token slot machines be introduced to all schemes. | No | The results of the questionnaire suggests that more people want the current system to remain however we will consider this as part of the wider review in consultation with local residents. Any alternative must be easy for residents to access and not involve money. | SS |
| 16. | SCDC should actively promote the use of the communal rooms to community based organisations. | Yes In Principle | As 12 | SS/GC |

FOLLOW UP:

- We will consult with residents from beginning of April through to July - Complete.
- Mid July we will conclude a report to present to the scrutiny panel and the portfolio holder . Housing Portfolio Holder presentation/meeting due 13/09/17.
- Agree Action Plan to implement the agreed recommendations September 2017.
- Place copy of the report and action plan/follow up on our website September 2017.
- Two scrutiny team representatives to take part in any follow up/working group meetings regarding communal rooms and report back to TPG any updates.
- Report and action plan to be presented to next Sheltered Forum 19/10/17.
- Article on scrutiny review and recommendations to go in Tenant & Leaseholder News November 2017.
- Budget planning is in October – November for any changes.
- Full Council meets Spring 2018 to approve any recommendations