

# Jointly agreed goals to help develop and improve the Sheltered Housing Service

## To use Best Value principles to make improvements to sheltered housing

- To agree uniform levels of service throughout sheltered schemes eg. availability of Sheltered Scheme Managers, duties of Estate Managers, LinkLine and other services to Sheltered Schemes.
- Using best practice examples to advise the SHELTERED HOUSING FORUM of other initiatives.
- Advising SHELTERED HOUSING FORUM of performance information and using it as a guide to improve services, using surveys and other agreed methods to identify potential improvements and using the SHELTERED HOUSING FORUM to discuss ways of implementing them.

- Ensuring that the annual HFTRA Conference includes sessions on services to Older People.
- Developing sub groups to look at particular issues eg. grounds maintenance, improvement to communal areas.



# Defined levels of support and resources for residents to develop their involvement at a pace that suits them

- Dedicated TENANT PARTICIPATION OFFICER to provide advice support and guidance
- Training for tenants on a variety of issues, which may be directly related to housing or other beneficial transferable skills.
- Provide financial support to develop the role of Sheltered Forum. Additional support available to meet costs of hiring venues or travel costs and refreshments to promote the work of sheltered forum and visit of the organisations to share good practice ideas.
- Indirect support through the tenant development budget for venue hire, travel costs, refreshments, translation costs and any other related administration costs.

# Roles and Responsibilities of Staff

Although the roles and responsibilities of SSM's in all schemes are similar, the support needs of residents in schemes can differ considerably therefore the duties can vary from one unit to another.

## Sheltered Scheme Manager

Most Managers of Sheltered Housing Units work a 36-hour week, five days a week. They have every Sunday off, alternate Saturdays and a day off midweek on the alternate week. When the Sheltered Scheme Manager (SSM) is sick or goes off site, the unit is covered by the Linkline Community Alarm Centre.

A SSM must be available on site, either in his or her own unit or their paired unit, from 9-12pm on a daily basis. Availability at other times is arranged on a scheme-by-scheme basis. The resident SSMs are also available for emergencies 24 hours a day, except on their days off.

The SSM visits tenants on a daily basis and monitors their general well being. As a result of this visit, the SSM may need to contact medical services, Social Services or outside organisation for

assistance. SSM may be required to assist tenants more fully on a temporary basis, if a tenant is ill or following discharge from hospital. This may involve shopping, collecting pensions and advice about benefits and form filling.

The SSM encourages the use of the communal facilities and promotes social events according to the wishes of the tenants; the general events are coffee mornings, bingo evenings, video screenings, evening suppers with entertainment but this varies considerably according to each individual unit.

The SSM is responsible for the care and security of the building and for all master keys. The SSM must be aware of health and safety issues, complete support plans for all tenants, carry out regular fire alarm tests, monitor grounds maintenance, caretaking services and supervise the work of the cleaner and order such materials and equipment as required.

Most sheltered units are paired with a second unit. With the Pairing Procedure, a SSM carries out the routine visit in

their own unit and on the day off or annual leave of their paired unit, they would be expected to carry out a routine visit to the other unit. In this situation, the SSM is only responsible for the routine visit and any immediate work; they would not be expected to respond to emergency calls in the paired unit, once they have returned to their own unit.

## The Sheltered Housing Coordinator

- Supervises 29 resident and non-resident Sheltered Scheme Managers on dispersed sites throughout the Borough.
- Is responsible to the Sheltered Housing and LinkLine Manager for efficient and effective management of the Sheltered Housing Service.
- Deputises for the Sheltered Housing and LinkLine Manager.
- Contributes to preparing and developing strategies for Housing of older people.
- Ensures that equality and customer care objectives are put into practice.

- Has responsibility and accountability for the Sheltered Housing Budget.
- Has responsibility for the overall security and running of all Sheltered Housing Schemes.

### **The Sheltered Housing and Linkline Manager**

The 'Sheltered Housing & LinkLine Manager' is responsible for the efficient running of the Sheltered Housing & LinkLine service by managing the staff responsible for providing the service.

- Directly supervises the Senior Community Support Warden - who is responsible for the LinkLine staff - and the Sheltered Housing Coordinator - who is responsible for the Sheltered Scheme Managers.
- Ensures staff follow procedures to offer an agreed standard of service to sheltered housing tenants and LinkLine clients.
- Monitors performance of the service.
- Motivates and develops staff.

- Makes recommendations for improvements to the service.
- Manages the Budgets for Sheltered Housing & Linkline.

### **The Area Housing Team**

There are three Housing Areas, East, Central and West. The three areas each have the following specialist teams: Anti-social behaviour Team, Rents and Tenancy Team and Estate Conditions.

The Anti Social Behaviour Team deal with both major and minor cases including Racial Harassment and Domestic Violence.

The Rents and Tenancy Team deal with tenancy management, rent collection, housing transfers, lettings, void (empty) properties,

The Estate Condition Team deal with the communal maintenance matters by carrying out regular thorough inspections on estates. The Estate Monitoring Officers meet with Tenant Representatives in dealing with outstanding matters and seeing through environmental improvements.

### **The Tenant Participation Officer**

The Tenant Participation Officer works with all existing Tenant and Resident Associations and helps start up new groups. They are based in the Area Offices and there is one officer per Area. The Tenant Participation Officer works normal office hours and is available for tenant meetings that are held in the evening.

- To provide support and advice to tenants
- To offer training on issues of interest for tenants
- To provide small scale grant funding for activities
- To provide financial support to tenants wishing to be involved in the sheltered housing forum
- To support the sheltered housing forum
- To attend meetings at sheltered schemes on request

## The Tenant Liaison Officer

The Tenant Liaison Officer deals with tenants who are to have major works undertaken to their property or to the communal areas. They are the main point of contact and will deal with all issues relating to the proposed works. The Tenant Liaison Officer will provide feedback to all residents with outstanding matters. They will arrange tenant meetings with the contactor and be the contact between the tenant and contractor.

## The Scheme Representatives

This term is for the Sheltered Housing Forum representatives. There is no election to become a representative, however it is encouraged that the member is committed to attend as many of the Forum meetings as possible thereby keeping a flow of momentum to the meetings.

- To be nominated through tenants general meeting with SSM
- Represent the interest of all tenants regarding issues as a whole within their Scheme
- Take information back to the tenants from Sheltered Housing Forum meetings
- Attend coffee morning/general meeting quarterly

## Resident Area Forum Representative

There are reserved spaces for one Sheltered Representative on each of the three Area Forums. The Forum is Area based and includes Councillors, staff from Hounslow Homes' Area Teams, Hounslow Homes Board members and up to ten Hounslow Homes Tenants who are nominated through HFTRA (Hounslow Federation of Tenants' and Residents' Associations).

Their duties are as follows:

- to carry forward issues from sheltered schemes in the Area
- To represent the views of all schemes in the area
- To attend the Area forum
- To attend Tenant Joint Consultative Committee



# To review the workings of the Compact and to continue the participation by new initiatives

This compact replaces the original compact, which was produced in 2000. To continue improvements and to assist in delivering a service that reflects the needs of all tenants, the compact will be reviewed every two years. Reviewing the compact will be done in partnership with the Scheme Representatives and Hounslow Homes.

A number of social and leisure activities that have taken place in different schemes have proved very successful in promoting involvement, residents would therefore like to see these further developed to increase the level of involvement. Some of the activities that will be developed are listed below:

- Art Classes
- IT Bus
- Yoga Sessions

- English as second language classes
- Craft lessons
- Chairbics
- Keep Fit
- Sewing Classes

Some of the other achievements of resident involvement over the past three years have been;

- The Sheltered Housing Review Group. This looks at how to improve the

quality and standard of Sheltered Housing.

- The Sheltered Forum representative has been actively involved with HFTRA and participates in joint working groups with HH staff, HFTRA and Board members.
- Representative of the Forum participates in the steering group set up to develop the Code of Practice for Sheltered Housing.



# Performance Targets

	Target	2004/5	2005/6
% of tenant representatives satisfied with SHELTERED HOUSING FORUM	85%		
Number of schemes represented on SHELTERED HOUSING FORUM	80%		
% of tenants sitting on other representative bodies eg. Area Housing Management Forums. HHCC	75% of places available taken		
Satisfaction with overall performance as a landlord	95%		
Satisfaction with opportunities for participation in management and decision making	80%		

EAST AREA	CENTRAL	WEST
Brentford & Chiswick <b>020 8583 4220</b>	Hounslow, Isleworth, Heston & Cranford <b>020 8583 4382</b>	Feltham, Bedfont & Hanworth <b>020 8583 4383</b>
Lorraine Road Meadowcroft Jessop House The Maltings	Derwent Lodge Everglades Frogley House Greenham House Heath Court Hyde House Kirkstone Lodge Wynne Court	Burlington House David Henry Waring Edward Pauling House Owen House
Danehurst Lambert Lodge Griffin Court Harnage House Fenn House	Hogarth Court Passingham House Sycamore Court Boswood Court Cooper House	Rectory Court Rose Gardens Moss Gardens

