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| COMMITTEE: | BEST VALUE MANAGEMENT |
| DATE: | 21ST NOVEMBER 2001 |
| SUBJECT: | BEST VALUE REVIEW OF SHELTERED HOUSING |
| REPORT OF: | RETIREMENT SERVICES MANAGER |
| Ward(s): | All |
| Purpose: | To advise Members on the progress made on the Retirement Housing Action Plan. |
| Contact: | Carol Kelly, Retirement Services Manager, extension 5358 |
| Recommendations: | That members note the attached report. |

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| 1.0 | <u>Background</u> |
| 1.1 | The Best Value Review of Sheltered Services was reported to Scrutiny on 13 th December 2001 and approved by Cabinet on 10 th January 2001. |
| 1.2 | <p>The Review was wide ranging and considered various aspects of the service including:</p> <ul style="list-style-type: none"> “ The current provision of housing for older people in Eastbourne. “ The difficulties in letting some of our retirement housing and the desires and expectation of older people. “ The current standard of the stock: 36% being bed-sits with shared bathroom facilities and 21% self contained bed-sits. “ The role of the Court Manager and the need to ensure the Job Descriptions meet the holistic responsibilities involved in managing a building, providing housing management services and meeting the support needs of tenants. “ The benchmarking exercise which showed our comparatively high rents and service charges. |

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| 2.0 | <u>Progress</u> |
| 2.1 | Considerable progress has been made on the Action Plan – attached as Appendix A. |
| 3.0 | <u>Consultations</u> <ul style="list-style-type: none"> · Tenants: Consultation takes place regularly at the Retirement Housing Forum and reports have been considered at Tenants Advisory Group. · Tenants have been consulted at Annual Business Meetings at each Court. · Staff: Team Meetings. · Partners: including Social Services and The Health Authority, The Health Trust and the Primary Care Group. |
| 4.0 | <u>Financial Implications</u> |
| 4.1 | There are no financial implications linked to the introduction of the initiatives detailed in the Action Plan. The effects of the Supporting People initiative are still being determined and are subject to additional guidance awaited from Government. |
| 4.2 | There are no expected additions to the current staff complement and any changes to working practices are being undertaken in conjunction with the staff and Unison. |
| 5.0 | <u>Summary</u> |
| 5.1 | All of the actions detailed in Appendix A have commenced and have been highlighted within the Housing Management Division service plan for 2001. Those actions requiring additional work will be included in the service plan for 2002. Members are asked to note the Action Plan details. |

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| Carol Kelly Retirement Services Manager | |
| Background Papers: The Background Papers used in compiling this report were as follows: Best Value Report to Scrutiny Committee 13 th December 2000. To inspect or obtain copies of background papers please refer to the contact officer listed above. | |
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Retirement Housing Best Value Improvement Plan

| Action | Implementation Plan | Implementation date | Officer responsible |
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| Implement Court Manager Job Description | Consultation with staff and UNISON | Jan 2002 | Retirement Services Manager |
| <p>A Working Group of Retirement Housing tenants and Court Managers was formed to look at Job Descriptions. The aim of the group being to update and encompass the expanding role of the Court Manager and to have all staff working from the same Job Descriptions.</p> <p>The Court Managers have agreed the changes to their duties and these are being implemented.</p> <p>J</p> | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Review of staffing levels | Discuss with Retirement Forum and staff | Ongoing | RSM |
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| This has been discussed with the Forum and staff and reviews take place as vacancies arise or as Courts are re-modelled. | | | |
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| Consultation is carried out with tenants of Courts, when vacancies arise. | | | |
| J | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Consider Management Structure of Sheltered Services | Consult with tenants and staff Pursue with EBH | February 2001 | LL&RHM |
| Retirement Housing now comes under the management of the Head of Housing Management, and within the Housing Management Division. This provides a more integrated approach to service delivery with enhanced opportunities to empower Retirement Housing staff to 'manage' their Courts in a more holistic manner. | | | |
| J | | | |

| Action | Implementation Plan | Implementation date | Officer responsible |
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| Develop further links with Social Services | Contact Manager of Older Persons Services ESCC to discuss service development e/g/ Care Team | Ongoing | LL&RHM |
| Considerable developments have taken place on forging links with our partners in Social Services and Health with the result that various initiatives are being discussed and implemented around extra care, intermediate care, care team contracts, accident prevention and other Community Care initiatives. | | | |
| K | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Assess viability of Handy person service | Cost the service and discuss with tenants | Ongoing | LL&RHM |

| <p>This service development is being incorporated into the Supporting People initiative.</p> <p>A proposed visit to be made to a London Borough to see how they operate their handyman service.</p> <p>K</p> | | | |
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| Action | Implementation Plan | Implementation date | Officer responsible |
| <p>Agree Service Standards and produce Procedures</p> | <p>Form working group from Retirement Housing</p> <p>Staff to identify Standards and Procedures.</p> | <p>January 2002 & ongoing.</p> | <p>RSM</p> |
| <p>This will enable all staff access to a formal Procedure Manual, which can be referenced, for operational guidelines.</p> <p>The Manual will be made up in a format that allows for regular updating/ additional procedures to be included and should be available to staff in January 2002.</p> <p>K</p> | | | |

| Action | Implementation Plan | Implementation date | Officer responsible |
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| <p>Guest Rooms</p> | <p>Continue to improve their standard and review changes.</p> | <p>June 2001 & on going.</p> | <p>RSM</p> |
| <p>All Guest Room facilities have been reviewed and brought up to a minimum standard. Standards will continue to be reviewed at Annual Court Business Meetings.</p> <p>J</p> | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| <p>Annual Court Business Meetings.</p> | <p>Carry out meetings in all of the Retirement Housing "Courts."</p> | <p>July 2001</p> | <p>RSM</p> |

| A meeting was carried out at each of the Retirement Courts, and included the Court Manager, an Area Maintenance Officer and tenants. The purpose is to look at external building and grounds and all internal areas to identify areas of improvement, which are prioritised and budgeted or in the following year. | | | |
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| Action | Implementation Plan | Implementation date | Officer responsible |
| Implications for Supporting People. | Continue to review the possible changes in funding. | Ongoing | RSM |
| Attend Supporting People meetings, review the possible changes to funding for the care element in the Court Managers role. | | | |
| To look at funding for Handyman Service from Supporting People and to be aware of any new Directives/ Guidelines. | | | |
| K | | | |

| Action | Implementation Plan | Implementation date | Officer responsible |
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| Market the Service | Marketing Group formed. | January 2001 & ongoing. | LL&SSM |
| Group ensures Retirement Housing Leaflets are displayed and available throughout the Eastbourne area and go out with "Roadshow" to promote the service. Promotional "Roadshow" used at Court Open Days, "SHAW" (Sheltered Housing Awareness Week) and local venues | | | |
| To raise awareness of the Council's Retirement Housing Courts. | | | |
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| Action | Implementation Plan | Implementation date | Officer responsible |
| Energy Efficiency Audit | Work with Energy Efficiency Officer to ensure Retirement Courts maximise energy saving. | Ongoing | RSM |

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| To ensure Court Managers are aware of any recommendations/ guidelines that benefit the Courts and tenants. | | | |
| K | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Review Utilities | Review and monitor utilities to ensure maximum savings. | March 2001& ongoing. | LL&SSM |
| Court Managers to receive copies of all utilities bills for the Courts, to monitor bills and report any discrepancies in consumption. | | | |
| J | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Investigate possibility of re- opening Upwyke House restaurant | Survey tenants Make contact with possible users/ providers. | October 2001 | RSM |
| Review currently being undertaken and includes: Reviewing costs to equipment of repair/ servicing and replacement; Survey of tenants to estimate numbers and quantity of use; establishing best practice from other similar service providers; reviewing any budgetary implications. | | | |
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| Action | Implementation Plan | Implementation date | Officer responsible |
| Develop links with other providers in both the public and private sector. | Continue to attend Brighton & Hove Older Persons Best Value Monitoring Group. | February 2001-& ongoing. | LL&SSM |
| Representation continues to occur at Regional meetings with other providers. Site visits have also been made to Retirement Housing schemes, operated by specialist Housing Associations. | | | |
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| Action | Implementation Plan | Implementation date | Officer responsible |
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| All Courts to have Computers with e-mail and Orchard. | Budget restrictions | November 2001 & ongoing. | RSM |
| <p>Computers to go out to Courts in stages: three or four on a monthly basis with access to e-mail and Orchard to follow.</p> <p>This will enable Court Manager's closer communication links with other Council Officers and departments within the Council.</p> <p>Orchard will enable them to carry out their developing role as Court Manager.</p> <p>K</p> | | | |
| Action | Implementation Plan | Implementation date | Officer responsible |
| Consider implementation of Scheme Appraisal | Review outcomes of appraisal, identify priorities and assess funding opportunities. | January 2001 and ongoing | LL&SSM |
| <p>Report has been completed and a provisional action plan has been developed. Priorities are under constant review according to available resources. Capital funding has been identified in 2001/02 programmes to undertake conversion work at Gwent Court and to improve access arrangements at various courts.</p> <p>K</p> | | | |

J - Action completed

K - Action in progress

L - Action not started