

## **Appendix A - Feedback from the Older Person's Housing Focus Group held on Friday 19th February 2010**

### **When considering older persons housing, what are your top five priorities?**

- A personal, known "key" warden
- Walk in showers
- Rails
- Transport
- Security
- Regular, clear information
- Safer access – wells and carpets etc
- Feedback on complaints
- Consistency of wardens (not weekly changeovers)
- Security following recent burglaries – maybe CCTV
- Access to local amenities (bus, Dr's, shops, post office etc)
- Adequate heating/ insulation
- Health and safety (noise levels/good state of repair)
- Level access – more bungalows, lifts in flats
- Security of tenure
- Anti-social behaviour
- Warden service availability
- Suitability of accommodation
- Insurance and other services made clear

### **With regards to the design of new dwellings, what features are important to older people?**

- Good heating
- Walk in showers
- Non slip flooring
- Adjustable height kitchens
- Good access for wheelchairs, e.g. large doorways
- Good storage areas
- Solar panels/eco build/energy saving
- Stair lifts so people don't get stuck once they can't use the stairs
- A mix of exclusive for older people and mixed environment so people can choose BUT the choice of who lives next to who (families and young people) also needs careful consideration when homes are allocated
- Quality sound proofing
- Door handles, light switches, window latches at the right level – accessible
- Gas central heating – NOT night storage
- Access to bathroom – shower over bath
- Grips and rails in shower/bath
- Raised toilets
- Utilities meters – gas/water/electricity (pay for what you use not what others use)

- Adequate parking
- Number of bedrooms
- Ample rubbish collection, storage
- Good size kitchen and bathrooms

**Does/ would shared ownership appeal to you as an older person? Why?**

- No! Keep it for younger people to get on the property ladder. Drop in wage as older so would worry about it.
- No. Alright for younger person but not for older person.
- If younger – yes, at our age no.
- If you can afford it yes, very dependent on people's circumstances though there should be some properties available for shared ownership.

**Housing Advice Service: What are we doing well? What are we not doing well and how can we improve? Is there anything else we should be doing?**

- Not kept sufficiently advised of changes after a change has occurred.
- Lack of publicity
- Find letters confusing, often don't get past first line
- Better explanation when leave tenancy
- Didn't really know it existed
- Adequate security, need advice on preventing burglary
- Get leaflets out so people know what Advice service does.
- May have spoken to them without knowing as we tend to ring a control number – usually the repairs people
- Did not know housing advice service existed – needs more publicity
- We didn't know we could access such a service and didn't know what it could provide
- We do know that tenants do get publicity but the way its presented makes it difficult to understand and not interesting to read.
- Perhaps the Council should rethink the way it informs citizens and tenants, simple, interesting, no jargon.

**Devon Home Choice: What are we doing well? What are we not doing well and how can we improve? Is there anything else we should be doing?**

- Not doing anything well
- Not well published
- Shouldn't be computer based
- Auto bid not understood
- More detailed information for the older person. One person dedicated to this.
- Good you are starting to work with rest of county
- Disabled people go into red bad – there should be a separate band as able bodied persons get bungalows and ground floor ahead of disabled persons
- Should not have taken vacant properties out the newspaper. Not everyone can get to the library or has access to the internet
- Plain English
- Paper applications readily available and adverts
- This service to be better advertised
- Remember that tenants/residents aren't all computer literate

- Follow up applications for elderly
- The bidding process is not easy for people
- We're not sure that needs/priority are being assessed properly
- We are not really sure that the Council puts itself out to identify who needs help to use the system and to do it for them
- We like the idea of Devon and not Exeter only

**Aids and adaptations: What are we doing well? What are we not doing well and how can we improve? Is there anything else we should be doing?**

- Good that adaptations are done – could be done a little quicker – becomes a lengthy process when you have to involve social services etc
- Should move people who are not disabled out of adapted properties so they are available to elderly/disabled
- Should be level access for ALL sheltered and disabled housing
- Staff are empathetic and explain situations well
- Radiator heating as opposed to storage
- Should build a bungalow village for disabled and people over 55
- Central Control – better communications and training
- Better explanation for use of scooter re-charge facilities
- More money and speedier for bathroom adaptations
- Home Call is excellent
- The Council should advertise what it can/will do for home owners better than it does
- The Council should be more transparent about why/if there are delays or other problems which affect the delivery of services
- Home Call expensive to non-sheltered tenants
- Response diabolical, can take 10 minutes to answer! This has been reported time and time again but has never been addressed. Reported at sheltered meetings and to wardens. Quicker to call 999.

**Access to services: What are we doing well? What are we not doing well and how can we improve? Is there anything else we should be doing?**

- Customer care training for people answering phone in repairs
- Some staff need more training/training updates
- Telephone/letter/email/walk in all easy enough
- Having one single telephone number for ALL services – i.e. the old fashioned switchboard – speak to a human not press a selection of buttons – especially older people have problems with automated systems
- Walk in service at Civic Centre is excellent
- When there are exceptional circumstances the council should respond by increasing telephone lines so that people can get in touch (eg the snow in 2010)
- We think that reception/telephonists may not always have up to date info about departments, staffing and which department has responsibility for what
- We are not convinced that the internet/phone based letting system makes many older people and/or their carers feel anxious that they have to take such personal responsibility for what may be weeks and weeks
- Repairs service excellent, rent service good, gas advice ok
- Pushed from one to another on phone – too many machines not enough

people

- Requests for non smoking signs ignored
- On check up/sign off do not speak to tenant

**Devon Care and Repair: What do they do well? What do they not do well and how can they improve? Is there anything else they should be doing?**

- Were not aware of service so have not used
- Happy to use council services
- We didn't know they offer any services to home owners
- Very expensive
- Majority of tenants do not use this service
- Not applicable to council tenants
- Not aware of service
- Not sure if it is suitable for City Council tenants

**Fuel Poverty: What are we doing well? What are we not doing well and how can we improve? Is there anything else we should be doing?**

- Question seems irrelevant as government pays the fuel allowance
- Unaware that housing service can give advice/ help with fuel bills
- Heating at Toronto House is inadequate and overpriced, should be individually metered
- Advertising well, installing new heating systems, insulated walls, double glazed, roof insulation
- Not heard any adverse comments about council advice
- We have experience of contacting the council for help with heating/insulation/boiler/electricity to improve costs – our experience is that the response is very patchy and in some cases has been more than 9 months
- We are concerned that council tenants in older properties are severely disadvantaged by the build of their homes
- Better heating – storage heating not fit for job. Rennes House flats are freezing. Storage heaters 22 years old. Money goes out doors and windows. VERY EXPENSIVE.

**Safeguarding tenants: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Security doors should be locked except between 06:00 to 08:00 am
- Stair wells regularly maintained
- More CCTV cameras
- Alarm systems now supplied for sheltered – need service for all
- Bad experience with Central Control – Council did take note and correct
- Better notification of rights of tenants to be contacted prior to visits – door notice.
- CCTV in appropriate areas – i.e. car parks, entrance to flats
- Patrol area where known anti-social behaviour exists. Use councils mobile CCTV van
- Security lighting at back as well as front of properties
- More tenant meetings with estate managers – talks from Police etc on crime prevention

- React quicker to tenant complaints about unruly neighbours
- We think that the council need to be more active in responding when tenants raise concerns, people often feel they are not being taken seriously
- Loss of common sense - we have the experience that Choice Based Lettings has resulted in some inappropriate tenancies, e.g. young people newly out of care known to be difficult, which have caused distress to older/existing tenants. The council has stated that these lettings cannot be avoided under the choice based system/

**Repairs and maintenance service for council tenants and home repair assistance grants for home owners and private renters: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Toronto House – still original kitchens from 1949.
- Good service on the phone – staff listen and explain what will happen
- Contractors good – they keep their appointed times
- Maintenance of communal gardens not as often as in the past, gets overgrown at times
- Some of the flats need painting on external walls
- Repairs and maintenance service always answer fast and do good work
- Out of hours – very abrupt and do not wish to be called out, do not take into consideration sheltered accommodation
- Appointment system food
- Quicker response time needed
- Fully qualified trades
- Council tenants have a good service
- Private owners not aware of this service or the extent of it and can assume wrongly they must pay
- Pensioners need to have clarification of any financial assistance or exemptions – when requiring help for improvements
- Companies providing services should be required to give information financially

**Decorating and garden assistance service: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Council tenants well provided for
- Not sure that property owners are aware of services that can be provided for older persons and the disabled
- Publicity in the press and other media to help private owners be aware of facilities
- Employ painting and decorating trades people
- Happy with decorating service where done
- Garden service not applicable to this table
- Lawnmowers no longer have grass boxes – cuttings are left behind and gets walked into your home

**Downsizing scheme: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Good idea
- Costs and funding is not clear to many people, if they wish to downsize
- Tenants need an incentive to leave their home. Age can be a barrier to wanting to move
- Advertising the possibility of downsize facilities in press, tv etc
- Scheme is good as you pay for removals
- Pity there is no legislation that gives you the power to move people who live alone in 3 or 4 bedroom housing
- Not doing well now there is no financial incentive
- In tenancy agreement a clause should be inserted that on receipt of full pension credit and dependant on age should be required to downsize.

**Standard of existing sheltered housing and general needs accommodation: What makes the accommodation unsuitable for an older person? What features make accommodation suitable for an older person? What would you like to see changed?**

- Not all level access at present
- Inadequate disabled parking
- Heavy doors
- Wrong taps
- Fire escapes poor
- Ideally all sheltered housing should be purpose built, heating, level access, call buttons/alerts, appropriate fitting in bathroom, communal room
- Do not take wardens away
- More bungalows
- Better access to local amenities, should be built with local amenities in mind
- The care side of sheltered housing is not as efficient since the residential warden system has been removed
- Older properties in sheltered housing do not have dual efficient provisions – updated always
- Sheltered housing facilities not always adequate because the properties are often older
- All updated facilities make it more suitable for older persons, i.e. more cost effective
- Lack of ramps/rails, safety of flooring (esp. bedrooms, kitchens), store stairs, warm property, well ventilated, walk in showers – not baths
- Secured entry system 24:7
- Live in security
- Mixed age groups not suitable
- Council employees attitude to the older person

**Making tenants feel safe and secure: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Adequate emergency lighting
- Better lighting outside front doors
- Good signage for emergency access

- Fire escapes for upper floors
- Better double door lock security
- Choice Based Letting undermines housing officers discretion in allocation of housing
- Tenants mix of ages can be a hazard
- Older persons would feel more secure with careful allocation of neighbour choice
- Lights in sheltered 24:7 (stairs, landing etc)
- Security doors locked 24:7
- More CCTV
- Buzzer access in flats
- A number to call if you're locked out
- Spare keys should be securely held at Civic Centre as locksmiths very expensive
- No 2 lever locks on front doors
- No dogs – why do people need a Rottweiler in a small property?
- Deal with 'ASBO' people quickly

**Personalisation – tailoring services to people's individual needs and providing full, independent lives: What do we do well? What are we not doing well and what could we do to improve? Is there anything else we should be doing?**

- Too many individual requirements to be sensibly considered
- Do listen to people but need to connect with us more
- Widen your horizons
- Not just pay lip service – tell us what is available and how we can get it
- Very difficult to personalize/tailor services as we are different and have different needs
- Would like more contact with estate management – not sure who they are – be nice if you could use your Estate Manager as a sounding board/point of contact
- Adequate day care facilities for the elderly and disabled – could be at a community hall/communal room
- Make more use of the community rooms – encourage social contact
- We think there is not enough personalization. Rules and regs are applied too rigidly
- We wonder whether wardens have to give help to people who don't really need it – which is a waste of time and money
- We are concerned that home based, home care, personal care services are not monitored in practice and that clients can end up receiving a very poor service and feel unable to do anything about it. They don't know who they can tell and might feel fearful.

**Any further comments/suggestions:**

- Bungalows and ground floor flats should only be given to older people and wheelchair users – even in exchanges
- I live in sheltered housing and we do not have the option of having individual water meters fitted due to technical reasons. The council should negotiate a £10 discount for tenants with south west water
- The flat roof of the sheltered housing I live in is being repaired and upgraded.

They should fit solar panels to the roof while they are doing this work.

- The state pension is too low. It is currently 27.50% of the average income. The council should lobby the government and get them to increase state pensions to a minimum of 40% of the average national income, or for it to be in line with the average national income, or if the retail price index goes up by a greater percentage then use that as the annual percentage increase.
- Will you be Involving affected Individuals from the Tenants and Leaseholders in the Strategy & Planning stages other than a focus group?
- Will you be engaging them in the Strategy Implementation Group?
- Will you set up a champion within housing with a remit to specifically represent older residents in Housing matters?
- Will you be promoting Older persons issues as policies within housing?
- Will you be allowing Older persons who Work full-time to be fairly represented, given that the government are encouraging working beyond the normal retirement age?
- How will you be protecting Older Peoples Privacy effectively in your Housing stock ? e.g. preventing loan sharks, cold callers etc ?
- How will you deal with Grievances for Older people who may not have telephones or Internet access, is your automated systems geared for the delays in using snail-mail or home calls for those who may have mobility issues?
- How will you support Older People with a range of disabilities or failing mental faculties ? e.g. Forgetting appointments and Individuals who are suffering deafness, making conversations difficult.
- How will you train staff to cope with all above, and deal fairly, compassionately with effectively without losing patience with your Older customers?
- How will you Monitor performance of your Service Delivery of both staff and contractors in fulfilling your public equality duty to the Older Generation. What evidence will you use?
- Have you made your staff and contractors aware that inappropriate disclosure of the details of a transsexual individual or couple could lead to a criminal conviction, even if a Gender Recognition Certificate is not issued?
- What provision do you have in your policies regarding the housing of a survivor from bereavement in the above case? Do you have the correct form of addressing a surviving tenant so not to offend or cause distress?
- What is your policy for dealing with housing same sex elderly couples? Is your policy being tested to the extent that you extend this to goods & services provided? e.g. choose suppliers who have similar policies.
- How will you policies ensure that your not marginalising Older Minority Groups?
- How will you communicate with Older person's who's language skills may not be able to follow your publications and letters? Using the premise that if that have not mastered English earlier it is unlikely to improve now.







## **Appendix B - The National Context**

### **Planning Policy Statement 3 Housing – 2006b – Communities and Local Government (CLG)**

This document requires Local Planning Authorities to have regard to achieving a good mix of housing which meets the needs of older people when analysing planning applications.

### **Quality and Choice for Older People's Housing: A Strategic Framework – 2001 – Office of the Deputy Prime Minister (ODPM)**

This was the first central Government paper which created a vision for older people's housing and support. The Housing and Older People Development Group (HOPDEV) was set up to deliver the agenda outlined in this framework.  
<http://www.communities.gov.uk/documents/housing/pdf/138847.pdf>

### **Opportunity Age: Meeting the Challenges of Ageing in the 21<sup>st</sup> Century - 2005 - ODPM**

This was the Government's strategy for an ageing society. Its aims were to improve the quality of life of all older people by creating well-being through leisure, education, participation, ensuring they are valued in the workplace and the community and improved health. It was the first cross Government strategy which focused specifically on the issues facing society due to people living longer, healthier lives. This strategy was replaced in 2009 by '*Building a Society for All Ages*' which was based on regional public discussion events. It established that lifetime neighbourhoods can only be achieved by providing a high quality housing market for older people, with choice of accommodation providers and programmes for maintenance, decent housing and adaptations for those living at home.

### **Our Health, Our Care, Our Say: A New Direction for Community Services – 2006 – Department of Health (DOH)**

This Government White Paper outlined the main elements required for a reformed adult social care system. It set out plans for monitoring the resources of the Primary Care Trust (PCT) which were directed at prevention services. Such services include home safety, falls prevention and hospital discharge schemes.

<http://www.dh.gov.uk/en/Healthcare/ourhealthourcareoursay/index.htm>

### **Putting People First; a shared vision and commitment to the transformation of adult social care - 2007 – National Health Service (NHS) et al**

This paper outlined the Government's commitment to ensuring that the main element to independent living for disabled people and the development of social care was personalisation. Central to this are personal budgets (in the form of direct payments and individual budgets) where clients have greater control over the money allocated to them.

[http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndguidance/DH\\_081118](http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndguidance/DH_081118)

**Lifetime Homes, Lifetime Neighbourhoods: a national strategy for housing in an ageing society – 2008 – CLG, DOH and Department of Work and Pensions (DWP)**

In this strategy Government recognises the urgency of increasing the quality and delivery of housing and care. It highlights evidence that most older people want to remain at home and the need for housing services to reconnect with health and social care. It encourages equity release, raises the disabled facilities grant limit to £30,000 and states that planning is the most powerful tool for improving housing for older people. It also identifies the main policies which require joint working, these being prevention, personalisation and choice, care provided 'close to home' and integration and co-ordination of services. The strategy not only looks at the Lifetime Homes Standard but also a new policy initiative 'Lifetime Neighbourhoods. This is about the creation of neighbourhoods with access to public transport and amenities, safe streets, greener technology and connected places which help create and sustain social connections. Communities and Local Government et al (2009) recommends that Government now provide the resources required to achieve the above.

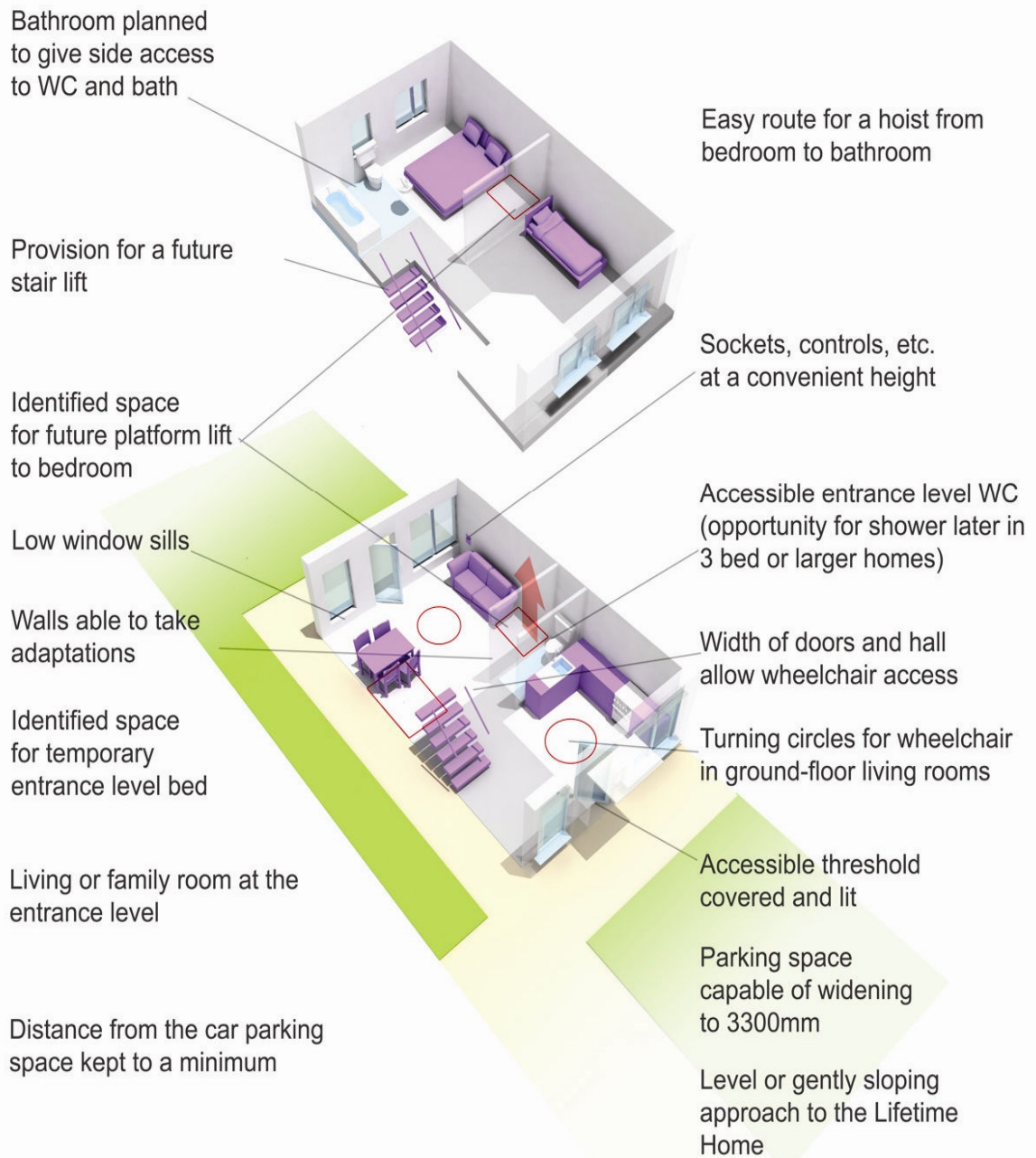
<http://www.communities.gov.uk/publications/housing/lifetimehomesneighbourhoods>

**Shaping the future of care together (Government Social Care Green Paper – Consultation draft) – 2009 – HM Government**

Focuses on prevention and the need for housing services to be part of this process.

## Appendix C

### Lifetime Homes Diagram



## Appendix D - Action Plan

<b>1</b>	<b>Aims for the Strategy's 5-year plan</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
1a	The creation of an Older Persons' Partnership Board for the City consisting of relevant organisations including health, social care, housing and planning strategists, the voluntary sector plus customers. The Partnership to discuss the issues related to the ageing society, address them through the aims of this strategy and deliver solutions.	Creation of partnership	October 2011	Head of Housing/SHIP	
<b>2</b>	<b>Aids and Adaptations</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
2a	Establish whether Council Estate or Technical Officers would be able to carry out basic screenings for falls for older tenants as part of their routine visits. Work with Devon County Council to see how this could join up with the health and social care community falls pathway.	Process established	December 2010	Occupational Therapist and Housing Operations Manager	
<b>3</b>	<b>Disabled Facilities Grant</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
3a	Use the evidence from the	Protocol developed	June 2011	Environmental	

	research project to develop a common operating protocol with registered social landlords			Health Manager	
<b>4</b>	<b>Exeter City Council Housing Adaptations</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
4a	To improve waiting times, establish whether the council could have a dedicated occupational therapist to carry out all assessments for adaptations to it's own stock.	Reduced waiting times. Completion of Resident Auditors Team review	April 2011	Housing Operations Manager	
<b>5</b>	<b>Occupational Therapist</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
5a	Secure funding for the occupational therapist post for 2010 / 11 / 12	Joint funding agreement in place	Ongoing	Head of Housing	
5b	Establish methods for identifying council stock with major adaptations prior to 1997, i.e. properties which have had extensions which were not recorded	Methods established	December 2010	Occupational Therapist	
<b>6</b>	<b>Wheelchair Accessible Housing in Exeter</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
6a	Produce a wheelchair accessible homes design standards booklet	Publication date	June 2010	Occupational Therapist	
6b	Amalgamate data on accessible homes to Devon home Choice property data.	Number of properties which have had their	Ongoing	Occupational Therapist	

		accessibility category entered onto Devon Homechoice.			
<b>7</b>	<b>Home Call</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
7a	Home Call to explore funding options for Telecare to enable the wider public take up of remote monitoring devices	All funding options explored	July 2010	Control Centre Manager	
<b>8</b>	<b>Lifetime Homes Standard</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
8a	Ensure that the Council's Residential Design Guide requires all new dwellings to meet the Lifetime Homes Standard	All 16 criteria required by the adopted Residential Design Guide	Autumn 2010	Design Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010
<b>9</b>	<b>Exeter City Council Planning Service</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
9a	Ensure access to local amenities and public transport is embedded in emerging Local Development Framework policy and the Residential Design Guide	Assess whether guidance/policy achieves the actions	Ongoing	Design Manager and Development Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010
9b	Ensure requirements for refuse storage is included in Residential Design Guide	Requirements included in adopted residential design guide	Autumn 2010	Design Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010
<b>10</b>	<b>Personalisation</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
10a	Establish how housing services	Tailoring of services	Ongoing	All housing	



	can be more tailored to the needs of older people			managers	
<b>11</b>	<b>Area Based Grant</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
11a	Obtain more information from Devon County Council on where community based support grant is allocated and ensure Exeter receives its fair share of funding	Detailed budget for both Supporting People programme and administration grant	April 2011	Head of Housing	
<b>12</b>	<b>Home Ownership</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
12a	Encourage homeowners to claim pension and council tax benefits	Marketing carried out	June 2012	Housing Needs Manager	
12b	Research the need for shared ownership for older people and provide such units through various initiatives	Whether the need established is met	Method for establishing need – May 2011 Using this method and meeting need – On-going	Housing Enabling Officer	
<b>13</b>	<b>Private Renting</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
13a	Create guidance on letting to older tenants to encourage landlords to specialise in renting to this age group	Guidance created	July 2011	Housing Enabling Officer	
13b	Create a landlord accreditation scheme for landlords who provide settled, sustainable tenancies for people claiming LHA and achieve	Scheme developed and operating	June 2012	Empty Homes Manager	

	a decent standard of letting which meets or exceeds all legal requirement relating to various aspects of renting. Provide the registered landlords with information on good practice in renting to older people, LHA and grants and aids for adaptations.				
13c	Hold a register of properties, which are suitable for older people with limited mobility. Register to be jointly maintained by the Housing Advice team, the Empty Homes team and Adult Community Services	Register produced	July 2011	Empty Homes Manager and Housing Needs Manager	
13d	Promote LHA take-up and deposit guarantee scheme	Marketing carried out	On-going	Housing Needs Manager	
<b>14</b>	<b>Exeter City Council's Older Person Accommodation</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
14a	Produce a plan for improving and remodelling the Council's older person housing schemes	Plan produced via review of older person housing schemes	March 2011	Housing Operations Manager	
14b	Review buggy power points and storage in ECC older person housing schemes	Review completed	May 2010	Tenant Service Manager	Will be considered as part of the review of older person housing schemes
14c	Explanation of scooter re-charge facilities in Chatterbox and as part of accompanied let checks.	Article in Chatterbox	August 2010	Tenant Service Manager	

14d	Re-assess the use of the communal lounges. Establish whether a hub and spoke model could be used which would allow other members of the public to make use of the communal rooms.	Review completed and greater use of communal areas where appropriate	Re-assessment - Oct 2010. Encouraging participation - Ongoing	Tenant Service Manager	
14e	Arrange more joint activities with the PCT	More activities recorded. Better working relationship with PCT.	Ongoing	Tenant Service Manager	
14f	Action - Tenant profiles are established via a census form completed at the sign up. The Council needs to use this information gathered to improve its housing management service.	Census returns increased to above 80%	Ongoing	Tenant Service Manager	Residents of Older Persons housing schemes go through the single assessment process and then if required an individual care plan is produced. The plan is to offer housing related support to elderly residents regardless of tenure by 2011
14g	Service standards to be measured and method of measurement to be established	Standards measured as outlined in service improvement plan	April 2011	Tenant Service Manager	
14h	Complete Housing Services Older Persons Strategy	Strategy complete	May 2010	Tenant Service Manager	
<b>15</b>	<b>Accommodation for Older People</b>				

15a	Action – In partnership with Devon County Council, the planning service and the housing service, produce a process for collecting evidence of need for various specialised housing of all tenures. Such evidence will then be fed into planning policy and used as a basis for the production of specialised housing schemes. Various delivery methods need to be explored including Section 106 agreements.	Process determined	July 2012	Housing Enabling Officer and Forward Planning Manager	
<b>16</b>	<b>Extra Care Housing</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
16a	Work in partnership with Devon County Council, housing associations, charitable trusts and private developers to produce Extra Care schemes in Exeter.	Target of 50 units per year	Ongoing	Housing Enabling Manager	
<b>17</b>	<b>Downsizing</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
17a	Promote the Downsizing Scheme to encourage more tenants who are not disabled or elderly to move out of adapted properties. <a href="#">Linked to target 6a.</a>	Article in Insight. Record the number of adapted properties released through the scheme	December 2010	Housing Operations Manager	
<b>18</b>	<b>Devon Homechoice</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
18a	Ensure older people with higher	All applicants over	January 2011	Housing Needs	

	support needs are case managed and supported through allocations process	55 contacted and offered case management service		Manager	
18b	Scan applications to reduce processing time	Scanning in place	Ongoing	Housing Needs Manager	
18c	Promote the use of phone / advocate bidding		Ongoing	Housing Needs Manager	
18d	Establish a method for identifying people who need help using the system		October 2010	Housing Needs Manager	
<b>19</b>	<b>Cognitive Disability</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
19a	Action: Establish the level of need for clustered accommodation and provide through various initiatives.	Procedure established and accommodation provided	On-going	Occupational Therapist and Housing Enabling Officer	
<b>20</b>	<b>Devon Care and Repair</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
20a	Feed the comments made by the focus group into the re-tendering process of the service next year.	Tender process acknowledges inspection feedback	October 2010	Head of Housing	
20b	Inform DCR and Devon County Council of the need for a specific moving service for older people living in Exeter on a low income. A service is required to provide help and advice on options and the transition of selling a property and physical help moving.		May 2010	Strategic Housing Manager	

<b>21</b>	<b>Decoration and Garden Assistance Schemes</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
21a	Research services available for low income home owners and people renting privately and promote. If necessary, recommend that DCR provide a similar service for homeowners and private renters.		October 2010	Environmental Health Manager and Head of Housing	
<b>22</b>	<b>Private Sector Renewal Scheme</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
22a	Publicise the availability of grants, linked to loans, targeting publicity in areas known to have the poorest housing conditions		Ongoing	Environmental Health Manager	
<b>23</b>	<b>Home Improvement Loans</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
23a	Publicise the availability of loans, targeting publicity in areas known to have the poorest housing conditions		Ongoing	Environmental Health Manager	
23b	Use Joseph Rowntree Foundation results from the equity release pilot schemes in local authorities (due to be published in Autumn 2011) to establish whether Exeter City Council can improve its equity release loan service.	Research used and a course of action determined	June 2012	Environmental Health Manager	
<b>24</b>	<b>Fuel Poverty</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>

24a	Leaflets on schemes for homeowners to be made widely available	Availability of leaflets	July 2010	Environmental Health Manager	
<b>25</b>	<b>Crime, Security and Safety</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
25a	As requested by the focus group, arrange more sheltered housing forum meetings with estate managers and the police.	Review carried out	Review by September 2010	Tenant Service Manager	Await outcome of Tenant Services review before making a commitment
25b	As requested by the focus group, door entry timings to be adjusted so that doors are locked from 6pm to 8am.	Consultation on a site by site basis and timings changed where appropriate	July 2010	Tenant Service Manager	A site by site consultation will be carried out
<b>26</b>	<b>Advice and information</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
26a	Work alongside Devon County Council and Age Concern to avoid duplication of housing advice services for older people and create a joined up service which offers advice on all aspects of housing.	Customer feedback showing that consistent advice /referral process available across city	Ongoing	Housing Needs Manager	
26b	Promote housing advice service to older people as the focus group identified a lack of awareness. Pilot use of Housing Care's housing options self assessment for older people.	Promotion and pilot carried out	Promotion – ongoing Pilot – March 2013	Housing Needs Manager	

26c	Strengthen the housing advice link with Devon County Council (over 50s website and leaflet) and monitor		January 2011	Housing Needs Manager	
26d	Council resident involvement service and strategy to be reviewed	Review completed	December 2010	Special Projects & Tenant Liaison Manager	
26e	Update tenant's handbook	New tenants handbook published	Review by October 2010	Tenant Service Manager	
26f	Formal links to be developed between service user involvement and community development as part of the Council's Partners and Communities Together (PACT) initiative	Links developed	June 2011	Tenant Service Manager	
26g	Review the Council's tenant consultation process and produce a strategy	Strategy produced	March 2011	Housing Operations Manager	
<b>27</b>	<b>Access to Council services</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
27a	Central control team to undertake Telecare Service Association accreditation, which is a nationally recognised quality audit.		July 2010	Control Centre Manager	Accreditation is currently being undertaken
27b	All managers to keep customer services updated on any staff changes and their roles.	Updates carried out	On-going	All managers	
27c	Promotion of the main customer	Phone number	On-going	Tenant Service	



	services telephone number	published.		Manager	
27d	As requested by the focus group, increase the number of estate officer site meetings	Record the number of site meetings	Review by September 2010	Tenant Service Manager	Await outcome of Tenant Services review before making a commitment
27e	Establish how we will support Older People with a range of disabilities or failing mental faculties	Procedure drawn up, agreed and in place	January 2011	Housing Needs Manager and Housing Operations Manager	Tenant census data is currently being collected. This will help the council determine how the tenant would like to be contacted.
<b>27</b>	<b>Equality and Diversity</b>	<b>How Measured?</b>	<b>Target Date</b>	<b>Owner</b>	<b>Progress</b>
27a	Promote resident involvement groups in order to make them more representative.	More resident groups created and outcomes of resident involvement reviewed	Ongoing	Special Projects & Tenant Liaison Manager	
27b	Engagement with faith groups in the production of this strategy has been unsuccessful. This has highlighted the need for our services to try different methods of engagement.	Methods established and monitored	Ongoing	All housing managers	

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## **Appendix F – Glossary**

### **Adult and Community Services (ACS)**

Ensures people of all ages and abilities have opportunities to access activities either leisure, learning or work, that assist them to develop and sustain their economic, health and social well being, helping them to remain independent, exercise choice and their right to dignity in a safe environment.

### **Anti Social Behaviour (ASB)**

Any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life

### **Code for Sustainable Homes (CSH)**

This is the national standard for the sustainable design and construction of new build homes. It aims to reduce carbon emissions and create more sustainable homes.

### **Council Own Build (COB)**

A new wave of local authority new build homes funded by £100 million as announced at the last Budget. The funding will allow councils to deliver over 2,000 new homes nationally. Further funding was subsequently announced as part of the 'Building Britain's Future' Government package. Allocations have been made across the country and Exeter City Council were successful for Merlin Crescent and Sivell Place. Homes will be for over 55's social rent.

### **Communities and Local Government (CLG)**

Sets policy on local government, housing, urban regeneration, planning and fire and rescue. They have responsibility for all race equality and community cohesion related issues in England and for building regulations, fire safety and some housing issues in England and Wales.

### **Department of Health (DOH)**

The government department responsible for government policy on health, social care and the NHS within England. It is led by the Secretary of State for Health. In the other countries of the United Kingdom, responsibility for health and the management of their NHS falls under the jurisdiction of the devolved governments.

### **Department of Work and Pensions (DWP)**

The largest government department in the UK, created in 2001 and headed by the Secretary of State for Work and Pensions. It defines its role as developing and implementing policies and strategies aimed at: people who receive benefit; people who need help to get work; disabled people; older people; people who get the State Pension.

### **Devon Care and Repair (DCR)**

Devon Care & Repair provide a service to older people, people of all ages with disabilities and those who are otherwise vulnerable, if their home is in need of repair, maintenance or adaptation. The service is provided Devon

and Cornwall Housing Association and funded by the Devon Supporting People partnership.

### **Disabled Facilities Grant (DFG)**

A local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical.

### **Homes and Communities Agency (HCA)**

The non-departmental public body that funds new affordable housing in England. It was established by the *Housing and Regeneration Act 2008* as one of the successor bodies to the Housing Corporation and became operational in December 2008.

### **Local Area Agreement (LAA)**

Local Area Agreements set out the priorities for a local area agreed between central government and a local area (the local authority and Local Strategic Partnership) and other key partners at the local level. LAAs simplify some central funding, help join up public services more effectively and allow greater flexibility for local solutions to local circumstances.

### **Housing Learning Improvement Network (LIN)**

The national network for promoting new ideas and supporting change in the delivery of housing, care and support services for older and vulnerable adults, including people with disabilities and long term conditions.

### **Leasehold Schemes for the Elderly (LSE)**

Run by a small number housing associations and involve you buying a proportion (e.g. 70%) of the equity of the property, the remaining portion being owned by the RSL.

### **National Health Service (NHS)**

Publicly-funded healthcare system for England and Wales created by the *National Health Service Act 1946*, and in Scotland by the *National Health Service (Scotland) Act 1947*, both of which came into effect in July 1948. The NHS provides healthcare to anyone normally resident in the United Kingdom with most services free at the point of use.

### **Office of the Deputy Prime Minister (ODPM)**

Formed in July 2001 as part of the Cabinet Office and headed by the Deputy Prime Minister, John Prescott. In May 2002 it became a separate department after absorbing the Local Government and Regions portfolios from the defunct Department for Transport, Local Government and the Regions. During the May 2006 government reshuffle, it was renamed the Department for Communities and Local Government (CLG).

### **Primary Care Trust (PCT)**

NHS bodies responsible for identifying from within their available resources the healthcare needs of their relevant population, and for securing through

their contracts with providers a package of hospital and community health services to reflect those needs. PCTs have a responsibility to ensure satisfactory collaboration and joint planning with local authorities and other agencies.

### **Registered Social Landlord (RSL)**

Registered Social Landlord (RSL) is the technical name for social landlords that in England were registered with the Housing Corporation. Most are housing associations, but there are also trusts, co-operatives and companies. Housing Associations are independent not-for-profit bodies that provide low-cost social housing for people in housing need.

### **Rapid Equipment and Minor Adaptations Service (REMAS)**

This service provides general aids for daily living and is prescribed by Devon Social Services and run by Devon Care and Repair.

### **Rehabilitation Officer for the Visually Impaired (ROVI)**

Rehabilitation officers train the visually impaired to use their existing skills in different ways and help them cope emotionally with their disability. They assess the client's needs and devise a plan.

### **Social Health and Inclusion Partnership (SHIP)**

The Exeter Social, Health and Inclusion Partnership (formerly known as the Exeter Community Partnership) oversees the implementation of work associated with health and social inclusion issues in the city. SHIP comprises partners from the public sector, main agencies and voluntary sector working in Exeter. It meets three times a year at the Council's Civic Centre offices.

### **Supporting People (SP)**

A programme which pays for housing-related support services. It enables adults who need housing related support to live independently in the community. It is administered by Devon County Council in partnership with the local district councils, the Devon Primary Care Trust and the Devon and Cornwall Probation Service.

### **Tenant Services Authority**

The independent regulator for affordable housing in England established in December 2008. The TSA has taken over the regulatory work of the Housing Corporation, inspecting housing providers and responding to concerns. From its initial remit over housing associations, it will expand to regulate local authority housing from April 2010.

### **Wessex Reinvestment Trust (WRT)**

Launched as a pilot project in September 2002, the WRT is the first entirely rural community finance initiative in the UK and aims to provide a springboard for rural regeneration. There are three areas of activity that the project will address: (1) Business and Social Enterprise Finance, (2) home loans for vulnerable people living in houses that fail the Decent Homes Standard and (3) pioneering Land and Property transactions creating 'community benefit' through a network of local property trusts.

## **Appendix G - Useful Contacts**

Age Concern

[www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Care and Repair England

[www.careandrepair-england.org.uk](http://www.careandrepair-england.org.uk)

Care Direct

[www.devon.gov.uk/caredirect](http://www.devon.gov.uk/caredirect)

Chartered Institute of Housing

[www.cih.org](http://www.cih.org)

Communities and Local Government

[www.communities.gov.uk](http://www.communities.gov.uk)

Cosy Devon

[www.cosydevon.co.uk](http://www.cosydevon.co.uk)

Department of Health: Housing Learning Improvement Network

[www.dh.gov.uk/en/Healthcare/IntegratedCare/Changeagentteam/DH\\_4073980](http://www.dh.gov.uk/en/Healthcare/IntegratedCare/Changeagentteam/DH_4073980)

Devon Care and Repair

[www.dcha.co.uk/care/devon/devon](http://www.dcha.co.uk/care/devon/devon)

Devon Strategic Partnership Local Area Agreement 2008-2011

[www.devonsp.org.uk/laa.html](http://www.devonsp.org.uk/laa.html)

Energy Action Devon

[www.energyactiondevon.org.uk](http://www.energyactiondevon.org.uk)

FirstStop Advice for Older People

[www.firststopcareadvice.org.uk](http://www.firststopcareadvice.org.uk)

0800 377 7070

Help the Aged

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Home Call

0845 351 1060

Homes and Communities Agency

[www.homesandcommunities.co.uk](http://www.homesandcommunities.co.uk)

National Housing Federation

[www.housing.org.uk](http://www.housing.org.uk)

Senior Council for Devon



[www.seniorcouncildevon.org.uk](http://www.seniorcouncildevon.org.uk)

Shelter

[www.shelter.org.uk](http://www.shelter.org.uk)

Supporting People

[www.spkweb.org.uk](http://www.spkweb.org.uk)

Wessex Reinvest Trust

[www.wessexrt.co.uk](http://www.wessexrt.co.uk)

Appendix H



**Exeter City Council**

Housing Services Unit
Abbreviated Service Review Methodology
KLOE Compliance Check Template

<b>KLOE Number</b>	<b>KLOE Name</b>	<b>Supported housing (including sheltered)</b>	<b>Date of Publication by Audit Commission</b>	<b>July 2007</b>
<b>KLOE criteria copied into this template by</b>  <i>(staff member's name)</i>		<b>Mark Jolly</b>	<b>Date criteria copied</b>	<b>22 June 2009</b>
<b>KLOE compliance check carried out by</b>  <i>(staff members' names)</i>		<b>Lawrence Blake, Phil Mills and Kerry Plumb</b>	<b>Date compliance check completed</b>	<b>12 February 2010</b>

<b>Key Line of Enquiry</b>	<b>Characteristics of an organisation providing an excellent service</b>	<b>ECC Complies? (Fully/ Partially/ No)</b>	<b>Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)</b>
<b>1. Access and customer care, and user focus</b>			

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
How effectively do the organisation and its managing agents communicate with residents in supported housing and their carers/ advocates?	1.1 Has staff who all understand, and carry out appropriately, their role in dealing with supported housing residents and support staff. They treat people with respect at all times.	Fully	There are specific older person housing support officers who are provided with appropriate training such as first aid, health and safety, fire safety, mental health, needs assessment and support planning, customer care, protecting vulnerable adults, equality and diversity, counselling techniques, loss and bereavement, benefits/older persons entitlement, risk assessments, assessing the needs of prospective sheltered housing tenants, signing, coping with change, dementia awareness and the National Certificate of Professional Practice in Sheltered/Supported Accommodation. Membership of the sheltered housing network is also provided.
	1.2 Has front-line staff who demonstrate a wide range of knowledge about the full range of enquiries they receive, or know who or how to access the necessary information to help service users.	Fully	Housing support officers and housing advice officers are trained to deal with a wide range of enquiries. Their knowledge also includes services provided by other agencies which allows them to signpost where necessary.

<b>Key Line of Enquiry</b>	<b>Characteristics of an organisation providing an excellent service</b>	<b>ECC Complies? (Fully/ Partially/ No)</b>	<b>Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)</b>
How easily do service users access the service?	1.3 Makes it easy for service users to contact staff by telephone, in person or electronically, including outside normal office hours – all of which are dealt with efficiently and effectively.	Fully	There is a 24 hour support phone line which is administered by a control centre at St Stephens House.
	1.4 Provides a range of ways for service users to contact them which are appropriate to their needs.	Fully	Service users can contact us via email, face to face, letter and telephone. To ensure these methods are appropriate we provide language line, hearing loops in reception and written materials in large font. Braille and other languages.
How clear, comprehensive and appropriate are service standards to the special needs of the user groups receiving the service?	1.5 Ensures that it, or its managing agents, provide information and standards of service on which service users have been consulted, and which are appropriate to their housing and support needs	Fully	Our older person's housing has a service leaflet and handbook. Information is also available on the internet, in reception or on request. It is also provided at sign-up of the tenancy. Consultation is also carried out with service users.
	1.6 Complies with statutory and contractual requirements for robust and appropriate support plans under Supporting People and ensures that housing staff provide the appropriate services in the plans.	Fully	Support plans are in place and reviewed as necessary.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	1.7 Ensures that service users are provided with the level of support which they need and which will enable them to sustain their tenancy.	Fully	Level of support is identified through support plans.
How does the organisation respond to service users?	1.8 Actively canvasses the views of service users and uses them to review or improve services. Service users are consulted and involved in major decisions that affect the service.	Fully	This is achieved through the sheltered housing forum, the recent review of older person's accommodation schemes, the strategy focus group, the older person's accommodation newsletter 'Chatterbox' and the status survey review.
	1.9 Has service users who feel confident that their input will be valued and acted upon.	Fully	The Council has an elected body made up of tenants and leaseholders (The Tenants and Leaseholders Committee). This committee has an induction course which empowers them to input their view. Training has also been carried out to help the committee challenge our reports and performance information
	1.10 Has service users who are satisfied with the support and housing they receive and this is evidenced by a wide range of feedback methods.	Fully	Satisfaction with the service has been shown via; the Status Survey, real time team (who use a feedback form on communication when a service is used), resident involvement officer, and the resident audit team which reviews the resident involvement strategy and benchmark it against other organisations.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	1.11 Has service users who are actively involved in support plan reviews, carried out at appropriate intervals, in consultation with carers, relatives and advocates and in partnership with care and health service providers.	Fully	Yes
<b>2. Diversity</b>			
How does the organisation respond to the diversity of its community to ensure that all users, or potential users, have fair and equal access to supported housing?	2.1 Has a clear understanding of its local community using all relevant information, including the input of local partners, and knows its own service user profile, making necessary adjustments where this is out of step in meeting the needs of those that require services.	Partially	<p>Profiles are established via a census form used at sign up, our older person's housing strategy and Supporting People's Strategy</p> <p>Action – Use the information gathered to improve the service</p>
	2.2 Provides a level of service which is appropriate to the support needs of service users, for example, people who need culturally sensitive services; people with specific religious needs; people with dementia; substance abuse or people with multiple needs..	Fully	The single support assessment process has five strands which cover all of these groups. Where applicable, we will signpost.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	2.3 Knows, records, analyses and monitors information about the ethnicity, vulnerability and disability of service users and uses it to ensure services are delivered appropriately and to prioritise resources.	Partially	Same as 2.1
	2.4 Provides information about services and service standards in a comprehensive range of languages and formats appropriate to service users' needs e.g. large print, Braille, other languages etc.	Fully	Yes
	2.5 Works with its component communities to ensure fair representation and service take up.	Partially	<p>This is achieved through the Tenants and Leaseholder Committee and the Sheltered Housing Forum. We also complete Equality Impact Assessments for all major policies and Procedures and all Strategies.</p> <p>Action – Promote these tenant participation groups in order to obtain a more representative group</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	2.6 Changes the location of schemes, particularly women's refuges, where appropriate, in consultation with relevant stakeholders.		N/A
	2.7 Does not discriminate against any person or other organisation on the grounds of race, ethnic origin, disability, nationality, gender, sexuality, age, class, appearance, religion, responsibility for dependants, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.	Fully	Evidence of this is found in the Housing Equality and Diversity Strategy. An Equality Impact Assessment is also carried out on all new strategies and policies.
<b>3. Stock investment and asset management</b>			
Are repairs carried out sensitively based on the needs of residents?	3.1 Routinely adjusts the urgency of a repair to the needs of particular user groups and individual residents.	Partially	Certain types of repairs that may cause significant issues to an older person such as lack of heating, defective bulbs and light fittings etc are given an enhanced priority when reported. No evidence is available but it is part of our working practices.



Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	3.2 Provides appropriate assistance or guidance for residents in carrying out repairs that are the resident's responsibility.	Fully	List of items on website, in tenant's handbook and maintenance booklet. Also provide assistance if tenants responsibility. ECC will do repair and recharge tenant. Signpost callers to the Handyman service provided by Age Concern and Devon Care and Repair.
	3.3 Ensures that an independent witness is present when repairs are carried out, where this is necessary.	Fully	This is provided when requested
Is there an asset management plan for every scheme? Does this fit into the larger asset management strategy?	3.4 Has an asset management strategy that addresses all the issues facing all the properties used to provide supported housing. This includes risk assessment and an exit strategy.	Partially	Our Asset Management Strategy only refers to older person accommodation. The older person's accommodation review outlines the requirements for individual schemes.  Action – To produce a plan for improving and remodelling our older person housing schemes. However, this is financially restricted
	3.5 Has a plan and viable exit strategy for alternative use for each scheme should the support contract end.	Partially	ECC Housing Services Older Persons Strategy Action – Complete strategy

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	3.6 Has carried out checks on all schemes and can demonstrate that they all have appropriate designs, layouts, facilities and locations for the group which is using them.	Partially	Checks have been carried out and we are still in the process of devising a plan to ensure they meet the required standards etc A pilot scheme is being carried out at Amersham Court  <i>Action – Same as 3.4</i>
Are there plans in place for improving or remodelling schemes where necessary?	3.7 Has Identified schemes where the services are no longer appropriate for that user group, and has plans in place for dealing with them.	Partially	Schemes have been identified but plans are not in place  <i>Action – Same as 3.4</i>
Are schemes improved and relocated as required?	3.8 Refurbishes and carries out cyclical repairs and maintenance at a frequency necessary to maintain high standards for a given user group.	Fully	Repairs and maintenance programme in place
<b>4. Housing and Support Charge income management</b>			

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
Does the organisation comply with the statutory requirements and adopt good practice methods in terms of rent, support and service charge setting?	4.1 Provides comprehensive information to all service users that clearly describes the organisation's rent, support and service charge setting policy, and how rents and service charges are calculated and collected. Also provides information to carers and advocates, where appropriate.	Partially	<p>We follow CLG guidance on rent setting. Support charges are agreed with Supporting People but are now out of date. An annual rent letter is sent to tenants with a service charge information leaflet which identifies different costs/breakdown</p> <p>Action for Housing Services Older Persons Strategy – Update support charges calculation with Supporting People</p>
Does the organisation understand Fairer Charging for support charges and have all assessments been carried out? Does it liaise regularly with the relevant officers in the Supporting People ALA?	4.2 Has knowledge of, and promotes Fairer Charging assessments for support charges. It liaises closely with the ALA Supporting People team and relevant social care contacts, and carries out accurate and timely charging assessments, invoicing users appropriately.	No	<p>N/A as all tenants are on HB.</p> <p>Action for Housing Services Older Persons Strategy – Obtain training on fairer charging in order to understand and promote.</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
Does the organisation minimise loss of income by taking prompt and appropriate action to recover both current and former service user arrears and other debts?	4.3 Prevents debt increasing by taking early action as soon as accounts fall into arrears and ensures that customer-friendly letters and home visits to vulnerable service users are available and carried out when appropriate. Communicates with carers and advocates when appropriate.	Fully	<p>Specialised income recovery team are currently completing an income recovery review. A letter for tenants has been agreed and approved by the Tenant and Leaseholders Group.</p> <p>We are using Homemaker and Christian Against Poverty to make financial assessments of people with multiple debts. We will engage with carers and advocates if census data has identified them as the correct person to contact on behalf of the tenant.</p>
Does the organisation ensure that service users receive effective welfare benefit and debt advice to maximise income and manage debt?	4.4 Minimises and prevents arrears by ensuring that all new service users and their carers/ advocates receive an accurate welfare benefits check at the start of their tenancies and advice on debt management as appropriate.	Partially	<p>Support plans are created at the start of the tenancy. At this point, the housing officer will provide information on benefits to ensure that the tenant is receiving their maximum entitlement.</p> <p>Action for Housing Services Older Persons Strategy – The sign-up procedure needs to establish whether tenants wish to be referred for housing related support.</p>

<b>Key Line of Enquiry</b>	<b>Characteristics of an organisation providing an excellent service</b>	<b>ECC Complies? (Fully/ Partially/ No)</b>	<b>Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)</b>
Are service users given all the necessary Housing Benefit and welfare advice?	4.5 Ensures, in liaison with the support provider, that service users access all the welfare benefits and services that they require and are entitled to.	Fully	This is achieved through income recovery officers, Homemaker etc
Do service users understand all the charges that they are asked to pay?	4.6 Has clear rent and service charge statements that distinguish between different elements, in particular support charges.	Fully	Rent and service charge statements breakdown costs. As of April 2010, support charges will be separate to the tenancy.
Are charges made and collected in a way that makes it as easy as possible for the service user?	4.7 Makes it easy for service users to pay their rent and to understand the charges they are asked to pay and the differences between rent, support and other charges. Adapts its approach to ensure the special needs of supported housing service users are accounted for.	Fully	See 4.1 and 4.6. We offer a multitude of methods of payment.
Does the organisation respond positively to the needs of service users who need help with making and arranging payments of rent and other charges?	4.8 Liaises very closely with the Housing Benefit department and Administering Authority where service users are entitled to have their support charges paid for them but there are delays.	Fully	Monthly meetings are held with housing benefit department and various issues are discussed and resolved.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	4.9 Ensures that support is provided for service users who need help in making and arranging payments of rent and other charges.	Fully	Support workers will make the necessary arrangements or the tenant can contact us direct.
<b>5. Service user involvement</b>			
How does the level of resources and training for service users demonstrate the organisation's commitment to resident involvement?	5.1 Has the funding and staff in place to make effective service user involvement happen either through dedicated staff resources or through mainstreamed service delivery.	Fully	There is a dedicated resident involvement team  <b>Action – resident involvement service and strategy to be reviewed</b>
Is there clear evidence that service user involvement has led to improved services and outcomes?	5.2 Involves service users in how schemes are run and in all relevant aspects of the landlord service including changes to policies and procedures, organisational strategies and plans relevant to supported housing.	Partially	The sheltered housing forum is involved but they chose to be a consulting group only.  <b>Action – same as 5.1</b>
	5.3 Can show that service user involvement has delivered service improvements.	Fully	Outcomes from sheltered housing forum, site meetings and TALC

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	5.4 Can demonstrate links between service user involvement and community development and takes part in projects that promote sustainable communities	No	<p>No links in place</p> <p>Action - Formal links to be developed as part of the Council's Partners and Communities Together (PACT) initiative.</p> <p>A Unitary Exeter will be better placed to provide and promote community development and sustainable communities</p>
	5.5 Involves service users successfully in all elements of the service as listed above. Service users that are involved understand the context and the processes that they are involved in.	Fully	<p>Tenant reps are involved in policy development, the council is committed to providing information to the sheltered housing forum and tenant and leaseholders committee and the council considers adopting recommended changes.</p>
How have service users involved in consultative groups been chosen?	5.6 Has ensured that involved service users are chosen by other service users, and reflect the diverse make up of service users and user groups	Partially	<p>The sheltered housing forum comprises two delegates elected by each sheltered housing site. There is no indication that diversity has been a positive outcome.</p> <p>Action – Resident involvement groups to be promoted to attract more diverse groups</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
Are methods of involvement appropriate for service users?	5.7 Ensures that carers and advocates are involved in decisions about service provision where appropriate.	Partially	Carers and advocates are involved if they are representing the tenant.  Action – To use more of the Census data in deciding on appropriate forms of communication with tenants.
<b>6. Tenancy and estate management</b>			
Does the organisation comply with the statutory requirements and good practice in tenancy estate management?	6.1 Clearly explains the tenancy conditions, and how breaches will be dealt with, at the start of every new tenancy, in a way that is most likely to allow that individual to understand them.	Fully	There is a dedicated sign-up officer who explains the conditions of the tenancy and provides the tenant with a sign-up information pack. This information pack meets the Plain English Accredited Agreement
	6.2 Updates the tenancy agreement, conditions of tenancy and Tenants' Handbook to take account of changes in the law, regulatory requirements, and its own policy or procedures.	Partially	The tenancy agreement was last updated in April 2009  Action: Tenants handbook to be updated



Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	6.3 Has tenancy and estate management services which comply with statutory requirements, such as the right to quiet enjoyment.	Fully	Yes
	6.4 Provides the level of service and carries out the tasks agreed in tenancy agreements and support plans, and reviews them on a regular basis.	Partially	<p>Services are provided as outlined in the tenancy agreement and support plans.</p> <p>Action - Service standards to be measured and method of measurement to be established</p>
	6.5 Has furnished all of its properties appropriately with service users involved in both the overall approach and specific choices.		N/A – Accommodation is not furnished.
	6.6 Uses the appropriate technology and response system for any alarm system in use, with robust monitoring and performance systems in place..	Fully	New contract in place to update technology (telecare). Current technology is checked and recorded monthly by support officers.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	6.7 Ensures that where the circumstances or rights of a service user change, for example where registered care comes to an end, these changes are explained in the most appropriate way for the individual.	Fully	A visit will always be carried out unless the tenant confirms that he/she would prefer to discuss over the phone. Appropriate materials and other communication aids may also be used if required e.g. translator
Does the organisation effectively deal with all incidents of nuisance, anti social behaviour (ASB) and harassment by responding to incidents rapidly, in accordance with published procedures and their legal remedies?	6.8 Takes a proactive and innovative approach to combat anti-social behaviour through security measures, local lettings policies and community development activities, such as youth work.	Fully	We are signed up to the Respect Standard for housing management and have just completed a review of our ASB policy and procedure statement. This is reviewed every 2 years. We also liaise with other agencies such as the police and youth offending team.
	6.9 Uses a range of methods to gather evidence - for example professional witnesses, CCTV, video cameras, noise monitoring equipment etc.	Fully	Yes
	6.10 Works proactively to promote, support and sustain tenancies through mechanisms like the use of floating support, rather than terminating or demoting them.	Fully	We are signed up to the family intervention project which has specialist staff able to provide support to families who may without this support not be able to retain their tenancies and adhere to the terms and conditions.. We also have a catalogue of various support providers which we can use.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
Are tenants helped to ensure they carry out their responsibilities?	6.11 Can demonstrate, in court if necessary, that a service user understands their rights and has been helped in meeting their responsibilities.	Fully	To achieve this we have a plain English tenancy agreement, we interact with the tenant if the tenancy agreement is breached and we will signpost to various support agencies.
	6.12 Has a differentiated but structured approach to ensuring that tenants meet their responsibilities. Where support is temporary, breaches in tenancy conditions are dealt with in a way that will help residents sustain their occupancy independently in the future.	Fully	When residents in temporary accommodation breach their tenancy agreement, the temporary accommodation team will interact  The ASB Policy and procedures states a requirement to consider support where appropriate in negating anti social behaviour. Sustaining the tenancy is our first objective.
	6.13 Supports victims either directly or in conjunction with specialist care and support agencies.	Fully	We have an anti-social behaviour policy, provide witness support, offer additional security and work with community patrol.
	6.14 Fully supports perpetrators to amend their behaviour where this is a reasonable remedy to addressing the ASB concerned.	Fully	Various support agencies are used

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	6.15 Has strong partnerships with other agencies e.g. social services, environmental health, the police and other landlords in tackling anti-social behaviour and strong protocols for sharing information. Is an active member of the strategic partnership e.g. the Crime and Disorder or the Community Safety Partnership.	Fully	We attend and chair all anti-social behaviour action team and community tasking meetings.
	6.16 Has robust procedures and monitoring processes that ensure that health and safety checks are always carried out effectively and appropriately. Procedures are in place to ensure that issues which arise are appropriately addressed.	Partially	<p>We have a lone working policy and doorstep risk assessment. We also use the employment protection register.</p> <p>Action – Health and Safety risk assessments to be completed and employment protection register to be reviewed (corporate decision)</p>

<b>Key Line of Enquiry</b>	<b>Characteristics of an organisation providing an excellent service</b>	<b>ECC Complies? (Fully/ Partially/ No)</b>	<b>Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)</b>
<p>Are all internal and external communal areas kept clean, tidy and attractive by working closely with service users, other departments and external agencies?</p>	<p>6.17 Has communal areas which are clean, tidy and attractive. Abandoned vehicles, graffiti and vandalism are dealt with swiftly according to set procedures.</p>	<p>Partially</p>	<p>Regular estate inspections are carried out in high priority areas and any issues are dealt with as quickly as possible. Abusive graffiti is removed within 24 hours. We also have two dedicated staff from the cleansing department who work on housing related issues.</p> <p>Communal areas are the tenant's responsibility. However, consultation service charges for cleaning is due to start soon.</p>
<p><b>7. Allocations and lettings</b></p>			
<p>How fairly and effectively does the organisation administer the local housing registration scheme for social housing in the area?</p>	<p>7.1 Ensures that lettings to supported housing schemes achieve the purpose for which the housing was provided and which meets the criteria for the Supporting People contract.</p>	<p>Fully</p>	<p>Extra Care to be allocated between ACS and housing</p>
	<p>7.2 Can demonstrate that the process of allocation is fair and accountable and that it audits the decisions it makes.</p>	<p>Fully</p>	<p>All done though Choice Based Lettings and can report fully on outcomes.</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
How good is the organisation's allocation policy and how effectively does the organisation manage revisions, updates and amendments to the policy in consultation with service users?	7.3 Has an allocation policy that records, collects and takes accounts of individual's needs and support requirements in order to allocate supported housing on the basis of the greatest housing need.	Partially	<p>Extra Care to be allocated between ACS and housing</p> <p>Welfare and medical needs taken into consideration to provide additional priority on housing register.</p> <p>Action - Service would benefit from older people with higher support needs being case managed and supported through allocations process</p>
	7.4 Sets, and regularly meets, targets for lettings to applicants to the waiting list or referred by local and voluntary organisations.	Fully	All lettings go through Choice Based Lettings.
How much choice can applicants exercise over the type and location of their future home through the allocation policy and being registered on the housing register, through mechanisms such as a choice-based lettings scheme?	7.5 Meets or exceeds targets specified in service standards, allocation and lettings times. In doing so, the organisation maximises occupancy of supported housing.	Partially	<p>Not currently achieving Void rate PI due to length of time taken to complete statutory checks</p> <p>Time taken to allocate is within 2 weeks from advert to shortlist. At present we take too long to process applications</p> <p>Action - Scan applications to reduce processing time</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	7.7 Sets, and regularly meets, targets for move on from supported housing for service users who are ready for permanent housing;	Fully	Not relevant for older people as they are rarely moved on from supported housing
	7.8 Sets, and regularly meets, targets for lettings in permanent housing or negotiates referral agreements, including for move on accommodation, with other local providers.	Fully	Everything is allocated through Choice Based Lettings.
	7.9 Carries out an initial assessment of support needs at the time an offer is considered, in partnership with care and health service providers, so that the support plan and services are in place when an offer is accepted.	Partially	<p>Not all applicants support needs are assessed prior to an offer being made.</p> <p>Action for Housing Services Older Persons Strategy – include a paragraph regarding support needs in offer letter.</p>
How effective is the assessment of support needs and how are other agencies involved in determining that a care and support package is provided in a timely manner?	7.10 Ensures that appropriate support is available for vulnerable service users at the start of their tenancy and liaises with the administering authority where Supporting People grant is needed in order to ensure that the service user is able to sustain their tenancy.	Fully	The post let Visit Record sheet requires the EMO to ask if there are any support needs. Older Persons Accommodation residents will receive a visit from a support worker who will carry out an assessment of needs within two weeks of taking up residence.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	7.11 Carries out appropriate risk and support assessments, and makes best use of the housing and support contracts.	Partially	Same as above
<b>8. Liaison with partners and performance management</b>			
Are all relevant partners clear what roles and activities are support and what are housing management?	8.1 Provides each scheme or service with information which clearly defines the distinction between support and housing management. All parties are clear about the management agreements, roles and responsibilities.	Fully	Yes
	8.2 Achieves a positive synergy between the role of support and landlord services that minimises duplication and maximises efficient and effective working practices	Fully	The same manager is responsible for landlord services and support.
How good is the relationship and liaison between those who supply support, care, health services and those who supply landlord services?	8.3 Has partners who are all clear what services are eligible for support funding.	Partially	There are currently challenges and conflicts of interests between all parties.  Action for Housing Services Older Persons Strategy – New referral system and local government review to bring forward closer working relationships.



Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	8.4 Provides or arranges for the provision, where appropriate, support to vulnerable service users in its general, leasehold and temporary housing.	Fully	<p>We will signpost when required.</p> <p>Will assist in arranging support for vulnerable service users in general needs and leasehold if required.</p> <p>In temporary accommodation we have SP funded contract to provide in house support to assist move on through temporary housing.</p>
	8.5 Has in place a protocol between all relevant services which defines schemes where the services are no longer appropriate for the user group's roles, responsibilities, liaison arrangements and the sharing of relevant information.		
	8.6 Sets targets for the service provided by managing agents and monitors performance on a regular basis		N/A

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	8.7 Monitors processes as appropriate and is aware whether the support service is being appropriately provided and of any risk of changes to the support contract.	Partially	Services are monitored through individual support plans.  Action for Housing Services Older Persons Strategy – Closer working relationships with other providers needed. To be implemented through new provision of older person's support
	8.8 Understands issues faced by partners and takes appropriate actions to resolve problems.	Fully	Regular meetings are held with Supporting People where issues are discussed and actions are put in place.
Are performance issues shared with the support provider?	8.9 Takes appropriate action when service users appear no longer to need the support service they are receiving or is being paid for on their behalf.	Fully	The support service will soon become person based rather than accommodation based in order to only provide support to those who need it.
	8.10 Monitors and effectively manages the relationship and activities between landlord services and the support provision.	Fully	The same manager is responsible for landlord services and support.
	8.11 Shares performance information with the support provider, addressing issues jointly where necessary.	Fully	The same manager is responsible for landlord services and support.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
Are all relevant aspects of Supporting People understood?	8.12 Is aware of the expectations of the Administering Authority for Supporting People.	Fully	Yes. This is establish through regular liaison meetings
	8.13 Understand and has mechanisms to deal with the requirements of Supporting People.	Fully	Our Head of Housing sits on the joint commissioning board which is chaired by our head of strategic housing.
Are procedures in place for changing or ending relationships and contracts?	8.14 Reports complaints, concerns and problems with the support service to the support provider and Administering Authority	Fully	The same manager is responsible for landlord services and support. All issues are discussed with Supporting People through regular liaison meetings.
	8.15 Has clear procedures on how the relationship with the support provider or landlord agency can be ended, how a new partner would be chosen and who will be responsible for the service users if any contract ends		N/A as we are the support provider
Is the landlord identified as a stakeholder with the Administering Authority for all schemes?	8.16 Has ensured that the Administering Authority has the organisation down as a stakeholder for all schemes that it owns but does not provide the service for.	Fully	Yes
<b>9. Value for money</b>			

<b>Key Line of Enquiry</b>	<b>Characteristics of an organisation providing an excellent service</b>	<b>ECC Complies? (Fully/ Partially/ No)</b>	<b>Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)</b>
How well does the organisation maximise the impact from its resources on stock investment and asset management?	9.1 Ensures that the overall costs and standards of support and supported housing services provided by the organisation and by managing agents compares favourably with other similar organisations.	No	No benchmarking completed.  Action – Benchmarking carried out as part of Housing Services Older Persons Strategy
	9.2 Knows how much time staff spend on housing, care and support and can assess whether the service provided represents value for money, and is funding it from the appropriate source.	No	Action for Housing Services Older Persons Strategy – This will be established through the support service review
	9.3 Has measures and methods for assessing whether the quality of work and the outcome justifies the input of resources.	No	Action for Housing Services Older Persons Strategy – This will be established through the support service review

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	9.4 Can demonstrate that support and landlord services are providing value for money and that costs are apportioned appropriately between housing and support costs.	No	<p>Support costs are now separated from the tenancy agreement and rent so that they are clearly identified as separate services</p> <p>Action for Housing Services Older Persons Strategy - Introduce service charges which will illustrate VFM and costs of specific services – by 2010</p>
	9.5 Can demonstrate the costs, requirements, demands and viability for all supported housing schemes.	No	<p>The review of our older person's accommodation schemes identified the cost of refurbishment. However, there is no budget for this.</p> <p>Action - Re-appraisal of the schemes to be carried out</p>

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
	9.6 Produces and receives reports with appropriate performance indicators and targets for all aspects of the landlord services relevant to supported housing. Reports and targets differentiate between services where standards are necessarily different.	No	Action for Housing Services Older Persons Strategy - Set up a suite of performance targets and information in consultation with users of the support services.
	9.7 Has evaluated the costs and the benefits of every service being provided and can demonstrate that the arrangements for the provision of landlord and support services are the most effective and efficient one in each case.	No	Action for Housing Services Older Persons Strategy – Housemark to carry out benchmarking assessment
	9.8 It can demonstrate that each scheme has an alarm system that is market tested, chosen specifically for it, that is cost effective and that service users were involved in considering the options.	Fully	The alarm systems in the older person accommodation schemes are up to date and changed when required. Service users were not involved in choosing an alarm as Environmental Health informed Housing that they had to make this decision.

Key Line of Enquiry	Characteristics of an organisation providing an excellent service	ECC Complies? (Fully/ Partially/ No)	Comments (e.g. notes about what action is required or in case of 'Full' or 'Partial', brief details of evidence and where documents are)
How effectively has the organisation established partnerships geared to achieve value for money and improving its performance to service users?	9.9 Has service level agreements between landlord, landlord services and support services that provide value for money, and are regularly monitored.	Partially	N/A as the landlord and support provider is the same body. Actions above include benchmarking against other providers and this will establish whether VFM is being provided. Services are monitored by Supporting People. Monitoring system needs to be improved.
	9.10 Is prepared for all of its Supporting People contracts to be reviewed.	Fully	Yes
	9.11 Has effective protocols that help produce smooth working relationships with all relevant parties and managing agents.	Partially	We have an information sharing protocol with social services  Action for Housing Services Older Persons Strategy – Review of protocols between all support agencies.

## **Appendix I - Methodology**

### **A – Research**

Research for the Older Person's Housing Strategy included:

- Referencing other internal strategies. This included the Homelessness Strategy 2008-2013, Corporate Plan 2007-2010, Asset Management Strategy 2009-2015 and Equalities and Diversity Strategy 2009-2012
- Referencing Government documents and good practise guides from organisations such as the Chartered Institute of Housing. All references can be found in Appendix F
- The Audit Commission's Key Lines of Enquiry (KLOE) on Supported Housing
- Meetings with managers and officers to establish what services their departments provide for older people
- Focus group

### **B – Statistics**

Sources of statistics for the Older Person's Housing Strategy included:

- Exeter City Council housing register data
- Exeter City Council Environmental Health Department
- Exeter City Council Tenant Status Survey 2008
- Exeter and Torbay Strategic Housing Market Assessment 2007
- Department of Health Projecting Older People Population Information System
- CIVIS RESEARCH on behalf of Devon County Council., 2008. *Strategic Review of Older Person's Housing and Support Services.*
- HM GOVERNMENT., 2009. *Building a Society for All Ages.*
- COMMUNITIES AND LOCAL GOVERNMENT et al., 2009. *Housing our Ageing Population: Panel for Innovation (HAPPI)*
- HOUSING CORPORATION., 2008. *Investing for lifetimes: Strategy for housing in an ageing society.*



- KEARSLEY.J., 2009. *Prevention and Commissioning Joint Services*. Presentation slides from Housing Learning and Improvement Network conference 'Putting older people first in the south west'
- JARMAN.R of the Audit Commission., 2009. *The Changing Landscape of Inspections*. Presentation slides from Capita Sheltered Housing Conference
- ADAMS.S and ELLISON.M of Care and Repair England., 2009. *Time to Adapt: home adaptations for older people: The increase in need and future of state provision*.
- HUSAIN.S of Communities and Local Government., 2009. *Housing Challenges for an ageing society*. Slides from the Chartered Institute of Housing Older Person's Housing and Support Conference
- HEYWOOD.F and MACKINTOSH.S of the University of Bristol on behalf of Habinteg Housing Association., Servite Houses and Hanover Housing Association. 2009. *Housing Associations and Home Adaptations: Making it work smoothly*.
- MOLINEUX.P & APPLETON.N of Contact Consulting on behalf of the Department of Health Housing Learning Improvement Network., 2005. *Supporting People with Dementia in Extra Care: an introduction to the issues*. London: Housing Learning & Improvement Network.
- COLGAN.K of the Audit Commission., 2009. *How can housing build better lives? More than just new homes* – Presentation slides
- DEPARTMENT OF HEALTH HOUSING LEARNING IMPROVEMENT NETWORK., 2008. *Connecting with health and care*.

## **C – Involvement and Consultation**

Tenants, staff and representatives from organisations throughout Exeter were involved in the creation of this Strategy and Housing Services attempted to be inclusive, informed and transparent throughout.

Tenant and organisational involvement in the Older Person's Housing Strategy included:

- A focus group with tenants, leaseholders and members of representative organisations. The results of this focus group were sent to all attendees, operational managers and heads of service. The results can be found in appendix A

Wider consultation was carried out with:

- Adult Community Services - Devon County Council
- Supporting People – Devon County Council

- Homes and Communities Agency
- Government Office South West
- Devon and Cornwall Housing Association
- Magna Housing Association
- Cornerstone
- Spectrum Housing
- Tor Homes
- Sarsen Housing Association
- Sanctuary Housing
- Sovereign Housing Association
- Exeter Municipal Charities
- Age Concern
- Senior Council for Devon
- Hikmat Social Contact Centre
- Polonica
- Cultural Champions
- Devon Inclusive Housing Project
- Devon Care and Repair
- Islamic Centre of the South West
- Olive Tree Association
- Devon Pensioners Action Forum
- Wessex Reinvest Trust
- South West Ambulance Service
- Devon Care and Repair
- Exeter City Council's housing, planning and building control, forward planning and environmental health departments.
- All Councillors of Exeter City Council
- All attendees of the original focus groups
- Tenant and Leaseholders Committee
- Sheltered Housing Forum
- Tenant Editorial Board
- Local Strategic Partnership
- The wider community – the strategy was placed on the Council's website and in Customer Services and local reference libraries, posters were sent to doctors surgeries and a copy was taken to an 'Advice, Information & Guidance' session at Exeter Mosque.

The feedback from this consultation, along with the final revision of the Strategy was passed to Scrutiny Committee on 31 August 2010 and Executive Committee on 14 September 2010

#### **D – Launching the Final Strategy**

The Older Person's Housing Strategy will be officially launched in September 2010. It will be placed on the Exeter City Council website and launched officially to the public through an article in Insight and Chatterbox. This article will explain what the strategy is about and how it benefits City residents.