



homes, communities, cultures

Older Person's Strategy Update – 2008

| Version #: | Date: | Summary of Changes |
|-------------------|--------------|---------------------------|
| Version 5 | | |
| Version 4 | October 2008 | Re-Approved by Board |
| Version 3 | October 2007 | Re-Approved by Board |
| Version 2 | October 2006 | Approved by Board |
| Version 1 | July 2006 | |

A charitable housing association

Older Persons Strategy Update, 2008



Introduction

A Connect Older People's Strategy (2006-2009) was approved by Board on 6 September 2006 and reviewed on 24 October 2007.

This was the first Connect Strategy for Older People and incorporated national, regional and local contexts along with our aims and aspirations for future service delivery. The strategy also included an action plan for 2006-09.

Connect has over 700 units of accommodation for older people across all four Local Authority areas where Connect has stock and this accounts for approximately 25% of Connect's stock. Connect has one category two scheme at Hawthorn Mill, four category one schemes across Calderdale and Kirklees with scheme managers, and many other schemes where we have community alarms. In addition, we have a floating support service specifically for older people in Leeds and floating support available from the TILT (Independent Living Team) in Kirklees.

In the context of this strategy 'older people' refers to existing and potential service users over the age of 50. There are in excess of 1,000 people aged 50 and over that live in Connect properties.

Current Position

- Supporting People Contracts are in place for all services. The contract for the service in Calderdale was signed in April 2007 and is for a duration of three years with the option to extend for a further two years. The existing contracts for services in Kirklees have been extended until the end of March 2009 to allow time for a remodelled service to be implemented. A new contract will be in place from April 2009 and will be for two years until the end of March 2011. The service at Hawthorn Mill in Leeds has recently been reviewed and a new three year contract with the option to extend for up to two further years agreed with Leeds Supporting People team from September 2008. The weekly unit price for the service (£17.46) is significantly higher than the regional benchmarking figure

of £11.71 per week for the upper quartile and reflects the high quality of service provided at Hawthorn Mill and this was recognised in the Supporting People validation visit report.

- Following the Audit Commission Inspection report of March 2007 Calderdale Commissioning Body were approached with regards to Supporting People meeting the full cost of service delivery. The approach was successful and from April 2008 Connect has been receiving the full costs of providing the service. The issue of Connect subsidising services in Kirklees will be resolved by April 2009 when the remodelled service will come into effect. From April 2009 contracts for older people's services will no longer be operating at a deficit as reported to Board in October 2007.
- All contractual relationships with Tunstall Lifeline Ltd for the community alarm services have been terminated and contract is now with Care Ring at Leeds City Council for all Connect properties. Due to costs being renegotiated for both the monitoring and maintenance of the community alarms the service is no longer operating at a deficit as reported to Board in October 2007.

Leeds Supporting People team are working towards contracting directly with Leeds Care Ring for the provision of the community alarm service in Connect's category one properties in Leeds. Connect is currently analysing how the change of contract holder will affect tenants.

Kirklees Supporting People team have indicated that community alarm contractual arrangements will be reviewed at some point in the future and for this reason didn't fall within the remit of the remodelled support service in Kirklees.

- The Allocations & Marketing Strategy is in place to achieve equal and fair access to all applicants for older persons accommodation in Kirklees. Progress has been made in terms of production and distribution of leaflets in community languages, distribution of application forms and lettings criteria. In addition, a number of BME community groups agreed to act as a sounding board for future service development/improvements. No organisation was willing to attend meetings. Progress has been slow in terms of improved lettings performance to BME groups. In order to address this issue the Lettings & Marketing Assistant along with a BME Scheme Manager are in the process of visiting local BME community

organisations such as the Chinese Community Centre in Huddersfield and arranging open day viewings when suitable vacancies arise.

- No opportunities have arisen to bid for new work relating to Older Persons Housing during the period since the strategy was approved.
- A Business Plan target of 100% for level A/B of the Quality Assessment Framework has been set for all services by April 2009. Hawthorn Mill has recently been reviewed by Leeds Supporting People Team where the self assessment of level A/B for all core services, with the exception of fair access, diversity and inclusion was validated. Services in Calderdale & Kirklees have self assessed at level B in all core service areas. Validation of the self assessment in Calderdale is due to take place sometime between January – March 2009. No dates for validation have been set in Kirklees as the QAF process has been temporarily suspended due to the implementation of remodelled services. It is expected that validation of level B will take place at some point during 2009-10.
- Self assessment against the Supported Housing KLOE for 2006/7 pointed towards a fair service. 2007/8 shows an improvement with 66.6% of standards assessed as an good service. An action plan is in place to meet the excellent KLOE standard in a minimum of four elements:- Access & Customer Care, Service User Involvement, Allocations & Lettings and Diversity.
- Connect continues to play a lead role in the Synergy Group for Older Persons housing sharing best practice initiatives and promoting joint working. The Synergy group has been looking at a number of initiatives such as producing a joint tenant satisfaction survey to facilitate joint working where appropriate. In addition Synergy meetings over the past twelve months have taken a more themed approach to tackle issues around tenant involvement, engaging with BME communities, QAF/KLOEs and community alarm monitoring services.
- Tenant involvement with the work of older people's services is now well established via the COPS group and is highlighted in the next section of the strategy update.

Achievements in past 12 months

A number of action plan priorities have been implemented. Please refer to the revised action plan for full details but some of the highlights include the following; -

1. Connect Older People's Strategists Group (COPS) has been established for over a year now and has recently concluded the work on the three main priorities highlighted in the tenant satisfaction survey of 2006. COPS bags containing information relating to an adequate income, being active and healthy and safe neighbourhoods were launched at the AGM on 25 September 2008 for all new Connect tenants aged 50 and over and any existing tenants 50 or over who request a bag.
2. Energy Efficiency Advisors Training (City & Guilds qualification for successful completion) has been arranged with Leeds City Council for three Scheme Managers (one each in Kirklees, Calderdale and Leeds) for October/November 2008 in order for appropriate affordable warmth advice and information to be given to vulnerable tenants of Connect.
3. An older people's tenant satisfaction survey was completed in March 2008 looking at issues around the support service and estate safety issues. The results have been analysed and discussed with relevant scheme managers, estate safety issues fed into estate sustainability information and feedback given to relevant departments. Feedback on the main issues (social isolation and companionship) have been reported to tenants via Get Connected.
4. An office/community facility has been in operation at Carr Street since March 2008 (on a 12 month trial basis). The facility has been a major success both for staff and tenants alike. The Scheme Manager has better facilities in terms of I.T. equipment, ability to use on site facilities for making a hot drink and using the bathroom. In terms of the tenants the community facility has seen a dramatic increase in tenant involvement namely the creation of the Carr Street Residents Association (CSRA) now formerly recognised by Connect. The Residents Association organise a weekly coffee morning, organised trips and made a successful application to Connect Residents Federation (CRF) for an electric cooker so that healthy eating can be promoted on the scheme. The CSRA with help from the Community Involvement Team are working with Information Services to get their own computer to be able to provide tenants with facilities like on line shopping and computer lessons. This facility is regularly used by

tenants and staff members and is reducing issues of isolation amongst the tenants as was highlighted in the tenant satisfaction survey of March 2008.

5. A detailed analysis of the long term sustainability of older people's schemes in Calderdale, Kirklees and Wakefield has been completed and a report produced with an action plan based on a traffic light system. A similar exercise will be carried out for older people's schemes in Leeds to give a more complete picture of long term sustainability across the whole of Connect stock designated for older people.
 6. We continue to build on community links with organisations like Calderdale Healthy Ageing, Neighbourhood Network Schemes and Leeds Older People's Forum.
- Hawthorn Mill played a lead role in the 12 month pilot (June 2007 – June 2008) of the early implementation of the Single Assessment Process (SAP) in Leeds alongside four other voluntary sector organisations. Overall, the pilot was deemed a success and Hawthorn Mill will continue to use the SAP both for existing tenants and for prospective tenant visits. The main benefit of the SAP seen at Hawthorn Mill has been in terms of quicker referral response times by statutory agencies such as Social Services. There are also some challenges to overcome in order to improve the SAP including the paperwork being available electronically to ensure information is constantly updated and accessible, getting more organisations to use SAP and to ensure the documentation covers all aspects of housing support.

In order to prevent any issues of non compliance with contractual obligations the early implementation pilot involved Leeds Supporting People from the outset to ensure they have supported the person-centred SAP approach.

- Connect Housing has played an active role on the steering group to oversee the development of a remodelled two tier support service for older people in Kirklees. The remodelled service was finally approved by Kirklees Cabinet in September 2008 and will be implemented by April 2009 and will see Connect recovering full costs of providing the service.

- Services across Calderdale, Kirklees and Leeds continue to make improvements on the Supporting People Quality Assessment Framework (QAF) aided by factors such as SAP and improved partnership working.
- All support planning documentation has been reviewed and updated to ensure consistency of service delivery across all Local Authority areas and is compatible with the Communities and Local Government outcomes monitoring framework.
- All training identified within the training plan has been completed or arranged.
- Connect has a new Relief Scheme Manager among the pool of bank staff to provide cover during periods of annual leave, sickness and other absences to reduce or even eliminate the need for any agency cover.
- Older Peoples Services are being promoted by attending local forums such as Calderdale Sheltered Housing Providers sub group, SAP in Leeds, Synergy partnership and Supporting People Provider Forums.
- During the last 12 months a number of new information booklets have been produced in order to make service users and staff more aware of the services we offer. All of this material is available on the Intranet and can be produced in other formats on request.
- During 2007/8 137 minor adaptations, fully funded by Connect at a cost of £49,000 were completed and Connect assisted with 38 Disabled Facilities Grants (DFGs). During the first six months of the current financial year Connect has completed 58 minor adaptations and there are another 50 DFGs in the system, 15 have been grant approved and 35 are at the enquiry stage.

These adaptations assist in enabling older people to remain in their homes (Connect tenancies) and prevent unnecessary moves into other accommodation including residential or nursing care. Tenant satisfaction levels with adaptations remains very high at an average score of 9.9 out of 10.

Challenges for next 12 months

- Implement remodelled two tier support service to older people in Kirklees by April 2009 starting with detailed tenant consultation and evaluation of individual

support needs during October – December 2008. Internal consultation with relevant departments will also take place in order to remove tier two support charges from rent accounts to separate support agreements.

- Following the success of the office/community facility at Carr Street gain Management Team approval to expand this provision to other Scheme Manager sites. A more detailed report is due to go to Management Team on 11 November 2008.
- Following the success of the COPS group in addressing the three main priority areas highlighted in previous tenant consultation the COPS group will need supporting to develop other areas of work such as addressing issues like BME access to housing and reviewing policies and procedures.
- Provide more information to service users and staff members on Telecare services that are available to older people in Calderdale, Kirklees and Leeds especially in terms of what types of Telecare services are available , referral routes and any likely cost implications to service users.
- Measure effectiveness of Allocations & Marketing strategy in terms of BME lettings to older people's housing and strength of links with BME community organisations.
- Continue work on QAF self assessments particularly in Kirklees to ensure we meet the Business Plan target for 08/09 of achieving 100% of services rated at A/B against the six Core QAF objectives.
- Implement KLOE action plan to meet excellent standard in a minimum of four elements.
- Continue to implement the revised action plan incorporated within the strategy.
- Prepare for Calderdale Supporting People Team's validation visit to assess level B of QAF including supplementary objectives.
- A DDA audit of older persons schemes is planned for 2008/9 once staff members have received the required training to complete audit inspections. Quick win

solutions will be budgeted for in 2009/10. More complex issues regarding DDA access to schemes for older people will be planned for separately.

Strategic Context

The National Strategy for Housing in an Ageing Society was jointly published on 25 February 2008 by Communities & Local Government (CLG), Department of Health (DH) and Department for Work and Pensions (DWP).

The strategy highlights the importance of meeting the challenge of creating housing for an ageing society, one of the greatest housing challenges of our times.

The strategy covers all types and aspects of public and private sector housing. There is a focus on existing stock, building for the future, creating sustainable communities, improving information and advice services at a national and local level, joined up approaches across housing, health and social care and perhaps most importantly involving older people in all aspects of service delivery and planning.

Although the National strategy and Connect Strategy were published 18 months apart there are clearly identifiable links between the two.

On a local level, Calderdale Council has recently published its Housing Strategy for an Ageing Population 2008-13 – 'A Home for Life'. The Calderdale Strategy focuses on issues like provision of adequate support to enable older people to live independently, a range of good quality affordable housing across all tenure types and promotion of integrated working between all stakeholders to promote healthy ageing

The review of the Older People's Strategy has also taken into account other publications such as the Housing Corporation's publication 'Investing for lifetimes – Strategy for housing in an ageing society', Age Concern publication 'Older People in the United Kingdom' and the Communities and Local Government publication 'Housing Choices and Aspirations of Older People.



UPDATE ON OLDER PEOPLE'S STRATEGY ACTION PLAN

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|--|---|--|--|
| Formation of Older People's Strategy Group | Over 50s will be consulted about the formation of the OPSG. The group will consist of staff and tenants. The Group will work to improve Older People's Services in Connect and deliver service improvements in areas prioritised by tenants through consultation. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | Group in place by January 2007 Work will be ongoing until 2011 Achieved |
| COPS Group in place-3 sub groups have come together as one group and spent the last year working on producing a COPS bag (launched at AGM on 25 september) to be presented to all new Connect tenants aged 50 and over (and existing tenants who request a bag) at the 1 st Probationary visit, the pack will contain signposting leaflets, booklets and items that tie in with <ul style="list-style-type: none"> ○ Having an adequate income ○ Keeping healthy & Active ○ Living in a Safe Neighbourhood COPS group will now move on to look at issues around BME access to housing and reviewing policies and procedures. | | | |
| Investigate possibility of using database to extract information about all over 50s in Connect properties | To make sure we 'target' the correct age group when consulting on the Older People's Strategy | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Community Involvement ◆ IS Team | From December 2006 to Jan 2008 Achieved |
| Data Base of all over 50s in place and available to use for consultation exercises. | | | |
| Publicise floating support success stories via 'Get Connected' | Positive feedback will encourage others to use service, will boost staff morale | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers ◆ Floating Support | From July 2006 to Dec 2011 Achieved |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|---|--|--|--|
| Regular COPS Page has been allocated to the COPS Group for their use in 'Get Connected' stories and feedback from COPS group featured. Success support stories being collated for future issues | | | |
| Benefit Take Up Campaign, Fuel Poverty Awareness and adaptations education | To ensure that all our tenants are aware of benefits they are able to claim. Increased Housing Benefit take up will ensure rents are being paid whereas AA, DLA take up will ensure more frail tenants can retain independence by being able to pay for care. Fuel Poverty awareness is a proactive approach to ensuring tenants are aware that Fuel Poverty is unnecessary. Adaptations education – more opportunity for tenants to stay in their own homes for longer. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers ◆ Floating Support | From April 2007 to Dec 2008 Priority – HIGH An "adequate income" was the top priority from tenant consultation. A Scheme Manager from Calderdale, Leeds & Kirklees will complete the Energy Efficiency Advisors training in October/November 2008. |
| Information about Benefits will be included in the 'Connecting with over 50s' pack signposting tenants 'Who can claim' 'when to claim' 'what to claim'. Calderdale sheltered providers sub-group working with Calderdale DWP to produce a guidance leaflet for tenants that can be included in over 50s pack and in Get Connected. Connect has developed an Affordable Warmth Strategy. Once the Energy Efficiency Advisors training has been completed the Scheme Managers will be able to provide advice and information to Connect tenants on affordable warmth issues such as getting the best tariffs, understanding bills received and more efficient use of heating systems. | | | |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|---|---|--|---|
| <p>Develop closer working links with Emergency Call Centres –Care Ring (Leeds) + Tunstall (Attendo)</p> <p style="color: red;">Contract with Tunstall call centre terminated 18.02.08</p> | <p>Increase information exchange, work together to ensure we provide an efficient service in emergencies, Tenant information will be updated regularly. Tenants will be educated on use via 'Get Connected'</p> | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers ◆ Floating Support | <p>From August 2006 to April 2008</p> <p style="color: red;">ACHIEVED – new procedure on Intranet.</p> |
| <p>Due to continuing concerns over service quality and proposed price increases the Tunstall monitoring contract has been terminated (Feb 08) and awarded to Care Ring provided by Leeds City Council. Consequently new procedures have been drafted for Huddersfield based schemes to ensure effective working links with Care Ring.</p> | | | |
| <p>Update all Emergency Calls Systems in Cat 1 & 2 properties. Investigate moveable call equipment system and offer more choice of equipment.</p> | <p>Systems at the end of their life, more choices available now. Equipment needs to be move-able so that the services can be provided in any property. Could be used in crisis cases then moved when crisis over?</p> | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | <p>Sept 2006 to December 2011</p> <p style="color: red;">Priority – LOW for 08/09 for all schemes except Hawthorn Mill.</p> |
| <p>Preliminary internal discussions held with Technical Contracts Manager on how we might go about this. Hawthorn Mill will be a priority scheme for updated equipment – 08/09. Prices have been received from three local contractors to replace the door entry/warden call system at Hawthorn Mill and this is waiting for final Management Team approval to proceed.</p> | | | |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|---|---|--|--|
| Develop a range of tenure and support solutions including where required remodelling of existing older persons accommodation, and initiatives to allow older people to stay in their own homes. | Making tenancies sustainable and increasing levels of demand. Appraising the stock to assess how suitable it is. Providing a range of options for older people. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers ◆ Assets and regeneration Team ◆ Floating Support | From September 2006 to April 2009 Priority – MEDIUM. Work started on collating information to assess long term viability and possible options for each scheme. |
| <p>A DDA audit of older persons schemes is planned for 2008/9 following staff training and 'quick win' solutions budgeted for in 2009/10. Longer term issues around accessibility will be addressed separately.</p> <p>The sustainability of older people's schemes in Kirklees, Calderdale & Wakefield has been assessed and an action plan of priority issues (based on a traffic light approach) has been produced and quick win solutions have been forwarded to relevant departments within Connect Housing. A similar exercise will be completed for appropriate schemes in Leeds to get a fuller picture of the long term sustainability of Connect schemes currently designated for older people.</p> | | | |
| QAF-continue to work on evidence building working towards 'A' | Use the QAF as a working document for ensuring the correct policies/procedures are in place and the service achieves level A standard. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | From July 2006 to April 2009 Priority – HIGH to achieve level B by April 08. Self assessed at level B in April 2008. |
| <p>New action plan in place for level B based on guidance document (relating to evidence gathering) produced by Kirklees Council. QAF self assessments regularly updated as progress is made.</p> | | | |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|---|---|--|---|
| KLOEs action plan | To assess our services against the Audit Commission's 'excellent' standard and work towards achieving this standard in areas where we fail to meet it. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager | April 2008 Priority – HIGH Services assessed February 2008 with action plan in place to achieve excellent standard. |
| Build on links already made with Calderdale Healthy Ageing Network, Leeds Healthy Ageing Network, Leeds Older People's Forum & Neighbourhood Network Schemes | Positive working with other agencies will help forge links with the communities in which we are working. Promote health initiatives amongst Connect tenants. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | From July 2006 to Dec 2009 Priority – HIGH "The ability to keep active and healthy" was the second priority in tenant consultation. |
| Hawthorn Mill is one of the Early Implementers of the Single Assessment Process launched in June 2007 Hawthorn Mill worked with Healthy Women's Network on the Purple Project which promoted healthy living, this was launched at Hawthorn Mill in July Neighbourhood Network Schemes being promoted in the 'Connecting with over 50s' pack Hawthorn Mill held a very successful 'International Day of the Older Person' event in October 2007 with over 50 attendees Part of Calderdale Healthy Ageing Network | | | |
| Link with BME Groups to promote positive approach of Sheltered Housing | Sheltered Housing needs to present a positive image to BME groups. Connect will address this by working in partnership with other organisations. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | From Dec 2006 to Dec 2009 Priority - HIGH |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

| ACTION | AIM | RESPONSIBLE STAFF | TARGET DATE |
|--|--|---|--|
| <p>Hawthorn Mill held 'International Day of the Older Person' event in October 2007, BME groups invited to take part in the day Consultation exercise underway with BME communities in Kirklees to look at how we can ensure equal and fair access to older persons' accommodation. New service leaflet and poster produced and translated into 3 main community languages in Kirklees and these are being promoted to target audiences. Issue of engaging with BME communities discussed at Synergy meeting in July 2008 and some good information/advice provided to be actioned. COPS group to start making active links with BME community organisations to explain services that Connect can provide.</p> | | | |
| Tender for new floating support contracts | Build on existing expertise and to adapt to changing SP priorities | <ul style="list-style-type: none"> ◆ Housing and Support Services Manager ◆ Senior Housing Officer ◆ Senior Scheme Manager | As and when contracts are tendered Priority – LOW The priority status may change in 2009 if floating support services are tendered |
| No progress to date as no contracts for this type of service have been advertised. | | | |
| Implement an Exit Questionnaire for tenants leaving the service | To highlight what we do well and where we need to improve. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Scheme Managers | By April 2007 ACHIEVED |
| Completed. Questionnaires are being received but not enough quantity yet to influence service delivery. | | | |
| Ensure all Scheme Managers have access to IT systems | To be able to access information and to carry out their role more effectively. Scheme Managers will be able to support each other and keep in contact via e-mail etc | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ IS Team | December 2006 ACHIEVED in October 07 |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

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|--|--|--|---|
| Software packages and printers provided for two scheme managers who have their own PCs. Laptops for other scheme managers. Problems with mobile phone reception at two schemes has been resolved by providing new SIM cards on a more reliable network. Scheme Managers are being provided with training on Word and Excel to make best use of I.T. equipment. | | | |
| Ensure Scheme Managers receive relevant training | To carry out their role more effectively. | ◆ Senior Housing Officer | Ongoing Achieved and ongoing as a HIGH priority |
| Ongoing and training needs identified via performance management scheme, 121s and team meetings. | | | |
| Develop links with Synergy Supported Housing Group on older People's services | Promote best practice initiatives with other housing providers in the region. | ◆ Director of Neighbourhood and Community Services ◆ HSSM ◆ Senior Housing Officer | July 06 – December 09 Priority – MEDIUM Achieved and ongoing. |
| Ongoing. Mid tenancy questionnaire developed amongst Synergy group to determine satisfaction levels, shared training opportunities, areas of concern, benchmarking. Synergy meetings now focused on themes including tenant involvement, engaging with BME communities, QAF/KLOEs. | | | |
| Move towards a mobile Scheme Manager service at all sites except Hawthorn Mill | To provide a more flexible and responsive service where it is needed | ◆ Senior Housing Officer | Ongoing Priority - LOW |
| Ongoing. | | | |
| Survey tenants about local estate safety issues | Develop joint working with Community Safety Partnership to ensure older tenants feel safe in their homes and neighbourhoods. | ◆ Senior Housing Officer ◆ Senior Scheme Manager ◆ Community Involvement Team | October 07- October 08 Priority – MEDIUM "Safe Neighbourhoods" was the third priority in tenant consultation. |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

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| <p>As part of the work the COPS group are doing they would like to promote Neighbourhood Watch Schemes in Leeds, Calderdale, Kirklees and Wakefield. Any group having a NWS not already recognised as a tenants group will automatically receive £100.00 and have their group recognised by Connect.</p> <p>Older People's tenant satisfaction survey and STATUS survey 2007 addressed local estate safety issues and concerns have been highlighted in estate sustainability analysis.</p> | | | |
| Implement an Allocations and Marketing Strategy | To achieve equal and fair access to all applicants for older person's accommodation in Kirklees. | <ul style="list-style-type: none"> ◆ HSSM (Huddersfield) ◆ Senior Housing Officer ◆ Lettings Team | <p>October 2007</p> <p style="color: red;">Priority – HIGH</p> <p style="color: red;">Achieved October 07 – follow up work required to ensure effective implementation.</p> |
| <p>Allocations and Marketing Strategy presented to Board at October 2007 Board meeting.</p> <p>A number of actions are already underway including consultation with local BME community organisations, production and distribution of leaflets and posters in local community languages and promotion of allocations policy.</p> <p>Established contact with a variety of BME groups who will act as a consultation group for future changes or proposed improvements to service delivery.</p> | | | |
| Trial an office/ community facility at one scheme in Kirklees for 12 months. | To provide office space for scheme managers, community facility in areas we are working, implementation of Kirklees remodel of older people's services. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Scheme Manager ◆ Assets and Regeneration Team | <p>April 2008</p> <p style="color: red;">Priority – HIGH</p> <p style="color: red;">Achieved – February 2008</p> |
| <p>New fully equipped office facility in place for Scheme Manager.</p> <p>Community facility up an running – new Carr Street Residents Association in place with weekly coffee mornings, organised trips, successful cooker bid to promote healthy eating via Estate Priority Fund.</p> | | | |

OLDER PEOPLE'S STRATEGY 2006-2009

PLAN OF ACTION

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|---|---|---|---|
| Implement Kirklees Remodelled support service | Provision of a needs based rather than a one size fits all service. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Scheme Managers | April 2009 Priority - HIGH |
| Expand office/ community facilities at other Scheme Manager sites. | To provide office space/community facilities locally in communities where we work. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Scheme Managers | April 2009 – March 2010 Priority – MEDIUM/HIGH |
| Provide more detailed information on Telecare options to service users and staff of Connect Housing | To ensure that service users and staff know how to access additional Telecare services as required in Calderdale, Kirklees & Leeds. | <ul style="list-style-type: none"> ◆ Senior Housing Officer ◆ Scheme Managers | April 2009 Priority - MEDIUM |