

Scrutiny Team Report (13)

Review into the Enhanced Landlord Scheme as part of the Sheltered Housing Offer from Selwood Housing

Management Response

Prepared by: Hannah Perkins, Supported housing manager

Date: 8th June 2021

1 Introduction:

With the new enhanced landlord service in sheltered housing effective from November 2019 the scrutiny team identified this service as an area for review.

2 Management Response:

This review was timely and particularly welcome as we hopefully gear up for sheltered facilities reopening fully and we prepare for those customers who are self-funders paying the charge. The report reflects our customers experience of the service and focuses us on the areas we need to prioritise, so customers have clear expectations of the service.

The post review meeting with members of the scrutiny team was positive. We have accepted three of the four recommendations and are committed to delivering our action plan in response to these and providing regular updates to the scrutiny team.

3 Findings and observations:

The report has been shared with the sheltered housing team, both managers and staff feel the report reflects the reality of the service, at this time, and appreciate the scrutiny team's understanding of the constraints due to the funding arrangements and the challenges of providing a service during COVID. There was much that was familiar too in the reminder of the challenges introducing the service and it is helpful to have a renewed focus on the issues outstanding.

4 Recommendations:

	Recommendation	Management response
1	<p>Scrutiny recommends that the sheltered housing service clarify and publish their commitments to tenants with regard to the enhanced landlord scheme, including updating the web pages.</p>	<p>Expected completion date: 30th September 2021</p> <p>Co-ordinator: Supported housing manager</p> <p>Response: Agree</p> <p>We will draft our revised commitments to tenants for review by the sheltered housing forum before publicising to all sheltered housing tenants. We will work with the communications and marketing team to ensure that the external web site is updated</p>
2	<p>Scrutiny recommends that the sheltered housing service work with the communications and marketing team to come up with a comprehensive communications strategy. This strategy should include a formula for direct tenant contact to explain the coordinator's job role and the services that the charge covers, and it should carefully consider the sheltered housing audience and methods of communication.</p>	<p>Expected completion date: 30th September 2021</p> <p>Co-ordinator: Supported housing manager</p> <p>Response: Agree</p> <p>This links to the previous recommendation, the communications plan proposed to include recommendation one too. The Supported housing manager will work with the communications and marketing team to produce</p>

		the plan and ensure this is delivered.
3	Scrutiny recommends that the sheltered housing service create a specific policy and process that ensures tenants are regularly updated regarding any issue they have raised. This should include details on making sure tenants know when they should expect answers by and ensuring tenants are aware of the outcome of any report regardless of whether any action was needed or has been able to be taken.	<p>Expected completion date: 30th September 2021</p> <p>Co-ordinator: Supported housing manager</p> <p>Response: Agree</p> <p>There are Selwood commitments on response times to customers in place. We have agreed with the scrutiny team that we will collate these into one document, making it clear how we will respond when we do not have the immediate answer to the issue they have raised. This will be reviewed by the sheltered housing forum before sharing with sheltered customers. We will use our daily team huddles to focus on the barriers to providing good customer service and how we can find solutions to these as a team. We will share this work with the scrutiny team in our updates</p>
4	Scrutiny recommends that the sheltered housing service continue the extended support role that came about due to the covid-19 pandemic. This should include providing training to coordinators so that they can	<p>Expected completion date:</p> <p>Co-ordinator: Supported housing manager</p> <p>Response: Disagree</p>

	<p>continue to help individual residents as required and build cohesive active communities.</p>	<p>While we are a service working with older and sometimes vulnerable customers and we will have customers who are in crisis where we will want to help, we are not a support service. There are housing support providers in place, Somerset Care and Cera Care who are funded to provide a support service and to run activities at our sheltered schemes while we are not. Co-ordinators do receive relevant training; for example, on dementia (most of the team are dementia friends) and dealing with bereavement. The housing support contracts are under review with the likelihood that these will go. At this point there will be a review of the gaps this will leave and our response to this.</p>
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5 Conclusion:

This was our first experience of a scrutiny review in the sheltered service and we found the experience positive and constructive.

We would like to thank the scrutiny team for their focus and commitment in carrying out this review and focussing us on the improvements needed.

We are committed to keeping the scrutiny team up to date with our progress.

