

Appendix 2: Sheltered Housing Review - Action Plan

No.	Action	Action description / objective	Target / success measure	Deadline	Officer responsible
Recommendation 1: Take forward proposals for remodelling and redevelopment					
1.1 Mid term	Install wifi in sheltered housing schemes	Explore cost to install wifi in communal areas vs throughout whole schemes – liaise with IT for installation & incl appropriate cost in service charge (being reviewed by DF)	Available wifi in all communal areas at least, ideally throughout whole schemes	Q3 -Q4 2020/21	L1 Team Manager – Older Peoples Services (OPS)
1.2 Long term	Upgrade warden call equipment	Upgrade warden call equipment at all schemes	Equipment upgraded	2022/24	L1 Team Manager – Older Peoples Services Q2 21/22
1.2a Mid term sub action	Presentation from 3 main telecare suppliers plus one other (wildcard)	Presentation on adaptable and sustainable assistive technology for sheltered housing schemes to enable move from analogue to digital	Presentation taken place	Q3 2020/21	L1 Team Manager – Older Peoples Services
1.2b sub action	Procure warden call alarm Supplier	Tender for the work to upgrade the warden call system	Award contract	2021/22	L2 Service Manager and L1 Team Manager
1.3 Long term	Redevelopment of schemes as per Ark recommendations	Redevelopment of sites categorised as red and amber	Sites redeveloped	2021/22	L1 Team Manager – Assets

No.	Action	Action description / objective	Target / success measure	Deadline	Officer responsible
Recommendation 2: Work with residents to develop forward-looking and sustainable standards that improve the quality, suitability and desirability of schemes					
2.1 Short term	Consultation	Consult with residents to gain tenants' views on future use of facilities, delivery of support service and accessibility/security of schemes.	Completed consultation(s) with results analysed.	Q4 2021/22	L1 Team Managers Older Peoples Services and Hsg Strategy
2.2 Mid term	Modernise communal facilities	With resident involvement create a more modern look for communal facilities & pilot in one scheme with view to roll out over others	Modernised communal facilities that encourage greater use and maximise desirability of schemes.	2021/22	L1 Team Manager – Older Peoples Services
2.3 Mid term	Include dementia friendly décor	Dementia friend décor in one scheme as a pilot	One scheme dementia friendly to enable independent living for longer (view to roll out over schemes where appropriate)	2021/22	L1 Team Manager – Older Peoples Services
2.3a Short term sub action	Research dementia friendly décor	Look at dementia friendly décor (in response to ageing well agenda) – district has an ageing population.	Savings made to residential care as we support people to live independently for longer.	Q3-4 2020/21	L1 Team Manager – Older Peoples Services

No.	Action	Action description / objective	Target / success measure	Deadline	Officer responsible
Recommendation 3: Improve the approach to asset management					
3.1 Mid term	Introduce a planned maintenance programme	Programme to include sufficient investment to ensure schemes' future sustainability compliance with the Decent Homes Standard	A planned maintenance programme put in place	2021/22 Timescale from KL	L1 Team Manager – Assets
3.2 Mid term	Identify trends in repairs	Ensure there is robust repairs data to identify trends that inform future investment plans	Repairs data feeds into future investment plans	2021/22	Repairs Manager – Qualis Management

No.	Action	Action description / objective	Target / success measure	Deadline	Officer responsible
Recommendation 4: Improve demand for sheltered housing					
4.1 Short term	Consider impact of reducing offer to 55+	Carry out research to establish impact if we were to amend our offer to over 55s.	Outcome of research and recommendation taken to Cabinet	Q3-4	L1 Team Manager - Rehousing L1 Team Manager OPS
4.1a sub action	Identify any difficult to let properties within schemes	Identify the sheltered schemes and stock that is harder to let using lettings information	List of harder to let properties	Q3 21/22	L1 Team Manager - Rehousing
4.1b sub action	Review of allocation criteria	Review allocation criteria to enable access to the supplementary waiting list to over 55s (with some form of local eligibility criteria)	Review and consultation on proposed changes	2021-22	L2 Service Manager – Needs & OPS
4.2 Short term	Capture information on refusals	Gather reason tenancies have ended and general satisfaction levels with accommodation	Spreadsheet detailing reasons for refusals	Immediate and ongoing	L1 Team Manager - Rehousing
4.2a sub action	Analyse refusal data	Analyse data – to find areas of improvement for void times, quality, desirability and tenancy sustainment	Reasons for refusals listed and analysed to inform allocations scheme review 21/22	Q4	L1 Team Manager - Rehousing
4.3 Short term	Improve marketing and promotion of schemes	Add photos of schemes and more details to Locata	Increased interest in schemes and reduce void time	Q2-3 2020/21	L1 Team Manager Rehousing L1 OPS
4.3a sub action Mid term	Marketing campaign	Establish a marketing campaign for sheltered schemes to encourage downsizers	Campaign launched. Increase in downsizers freeing up family sized stock	2021/22 Q3	L1 Team Manager – Older Peoples Services

No.	Action	Action description / objective	Target / success measure	Deadline	Officer responsible
Recommendation 5: Improve the financial performance of schemes					
5.1 Short term	Review use of guest rooms	Ensure approach to letting guest rooms balances their objective – include in consultation (no.2)	Analysis results of consultation	Q4 2021/22	L1 Team Manager – Older Peoples Services
5.2 Mid term	Review service charges	Service charge needs to be comprehensive and transparent to tenants	Benchmark exercise taken place and service charges adjusted accordingly. Charges presented clearly to tenants	2021/22 Timescales from DF	L2 Service Manager
5.3 Mid term	Undertake feasibility study into redeveloping communal lounges	Study includes second communal lounges at Buckhurst Court, Jessop Court and Leonard Davis House into accessible flats	Results stating whether redevelopment is feasible	2021/22	L1 Team Manager – Assets
5.3a sub action	Redevelopment of communal lounges	Redevelop second lounges at identified schemes into Fully accessible flats	Properties available for letting	2022/23	L2 Service Manager - Assets