Housing Sub-Committee
2 November 2017

Kingston Residents Scrutiny Panel (KRiSP) Sheltered Housing Service Review
Report by the Deputy Chief Executive

Call-in deadline 5pm Thursday 16 November 2017 (ten working days after the meeting)

Purpose:
To consider the recommendations of KRiSP on Sheltered Housing and the senior management response and to agree the way forward.

Recommendation of the Portfolio Holder for Adults Social Care and Health:
To resolve that the response set out in this report to the KRiSP Sheltered Housing Investigation report is agreed, including the officer response set out in Annex 2 to the report.

Key Points

A. Attached at Annex 1 to this report is a report on Sheltered Housing from KRiSP and attached at Annex 2 to this report is the subsequent management response to the KRiSP report.

B. Under its current terms of reference, KRiSP is tasked with carrying out two service reviews of the Housing Service each year - examining policies, service standards and testing service delivery. Upon completion the panel summarises its findings in a written report and makes recommendations for improvement. This, in turn, is submitted to senior housing management, for its consideration, approval and implementation.

C. Senior officers review the final report and the nominated lead officer for the Council draws up an improvement plan aimed at addressing recommendations (and any longer term action, if necessary). The improvement plan, once agreed by both parties, is jointly monitored at regular intervals through to completion.

Context

1. As part of the Council’s commitment to co-regulation, the Kingston Resident Scrutiny Panel (KRiSP) was set up in 2013 to investigate RBK Housing Service delivery, against RBK’s own housing standards and industry best practise, making recommendations for improvements that will benefit residents and the Council.

2. For the first KRiSP review of 2017/18 the topic of Sheltered Housing accommodation provided by Kingston Council to both tenants and leaseholders was chosen. This is now KRiSP’s sixth investigation.

3. In order to aim for a comprehensive review of the Sheltered Housing service provision by the Council within Kingston all aspects of Sheltered Housing were considered, from management and service charges to storage facilities. The report on this investigation is attached at Annex 1 to this report.
KRiSP review and recommendations

4. The methodology adopted by KRiSP has included:
   - a desktop review of available RBK papers
   - a review of Sheltered Housing policies and procedures, as advertised on the websites of neighbouring local authorities and housing associations
   - visits to Sheltered Housing service providers in other London boroughs
   - interviews with staff across the Council involved in different aspects of Sheltered Housing service provision, including repairs, management services
   - interviews with residents
   - interviews with residents’ associations
   - a Sheltered Housing resident survey to gather the views and experiences of residents living in Sheltered Housing schemes around Kingston.

5. The KRiSP final report (attached at Annex 1 to this report) has come to a series of findings and arising from these makes a series of recommendations.

Management response to the KRiSP report

6. Senior officers have met with KRiSP to review the panel’s recommendations in detail. The management response to the panel’s recommendations is set out in Annex 2 to this report. This response has also been discussed with KRiSP.

7. Officers accept in full the majority of the recommendations, and in part recommendations 3 and 4. The reasons for this have been explained to KRiSP and are summarised as follows:

   Recommendation 3: There are regular joint team meetings for the two services and the Lead Officers also meet separately. The Group Managers for both services also work closely together. We will look to improve liaison and arrangements between the two teams and provide greater clarity about roles and responsibilities. There is a SLA in place between the funders of the support services, Adult Social care and the Older and Vulnerable People’s Support team. We will look at further measures to improve working between the teams such as improvements to information sharing.

   Recommendation 4: We are happy to review the role and title of Scheme Manager and will consider suggestions to make it easier to understand and more relevant and report this to residents.

Resource Implications

8. The proposed responses to the KRiSP recommendations (as set out in Annex 2) will not result in additional resources being required to implement.

Timescale

9. Any recommendations to be implemented, if approved, would be implemented in accordance with the senior housing management responses.

Legal, Environment (including Air Quality) and Network Implications

10. None arising from the specific recommendations of the report.

Equalities Impact Assessment

11. None arising from the specific recommendations of the report.

Background papers - held by the author of the report - Robert Johnson, Service Manager Policy, Service Development & Partnerships Tel: 020 8547 5816 robert.johnson@kingston.gov.uk