Review Objective – KRiSP carried out a review of sheltered housing. The panel had the following four objectives:

1. Value for money of service
2. Communication and involvement of sheltered housing residents
3. Services provided to sheltered housing residents
4. Eligibility for sheltered housing.

Review Outcome. KRiSP made eleven recommendations for service improvement focusing on service provision, performance and communication.

General comments
Housing Management would like to express their appreciation to KRiSP for this report, which has involved a large number of interviews and background research, including focus groups with tenants and visits to other providers of sheltered housing.

The report refers to an incident, which was reported by a member of the KRiSP panel, following receipt of which the team promptly contacted the resident involved and arranged for a manager to visit to discuss further. An interview was also set up with the member of staff involved to investigate what had occurred. During the interviews it was clear that there were different recollections of what had been said by the member of staff and the KRiSP panel member. With regards to the commode, this would be a request that the Support team can assist with, and a referral was made to this team, and the Support Officer had subsequently visited and made further arrangements for services for this tenant. Residents can contact Adult Social Care directly (we do not have a different or quicker contact number) to make arrangements for aids and we often encourage this to be done directly to enable clear communication. Unfortunately, the request for a pendant had been forgotten and the staff member involved has been reminded about the importance of recording notes and keeping residents updated on progress of requests. We did apologise to the resident for this. Due to the change in some of our schemes we now have a larger supply of pendants for both the old and new pull cord systems.

Recommendation 1
That Scheme Managers respond in a professional and timely manner to all Safeguarding incidents in accordance with the Care Act 2014 and that these are reported and monitored by Kingston Council. (This should include an investigation into the incident reported).

Management Response:
- All housing staff have been on Child Safeguarding Training and have either attended or are booked to attend Adult Safeguarding Training this autumn.
- Staff are aware of how to record a safeguarding incident and an internal log is kept of all safeguarding referrals.
- The incident reported was fully investigated and advice given to the staff member involved.

We accept this recommendation.
### Recommendation 2
That there is a supply of spare pendants to avoid undue delays where there would be Safeguarding issues for residents in not having a pendant.

**Management Response:**
- A number of our schemes had an upgraded emergency alarm system installed this summer. All residents in these schemes were given pendants as part of this upgrade. We hope to expand this out to further schemes next year. We have supplies of spare pendants and replacements are significantly cheaper than the older pendants.
- The pendants for the older schemes are expensive at £50 each and unfortunately were often lost by residents which meant our supplies ran down quickly. We have now sourced a new supply of these and will issue them as required.

**We accept this recommendation.**

### Recommendation 3
That a Service Level Agreement (SLA) is put in place between the two teams working with Sheltered Housing, setting out clearly the roles of both teams and how they will liaise with each other. That irrespective of there being two teams there is a cultural commitment to one service.

**Management Response:**
- 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.

**We partially accept this recommendation.**

### Recommendation 4
That the role and title of the Scheme Manager be reviewed, and outcome reported to residents

**Management Response:**
- 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.

**We partially accept this recommendation.**
**Recommendation 5**
That the Sheltered Housing Service review its approach to welfare checks, (taking into account resident views, statutory responsibilities, examples from elsewhere, and available funding) and that Scheme Managers are trained on operation of the Tunstall system, to include explaining the system's use to Sheltered Housing Residents.

**Management Response:**
- We are willing to review the welfare checks process and are happy to receive recommendations on how this can be improved.
- The KRISP investigation took place while the new Tunstall emergency call system was being installed. As a result, some of the staff had not yet been trained on this system. They have now all been trained and know how to use the system. When the new system is introduced, all residents should receive a visit from Tunstall to show them how to use it. For new residents, the Scheme Managers show how to use the system at sign-up for their new home.
- All homes with the new system have an easy-to-read instruction card for the system.

We accept this recommendation.

**Recommendation 6**
That there be a clear restatement of what the Sheltered Housing service provides for residents. This should be shared with residents, along with contact details for raising issues, and to be included in an updated Welcome Pack.

**Management Response:**
- This will be included as part of the review of the New Housing Model.

We accept this recommendation.

**Recommendation 7**
That the approach to Fire Safety is reviewed and updated, in line with current legislation, including Fire Alarms, Heat or Smoke detectors, and CO detectors, with appropriate written and aural advice to residents.

**Management Response:**
- We have been and will continue to regularly review our approach to Fire Safety in line with current legislation, and in particular the process for Fire Alarm checks.
- All sheltered schemes have a Fire Risk Assessment undertaken according to their level of risk and actions resulting from these are completed within the specified time frames.
- We give fire safety advice to tenants on sign up and work with the London Fire Brigade for those residents who present a higher risk for fire safety.

We accept this recommendation.
**Recommendation 8**
That KPI (Key Performance Indicator) measures are developed for the service, including resident feedback, and that these are monitored and reported to residents. These should be captured in an annual report that would also show Value for Money of the service.

**Management Response:**
- We will investigate this further and look to find suitable KPIs that accurately monitor the service.
- There is an Annual Report for the Housing Service and we will include reporting on sheltered housing as part of this including Value for Money.

We accept this recommendation.

**Recommendation 9**
That there is a mapping exercise of communication and involvement resources available to Sheltered Housing schemes (to include Pinnacle). Sheltered Housing News be produced with the help of Kingston’s communication team, and that keys to locked noticeboards are held by relevant scheme managers and OVP to keep information fresh and appealing.

**Management Response:**
- We note that the Pinnacle contract has only recently gone live which is why the staff may not have been aware of how this new service can work with residents.
- We are happy to map out communication and information resources available to residents and this will be done as part of the work plan which will lead out of the initial 100 Day Promise which Pinnacle are currently working through.
- We will refer the Sheltered Housing News to the communications team for their advice and will look to ensure the information in noticeboards is kept updated and relevant and appropriate staff access to keys.

We accept this recommendation.

**Recommendation 10**
That a review of demand for and provision of scooter parking (or other mobility vehicles) and charging facilities takes place.

**Management Response:**
- We note that KRiSP are investigating this as part of their new review and look forward to hearing their recommendations on this.
- We have put our work on hold on looking at scooter storage because The Chief Fire Officers Association are writing a report on this issue and we are awaiting their guidance which will inform our actions.
- It is acknowledged that this will be a challenging area as the resources required can be substantial. In addition our schemes were built before mobility scooters were common so finding appropriate spaces for these may be challenging.

We accept this recommendation.
**Recommendation 11**
That the previous KRiSP recommendation on Service Charges (2015) be implemented: “RBKs approach should be based on providing all relevant information including a breakdown of all charges for residents and for setting up a consultative process for deciding on Service Charges and also for setting service standards”

**Management Response:**
- We would note that there are regular communications with the leaseholders of Gooding Close, including attendance at meetings. We wrote on several occasions about use of the laundry room in Fountain Court and met with the Residents Association to discuss.
- The recommendation has been previously accepted as part of the relevant investigation. Improvements had intended to be made to our computer system to facilitate this and some changes have been made. However, we expect further improvements to be made through the move to a new computer system for housing which we are currently preparing to procure.

We accept this recommendation.

RBK 18 10 2017