

# Older Person Strategy – 2017-2020

## 1. Providing Suitable accommodation and advice.

| Current concerns/issues   | Proposed Actions   |
|---|--|
| <ul style="list-style-type: none"> <li>Information provided on the process of moving not clear</li> <li>Information not easily accessible only via the internet- Not all can / are able to access the internet.</li> </ul>  | <p>More streamlined information setting out the process<br/>           Extra hard copies or different format can be made available on request,<br/>           Prospective tenants and their supporting network need to be updated on the matter.<br/>           Fund more IT sessions.</p>                                   |
| <ul style="list-style-type: none"> <li>To consider giving first option / extra points to tenant already living in the scheme to move into ground floor properties –Internal transfers rather than moving out.</li> <li>Easier process for tenants wishing to move to a different scheme.</li> </ul> | <p>Allocation Process currently under review-<br/>           Existing tenants need to be provided with internal transfer requirements and procedure.<br/>           Will recommend- problem / cost of refurbishing the new / existing property</p>   |
| <ul style="list-style-type: none"> <li>To build larger properties (Two bedrooms) to accommodate couples moving into Sheltered accommodation or tenants requiring sleep in carers due to medical reasons.</li> </ul>   | <p>Make recommendation when considering new buildings / flats or renovating existing ones.</p>   |
| <ul style="list-style-type: none"> <li>Consider mutual exchange-SH</li> </ul>   | <p>Already happening but the few cases completed tenants had no clear idea of what was expected- The warden visiting to complete safety / welfare checks and the charges.</p>  |
| <ul style="list-style-type: none"> <li>Young tenants should only be considered for sheltered housing if they have support needs.</li> <li>Consider the geographical setting on new and existing properties- some properties are on a hill and not easily accessible.</li> </ul>                     | <p>Still the policy-<b>Hard to let properties- under 60 yrs.</b><br/>           Recommend for a density check on all the sheltered accommodations / schemes.</p>   |
| <ul style="list-style-type: none"> <li>When refurbishing or doing new kitchens to consult with the tenants.</li> </ul>  | <p>Appliances and fittings do not support the ageing population to continue living independently in their homes / flat-too narrow, cupboard handles not safe, oven or cooker positioning etc.</p>  |
| <ul style="list-style-type: none"> <li>Sufficient parking- now a big issue in all Supported Housing Schemes</li> </ul>  | <p>To recommend a complete review on all the schemes car parks and marking,<br/>           New tenants moving into scheme to be made aware of the parking issue,<br/>           Tenants to be informed about the car sharing scheme.<br/>           Encourage tenants to sign up to existing community transport schemes</p> |
| <ul style="list-style-type: none"> <li>Grants to part pay for stair lift for people willing to live upstairs</li> </ul>   | <p>To make recommendation – But problem with maintenance and existing narrow stairways.</p>  |
| <ul style="list-style-type: none"> <li>Young people living in sheltered accommodation not</li> </ul>  | <p>We are Looking for a better integration and support system which</p>  |

|   |  |
|---|--|
| <ul style="list-style-type: none"> <li>always suitable- Age gap- 60?</li> <li>Special need tenants not mixing well with the elderly tenants.</li> </ul> | will facilitate a better outcome for all.  |
| <ul style="list-style-type: none"> <li>Antisocial Behaviour Issues (ASB) caused by visitors</li> </ul>  | All tenants to be made aware of their responsibilities- Tenancy Agreement / Council abusive behaviour zero tolerance.<br>Other tenants to be encouraged to report ASB incidents.<br>To organise more Silver street events and safeguarding updates in all schemes. |
| <ul style="list-style-type: none"> <li>Two communal rooms</li> </ul>  | To make recommendation<br>To equip existing ones   |
| <ul style="list-style-type: none"> <li>Larger communal kitchens</li> </ul>  | To make recommendations- Will depend on cost and space.  |
| <ul style="list-style-type: none"> <li>Lack of provision for adapted properties</li> </ul>  | Recommend for more adaptable properties / Easily adaptable properties.<br>Allocation process   |

## 2. Promoting Healthy Living / lifestyle and wellbeing

| Current concerns/issues   | Proposed Actions  |
|---|---|
| <ul style="list-style-type: none"> <li>Tenants have big expectations when moving into SH</li> <li>Misrepresentation of/ in particular scheme.</li> </ul>  | Make sure the induction pack / online page is up to date- existing and proposed activities.   |
| <ul style="list-style-type: none"> <li>Assisted activities - Organised activities;<br/>By whom- SHO or outside providers? .</li> <li>Supported Housing Officer function is limited –staff not able to help, support or get involved.</li> </ul> | New SHO Job descriptions being looked into.<br>To publicise activities happening in communal centres / community.<br>Currently exploring any available activities run by other organisation in our communal lounges / nearby centres eg-Lets dance, Arm chair exercise.<br>Working more closely with AgeUK Dacorum. |
| <ul style="list-style-type: none"> <li>Loneliness -Very important to have sheltered accommodation &amp; support.</li> </ul>   | Information on support network / groups<br>Tenants centred support plan which is regularly reviewed / updated<br>Tenants encouraged to join in diverse range of activities.<br>More joined up / coordinated support.  |
| <ul style="list-style-type: none"> <li>Restricted by rules and regulations</li> </ul>   | Do tenants really know what they can or cannot do?  |
| <ul style="list-style-type: none"> <li>Support with garden maintenance</li> </ul>   | Tenancy to set up a garden programme to help struggling tenants.  |
| <ul style="list-style-type: none"> <li>Up to date Information on noticeboard</li> </ul>   | Staff to be encouraged to regularly update the notice board-Could be part of the supervision checks / questions.  |

### 3. Promoting Partnership working and coordinated support.

| Current concerns/issues   | Proposed Actions   |
|---|--|
| <ul style="list-style-type: none"> <li>• <b>Get value for money + what is available</b></li> </ul>  | Better research of what is available and the proven outcomes   |
| <ul style="list-style-type: none"> <li>• <b>Age UK activities met with challenges-clashing with scheme events</b></li> </ul>  | Making sure partners organising activities liaise with tenants and the SHO.  |
| <ul style="list-style-type: none"> <li>• <b>Working with other local authorities to see what works better in other organisation</b></li> </ul>  | Bench marking<br><br>Encourage tenants to visit thriving schemes to see how they operate / run / organise events   |
| <ul style="list-style-type: none"> <li>• <b>Using established links within the local area organisations- CAD ( transport, trips and Door to door shopping) etc.</b></li> </ul>                                  | Make sure tenants have the right information – encourage these groups to attend tenants update sessions in our schemes.<br><br>Other community activities. |
| <ul style="list-style-type: none"> <li>• <b>Should Council provide care service</b></li> </ul>  | Potential area- will make recommendation.  |
| <ul style="list-style-type: none"> <li>• <b>Carry out survey in schemes to see how tenants view their homes</b></li> </ul>  | Promote / encourage more consultation events.  |
| <ul style="list-style-type: none"> <li>• <b>Supported Housing officers not very encouraging or supportive</b></li> </ul>  | Job Description / role being reviewed.<br>Tenants encouraged to raise any concerns / complaints via the right channels.                                    |
| <ul style="list-style-type: none"> <li>• <b>Newsletters being delivered- Neighbourhood action and love your neighbourhood days</b></li> </ul>   |  |
| <ul style="list-style-type: none"> <li>• <b>Discussion with DBC contractors &amp; Repairs service ( Osborne community partnership service)</b></li> <li>• <b>Working closely with other partners</b></li> </ul> | Osborne now organising community events- part of their corporate social responsibility.  |

### 4. Empowerment and community involvement

| Current concerns/issues   | Proposed Actions |
|---|------------------|
| <ul style="list-style-type: none"> <li>• <b>Produce a Supported Housing newsletter online as well as having hard copies for those who prefer them.</b></li> </ul>     |                  |
| <ul style="list-style-type: none"> <li>• <b>Make sure external contractor wear recognisable ID and numbers provided to tenants to call if they want to</b></li> </ul> | Ongoing          |

|  |   |
|--|---|
| <b>make complaints or offer feedback</b>   |   |
| <ul style="list-style-type: none"> <li>• <b>Encourage PCSO to attend tenants coffee morning build up trust with tenants</b></li> </ul>   | SHO   |
| <ul style="list-style-type: none"> <li>• <b>Out of hours call to be more responsive- tenants don't like to use the option because of delay and long waiting time on the phone</b></li> </ul> | To request a dedicated number / fully trained staff who are aware of tenants needs & support. |
| <ul style="list-style-type: none"> <li>• <b>Arrange for regular meetings at each scheme and share any ideas from meetings to benefit other schemes.</b></li> </ul>                           | To be discussed on 9.8.2017 extra ordinarily Tenants Forum.                                   |
| <ul style="list-style-type: none"> <li>• <b>Utilising our communal centres / area –Providing mere activities for tenants</b></li> </ul>  | Already being looked into   |
| <ul style="list-style-type: none"> <li>• <b>Informing tenants in advance on people who are visiting /meetings.</b></li> </ul>  | Prior / enough advance warning on any upcoming events.  |
| <ul style="list-style-type: none"> <li>• <b>Partners visiting schemes + explaining their services.</b></li> </ul>  | Encourage more service providers to visits and promote their services.                        |
| <ul style="list-style-type: none"> <li>• <b>Continue circulating minutes from the SH Forum.</b></li> <li>• <b>Providing tenants with all the relevant numbers</b></li> </ul>                 | Ongoing   |
| <ul style="list-style-type: none"> <li>• <b>Better links with local GPs and local Hospitals.</b></li> </ul>  | To explore more   |
| <ul style="list-style-type: none"> <li>• <b>Give the tenants the opportunity to add things in the newsletter.</b></li> </ul>   | Promote scheme newsletters<br>Tenants to promote their events in DBC newsletters.             |

## 5. Promoting Independent Living and inclusion

| Current concerns/issues  | Proposed Actions   |
|--|--|
| <ul style="list-style-type: none"> <li>• <b>Digital inclusion – facilities and training DCFL etc, Wifi in schemes</b></li> </ul>                 | Ongoing  |
| <ul style="list-style-type: none"> <li>• <b>Building suitable accommodation in suitable setting ( not on the hill or steep slope)</b></li> </ul> | Already discussed / mentioned.   |
| <ul style="list-style-type: none"> <li>• <b>More information to enable tenants to make better choices or referrals</b></li> </ul>                | Information available in different formats   |
| <ul style="list-style-type: none"> <li>• <b>Better telehealth and telecare</b></li> </ul>  | Ongoing discussions- New alarm system compatible with modern technology being fitted / installed in our schemes                |
| <ul style="list-style-type: none"> <li>• <b>Better communication process &amp; systems.</b></li> </ul>   | Revisiting our channels of communication with our tenants and partner<br><br>Looking at our current recording systems-ongoing. |

