

CABINET HOUSING AND PLANNING PANEL – 18 FEBRUARY 2016  
REPORT OF THE DIRECTOR (FINANCE AND OPERATIONS)

## **WELWYN HATFIELD COMMUNITY HOUSING TRUST MONITORING**

### **1 Executive Summary**

- 1.1 This is a report of the performance of Welwyn Hatfield Community Housing Trust's (the Trust) Leasehold Services and Independent Living Services activity up to the end of the third quarter 2015/16 in Appendix A and B respectively.

### **2 Financial Implication(s)**

- 2.1 There are no direct financial implications for the Council arising from this report. Any decisions around capital expenditure are dealt with by specific reporting.

### **3 Recommendation(s)**

- 3.1 It is recommended that the Committee note the report

### **4 Background**

- 4.1 Welwyn Hatfield Community Housing Trust was set up on 1 April 2010. A management agreement sets out the roles and responsibilities of the Trust. Each year the Trust and the council agree a Delivery Plan, which sets out the aims and objectives for that year.
- 4.2 As part of the Monitoring Framework timely performance management information will be reported to this committee each quarter. The committee has requested that full statistics for all the service areas managed by the Trust are presented twice a year (at close of Quarter Two and Quarter Four).
- 4.3 In addition, a detailed presentation, setting out how a particular area of service is managed, will be presented twice a year (at close of Quarter One and Quarter Three).
- 4.4 The monitoring framework will ensure that:
- The Trust delivers the key goals and objectives set out in the Annual Delivery Plan

- The best possible service is provided for the customers and the wider community
- The Trust delivers continuous improvement in the services it provides and the way these are delivered.
- The monitoring framework enables the Council and the Trust to identify opportunities for improvements and where necessary to deliver change as well as celebrate and share success.

## **5 Policy Implication(s)**

5.1 Welwyn Hatfield Community Housing Trust has been established in accordance with Council policy and is being monitored in accordance with the Monitoring Framework. There are no new policy implications arising from this report.

## **6 Risk Assessment**

6.1 A risk assessment has not been prepared in relation to the contents of this report as there are no significant risks inherent in the proposals.

## **7 Equality and Diversity**

7.1 I confirm that it has not been necessary to carry out an Equality Impact Assessment (EIA) in connection with this report.

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Title	Housing Policy and Client Manager
Date	28 October 2015

Background papers: Welwyn Hatfield Borough Council and Welwyn Hatfield Community Housing Trust Management Agreement.

## Appendix A

### WELWYN HATFIELD COMMUNITY HOUSING TRUST CABINET HOUSING AND PLANNING PANEL - 18 FEBRUARY 2016 REPORT OF THE HEAD OF LEASEHOLD SERVICES

#### LEASEHOLD SERVICES

##### 8 Leasehold Properties (see appendix A(1))

- 8.1 Currently the Council has 1211 general leasehold properties and a further 20 elderly persons flats and bungalows on the Peartree site. The elderly persons properties are administered separately as the lease requirements differ from those of the general needs properties. This report deals predominantly with the procedures for administering the general needs properties which form the bulk of the WHBC leasehold stock.
- 8.2 The number of leasehold properties is steadily increasing with the current Right to Buy initiatives. Of the general needs properties 678 are situated in the Welwyn Garden City area and 533 in Hatfield and the surrounding villages. The property types are as follows:

Bedsits	58	2 Bed Maisonette	50
1 Bed Flat	562	3 Bed Flat	56
1 Bed Maisonette	1	3 Bed Maisonette	34
2 Bed Flat	440		

- 8.3 550 leaseholders are landlords themselves and, of these, 19 live outside the UK.

##### 9 Charging for Services (see appendix A(2))

- 9.1 Prior to 2007/2008 the Council levied a fixed charge that increased by the rate of inflation each year. It was felt that this was better for leaseholders as it made it easier to budget and avoided the stress of paying high charges for major repairs in any one year. However, the Commonhold and Leasehold reform Act 2002 required the Council to identify and recharge all the actual annual costs of maintaining leasehold properties.
- 9.2 The average actual service charge for 2014/15 was £279, comparing favourably with the Housing Quality Network benchmarking exercise (where the ALMO average was £346).
- 9.3 The lease dictates what can be charged and the terms of standard WHBC leases conform to legislative requirements, allowing charges for repair and improvement. The leases also permit recovery of management and overhead costs of associated services and the administration charge which covers the cost of running the leasehold service.
- 9.4 With the introduction of the service charge module of Orchard Property Management System in 2007/08, all administrative duties relating to leasehold

properties transferred to the Leasehold Services Team and 2 FTE trained to deal with all aspects of the service.

## **10 Major Work Charges**

- 10.1 Major works that will result in a charge of more than £250 per property, such as window replacement or re-roofing, require Section 20 consultation prior to the work beginning. The leaseholder has the right to make observations about the proposed works and, in some cases, to nominate contractors from whom the Trust must obtain quotes. The Trust has to respond to observations within 21 days. If it does not carry out the Section 20 consultation correctly, its charges are limited to £250 per property.
- 10.2 New long term contracts to result in charges of more than £100 per property per year also require Section 20 consultation and leaseholders must have the opportunity to view details of any contract before it is agreed. Failure to consult will limit recovery to £100 p.a. Major works charges can, with Council consent, be spread over a longer period.
- 10.3 Leaseholders require the same advance advisory information as tenants with regard to proposed works to their blocks, whether they are resident or not. Leasehold Services hold a list of correspondence addresses for those leaseholders who are not resident.

## **11 Account Administration (see appendix A(3))**

- 11.1 Estimated service charge bills are sent out in February and contain charges for communal lighting, ground rent, buildings insurance, responsive repairs with a repairs management charge and a proportion of the administration charge to cover the cost of the leasehold service. The estimates are based on an average of the last three years of actual charges for the block and are explained in an accompanying FAQ sheet.
- 11.2 Payments are made against the estimates and there is no interest penalty for spreading cost over the year. Sixty eight percent of leaseholders pay by monthly direct debit. Reminder letters are system generated in cases of non-payment and the Trust's standard debt recovery procedure is followed, working with the Council's legal team.
- 11.3 A statement of the actual charges for the block for the previous year is issued in September showing estimated and actual block charges, individual property charges and the current balance on the individual service charge account. Costs must be recharged to the leaseholder within eighteen months of becoming a cost to the Trust or Council. The totals of the individual service charge accounts are adjusted to reflect the actual costs for the property and, again, are explained on an accompanying FAQ sheet.
- 11.4 The responsive repair charges for the block usually account for the majority of charges on the service charge account and can vary greatly from year to year. Whilst the annual estimate is derived from the average of the previous three year's charges, the actual charges are the result of careful scrutiny of all the works to the relevant

block address. These charges are equally apportioned to all the properties in the block.

- 11.5 Where repair charges are queried, a detailed breakdown of the works is issued and, if a leaseholder needs further clarification, consultation with the relevant technical experts is offered. A leaseholder has a right to examine all documentation that supports the charge and to dispute the charges. The level of enquiries of this type over the past three years has consistently decreased as familiarity with the system has increased.
- 11.6 If a leaseholder remains unhappy with the decision regarding the charges (after consultation with the technical teams) an appeal can be made to the Leasehold First-Tier Tribunal. The Trust has to be able to demonstrate that its charges are fair and, regardless of the terms of the lease, that they are reasonable. If the Tribunal does not feel that the charges are justified they can make a judgement as to the level of recovery of the costs involved and this will apply to all the properties in the block.
- 11.7 A major part of the work of the section relates to liaison with other Trust and Council departments, particularly with the housing maintenance and management sections, with regard to enquiries from leaseholders about the various aspects of the charges.
- 11.8 Onward sales generate significant work and the team has devised a sales information pack for solicitors and an information pack for all new leaseholders/landlords to streamline the process. During 2014/2015, seventy-eight properties changed hands.

## **12 Leaseholder Involvement**

- 12.1 Around seventy leaseholders have indicated an interest in our Leasehold Forum meetings and there is a regular attendance of between fifteen and twenty at quarterly sessions. Two of these meetings will relate to the repairs service, with updates on service delivery and improvements, with the other two focusing on areas of current interest, decided by the leaseholders themselves. Invitations are sent to all leaseholders who have expressed an interest and dates will, in future, be published on the website.
- 12.2 Service standards are mostly dictated by legislation and cover the processes for the charging, billing and consultation but we also follow the Trust's complaint and other standard procedures. Leaseholders are invited to suggest changes or improvements but any resultant increase in cost will be paid for by the leaseholders themselves via the service charges. Legislation intends that services to leaseholders will be self-funding.

## **13 Customer Perception**

- 13.1 A recent Customer Satisfaction survey highlighted the need for improvement in our approach to publicising the service provided for our leaseholders.
- 13.2 Over 700 of our 1211 leasehold properties remain in the same ownership as they were prior to the changes in the legislation and the method of charging. The perception of many of these leaseholders is that they are now being charged twice

for the same service. One of the comments in the survey was that the results were unusual. Younger leaseholders appear to be more satisfied and this is in direct contrast to the normal trend. It is possible that changes involved in establishing the new procedures have contributed to the lack of satisfaction with the service for many of current leaseholders.

- 13.3 However, going forward, the information on the website will be updated to offer more detail on what leaseholders can expect from the service, including the main provisions of the lease and the nature of the consultation procedures. The updated leasehold handbook, containing all the new information, will also be re issued to all leaseholders. Leasehold information can also be included in all the current publications.
- 13.4 The team works closely with the maintenance service to try to ensure a consistent approach to all enquiries. With adequate provision of staff dealing with planned and responsive maintenance, leaseholders should find it easier to obtain expert advice.
- 13.5 The Leasehold Forum meetings will continue to be promoted at every opportunity in addition to the information provided at our open days and in our correspondence. All existing Forum members will be asked to give feedback on their experiences when contacting the organisation so that it can more easily target problems.
- 13.6 By managing expectations and increasing the information available it is to be hoped that awareness of, and participation in, the service will increase and that greater understanding will increase the levels of satisfaction among all leaseholders.

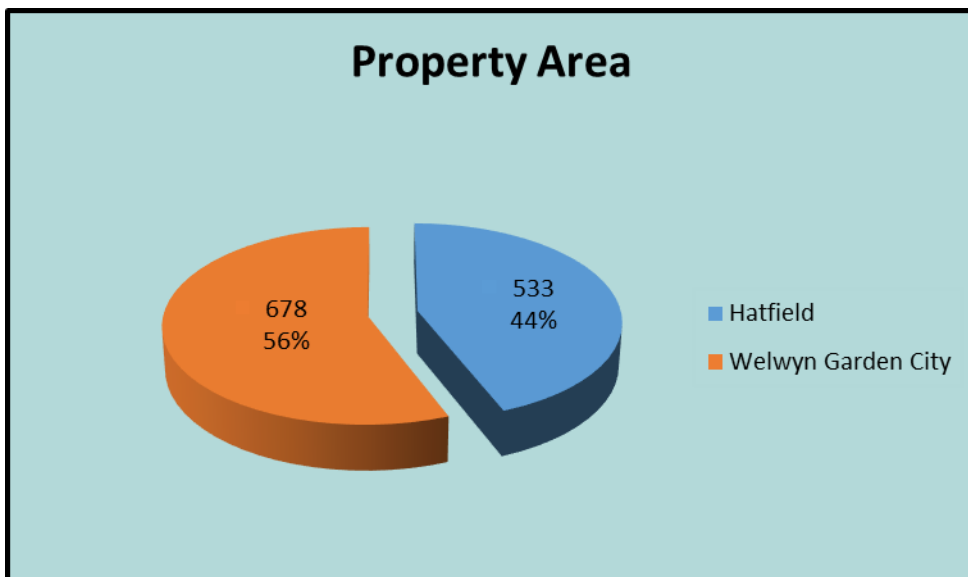
## Appendix A(I) Leasehold Services

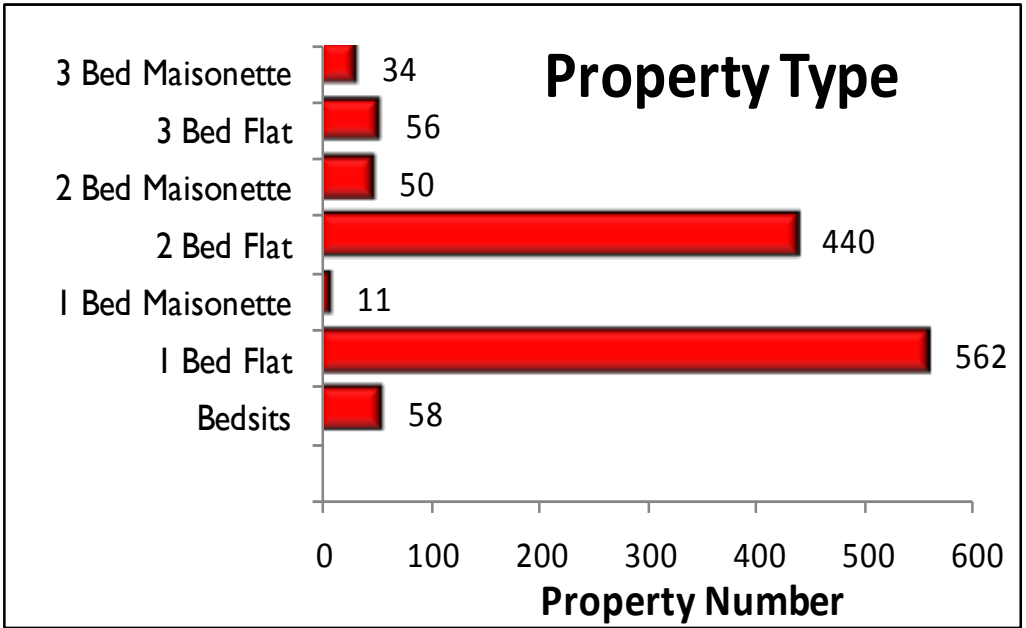
Currently the Council has 1211 general leasehold properties and a further 20 elderly persons flats and bungalows on the Peartree site. The elderly persons properties are administered separately as the lease requirements differ from those of the general needs properties. This report deals predominantly with the procedures for administering the general needs properties which form the bulk of the WHBC leasehold stock.

The total number of leasehold properties is steadily increasing with the current Right to Buy initiatives.

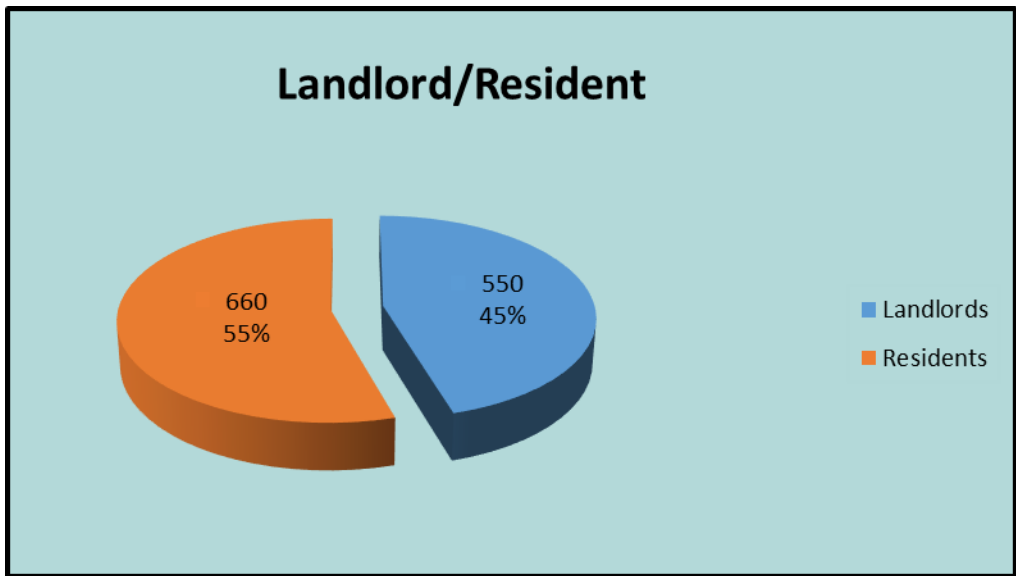


The distribution and property types within the existing leasehold stock in the borough are as follows:





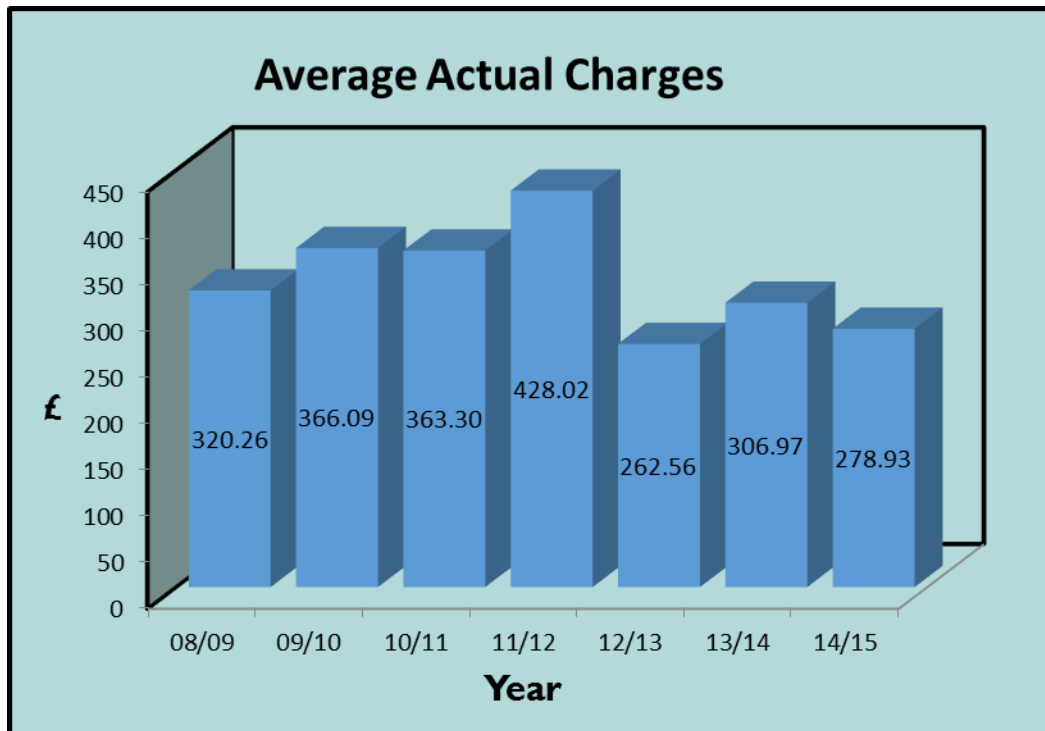
550 of our leaseholders are currently landlords themselves and of these 19 live outside the UK





## Appendix A(2) Leasehold Charges

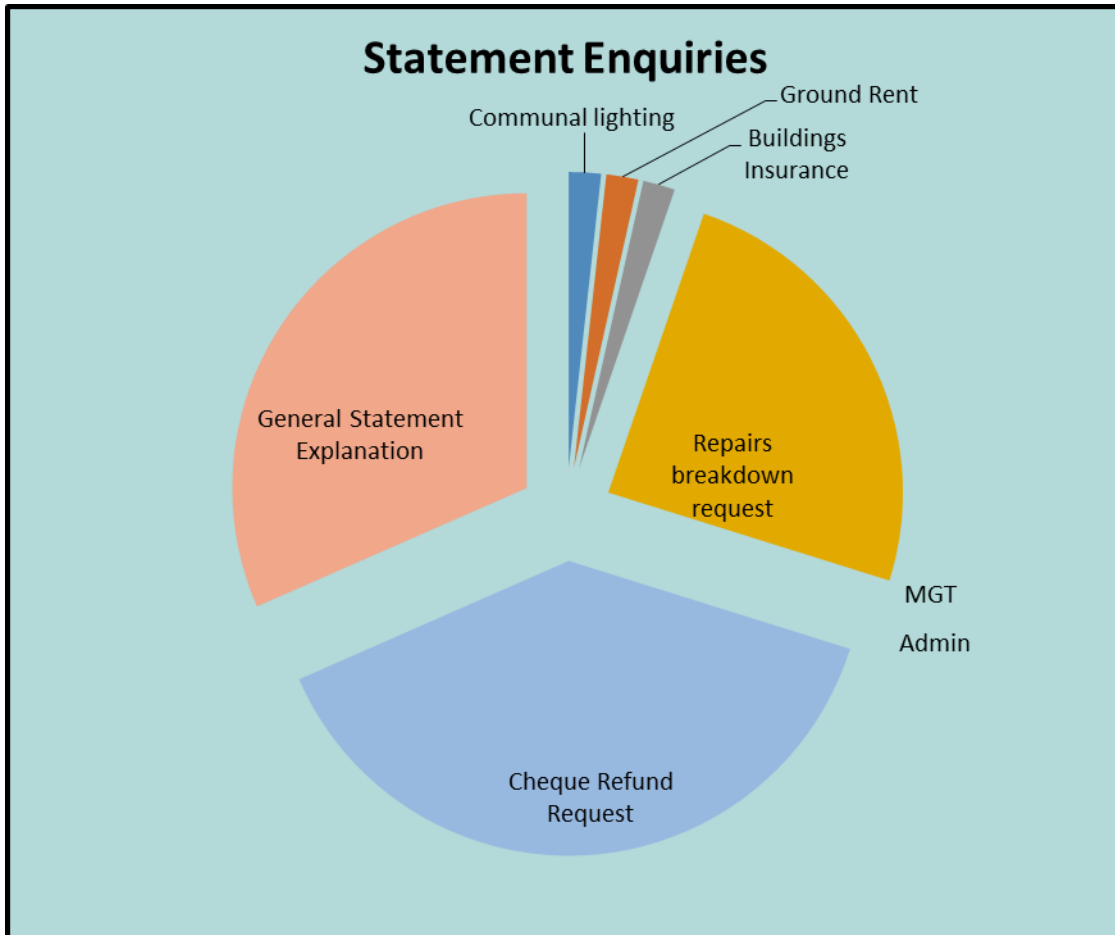
The lease dictates what can and cannot be charged and the standard terms of the WHBC leases conform to the requirements of the leasehold legislation and allow charges for repairs and for improvement. The leases also allow recovery of the management and overhead costs of associated services and provide for the administration charge which covers the cost of running the leasehold service. The collection rate for the charges in 2014/15, based on payments received against invoices raised during the year, was 105%.



The average actual annual service charge for 2014/2015 was £279 which compares favourably with the HQN benchmarking exercise where the overall average for ALMO managed properties was £346. Major works are charged for separately and are subject to Section 20 consultation.

The statements of actual charge that are sent out in September each year generate various enquiries and the accompanying FAQ sheet is updated annually to try to give more of the relevant information. The highest proportion of problems relate to the general explanation of the statement and to the requests for a breakdown of the repairs charges.

The leasehold hand book and the website are both being updated with further information to try to ensure a greater awareness of the current legislation and service procedures.



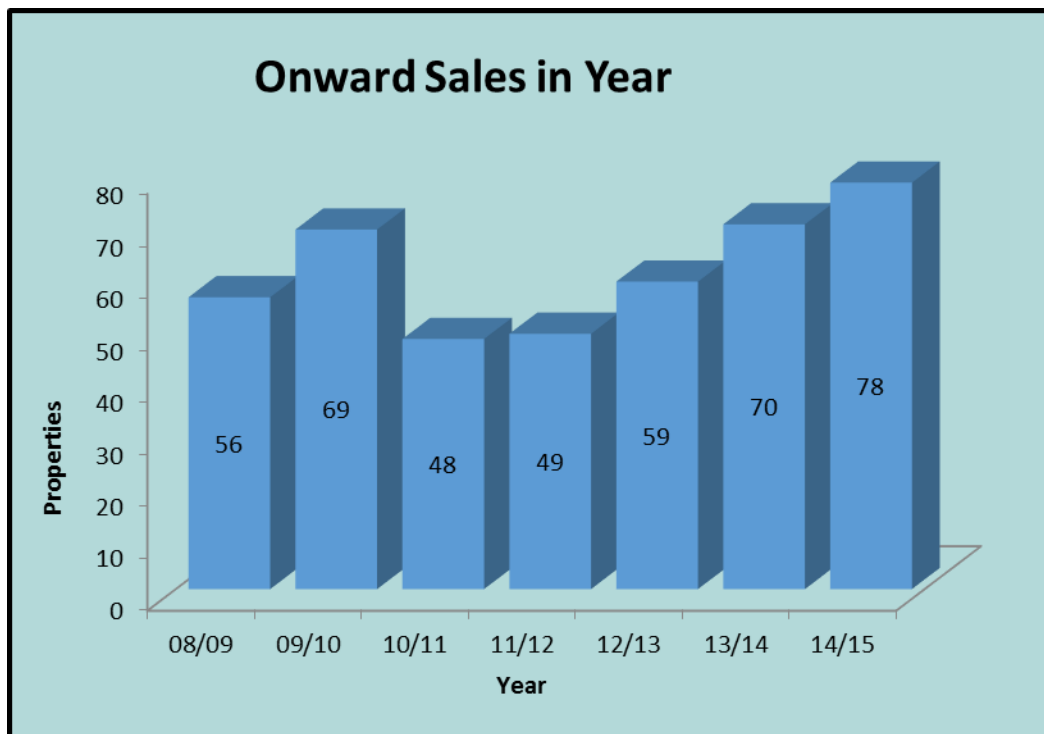
Where repair charges are queried a detailed breakdown of the works is issued and, if a leaseholder needs further clarification, consultation with the relevant technical experts is offered. A leaseholder has a right to examine all documentation that supports the charge and has the right to dispute the charges. The level of enquiries relating to repairs has consistently decreased over the past six years, from 33 in 2009/10 to 14 in 2014/15, as leaseholder familiarity with the system and the information available has increased.

The service underwent a full audit in December 2015 and the auditor has found as follows with regard to our procedures:

- 1.1 “In arriving at our opinion we were satisfied that the processes in place for the calculation and application of service charges to recover costs incurred by the Trust were fundamentally sound and well managed. The Trust follows the relevant legal requirements in this respect and provides clear information to leaseholders through the website, in leaflets and by direct advice as necessary. Third party service providers have been engaged by the Trust using EU procurement rules and ensuring value for money. The providers are monitored to ensure that they are delivering the expected service, with action being taken when this is not the case.”

## Appendix A(3) Onward Sales

Onward sales also generate a great deal of work with numbers steadily increasing as the leasehold stock grows.



A sales pack has been devised to ensure that the solicitors involved have all the information they require.

Name of author  
Title  
Date

Andrea Denny  
Leasehold Services  
28/01/2016

## **Appendix B**

WELWYN HATFIELD COMMUNITY HOUSING TRUST  
CABINET HOUSING AND PLANNING PANEL - 18 FEBRUARY 2016  
REPORT OF THE HEAD OF INDEPENDENT LIVING SERVICES

### **INDEPENDENT LIVING SERVICES**

#### **I INTRODUCTION**

This report provides an overview of the Trust's Independent Living Team (ILT), contextualizing the performance that is regularly reported, and includes information on the following component services: Sheltered Housing, Lifeline, Mobile Warden Response, Control Centre and Community Buses.

#### **2 SHELTERED HOUSING SCHEMES**

##### **2.1 Background Information**

The ILT provides support to 1,716 WHBC sheltered housing properties, either bungalows or self-contained individual flats, in designated schemes (Appendix B(1)). The schemes are either part of a 'hub and spoke' model (with communal facilities) or are located in neighbourhoods with homes designed for older people or people with disabilities.

There are 28 schemes in total, managed by a team of 27 scheme managers. We are the largest single provider of sheltered housing in Hertfordshire. The support we provide enables residents to live independently in their homes for longer. Appendix B(2) includes a comprehensive (but not-exhaustive) list of services provided by Scheme Managers.

One scheme, Chilton Green, is a Flexi Care scheme providing 24 hour care to some of our most vulnerable of residents. The care is delivered by on-site carers commissioned by Herts County Council. At present there are 22 Flexi Care tenants receiving care from the on site carers. The tenants can move within the bandings of low, medium or high care as their needs either increase or decrease depending on their personal circumstances.

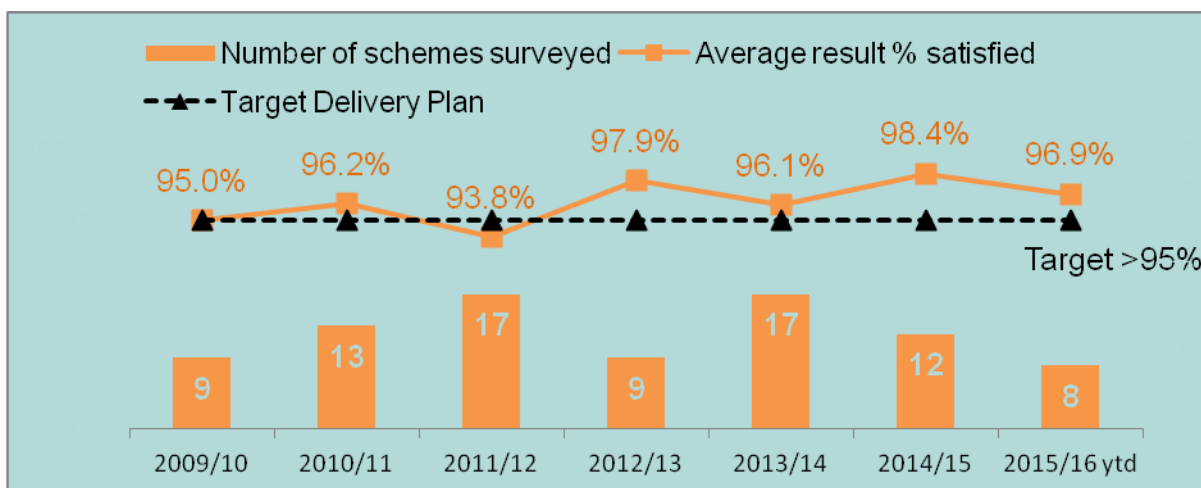
Regular social activities are organised in order to encourage social inclusion, learning and good health, including day trips, theatre trips, parties and other social gatherings, computer classes, arts and crafts, exercise sessions and seasonal events.

##### **2.2 Performance information**

###### Customer Feedback

A customer satisfaction survey is carried out bi-annually for every scheme and is sent to all residents. The graph below shows overall performance since April 2009. Please see appendix B(3) below for the results per scheme.

*Graph to show % of overall customer satisfaction with the sheltered scheme service*



All comments are reviewed and any issues are looked into and responded to. The results are published at each scheme and actively discussed with residents. Please see appendix B(4) for an example of the 'Sheltered Scheme Satisfaction certificate'.

### Complaints and compliments

In 2015/16 two complaints have been received and fully investigated. Eleven compliments have been recorded in the same period. Residents' feedback is used in service improvement plans, implementing change to enhance the customers' experience.

### Managing void properties

A total of 97 properties (so far) have been re-let in 15/16; 53 of these categorised as 'normal' voids with an average turnaround period of 19.5 days and 44 'major' work voids with a turnaround period of 28.3 days. As at the end of December there were six sheltered scheme service properties vacant, representing 0.4% of our sheltered scheme stock.

## **2.3 Future Vision**

The ILT is actively involved in the Council's Older Peoples Housing Strategy Steering Group, assessing whether current service provision will suit our client group in the future.

## **3 LIFELINE SERVICE / MOBILE WARDEN**

### **3.1 Background Information**

Often referred to as the community alarm service, a Lifeline provides support and emergency response to our most vulnerable clients living in both council and private accommodation. A unit is installed by a mobile scheme manager and connects to the control centre where incoming calls are assessed and responded to. Mobile wardens are dispatched to emergency calls and liaise with emergency services, taking appropriate action. Wardens also provide floating support to our Lifeline clients living in the community.

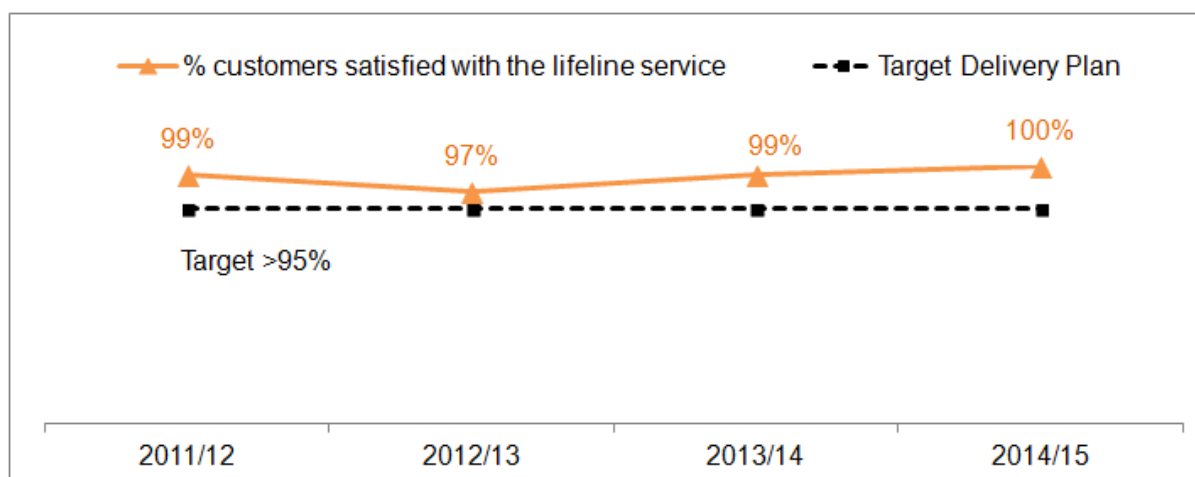
A team of eight mobile wardens work on a rota basis, twenty-four hours a day, seven days a week, to provide a visiting and emergency response service. The role is similar to that of the scheme manager, providing ongoing proactive support and encouraging independence.

### 3.2 Performance Information

The Key Performance Indicator in relation to the installation of a Lifeline is within seven working days. The chart below shows the number of units installed:

	Council Lifelines Installed	Private Lifelines Installed	% Installed Within 7 days
January 2014 – December 2014	54	109	100%
January 2015 – December 2015	31	123	100%

An annual Lifeline Satisfaction Survey has been completed April 2012 (see chart below). As Lifeline residents are our most vulnerable clients, many are unable to complete the form and so we have agreed to carry out future surveys either by telephone or face-to-face.



Mobile wardens work to a target of a 12 minute response to an emergency call. Our average performance for 2015 was 12.50 minutes.

January 2014 – December 2014	Average response time of 11.41 minutes
January 2015 – December 2015	Average response time of 12.50 minutes

Where calls have exceeded the 12 minutes, mobile wardens are asked to document the reason. Road works and adverse weather conditions are a contributory factor.

## 4 CONTROL CENTRE

### 4.1 Background Information

The control centre is manned 24/7 by a team of control centre operators and is the first port of call for nearly 2700 community alarm clients, particularly outside of core hours.

In 2013/14 we began providing a service to clients in other local authority areas through service level agreements with a number of other social landlords. We currently provide alarm monitoring services to around 3,000 clients through these contracts and the income has helped to offset recent supporting people funding cuts. We also provide an out of hours repairs call service to 4,545 tenants of B3 Living under a service level agreement.

Please see appendix B(2) for a full list of services provided to our external partners.

Emergency calls are received via the Jontek system connects to all sheltered housing via a hard wired unit and Lifeline properties in the community that have remote, standalone equipment installed. The client has the option of pressing a pendant, either worn around the neck or wrist, by pressing the button on the actual alarm unit or by pulling a cord (in sheltered properties). All calls received are recorded to monitor quality and compliance.

## **4.2 Performance information**

For information the total number of calls via the Jontek equipment for the period 1 January 2015 to 31 December 2015 was 120,940, an average of 2,325 per week. Of these 108,919 were incoming calls and 12,021 outgoing. There are 12 telephone lines connected to the Jontek equipment and four standalone telephone lines.

We have a number of units installed that have been requested by the Police due to distraction burglaries. An outbound call enables the control centre operator to listen without alerting the potential perpetrator. If a problem is perceived, the Police are requested to attend immediately.

Telecare activations also alert staff to any potential issues. For example, when a falls detector sends an alert through, it is known that a client has fallen and the situation can be dealt with immediately. Telecare is installed following an assessment carried out by a social worker or occupational therapist, Telecare can be a falls detector, smoke, CO2, flood, epilepsy or a door sensor that alerts the control centre if a door has been opened. This is particularly important for clients with dementia that often wander outside the security of the scheme or their property. At present there are 234 properties linked to our control centre that have Telecare items installed.

We also have a number of Intruder Telecare Alarms installed that silently send an alert to the control centre, allowing the operator to listen and alert the police if necessary.

The control centre responds to out of hours emergency calls from the borough's residents received via the standalone telephones. These calls are in relation to repairs (Trust housing), general queries, reports of anti social behavior, noise nuisance, lost animals, sudden death. In reality the call has the potential to be about anything.

## **4.1 Future Vision**

The future vision is to continue to source new business and investigate future potential of the control centre. Also to increase awareness of the services provided to external parties including provision of a Lone Worker system.

## **5 COMMUNITY BUS SERVICE**

### **5.1 Background information**

This service comprises of 12, 16 seater mini-buses that operate throughout the Borough. The aim of the service is to provide a safe source of transportation, reducing social isolation and helping vulnerable residents retain their independence for longer.

All drivers must have completed a Herts County Council driving assessment before being allowed to drive the bus and also adhere to a training schedule when appointed.

### **5.2 Performance Information**

In July 2014 management of the Community Bus Service passed to the Independent Living Team and, in that first year, 27,819 passengers (534 per week) were carried to and from WHCHT events, lunch clubs, day centres, community centres and scheme day trips.

An average of 200 (of 534) passengers a week utilise the Shopper Hopper service, transporting passengers safely to local shops in the area, providing a valuable service to those that otherwise would be unable to get and about, again supporting independence and reducing social isolation. Passenger numbers do vary due to circumstances on the day,

Passenger lists are monitored by the driver and all incidents of a resident failing to answer the door when the driver calls to collect them are followed up. The driver will contact the scheme manager if the passenger is a tenant or contact the passenger's emergency contact to confirm their well being and to raise the alarm if it becomes apparent that there is a problem. The drivers report any issues that may become apparent, including abuse, safeguarding, dementia etc. as often the passenger will see them as a trusted friend.

The buses are also available, at a charge, for private hire and the aim is to increase this. In the first year of operating the service, 217 such trips took place.

### **5.3 Future Vision**

The future vision is to increase passenger usage across the Borough through publicising the availability of the buses to potential paying passengers and organisations.

We will look at future requirements and what can be provided i.e. hospital trips and also consider whether the vehicles used are appropriate or whether we need to consider smaller, more diverse vehicles.



## Appendix B(I)

### Sheltered Housing Schemes

#### Breakdown of stock by property type

	Housing
Bungalow 1bed	358
Bungalow 2bed	675
Bungalow 3bed	3
Bungalow bedsit	4
<b>Sum:</b>	<b>1040</b>

	Housing
Flat 1bed	518
Flat 2bed	156
Flat 3bed	1
Maisonette 2bed	1
<b>Sum:</b>	<b>676</b>

**Total Sheltered Housing Stock 1716**

<i>Scheme Name</i>	<i>Number of properties</i>	<i>Facilities</i>
<b>Welwyn Garden City</b>		
<b>Chilton Green</b>	85	Communal Hall Laundries (2) Scheme Managers Office
<b>Flexley Wood</b>	62	Communal room shared with Rowans & Crookhams Laundry Scheme Managers Office
<b>Cole Green House</b>	72	Communal Hall Laundry Scheme Managers Office
<b>The Green</b>	58	Communal Hall Scheme Managers Office
<b>Guessens Court</b>	63	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Hardings</b>	50	Communal Hall Laundry Scheme Managers Office
<b>Hollybush</b>	69	Neighbourhood Scheme
<b>Home Meadow</b>	53 + 23 leaseholders	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Barndicott / Long Ley</b>	43	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Monkswood</b>	57	Neighbourhood Scheme
<b>Moss Green</b>	66	Neighbourhood Scheme

<b>Crookhams</b>	68	Neighbourhood Scheme
<b>Sloansway</b>	64	Neighbourhood Scheme
<b>Springfields</b>	72	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Verulam</b>	50 + 19 Riversmead properties managed by WHCHT	Communal Hall Laundry Scheme Managers Office
<b>Welwyn</b>	85	Communal Hall Scheme Managers Office
<b>Woolmer Green</b>	41	Communal Hall Laundry Scheme Managers Office
<b>HATFIELD</b>		
<b>Acacia St</b>	64	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Glebe Court</b>	43	Communal Hall Laundry Scheme Managers Office
<b>Burfield Close</b>	73	Communal Hall Laundry Scheme Managers Office
<b>Mead House</b>	60	Communal Hall Guest Room Laundry Scheme Managers Office
<b>Millwards</b>	61	Neighbourhood Scheme
<b>Minster House</b>	65	Communal Hall Guest Room Laundry Scheme Managers Office
<b>South Hatfield</b>	76	Neighbourhood Scheme
<b>Townfields</b>	61	Neighbourhood Scheme
<b>Welham Green / Stockbreach</b>	97	Neighbourhood Scheme
<b>Whitefield House</b>	58	Communal Hall Laundry Scheme Managers Office

## Appendix B(2)

### List of duties / services provided by the Scheme Manager

- Act as first port of call for any enquiry and signpost to the relevant organization / department.
  - Monitoring of care packages commissioned by Herts County Council
  - Referrals in relation to new care packages
  - Referrals in relation to the installation of adaptations, liaison with occupational therapists and social workers
  - Liaison with HCC, family members GP surgery, district nurse, incontinence nurse, internal departments and external organizations as required
  - Liaise and manage hospital discharge when an enablement package has been actioned
  - Liaise with mobile wardens to ensure continuity of care outside of core working hours
  - Provide reassurance in relation to supporting independence
  - Organise social events and encourage social inclusion, working with scheme committees
  - Make safeguarding referrals when appropriate and necessary
  - Attend case conferences
  - Manage scheme facilities
  - Monitor health and safety requirements and escalating issues as required
  - Organise Fire Evacuation drills on a quarterly basis and test alarms weekly
  - Monitor residents on a daily basis, act on findings and deal as required
  - Attend accompanied viewing with the relevant neighbourhood housing officer, complete Needs & Risk Assessment and liaise with housing officer
  - Respond to emergency situations within the scheme
  - Keep residents information concise and up to date observing confidentiality and data protection. Complete support plan and annual reviews, updating the control centre continuously
  - Issue a monthly newsletter, updating residents regularly
  - Provide support to colleagues ensuring continuity of service
  - Signpost residents living within the community, and not living within the scheme to relevant organization / departments
  - Liaise with Police in relation to general anti social behaviour in the locality
  - Liaise with repairs department in relation to both scheme and individual repairs
  - Act as an advocate / councilor / mediator
  - Manage guest room and communal facilities
  - Manage laundry usage
  - Deal with bereavements, liaison with family, coroner, hospital, funeral arrangements
  - Collect emergency prescriptions and emergency shopping – in cases where a resident has been released from hospital and no family member is available
  - Liaise with animal sanctuaries and RSPCA as necessary to facilitate safe removal of pets
- Monitor frail and vulnerable tenants, monitoring their emotional, sensory, physical and social well being. Intervening as required, engaging other relevant agencies as required

## APPENDIX B(3) : SCHEME SATISFACTION RESULTS

### Sheltered Scheme bi-annual overall % satisfaction survey results

Target > greater than	95%	95%	95%	95%	95%	95%	95%
SCHEME	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17
Acacia Street	100%		100%	100%			
Burfield Close		96%		100%			
Chilton Green		90%		100%			
Cole Green House	88%		100%		100%		
Cornerfields/Mead House	88%		91%		94%		
Crookhams		92%		95%			
Flexley Wood		94%		89%			
Glebe Court		100%		92%		75%	
The Green		95%		95%		100%	
Guessens Grove/Guessens Court	98%		97%		100%		
Hardings/Paddocks/Hazel Grove	93%			90%		100%	
Hollybush		87%			100%		
Home Meadow/Peartree	100%		100%		100%		
Ley House/Barndicott	87%			95%	100%		
Millwards	100%		98%		100%		
Minster House	100%		95%		96%		
Monkswood	100%			100%		100%	
Moss Green		96%		100%			
Sloansway		97%		100%			
Springfields		90%			94%		
Stockbreach Close			100%		100%		
South Hatfield	100%		100%		100%		
Townfields		94%		96%		100%	
Verulam				90%		100%	
Welham Green		97%		91%			
Welwyn		92%			97%		
Whitefield House	100%			100%		100%	
Woolmer Green	96%			100%		100%	
Yearly average	96.15%	93.84%	97.88%	96.05%	98.41%	96.87%	



# SHELTERED HOUSING SCHEMES CUSTOMER SATISFACTION SURVEY

## WOOLMER GREEN – APRIL 2015

# 100%

of those who responded were either very satisfied or satisfied with the support provided by their Scheme Manager and the Independent Living Services Team

A handwritten signature in black ink, appearing to read "John Briggs", is written over a horizontal line.

John Briggs  
Chief Executive



Working in Partnership with Welwyn Hatfield Borough Council

## Appendix B(5)

### CONTROL CENTRE SERVICE PROVISION – CLIENT NUMBERS AND SERVICE TYPE

Organisation	No. properties served by the Trust's control centre	Type of Emergency Response
<b>Housing Trust</b>	1,716 sheltered housing properties (hard wired alarms)	Full emergency response by mobile warden and monitoring of clients
<b>Housing Trust</b>	9,026 for out of hours repairs	Repairs call from tenant passed to contractor
<b>Welwyn Hatfield– Lifeline Service</b>	960 dispersed alarms within the Borough	Full emergency response by mobile warden and monitoring of clients
<b>Welwyn Hatfield Borough residents, on behalf of council</b>	All properties in the borough	All other emergency issues out of hours
<b>RIVERSMEAD HOUSING ASSOCIATION</b>	1,372 hard wired sheltered alarms and dispersed community alarms	Alarm monitoring
<b>WELWYN GARDEN CITY HOUSING ASSOCIATION</b>	267 hard wired sheltered alarms and dispersed community alarms	Full emergency response to alarm call (two schemes monitoring service only)
<b>ORIGIN HOUSING ASSOCIATION</b>	10 hard wired sheltered alarms	Alarm monitoring – calls passed to contacts or emergency services
<b>B3 LIVING</b>	4,555 out of hours repairs monitoring service 610 hard wired sheltered alarms and dispersed community alarms	Repairs call from tenant passed to contractor Alarm monitoring – calls passed to contacts or emergency services

<b>Thrive Housing Association</b>	846 hard wired sheltered alarms and dispersed community alarms	Alarm monitoring – calls passed to contacts or emergency services
<b>BROXBOURNE BOROUGH COUNCIL (HOSTELS)</b>	87 out of hours repairs and monitoring of hostels bed spaces	Repairs call from tenant passed to contractor  Alarm monitoring – calls passed to contacts or emergency services
<b>ALDWYCK EAST HOUSING ASSOCIATION</b>	10 community alarms	Full emergency response by mobile warden
<b>ALICE CORALIE</b>	14 community alarms	Full emergency response by mobile warden
<b>SANCTUARY HOUSING ASSOCIATION</b>	30 community alarms	Full emergency response by mobile warden
<b>CHILTERN HUNDREDS (Paradigm)</b>	24	Full emergency response by mobile warden

Name of author            Jan Woods  
Title                            Independent Living Services  
Date                             28/01/2016