



Policy Outline

SHELTERED HOUSING POLICY

OVERALL PURPOSE

West North West homes Sheltered Housing Policy outlines the responsibilities as an ALMO of how we will manage properties and undertake Leeds City Councils statutory duties according to the Leeds City Councils Management Agreement. We currently manage 53 sheltered schemes which is a total of 1731 units ranging from purpose built accommodation, studio flats and bungalows to multi storey flats. West North West homes currently manages tenancy management and the warden service

INTRODUCTION

West North West Homes Leeds will ensure that:

West North Homes Sheltered service aims to improve peoples lives by promoting independence and choice for older people through good quality homes and support services tailored to meet the needs, aspirations and preferences of the individual

West North West Homes aim is to develop innovative outcome focused professional services provided by skilled, competent and knowledgeable Support Workers' (Wardens)

West North West Homes aim is to maximise independence and minimise dependence by champion the rights that older people in Leeds should be entitled to enjoy; the opportunities they should expect; and making sure older people are at heart of the community. This will be achieved by working closely in partnership with statutory and voluntary agencies and Health to achieve agreed person centred outcomes, the promotion of an ageing well programme of social and recreational activities, a can do attitude, improved communication, and by supporting service users' to gain the skills and confidence to enable them to be more meaningfully involved at level that suits them, direct their own lives and engage in the wider community.

West North West Homes aim is to put equality at the centre of the support services offered and received, by being wholly inclusive and ensuring fair access for everyone, no matter what their race, colour, ethnic or national origin, religious belief, disability, age, sex, sexuality. This will enable people to be treated fairly and their differences valued resulting in the delivery of a high quality, open service. We want to make sure our services and practices reflect the highest possible equality standards.

The sheltered service within West North West homes will aim to provide the following

- Needs led support service

- Promoting independence and choice
 - Supporting the wider community
 - The development of innovative outcome focused professional services provided by skilled, competent and knowledgeable wardens that deliver a needs led outcome focused support service, to people living in sheltered housing.
 - To provide an excellent sheltered service for existing and future potential customers, including diverse and vulnerable customers
-
- West North West homes aims and objectives for the sheltered service are to ensure the needs of the customers and any inherent risks are assessed on a consistent and comprehensive basis to ensure the customer's needs are met and reviewed Annually on a consistent and systematic basis.
 - The service is proactive in promoting and sharing good practice beyond the service on safeguarding vulnerable adults and children.
 - West North West homes will ensure that Customer Care is delivered at all times ensuring we are committed to all our customers.
 - West North West homes will ensure that there is an up to date health & Safety Policy to ensure residents feel safe within their homes and can continue to live independently.
 - West North West homes aims to ensure that customers will be protected from abuse which includes; physical, sexual, psychological, financial, material, discriminatory abuse such as harassment, and abuse through neglect or omission. When these incidents occur, there will be a full investigation and appropriate support for those effected.
 - West North West homes is committed to the values of diversity and inclusion and is committed to equal opportunity ensuring that the aims and objectives for Lettings within the sheltered service are considered and applied through the Leeds City Council Lettings Policy, supporting all other related legislation, policy and procedures.

Service Standards

1. We will provide you with an accompanied viewing of your prospective new sheltered home.
2. We will help assure your safety and security by providing a care ring alarm service.
3. We will provide a warden support service and measure your satisfaction with the service provided.
4. We will work to support vulnerable people to maximise their potential to maintain independent living.

5. We will give you an opportunity to do a joint inspection of your complex internally and externally and raise concerns with us.

PERFORMANCE MEASURES

We will monitor the implementation and delivery of services through this Policy through:

- Number of New Support Plans Completed each month
- Number of Accompanied Viewings carried out with the warden
- Number of Reviews completed each month
- Customer Satisfaction of Service Delivery each year
- Number of Complaints Received each month
- % complaints responded to within ten days each month
- Number of referrals to Safeguarding adults each month.
- Number of compliments received each month

Sheltered Housing Policy

1. Statement of Intent

- 1.1 West North West homes aims to achieve an excellent warden service and early interventions to ensure customer and community safety, supporting all new customers and existing tenants to achieve successful long term tenancies. We will ensure that developments in the sheltered service will support the safeguarding of vulnerable adults and children, particularly in relation to raising awareness of safeguarding arrangements and the multi agency approach.
- 1.2 West North homes aims to ensure that the Arms Length Management Organisation fulfils our legal requirements in relation to lettings ensuring customers are given clear information on the lettings policy which includes the statement on choice and outlines how the council and Arms Length Management Organisation, assess customers housing need; ensuring customers in need are given priority for re housing.
- 1.3 West North West homes will make applying for sheltered accommodation as easy as possible ensuring we are easy to contact through locally based, accessible and convenient offices throughout the area and through our Leeds city council Call Centre "Customer Service". We will provide interpretation and translation services upon request by arrangement with various providers.

- 1.4 West North West homes aims to ensure sheltered customers are given the opportunity to express their preferences in properties by advertising properties available through the Choice Based Lettings Scheme (CBL) within the sheltered section, maximising choice wherever possible. West North West homes aims to advertise available adapted properties offering choice to customers assessed with Medical Need

2.0 Outline of Service

- 2.1 West North West homes will provide every customer with an accompanied viewing with the warden, providing advice and details of the role of the warden.
- 2.2 West North West homes will work with the repairs team and contractors to improve the delivery of the repairs service and the management of any empty properties.
- 2.3 West North West homes will promote the company brand and communicate positively with our customers. Aiming to have access to good relevant information. Customers will be offered the opportunity to play a part in producing information
- 2.4 West North West homes will encourage effective tenant engagement and involve customers in the Tenant Inspection process to improve our service delivery. We will involve customers in the development and strategic planning of the service.
- 2.5 West North West homes will aim to provide assistance and develop good multi agency working with partner agencies to assist in improving health, well being, and safety for all customers. Aiming to promote keeping active and healthy by increasing physical activity opportunities.
- 2.6 West North West homes Needs and risk assessments will aim to balance promotion of independence with effective risk management. The sheltered service will take a case conference approach that includes engaging other services in reviews at the request of the customer. The Needs and risk assessment, support planning and reviews involve customers and take full account of their views and aspirations.
- 2.7 West North West homes will have an annual review of the effectiveness of emergency out of hours support procedures, Customer feed back will actively sought about the effectiveness of care ring. Care ring response centre will provide fully trained response operators 24 hours a day for advice and assistance in an emergency.
- 2.8 West North West home will provide residents advice and assistance on housing related benefits and arrange home visits where requested. Promoting adequate income, by reducing pensioner poverty.
- 2.9 West North West homes aims to provide housing accommodation that is of a decent quality, that is well managed and maintained and which meets the needs, requirements and where possible, the aspirations of the current or

potential residents within the Arms Length Management Organisation for the future.

- 2.10 West North West homes will provide a warden visit to each customer to ensure any concerns are addressed.
- 2.11 West North West homes will provide coffee mornings and social events involving customers within the complex and encourage community participation.
- 2.12 West North West homes will maintain the grounds around the complex ensuring the specified standard is applied.
- 2.13 West North West homes aims to develop good working relationships with other agencies and voluntary groups for example Supporting People, Help the Aged working in conjunction with a number of other corporate and departmental strategies and policies listed in Section 7.1.
- 2.14 West North West homes will support Sheltered Staff with Professional development and support a robust training schedule.
- 2.15 West North West homes have a proactive approach to coordinating multi agency approach to preventing and challenging bullying, harassment and discrimination

3.0 Specific Needs

- 3.1 West North West Homes Leeds will take into account the specific needs which may arise, of vulnerable people, in a manner that promotes equality and inclusiveness ensuring all customers are treated equally and fairly, taking into account Race, Disability, Gender (sex) gender identity (transgender) sexual orientation, age and religion belief. WNWHI will support customers and staff when safeguarding issues are raised.

4.0 Consultation

- 4.1 West North West homes Leeds will seek the views of tenants on this policy in a variety of different ways through our Customer Involvement mechanisms.

5.0 Implementation

- 5.1 Members of West North West homes Leeds Board, the Chief Executive and Heads of Services are responsible for ensuring that this policy is implemented.
- 5.2 It is the responsibility of all West North West homes Leeds's employees to ensure that their work is carried out in line with this policy and procedures relating to it.
- 5.3 We will introduce all the necessary information and procedures into all our training packages with staff. Appropriate training will be a mandatory course for all new starters

6.0 Monitoring

- 6.1 West North West homes will monitor our sheltered service and processes and obtain customer and tenant satisfaction levels to ensure all client groups are being considered to assist West North West homes in the development of healthy neighbourhoods and communities.
- 6.2 We will measure our performance of Sheltered Service through our local performance indicators and service standards and review these each year with customers and staff

7.0 Review

In preparation for delivering this policy during 2009 West North West homes Leeds has reviewed and taken into account new or emerging government legislation and government and council policies. The next review date is July 2010.

As a result, this policy now fully reflects, and is inclusive of the issues arising from those policies and legislation, and considers the impacts arising.

- 7.1 We will review and monitor the accessibility and service delivery within our neighbourhood offices and consult with customer on new ways of working to improve our service to support all customers' needs.
- 7.2 We will involve customers in the monitoring and inspection of the service.
- 7.3 The commissioning Body has overall statutory responsibility for the development and agreement of a supporting people strategy and annual plan.
- 7.4 This policy will be reviewed on an annual basis by West North West homes. The next review date will be July 2010.

8.0 Legislation

- 8.1 New or emerging legislation and new policy for 2009 include:
 - Domestic Violence Policy
 - Safeguarding Adults Policy
 - Anti-Social Behaviour Policy
 - Vulnerability Policy
 - Empty Property Policy
 - Tenancy Support Policy
 - Customer Care Policy
 - Older Better Strategy
 - Ageing society Strategy
 - Leeds Strategic plan 2008 2011
 - Healthy Leeds Partnership plan 2009 2012
 - Vision for Leeds 2004 2020
 - Homelessness Strategy
 - Leeds Black and Minority Ethnic Strategy
 - Valuing People Strategy

- Supporting People Strategy
- Housing Act 2004
- Mental Capacity Act 2005
- The Human rights Act 1998
- Mental Health Act 1983
- Data Protection Act 1998
- Disability Discrimination Act 1995 & amendments 2005
- Equality Act 2006
- The Time Of Our Lives
- Home Not Alone 2005 2010

