

**Committee:** Community and Housing

**Agenda Item**

**Date:** 17 March 2010

**14**

**Title:** SHELTERED HOUSING SERVICE  
STANDARDS

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Item for decision

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## Summary

1. This report is to update the Committee of the last meeting of the Sheltered Housing/Lifeline Task Group, in particular the work that has been done with regards to the Sheltered Housing Service Standards.

## Recommendations

2. The Committee note the Task Group minutes and adopt the Sheltered Housing Service Standards (attached).

## Background Papers

3. All background papers are available from the author of this report on request. Previous Committee reports, Task Group minutes are available on the Councils web site.

## Impact

- 4.

Communication/Consultation	The Task Group promotes consultation with service users, partner agencies, staff and the wider community.
Community Safety	Lifeline and Sheltered Housing provides security and peace of mind to service users and their families
Equalities	The Sheltered and Lifeline must be applied without discrimination of any kind.
Finance	Officers work closely with the finance team
Health and Safety	N/A
Human Rights/Legal Implications	N/A
Sustainability	N/A

Ward-specific impacts	Covers the whole of the Uttlesford District
Workforce/Workplace	N/A

### Situation

5. At the last meeting of this Committee, officers reported that they were about to commence the final stage of one to one consultation meetings, with all sheltered housing tenants and their families. This consultation process was to identify the level of housing support they would need, from the new Hub and Spoke model of Sheltered Housing. This new service will commence in April 2010.
6. Officers felt it was very important to ensure that service standards are set, so that service users are clear as to the level of service they will receive from the council.
7. The draft standards have been circulated to members of the Tenant Forum and the Sheltered Housing/Lifeline Task Group. Comments that have been brought back to officers have been incorporated into the standards.

### Risk Analysis

8.

Risk	Likelihood	Impact	Mitigating actions
Service users do not feel that they have been listened to or their views taken on board	1	3	Members agree that officers can adopt and issue the standards to all service users.

- 1 = Little or no risk or impact  
 2 = Some risk or impact – action may be necessary.  
 3 = Significant risk or impact – action required  
 4 = Near certainty of risk occurring, catastrophic effect or failure of project.