

<b>Task Group:</b>	Sheltered Housing/Lifeline Task Group	<b>Agenda Item</b>
<b>Date:</b>	1 July 2010	<b>3</b>
<b>Title:</b>	<b>SHELTERED HOUSING AND LIFELINE SERVICE</b>	
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### Summary

- 1 The purpose of this report is to provide an update on progress and initial feedback from tenants, with regards to the implementation of the Sheltered Housing out of hours and weekend response service; and to provide an update on work relating to forming a policy on mobility scooters in sheltered housing schemes.

### Recommendations

- 2 That the Task Group notes the progress made in taking this review forward.
- 3 That officers finalise a draft mobility scooter policy and carry out a full consultation process with tenants, and other appropriate agencies.

### Background Papers

- 4 All background papers are available on request from the author of this report. Previous Task Group minutes and Committee reports are available on the Council's website.

### Impact

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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. Additional Telecare solutions can always be added to help maintain an independent life as possible for vulnerable residents of our community.
Equalities	The Sheltered and Lifeline Service must be

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	applied without discrimination of any kind.
Finance	There may be cost implications if supplying storage for scooters.
Health & Safety	There are issues that have been identified, such as scooters blocking corridors and communal areas.
Legal implications/ Human Rights	Legal department will need to advise whether policy complies with legislation.
Sustainability	n/a
Ward-specific impacts	Covers the whole of the Uttlesford District
Workforce/Workplace	Will need to be applied using existing resources.

## Situation

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Following on from the last meeting of the Task Group and January 2010 Community and Housing Committee, officers have now implemented the out of hours and weekend response service, as well as now being able to offer sheltered tenants different levels of service, depending on their needs/circumstances.

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Carecall took over the out of hours and weekend response service in May 2010. Although it is still very early days, initial feedback from tenants has been by and large, very positive. Two tenants expressed concern about the weekend service but officers were able to address their needs via a different agency.

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Officers will be visiting all tenants again within the next two/three months, to ascertain their views on the new service that is being provided, to ensure everyone is receiving the level of service that they want/need as well as asking if we can still find ways of improving the service to them.

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Regular meetings are taking place with Carecall, to ensure the service is being provided to the highest possible level and officers will continue to monitor this very carefully. Further reports will be brought to this Task Group at a later date.

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The issue of Mobility scooters in Sheltered Housing schemes has been raised at a previous meeting of the Task Group and officers have been investigating this issue,

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which is beginning to cause a lot of problems, with regards to storage, charging, insurance and health and safety implications. Officers have taken this issue to the Tenant Forum and there are still a few issues that need to be addressed. A discussion paper will follow.

### 11 Risk Analysis

Risk	Likelihood	Impact	Mitigating actions
<b>Mobility scooter policy does not comply with any statutory guidance/legislation</b>	3	3	<b>A draft policy needs to be fully consulted on.</b>

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.