

IMPLEMENTATION PLAN

APPENDIX B

Date	Action	Responsible Officer	Comments
28 Nov 2017	Scrutiny Committee – Review Report	AM/VH	
	Recommendations from Scrutiny to be referred to cabinet		
Dec 2017	Update staff on the review outcome and next steps	VH	
Dec 2017 - Jan 2018	Visit Sheltered Schemes to update tenants on the review outcomes	VH	
January/February 2018	Review, update and re-evaluate job descriptions and employee profiles for: <ul style="list-style-type: none"> • Admin Officer • Admin Support Officer • Team Leader • Supported Housing Officer 	VH/SE/DE	
January/February 2018	Updating of procedures in preparation for TSA annual audit	VH/SE	
January 2018	Inform Housing Benefit of potential additional service charges: <ul style="list-style-type: none"> • Communal cleaning at SFC • Communal window cleaning 	VH	Charges to be un-pooled according to the principles set in 2007 Following council approval of charges
February 2018	Write to all clients informing them of the	VH	

	<p>implementation of charges:</p> <ul style="list-style-type: none"> • Dispersed Alarms • Sumners Farm Close (Monitoring) • Sheltered Housing (year 2) 		
February 2018	<p>Write to tenants re the un-pooling of service charges:</p> <ul style="list-style-type: none"> • Communal cleaning at SFC • Communal window cleaning 		
February 2018	<p>External Audit for Telecare Services Association Accreditation:</p> <ul style="list-style-type: none"> • Telecare referral • Service user profiling • Telecare plan • Service tailoring • Installation of alarm equipment • Annual re-evaluation 	VH/SE/DE	
February 2018	<p>Update of Allocations Policy to include standardising de-commissioned and over 55's general needs properties</p>	LW	
March 2018	<p>Recruitment to:</p> <ul style="list-style-type: none"> • Team Leader • Vacant Supported Housing Officer posts 	VH/SE	
April/May 2018	<p>Staff training:</p> <ul style="list-style-type: none"> • Tenancy sign-ups • Carrying out pre-tenancy support assessment 	VH/DE Hsg Team Leader	

September 2018	Review of meal provision at Sumners Farm Close	VH/SH Team Leader	Options: <ul style="list-style-type: none"> • Continue to provide the service in house • Outsourcing • Include within the scope of the on-site care provider
December 2017	Review performance indicators		Ensuring appropriateness and providing valuable service delivery data
February 2019	Write to sheltered housing tenants to inform them of year 3 support charge increases		
2018/19	Refurbish the farmhouse and open the internal walkway at Sumners Farm Close to add an additional 6 units to the existing scheme, increasing the total to 48	VH/WM	