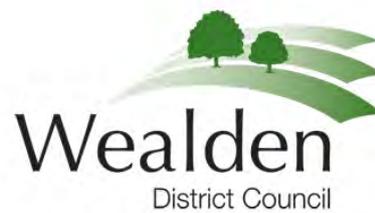


Wealden Sheltered Housing Compact Agreement. 2012 – 2015

A Partnership Between.



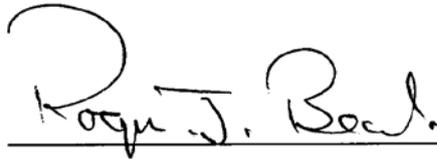
Wealden Sheltered Housing Compact Agreement.

2012 – 2015

Working in partnership with Sheltered Housing Residents and leaseholders, Wealden Housing Service.

Signed On 25th June 2012.

SHRG Chair-person



Portfolio Holder for Affordable Housing



Head of Housing Services



If you, or someone you know would like this information contained in this document in large print, braille, tape/CD or in another language, please contact Wealden District Council on **01323 443322** or **info@wealden.gov.uk**

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*The Winning Garden in the 2011 WRAG Garden Competition
from Streatfeild House – Uckfield.*



(Front Cover Illustration – Bad Moon Rising by Roger Beal.)

Introduction and Background:

In June 2009, Wealden District Council (WDC) and the Sheltered Housing Residents Group (SHRG) signed the first Sheltered Compact, which set out to formalise the way in which the two organisations had agreed to work together to improve the services available to Sheltered Housing Residents. The Compact also covered ways in which all Sheltered Residents could get involved in, and influence how the Sheltered Housing Service was run, through SHRG and Wealden District Council partnerships.

Since 2009, the Sheltered Housing Compact has achieved the following improvements and benefits for Sheltered Residents:

- Regular walk-about with Scheme Managers and residents to identify any issues with grounds maintenance or repairs that may be required.
- Monthly SHRG committee meetings, advertised in advance, open for all sheltered housing residents to attend.
- More applications from Sheltered Housing Schemes to the Community and Environmental Budget (C&EB), as a result of Scheme Managers and residents working together to improve their scheme.
- External funding secured to set up and run more activities such as Arts & Crafts, social groups and clubs in schemes.
- Sheltered Residents involved with WDC procurement procedures.
- Chair of SHRG attending Wealden Homes and Repairs & Maintenance Partnership Meetings to represent sheltered residents.
- Increased entries into the Wealden Residents Action Group (WRAG) annual garden competition.
- Regular up-dates and news provided through the Housing Services newsletter Threshold, and Community News, the newsletter of residents' and community groups in Wealden.
- Communication and joint-working with Wealden Council Officers has improved, and SHRG representatives are actively involved in consultation and working groups.

Looking forward.

This Partnership Agreement or Compact will update the existing agreement between SHRG and WDC, and will build upon the strengths and achievements of the previous agreement, to continue partnership working for the benefit of all sheltered residents into the future.

In March 2012, a survey was sent out to all residents of Sheltered Housing Schemes, asking for their comments, thoughts and feedback on the Sheltered Housing Service and for the priorities for this Partnership Agreement or Compact. The results of the survey have been used to form the basis of this Compact. The priorities identified by the survey are as follows:

- Improvements to homes such as kitchen and bathroom modernisations and window replacement.
- Partnership working to improve rural and community Transport.
- Building new Council homes.
- Improved Grounds Maintenance at Sheltered Schemes.
- Improving the Repairs Service.
- Increased support for Activities and Social Clubs.
- Improved policy and procedures to deal with Anti-Social Behaviour (ASB.)
- Communal Computers in Sheltered Schemes.

This partnership agreement will also set out to identify and address the needs of Shared Owners or leaseholders within sheltered housing schemes.

How each of the identified priorities will be addressed, monitored and evaluated is laid out in more detail in this compact, and summarised in the 'action plan' at the end.

We welcome your views, comments and feedback on this Agreement or Compact, and if you have any suggestions on how it could be improved, please let us know by any of the means below.

Post: Housing Services, Wealden District Council,
Vicarage Lane, Hailsham, East Sussex, BN27 2AX.
Phone: 01323 443322
Email: housing@wealden.gov.uk

The Sheltered Residents Group (SHRG).

The Sheltered Housing Residents Group (SHRG) was formed in 2009 and represents all residents from Wealdens' 12 sheltered housing schemes. SHRG is governed by a set of rules (or Constitution), which lays out how the group is run and how it represents residents' interests. A copy of the constitution is available on request - please contact the Wealden District Council Tenant Involvement Team if you would like to be sent a copy.

Post: Tenant Involvement, Housing Services, Wealden District Council, Vicarage Lane, Hailsham, East Sussex, BN27 2AX.

Phone: 01323 443511

Email: tenantinvolvement@wealden.gov.uk

The SHRG committee consists of an elected Chair-person, Treasurer, Secretary and elected representatives from each scheme.

SHRG Representatives.

Normally, each scheme holds an annual election, at an event such as a coffee morning or scheme meeting, to elect a SHRG representative. Some schemes have two elected representatives. The elected 'rep' attends monthly SHRG meetings and partnership meetings with other residents groups and WDC officers. They take forward any issues or concerns raised by residents in their scheme at these meetings. An additional, or extraordinary meeting may be called, with two weeks notice, to elect a new SHRG scheme rep, should the need arise.

The 2012 Sheltered Housing Residents Group Committee.



Getting Involved.

Examples of how Sheltered Housing Residents can get involved with SHRG and WDC partnership groups or projects are set out below. This is not an exhaustive list, and if you would like to be involved in another way, please let your Scheme Manager or SHRG representative know.

- Attend regular scheme meetings and coffee mornings.
- Attend, or help to organise or run a social club or activity.
- Attend WDC working or groups, for example the Repairs and Maintenance Partnership, to represent Sheltered Housing Residents and help shape and influence the decisions and out-comes that effect life for sheltered residents.
- Attend Community and Environmental Budget Panel meetings to help decide how this budget should be spent.
- Enter your own garden or scheme communal garden into the annual WRAG garden competition.
- Organise a trip or outing to a place of interest.
- Complete surveys and consultations, either written, on-line or by phone.
- Attend focus and working groups with WDC, for example the reading group for the Threshold and Community News newsletters.
- Attend or help to organise inter-scheme social events such as short-mat bowls tournaments or matches.
- Work with your Scheme Manager to develop improvements to your scheme such as garden projects.
- Apply for, and raise funds to carry out social activities and events in your scheme. The WDC Tenant Involvement Team can help and support you with fund-raising bids and applications.
- Set up and run a gardening club or other society. Some schemes now have communal vegetable gardens, green houses, sheds and dedicated individual garden plots for residents to enjoy 'growing their own'.
- Attend a skills or training course such as First -Aid or Food Hygiene to help with your project or events at your scheme.

For any further information, advice or support with any of the above way to get involved, please contact the WDC Tenant Involvement Team - (contact details on previous page).

Sheltered Housing - useful information.

Sheltered Housing Scheme Managers:

Wealden District Council Sheltered Housing Schemes all have a Scheme Manager. The Scheme Manager makes sure that residents' are safe, the building is secure, and that any emergencies are dealt with during working hours. They encourage and enable residents to live as independently as possible.

Key areas of the Scheme Managers' role:

- Maintaining regular contact with residents.
- Observing and assessing residents' well being, whilst encouraging independence and choice.
- Providing a quick response in emergencies.
- Encouraging and supporting social activities.
- Assisting residents to secure services as required, e.g. care services, pension credit, housing benefit.
- Liaison with doctors and other health care providers.
- Overseeing the maintenance and safety of the building.
- Scheme Managers do not undertake domestic tasks like shopping and cleaning, health related duties such as dispensing medicines, nor do they deal directly with financial matters, e.g. collection of pensions.
- When the scheme manager is on leave, a visiting manager will cover the scheme, but there will be times when a manager is not on the premises. At these times Wealden & Eastbourne Lifeline (WEL) will provide cover via the Lifeline alarm call system (see below.)
- Administering the guest room and charges.
- Sign-posting residents to other services and sources of information.

The Wealden Sheltered Housing Scheme managers are lead by the Sheltered Housing Team Leader Ann Karas, and Sheltered Housing Co-ordinator Tina Adams.

Phone: 01323 443274
Email: ann.karas@wealden.gov.uk
Phone: 01323 443513
Email: tina.adams@wealden.gov.uk

The Sheltered Team hold monthly team meetings, and each Scheme Manager has regular one-to-one supervisory meeting with their line manager.

Scheme Manager Contact Details.

Scheme / Manager	Address	Telephone	Email
Buxted Court. Sheila Gale	Gordon Road, BUXTED TN22 4JU	01825 732555	wdbcuxted@wealden.gov.uk
Cherry Tree Court. Tracy Lee	High Street, HORAM TN21 0HL	01435 813100	wdccherrytree@wealden.gov.uk
Church Bailey Court. Mike Rolfe	Montague Way, WESTHAM BN24 5NB	01323 460247	wdcchurchbailey@wealden.gov.uk
Elizabeth Court. Irene Rolfe	St Marys Avenue, HAILSHAM BN27 2HJ	01323 844717	wdcelizabeth@wealden.gov.uk
Fazan Court. Arthur Grisdale	Snape View, WADHURST TN5 6BT	01892 783186	wdcfazan@wealden.gov.uk
Grants Hill House. Jo Barry	Oaklea Way, UCKFIELD TN22 2BN	01825 767121	wdcgrantshill@wealden.gov.uk
Hampton House. Joe Delaney	Summerheath Road, HAILSHAM BN27 3DP	01323 849313	Wdcmaryan@wealden.gov.uk
Joan Hughes Court. Pamela Stenton	Walnut Walk POLEGATE BN26 5Ar	01323 483682	wdcjoanhughes@wealden.gov.uk
Maryan Court. Joe Delaney	Downsview Way. HAILSHAM BN27 3DJ	01323 849313	Wdcmaryan@wealden.gov.uk
Mary Burfield Court. Sue Grisdale	Thorny Close HEATHFIELD TN21 0AT	01435 866336	wdcmaryburfield@wealden.gov.uk
Rumsey Court. Mandy Cutbil	Queens Road CROWBOROUGH TN6 1JX	01892 664746	wdcrumsey@wealden.gov.uk
Streatfeild House. Neil Pierce	Southview Drive UCKFIELD TN22 1UP	01825 765362	wdcstreatfeild@wealden.gov.uk
Wade Court. Arthur Grisdale	Hatch End FOREST ROW RH18 5DL	01342 824977	wdcfazancourt@wealden.gov.uk

The Sheltered Housing Management Team.



Information on helping you stay in your home

Supporting People.

Supporting People is part of East Sussex County Council Adult Social Care department, and it pays for housing support services that can help you to continue to live independently in your sheltered home. Supporting People can offer advice and support on:

- How to manage your money.
- Claiming benefits.
- Developing domestic or social skills
- Keeping you and your home safe.
- Finding a suitable personal-care provider.



To find out more about Supporting People services in East Sussex from:

Phone: 01273 482805

www.eastsussex.gov.uk/supportingpeople

Home Works.

Home Works is a free and confidential housing support service for people under 65 offering advice and support to anyone who may need help to live independently. You can get more information on Home Works from the contact details below.

Phone: 01273 898700

Fax: 01273 898701

Text: 07773 377754

Email: referrals@home-works.org.uk



Wealden and Eastbourne Lifeline.

Wealden and Eastbourne Lifeline (WEL) is a not for profit organisation, established by Wealden District and Eastbourne Borough Councils. WEL is dedicated to ensuring safety, security and independence to residents, through a 24 hour telephone response service, bringing extra reassurance to you and your family.

The scheme manager, can be contacted directly via the Tunstall Speech Units located in each flat and in communal areas around the scheme. In the absence of the Scheme Manager, the call will be directed to the WEL tele-care centre, where specially trained staff will take action to assist, and notify the appropriate people. WEL will:

- Answer calls within six rings, give our first names and greet you in a clear and friendly manner
- Be happy to deal with any query you may have and respond to all enquiries quickly and efficiently
- Acknowledge letters and e-mails within three working days of receipt and reply in full within a further ten working days.

For more information about Wealden and Eastbourne Life line:

Email: info@welbeing.org.uk

Telephone: 01323 644422

Fax: 01323 636398

www.welbeing.org.uk



Keeping you informed.

Wealden District Council Housing Service.

We will keep you informed and up to-date with news on changes affecting our sheltered residents. We will do this in the following ways:

- **Scheme Manager:** - The best place to start if you need help, advice or information is your Scheme Manager. If they don't have the answer, they can help you find the right people to ask.
- **Council Website:** - www.wealden.gov.uk. We regularly update the website with useful information, consultations and policy reviews. Housing application forms and other information sheets can be down-loaded and printed from here.
- **Threshold:** - The Housing Service News letter, which is currently produced twice a year. This publication has information for all our tenants, and we use it to let you know about news and any changes that may affect you.
- **Annual Report:** - Produced once a year. The last two annual reports have been produced as a calendar. The report contains information on how the Housing Service has performed during the last year, and sets out targets and actions for the forthcoming year.
- **Scheme Meeting:** - A member of the Sheltered Housing Management Team will attend, by invitation, an annual scheme meeting to up-date residents on any important news or changes.
- **Coffee Mornings:** - Officers from the Housing Service will attend coffee mornings or other scheme meetings to update residents on specific issues affecting that scheme, for example, scheduled repairs and maintenance work.
- **Scheme Notice Boards:** - The notice boards will be used to advise residents of meeting dates, and other important information, for example, walk-about dates times and a completed walk-about report.
- **Social Networks:** - Wealden District Council also engages with residents using social networks Facebook and Twitter. You can link to these from the Council Web page.
- **Letters and Mail-outs:** - We will write to you, with specific information, for example, with details about your rent account or property.

Keeping you informed.

Sheltered Housing Residents Group (SHRG.)

SHRG will keep all sheltered residents informed and up to-date on the activities, aims and projects of the group. This will be done in the following ways:

- **SHRG meetings:** - SHRG will announce meetings at least one week in advance, and publicise this to all scheme representatives. All residents are able to attend SHRG meetings; however the chair and secretary need to be made aware of attendees before hand. Residents can request an item be added to the agenda via their SHRG rep, or directly to the chair or secretary of SHRG. Notes or minutes of meetings will be made available within three weeks of a meeting, and will be displayed on the SHRG notice board. In the absence of a 'rep', SHRG will ask the scheme manager to display items.
- **Wealden Homes Partnership Meetings:** - The Chair-person of SHRG will attend the quarterly Wealden Homes Partnership, and other strategic meetings with WDC to represent the interests of SHRG. Information and updates from these meetings will then be passed on to SHRG reps at the next SHRG committee meeting.
- **SHRG representative:** - The SHRG 'reps' for each scheme will pass on all information, news and updates to sheltered residents. This may be at a scheme meeting, coffee morning, door to door, face to face or via the SHRG notice board in each scheme.
- **Community News:** - The Chair-person of SHRG will use Community News, the Newsletter of the Wealden Residents Action Group (WRAG) to update sheltered residents. Community News is produced three times a year and is sent to all WDC tenants and leaseholders.
- **Newsletters:** - SHRG will produce and distribute a news letter at once a year. This will be sent to all sheltered tenants and leaseholders.
- **SHRG Notice Board:** - The SHRG rep or chair-person will make sure that all SHRG information, for example, meeting dates, agendas and minutes are displayed on the SHRG notice board in each scheme.
- **SHRG 'drop in' sessions or surgeries:** - Will be held twice a year in schemes where there is no elected representative.

Compliments and Complaints.

Compliments.

Please tell us if you have been pleased with a job 'well done' by the Housing Service, or one of our partner contractors. You can let your scheme manager, or SHRG rep know, or you can contact the housing team directly:

By Phone: 01323 443363

By Email: housing@wealden.gov.uk

Website: <http://www.wealden.gov.uk> - search for 'compliments'.

Complaints.

The Housing Service works hard to ensure all our sheltered residents consistently receive the best possible service, but we recognise that, occasionally things can and do go wrong.

If you have an issue, concern or complaint about your home, or the sheltered housing service, you should always contact your scheme manager first, who will do everything they can to put things r

If you feel the matter has not been resolved, please contact your schemes elected SHRG rep, or, if your scheme does not have a rep, the SHRG Chair-person. The SHRG rep or Chair person will then take the matter up on your behalf with the most appropriate WDC officer or elected councillor. If this does not resolve the matter, Wealden District Council has a formal complaints procedure, full details can be requested:

By Post: Customer Relations, Wealden District Council,
Vicarage Lane, Hailsham, East Sussex, BN27 2AX.

By Phone: 01323 443171

By Email: customerrelations@wealden.gov.uk

Website: <http://www.wealden.gov.uk> - search for 'complaints procedure'.

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Identified priorities for partnership working.

Improvements to homes such as kitchen and bathroom modernisations and window replacement.

An increase in resident satisfaction in the number of completed scheduled works, such as window replacements, and kitchen and bathroom modernisations. This type of work is covered by the 'five year plan' - which is a time table or schedule for these works across all our properties. Residents of sheltered schemes where work is due to take place, will be kept informed of start dates, scope of works and times scales, and will updated with any changes to the schedule as using the methods of communication listed on page 11.

The Sheltered Housing Review

The Sheltered Housing Review covers major work, such as extending or up-grading schemes with bed-sits into flats, and is currently being reviewed. There will be clear and effective communication with SHRG and residents through the ways listed on page 5.

Partnership working to improve rural and community transport.

Wealden District Council, in partnership with SHRG, Scheme Managers, East Sussex Council and Community Transport Providers, will investigate what rural and community transport services exist, and how these can be promoted to sheltered residents to improve awareness and increase uptake. Where possible we will encourage services to be extended or improved to meet the needs of residents in our Sheltered Housing.



Wealdlink Community Transport



Building New Council Homes.

Three sites for building 64 new Council homes have already been identified, Rochester House in Crowborough, Evelyn Clarke House in Forest Row and Tower Mill Place, Polegate.

Wealden District Council will investigate further sites for building new homes for local people.

An architects impression of proposed new Council Homes



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Th
sta

Front Elevation (North)

decrease in the time taken to resolve identified ground maintenance issues. This will be achieved through pre-arranged walk-about, with residents and Scheme Managers. Walk-about will take place in each scheme every two months and will be advertised in advance on the scheme notice board. A copy of the completed walk-about sheet will be displayed on the notice board. The completed walk-about sheet will be sent to the Sheltered Housing team leader to be collated.

This contract is currently being re-let, and sheltered residents will be involved in procurement process, and in monitoring the new Grounds Maintenance Contract through the methods listed on page 5.

Improving the Repairs Service.

There should be increased resident satisfaction in the Repairs Service. Residents' expectations of service and standards will be met and residents will be consulted on their priorities for repairs. This contract is currently being re-let, and Sheltered Residents will be involved in the procurement process, and monitoring of the Repairs Service through the methods listed on page 5.



Increased support for Activities and Social Clubs.

Through partnership working, there will be an increase in the number of activities in schemes where there is a need. There will also be an increase in the uptake and number of activities where residents have expressed support.

Active for Life Yoga Session at Church Bailey Court.



Improved Service to deal with Anti-Social Behaviour (ASB.)

The new ASB policy and procedure builds on existing good practice for tackling cases of anti-social behaviour. It sets out clearly the roles and responsibilities of the Housing Services, the Police and other support agencies, and explains what residents can expect when reporting incidents of anti-social behaviour. A software system called ReAct is now being used to record cases of anti-social behaviour, which will allow more efficient monitoring and recording of cases. Consideration will also be given to publicising outcomes of cases of anti-social behaviour, sending a clear message to perpetrators of nuisance that such behaviour will not be tolerated. Residents living in sheltered schemes should, in the first instance, report cases of anti-social behaviour to their Scheme Manager.

Communal Computers in Sheltered Schemes.

Both SHRG and the Housing Service will investigate 'good practice' where communal computers have already been installed in sheltered schemes. This should result in improved user satisfaction in the service.

We will also investigate securing funding for installation of communal computers in schemes where there is an identified need, and where it will be both physically and economically viable. Residents will be kept informed of other opportunities to gain computer skills, for example, Learn Direct Courses in local libraries, via scheme meetings and notice boards etc.

Wealden Sheltered Housing Compact Agreement Action Plan 2012 -15

Key to abbreviations:

WDC – Wealden District Council

WRAG – Wealden Residents Action Group

WHP – Wealden Homes Partnership

ASB – Anti-Social Behaviour

SHRG – Sheltered Housing Residents Group

ESCC – East Sussex County Council

IT – Information Technology

R & M – Repairs and Maintenance

Identified Priority	Outcome	How	Who	When	Measure
<p>Improvements to homes: Kitchen Modernisations. Bathroom Modernisations. Window replacement. Energy efficiency.</p>	<p>5 year Kitchen & Bathroom modernisation programme is achieved.</p> <p>Window replacement programme is achieved.</p> <p>Increased satisfaction with modernisations.</p> <p>Energy efficiency review is undertaken.</p>	<p>Increased focus in budget for major improvements and replacements.</p> <p>Improved communication on timescales and programme monitored through the Repair & Maintenance Group.</p> <p>Regular Coffee Morning Sessions.</p>	<p>Asset Management Co-ordinator. Property Services Team Leader SHRG. R & M Partnership. Breyers. Scheme Mangers. Sheltered Housing Team leader.</p>	<p>Quarterly R & M partnership meetings.</p> <p>On-going through five year plan.</p> <p>Coffee morning sessions held in schemes ahead of major works being undertaken.</p>	<p>Increase in number of modernisations taking place within timescale.</p> <p>Increase in satisfaction levels through surveys, re-survey shows decrease in demand for modernisations.</p> <p>Priority for improvements/modernisations declines over time. <i>(N.B sometimes following modernisations aspirations can rise and create demand for further work and improvements).</i></p>

Identified Priority	Outcome	How	Who	When	Measure
		Development of an energy strategy with programme for delivery.			
<p>Sheltered Housing Review. Improved communication with residents on timescales and progress with the Sheltered Housing Review programme.</p>	Clear and effective consultation and communication with SHRG.	<p>Improved communication on timescales and programme. SHRG to hold surgeries in all schemes.</p> <p>WDC officers to attend coffee mornings.</p>	<p>Head of Housing Housing Services Manager. Asset Management Co-ordinator.</p>	<p>Regular Sheltered Housing Review meetings.</p> <p>Quarterly Wealden Homes Partnership up-date meetings.</p>	<p>Improved communication with SHRG and residents. SHRG satisfied with input and level of involvement.</p> <p>SHRG feel they have sufficient information to update residents on.</p>
<p>Improvements to rural and Community Transport.</p>	<p>Improved accessible community transport service to Sheltered Schemes.</p> <p>Improved awareness and uptake by Sheltered Residents.</p>	<p>Promote existing Community Transport Schemes to Sheltered Residents. Work with providers to extend services where needed. Partnership working with WDC and ESCC working party.</p>	<p>SHRG. Tenant Involvement. WDC & ESCC Community Transport Providers. Scheme Mangers Sheltered Housing Team Leader.</p>	<p>Review progress at quarterly Wealden Homes Partnership meetings and at monthly SHRG meetings.</p>	<p>Increased number of accessible services to Sheltered Schemes.</p> <p>Increased uptake of Community Transport by sheltered Residents.</p>

Identified Priority	Outcome	How	Who	When	Measure
Building new Council Homes.	64 new Homes in Corporate plan. Investigate other sites.	Corporate plan.	SHRG & WRAG WDC - housing development team. Asset management co-ordinator. Portfolio Holder.	Quarterly WHP Meetings.	Provision of new council homes. Monitor at WHP meetings.
Improved Grounds Maintenance at Sheltered Schemes.	Increase in satisfaction with the Grounds Maintenance Service. Decrease in time take to address issues highlighted by walk-about.	Involvement in tender and procurement procedures. Regular Scheme walk-about advertised in advance and reports displayed and reported.	Housing Services Manager. SHRG. WRAG. Scheme managers. Grounds Maintenance Contractor.	Through regular (8 weekly) walk-about. Walk-about reports submitted for collating. Quarterly Grounds Maintenance Contact meetings.	Increase in satisfaction with Grounds Maintenance Service - through surveys. Walk-about reports. Monitor at WHP meetings.
Improving the Repairs Service.	Increase in satisfaction with the Repairs Service. Delivering 'Right First Time' principles. Customer aspirations delivered in terms	Involvement in tender and procurement procedures. Agree through consultation with tenants; priorities for repair.	Housing Services Manager Property Services Team Leader Working Group R & M Partnership. SHRG. WRAG. Scheme managers. Repairs Service Contractor.	Key procurement milestones. Quarterly contract meetings. Quarterly R&M Group monitoring. Ensure all customer satisfaction cards are completed and	Improved satisfaction. Priority for improvements to repair service declining.

Identified Priority	Outcome	How	Who	When	Measure
	of level of service and standards			returned via scheme managers.	
Increased support for Activities and Social Clubs.	<p>Increase in numbers of activities available in schemes where there is a need.</p> <p>Increase in residents' uptake and participation in activities.</p>	Support and facilitation in set up and funding for activities.	SHRG Scheme managers. Tenant Involvement Team.	<p>Scheme coffee mornings.</p> <p>Monthly SHRG meetings.</p>	<p>Increase in the number of activities available in schemes where there is an identified need or desire.</p> <p>Increase in uptake of activities where residents have expressed support.</p>
Improved service to deal with Anti-Social Behaviour. (ASB)	<p>Reduction in the numbers of residents reporting or affected by ASB.</p> <p>Reduction in the time taken to resolve reports of ASB.</p> <p>Improved communication with those affected by ASB.</p>	<p>Implementation of New ASB policy and procedure.</p> <p>Improved availability and information on reporting procedure.</p> <p>New ASB reporting software.</p>	Housing Services Team Leader. Sheltered Housing Team Leader. Scheme Managers.	Quarterly WHP meetings.	<p>Increase in satisfaction in the outcome of reported incidents of ASB.</p> <p>Monitor at quarterly WHP meetings.</p>
Communal Computers in Schemes.	Increased levels of user satisfaction in	Investigate and standardise	SHRG.	Regular SHRG meetings.	Increase in user satisfaction measured

Identified Priority	Outcome	How	Who	When	Measure
	<p>schemes where computers are already installed. Installation of communal computers in schemes where the need or desire has been identified. Sign-posting residents to existing services.</p>	<p>maintenance agreements and provision of printers. Investigate work to secure funding and support for provision of additional communal computers. Posters on Notice Boards. Coffee mornings.</p>	<p>Sheltered Housing Team Leader. Scheme Managers. Tenant Involvement Team. WDC IT service.</p>	<p>Scheme Coffee Mornings.</p>	<p>through re-survey and evidence presented at scheme and SHRG meetings.</p>
<p>Address the identified needs and ensure representation of all Sheltered Shared Owners.</p>	<p>Increase in reported levels of satisfaction of Sheltered Shared Owners. Increase in the numbers of Sheltered Shared Owners involved in SHRG.</p>	<p>Formation of new quorate sub-group or committee of Sheltered Shared Owners within SHRG.</p>	<p>SHRG. Tenant Involvement Team. Portfolio Holder. Sheltered Housing Team Leader.</p>	<p>Regular SHRG meetings. Quarterly WHP Meetings.</p>	<p>Increase in levels of satisfaction reported at SHRG meetings and through re-survey. Increase in numbers of Sheltered Shared Owners involved with and attending SHRG meetings.</p>