

DECENT HOMES WORKS FOR ELDERLY AND DISABLED RESIDENTS

Presentation to Resident Liaison Group by
Client Officer Team

8th March 2011

Introduction

Hackney Homes are committed to ensuring that tenants, residents and their children are able to feel as independent as possible in their homes.

If a property is included in our Decent Homes Programme then the overall aim is to provide a responsive service that meets the individual needs of the resident.

delivering
decent homes



Support Provided By The Decent Homes Team.

- ❑ Prior to the commencement of any Decent Homes work to a property, an internal condition survey will be carried out to see if the property is deemed as requiring works.
- ❑ This survey will identify if the individual has any special requirements e.g. they may be elderly or have a disability and have problems using their current bathroom, or they may be experiencing problems accessing high or low levels – windows or cupboards.
- ❑ Some of the Hackney Homes Client Officers and the Constructors Resident Liaison Officer's (RLO) are trained Trusted Assessors. This means that they are able to visit the resident and carry out a preliminary assessment to ascertain if an Occupational Therapy Assessment is required.

Internal Works - Kitchen and Bathrooms Specification

- ❑ OT assessments are carried out by Euro Contracts, (Disabled adaptation specialist) with a specification of required works.
- ❑ Works are then carried out as per their specifications and recommendations.

These may include:

- ❑ Bathing equipment e.g. bath chair/stool, grab rails, lever taps for basins/ sink, raised toilet seats
- ❑ The installation of an over bath shower that may assist with bathing
- ❑ The installation of a level access shower/or a complete wet room.
- ❑ Wheelchair accessible kitchen sinks and low level, accessible kitchen units.



External Decent Homes External Works

- ❑ External Works – Window Replacement
- ❑ A resident may need help with opening/closing or reaching the window opener
- ❑ A telescopic window pole
- ❑ Teleflex winders
- ❑ Longer handles for easier grip
- ❑ Modified opening mechanism for easier opening



Before works start in the property

- ❑ Prior to works starting, the constructors Resident Liaison Officer (RLO) will carry out an interview with residents and complete a Resident Profile Form. This will include gathering information on the following;
- ❑ Questions relating to Health and / or Mobility issues
- ❑ Access Arrangements
- ❑ Composition of the Household Members
- ❑ Emergency Contact Numbers for Relatives or Carers
- ❑ Any other information that will assist during the programme of works



Support Provided During Works

- Hackney Homes Client Officer and the Constructors RLO can offer one to one support to vulnerable residents whilst works are being carried out.
- Other support may include:
 - Constructors provide boxes and RLO can assist with packing if requested
 - Extra visits to residents whilst the works are being carried out, assistance with moving furniture.
 - All residents cooking facilities are re-instated at the end of each working day.
 - Washing machines are usually re-instated on a Friday, but this can be reviewed in special circumstances.
 - Respite facilities are available at each of the constructors compounds.
 - Weekly information surgery



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Questions

- We are happy to answer any questions that you may have.



Project Shape Update

Sharan Sewa
Service Development Manager

8 March 2011

Today

- Resident involvement
- Staff involvement
- Resident & staff feedback
 - Role of Housing Manager
 - Customer services/ front line staff
 - Anti-social behaviour
- What's next

Resident involvement

- Future housing management survey
- Focus groups
- Drop in sessions
- Panel feedback
- Alternative forms of engagement groups

Staff involvement

- Managers working group
- Staff focus groups
 - Anti social behaviour
 - Customer services
 - Estate & tenancy management
 - Income & rent accounting
 - Leasehold
 - Voids

Resident & staff feedback

- Role of Housing Manager
 - Smaller patches
 - More accountability
 - More training
 - Responding quicker to resident enquiries
 - Attending TRA, ETRA and non TRA resident meetings
 - Feedback to residents on planned and capital programmes

Resident & staff feedback

- Customer services/ front line staff
 - Up skilling front line staff
 - Dealing with enquiries first time round
 - Having information to hand
 - Consistent approach across neighbourhood offices

Resident & staff feedback

- Anti-social behaviour
 - Staff owning case work
 - Regularly feeding back to residents
 - Staff taking issues seriously
 - Streamlining management of anti-social behaviour
 - Consistent approach

What's next

Finalising actions to be taken to address feedback	March 2011
Feeding back to RLG and Panels	April 2011
Consulting with staff in April 2011	April 2011