

Recommendation 7	HRD to investigate the provision of wireless alarm systems to replace the current hardwired system. This could save a considerable capital amount, as well as ensuring more flexibility with the property (supporting portable and personalised services over institutional services supplied to designated properties).	An immediate cost benefit analysis is began to determine the best form of alarm system to be installed, and make a suitable recommendation to the Cabinet Member for Housing	Report to Council with evidenced options, cost and timescales for a replacement alarm system	(i) Joint working with ASC to understand the changing needs of the community and funding implications (ii) Determine options (iii) Options appraisal (iv) Report to Cabinet Member for Housing with Recommendations	HRD	ASC	01/08/12	TBD	L
Recommendation 8	HRD will invite input from ASC to review the void process and the impact of the revised allocation policy and procedure. Related to this, HRD will record the reasons for refusal of its properties. This will allow analysis and deter unreasonable refusals.	Void process to be mapped and subject to a "Lean review" to ensure it is efficient and "Fit for purpose". This will be done prior to the introduction of the revised Allocations Policy and after to determine the impact. Identified operational service improvements, such as recording the reason for refusal, will be implemented as soon as practically possible	The services will be measured via agreed performance indicators (to include average void time, number of refusals per property) to determine service improvement, and the impact of the revised Allocations Policy	(i) Lean review of current service (ii) Implementation of operational service improvements (iii) Recording of reason for refusal to be noted on the IT system (iv) Implementation of the revised Allocations Policy (v) Lean review and impact assessment of revised system	HRD	ASC	01/08/12	TBD	L
Recommendation 9	In the event of proven overprovision, HRD will undertake scheme by scheme analysis, and make recommendations for de-designation, rationalisation or additional investment, as appropriate. This will be done through full consultation with Members and the affected residents.	Once need is determined, this shall be mapped against existing stock to determine if there is an overprovision of Sheltered Accommodation. Is this is the case, HRD will analyse its stock and make recommendations for any necessary realignment of the service to the Cabinet Member for Housing	Following conclusion of this process, the number and type of accommodation designated as Sheltered Accommodation is realigned to meet the profile for current and future Housing Need in the Borough	(i) Completed of the needs analysis (set out above in Recommendation 3,above) (ii) Conclusion of the Assessment of current stock (set out in Recommendation 5, above) (iii) Analysis of the combined findings to form a report to Cabinet Member for Housing with recommendations for a realignment of service (if necessary) (iv) A Cabinet Member report detailing any schemes with issues and the recommended action if required	HRD	ASC, Cabinet	01/08/12	TBD	L
Recommendation 10	Notwithstanding the need for a detailed assessment, Members were of the view that the Edward Woods scheme was not ideal for the provision of sheltered accommodation and they would support proposals to de-designate as sheltered accommodation with no further allocations for such use at the earliest opportunity, with existing sheltered residents offered transfers to other schemes. (The Edward Woods scheme is a "scattered site" comprising 19 units in Poynter House, 11 in Stebbings House, and 10 in Norlands House, composing 31 one bed flats, and 9 bedsits).	HRD to phase out the use of Bedsit/Studio provision wherever practically possible	Bedsit/Studio accommodation no longer managed in the Sheltered Accommodation Portfolio	(i) Void bedsit/studios are not offered to persons registered for Sheltered Accommodation (ii) Current residents to be offered transfers to suitable accommodation (iii) Transitional plans to be agreed with Cabinet Member for Housing (iv) Transitional plans are put in place in consultation with existing residents who do not want to transfer (v) a local lettings plan for these properties is devised and implemented whilst transitional plans are in force	HRD	Affected Residents	01/09/12	TBD	L
Recommendation 11	Partnership working with other local providers of accommodation for the elderly is acknowledged best practice and increasingly encouraged. It was agreed that joint working with Hammersmith United Charities, specifically their Sycamore Gardens site, should be explored as this was a very good example of modern elderly housing provision.	HRD begin more intensive partnership working with other providers of accommodation in the Borough to deliver its corporate objectives. This process will begin with Hammersmith United Charities given their proven record as a provider of good quality housing and shared vision of high quality accommodation for the elderly of the Borough.	Delivery against the Councils Corporate Objectives against the benchmarks of efficiency, effectiveness, equity and economy	(i) Continue and intensify liaison with other accommodation providers in the Borough (ii) Initially concentrate on liaison with HUC to determine if joint working can benefit both parties, and ultimately the elderly or vulnerable residents of the Borough (iii) To update the Cabinet Member for Housing on progress on a monthly basis, and make recommendations for consideration as appropriate	HRD	ASC, RSLs, others TBD	01/09/12	TBD	L

