



# **Customer Inspectors' Report**

## Independent Living Service

### April 2013



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# Introduction

In 2008 Stafford and Rural Homes (SARH) recruited a group of customers to be trained as Customer Inspectors (CIs). The Tenant Participation Advisory Service (TPAS) were recruited to deliver the initial training and offer advice on the pilot inspection of the Lettable Standard.

Having successfully completed 7 inspections and recruited 6 new Customer Inspectors last year, everyone was keen to have their say on which areas of the business should be inspected next.

Following discussions with all the CIs, the Customer Board and the relevant Head of Service it was agreed that the Independent Living Service would be the area for this inspection. It is an area of the business that has not previously been looked at by the CIs and yet it is a service many of them are likely to use in the future.

# **Quality Assessment Framework (QAF) Guidance for Inspection**

The Head of Independent Living and Customer Services, was very keen for the Customer Inspectors (CIs) to inspect the Independent Living aspect of her service. The Telecare service has received high praise nationally and to meet the expectations of customers it is critical to provide an equally excellent accommodation service.

The Head of Service attended the first meeting held by the CIs about this inspection and gave them an overview of the service. They also provided the QAF (Quality Assessment Framework) as a guide to plan the inspection.

The QAF is a tool used by Staffordshire County Council to ensure that SARH are meeting the requirements of the funders of the service. It is also used internally by SARH as a self assessment tool.

Although this is a different approach to the one previously used by the CIs, it proved useful as a starting point. Some areas of the QAF relate more to policy and procedure whereas the CIs are more concerned with the delivery of the service to customers.

Where a method of inspection relates to an area of the QAF the relevant reference numbers are quoted at the beginning of that section.

# Methodology

## Staff Shadowing





### Purpose:

To provide the Customer Inspectors (CIs) with a better understanding of how the workload and activities of the Independent Living Coordinators (ILCs) and give them an opportunity to meet customers who could be involved in the later stages of the inspection.

### How we did it:

Each of the CIs were allocated an Independent Living Scheme to visit and an ILC to contact and arrange to spend some time with.

### What we found:

	ILCs can often find themselves acting as a go-between for customers who have requested repairs or improvements from SARH and who have not received a response.
	It can be a challenge for the ILCs to know what tests or visits are due when covering a different scheme unexpectedly.
	The CIs acknowledged what a challenge it must be to meet and cater for the vast range of needs that exist between customers living at the same scheme.
	The ILCs are superb and an asset to SARH. Specific quotes from the CIs include: "Nothing is too much trouble (for the ILC)" "She is first class" "They really go the extra mile!"

### Recommendations:

**R1** Ensure that the process in place to record the customer visits and alarm checks is used consistently across schemes to ensure ILCs covering different schemes are aware of what needs doing. See Appendix A.

**R2** As highlighted in the CIs' previous report, there needs to be improvements made to the culture of communication with customers throughout SARH.

# Scheme Walkabout

QAF reference: C1.2.1, C1.2.2, C1.5.1, C1.5.2, C1.5.4

## Purpose:






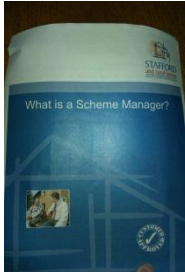




To ensure that information provided to customers is consistent across the schemes and that it is up to date and relevant. The CIs also wanted to get a general feel for the scheme from a visitor's perspective.

## How we did it:

The CIs were given a list of what information they should expect to find on the notice boards and in communal rooms. They were also asked to bear in mind health and safety issues whilst looking around the schemes.

The CIs were wearing their ID badges at all times and also had a large print version and cards to give to anyone to whom they spoke.

## What we found:

	<p>There are several instances of the terms 'Warden', 'Scheme Manager' or 'Sheltered Housing' being used on notice boards, leaflets and signs. See below:</p> <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  <p>Scheme Manager Correspondence Box</p> </div> <div style="text-align: center;">  <p>Sheltered Scheme Scooter Notice</p> </div> <div style="text-align: center;">  <p>Warden Call Button</p> </div> <div style="text-align: center;">  <p>Manager Door Entry System</p> </div> <div style="text-align: center;">  <p>'What is a Scheme Manager?' Leaflet</p> </div> </div>
	<p>Some schemes have fire doors that are propped open by customers because the weight of the doors is a problem for customers. E.g. Lichfield Court and Shakespeare Court</p>
	<p>There were some instances of posters advertising events that had already happened.</p>
	<p>Some schemes have poor signage to the main entrance or specific addresses e.g. Marsh, Hopton and Lichfield Courts</p>
	<p>On the whole, the majority of schemes had the same information available on the notice boards and in the communal rooms.</p>

## Recommendations:

- R3** Make adjustments and updates where possible to signs and leaflets to ensure a consistency regarding ILC's job title and the name of the service.
- R4** Acquire better signage in schemes as necessary. The CIs are happy to advise which schemes they feel are badly signposted from a visitor's perspective.
- R5** The Health and Safety Officer should be invited to attend quarterly meetings at schemes where there are issues as identified by the ILC. They could ensure that customers are aware of the fire door requirements and see if anything can be put in place to help those who struggle with the heavy doors.
- R6** Devise and provide consistent information to be displayed across schemes regarding important policies or procedures such as: Vulnerable Adults, Supporting People, Bogus Callers etc.



Jackie Key (CI) being shown some of the paperwork by ILC Donna Morgan

# Customer Interviews

QAF reference: C1.3.4, C1.4.1, C1.5.1

**\*See note at end of this section regarding these findings.**






## Purpose:

To discover if there are any common themes across the schemes. Also to find out what level of awareness the customers have about various aspects of the service as outlined in the QAF.

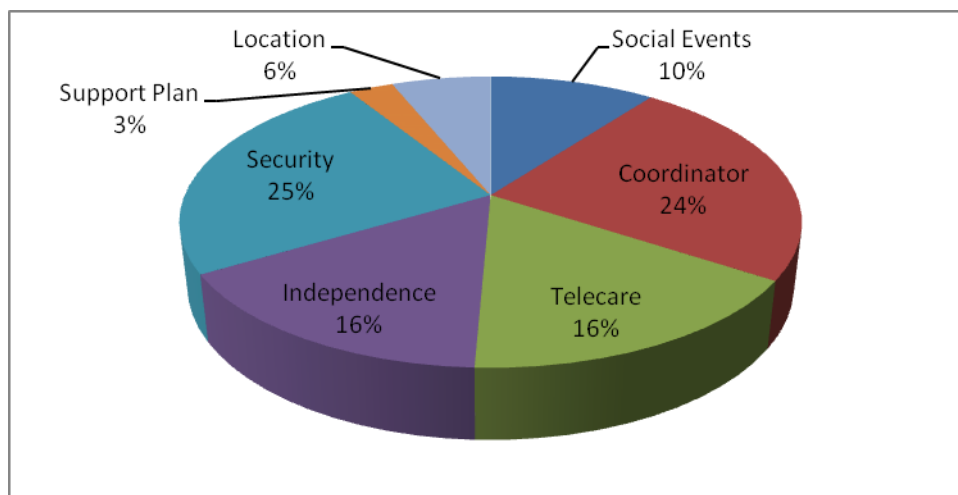
## How we did it:

The CIs interviewed customers in the schemes who were well, able and willing to answer questions about life on their scheme. The CIs had a list of standard questions which were asked to everybody interviewed.

## What we found:

	Customers do not appear to rate the current Support Plan process as a useful aspect of the service.
	42% of the customers the CIs spoke to feel that they have only 'a bit' or no say in how the service changes.
	There is a very high level of satisfaction with the Independent Living Service.
	The Coordinators are really appreciated and they are a critical link to SARH for the customers.
	100% of the customers the CIs spoke to were happy that their cultural and communication requirements were being met.

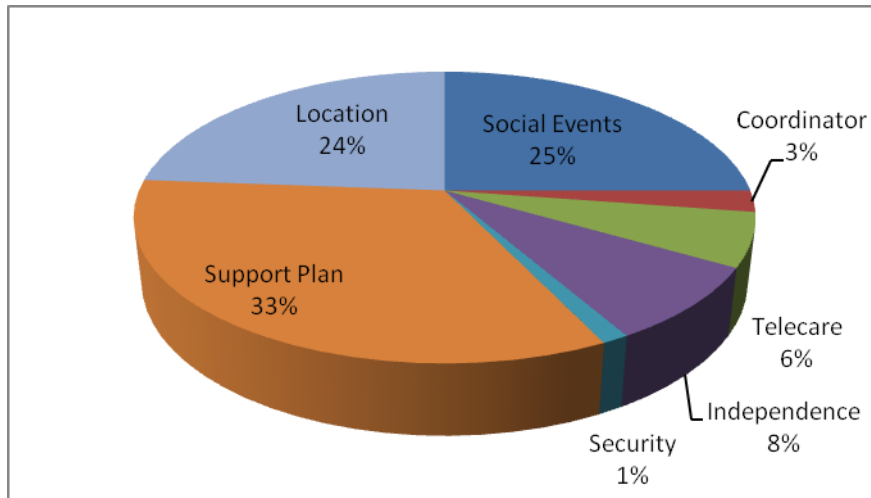
1. What are the 3 MOST important things about your scheme?





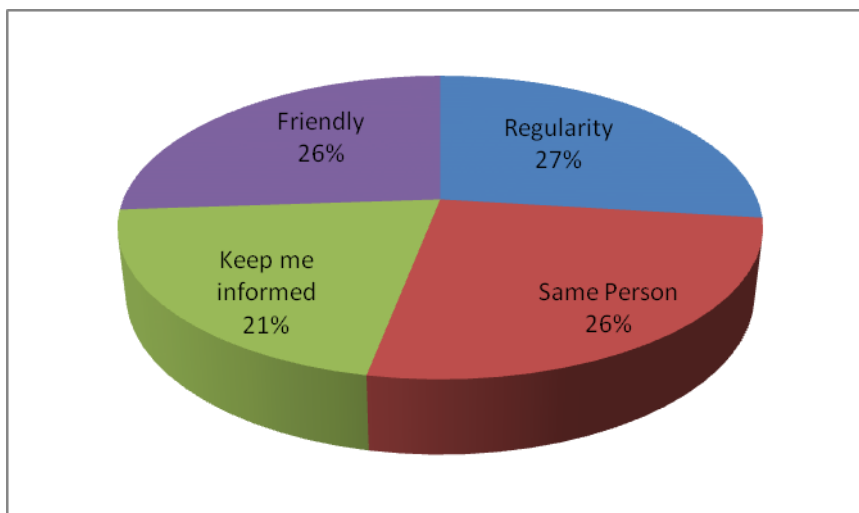
The Coordinator and the security of schemes, seem to be the most important aspects of the service to customers followed by access to Telecare and the ability to maintain some level of independence.

2. What are the 3 LEAST important things about your scheme?



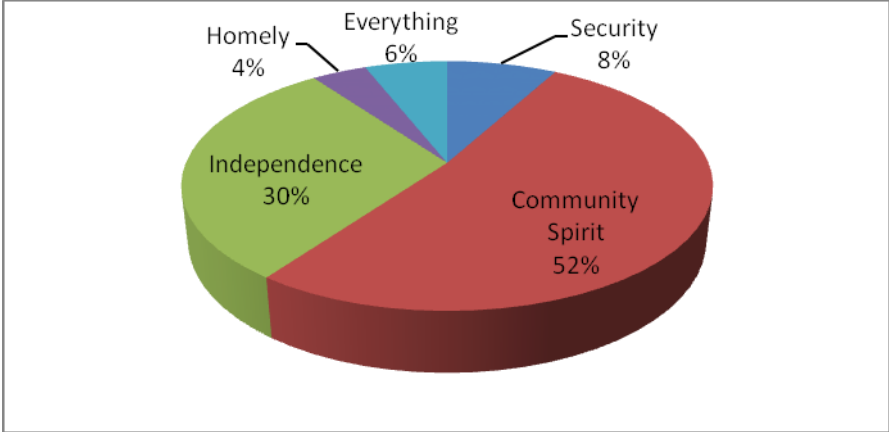
These answers reflect a similar response, placing the Support Plan, location of the scheme and social events as the least important aspects to the customer.

3. What is the most important thing to you about your Coordinator?



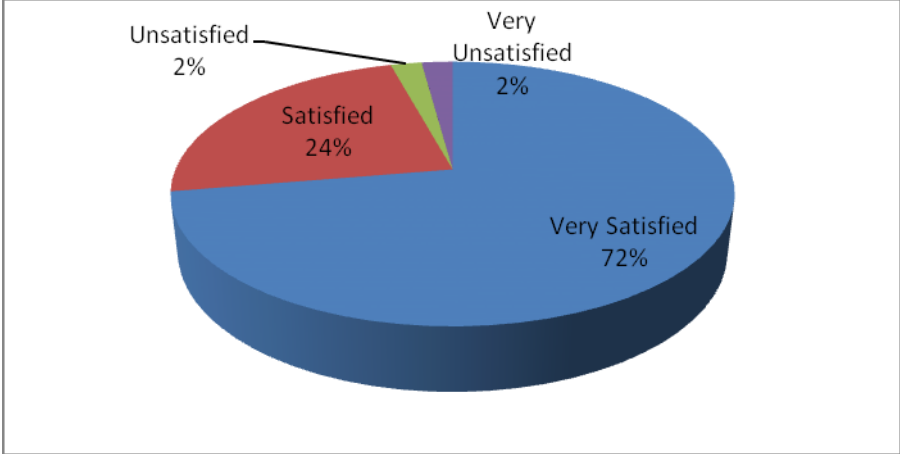
With a very even split, it would seem that every one of these aspects are viewed to be important by the ILS customers.

4. What do you most enjoy about living at your scheme?



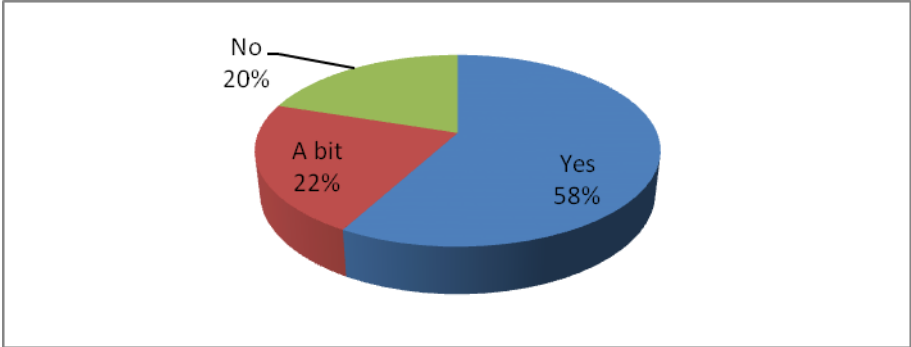
The feeling of Community Spirit is the most enjoyable thing for more than half the customers living in an Independent Living Scheme.

5. How satisfied are you with the Independent Living Service?



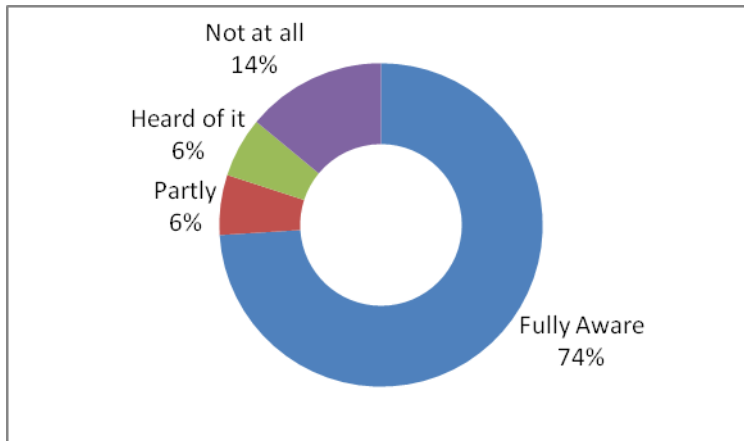
96% of the customers interviewed are satisfied or very satisfied with the service. This is an incredibly high satisfaction rate.

6. Do you feel you have the opportunity to be involved in changing the way the service is delivered?

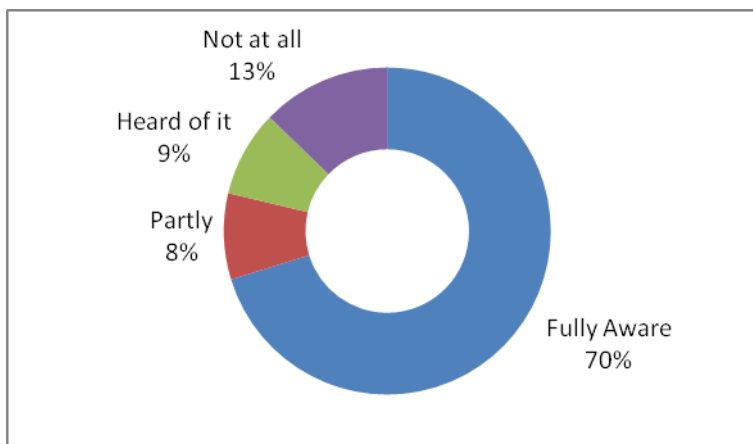


7. How aware of the following are you:

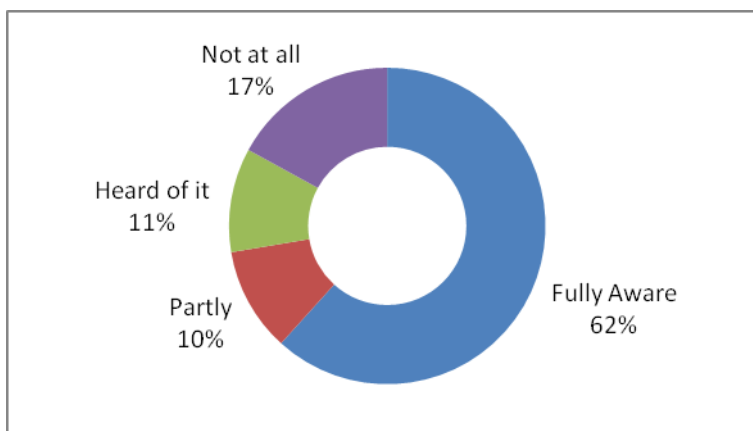
The **Support Plan** that is in place for you?



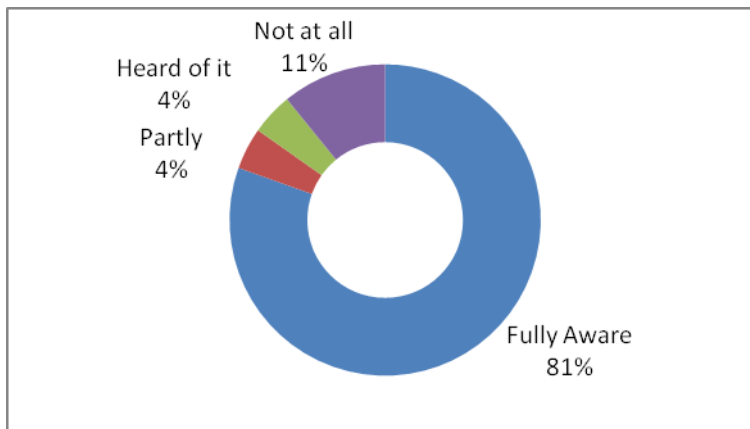
The **Risk Assessment** that is in place for you?



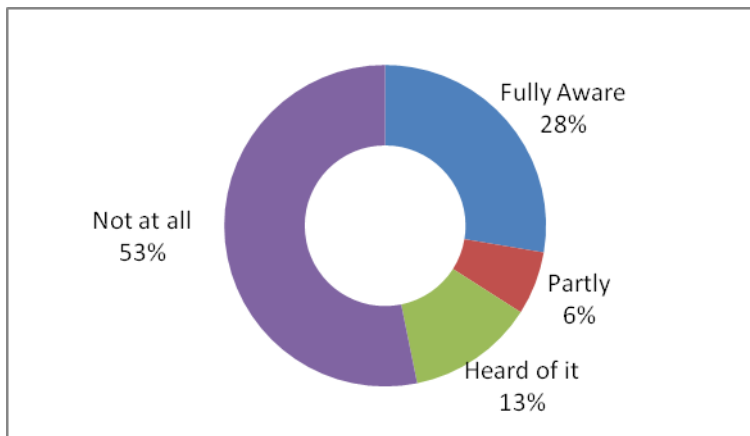
The **Vulnerable Adults Policy** that SARH have in place?



Who to report any **concerns of abuse** to? (CIs were able to provide information if customers were not sure).



The **Independent Living Alliance**?



\*The CIs would like to add a 'health warning' to some of these findings. Some customers will not necessarily be aware of the Support Plan or Risk Assessment by those names and the help given by the CI to identify them will have varied from CI to CI.

### **Recommendations:**

**R7** A representative from the Independent Living Alliance should annually attend a quarterly meeting at each scheme to increase awareness of this group and to improve the feeling of being able to influence change.

**R8** Carry out a review of the Support Plan process to see if it could be made more relevant to the customers and provide a copy of the plan to those customers who want it.

**R9** Provide a reminder about the Vulnerable Adults Policy in the quarterly meetings as 38% are not fully aware of it.

# Desk Top Review

*QAF reference: C1.1.2, C1.1.4, C1.2.2, C1.4.2, C1.5.3, C1.5.4*

## **Purpose:**

To see whether there is a consistent approach to the required paperwork such as the Support Plan and to judge whether customers are receiving the same level of support as a result. The Desk Top Review Guidance used by the CIs is contained in Appendix B.

## **How we did it:**





The CIs spent some time with one of the ILCs who explained what they should expect to find in each customer file. They were given a list of what to look for and what to pay particular attention to e.g. review dates of actions in the Support Plan.

The CIs then visited 7 schemes to assess 2 files at each. To ensure anonymity a Community Involvement Officer chose 2 addresses at random to represent the files to be assessed. In line with Data Protection requirements the ILCs were given 3 days to erase or cover any identifying information about the customer in the file. The CIs were not made aware of the addresses chosen.



Lesley Brayford (CI) carrying out a Desk Top Review

## What we found:

	Some handwritten plans were very difficult to read and the review dates were written unclearly e.g. '5/12' - CIs were not sure whether this meant 5 <sup>th</sup> December or May 2012.
	Out of 14 Files: 5 Dwelling Reports were out of date 3 Support Plans were not completed fully e.g. no review date given 3 Support Plans were not signed by the customer 3 Support Plans had review dates that were not met 3 Risk Assessments had review dates that were not met 1 Risk Assessment was not signed by the customer 1 Risk Assessment was missing and was required 1 Needs Assessment was not signed 2 Needs Assessments were not completed fully e.g. customer not given option of getting a copy 4 were considered not to have anything missing/out of date
	Customers are asked to sign the front of the Risk Assessment as well as the end of the document. CIs felt that there was, in a lot of cases, a lot of blank space between the listed risks and the signature. This means that it would be possible to insert additions above the customer signature without their knowledge.
	On the whole Coordinators appear to be very proactive with finding support for the customers when there are serious concerns. E.g. with regard to the health and wellbeing of the customer.

## Recommendations:

**R10** Agree a date format to be used consistently across the service so that anyone can see clearly what the review dates are in Support Plans and Risk Assessments.

**R11** Devise a sheet that states no Risk Assessment is required if that is the case. This will prove that it has been considered rather than just been neglected.

**R12** Make an alteration to the Risk Assessment document so that the customer is asked to sign it once at the end of the document and confirm how many risks have been identified. Any additional risks identified should have a customer signature beside it.

# Focus Group

QAF reference: C1.5

## Purpose:

To gather more quality feedback from customers who experience the Independent Living Service on a daily basis.



Some of the Focus Group Participants

## How we did it:

The CIs invited residents from all schemes to attend the Focus Group via the Alliance and posters being displayed in the schemes. The Group was run in 4 rounds.

## What we found:



### Discussion Questions Round

To get the participants to start thinking about their scheme they were asked to draw or write about it on an outline of a scheme.

In order for the CIs to gain a better understanding of the participants, various questions were discussed. The length of time participants had lived in their schemes varied from 8 months to 15 years.



The participants felt that they do not get very much time with the Coordinator as they are too busy and often off site without the customers being given any notice. The example given related to the recent County Council Inspection when some ILCs were asked to meet at another scheme and did

	not make customers aware although they had known for some time.
	Participants felt there are quite a variety of differences between schemes highlighting: a.isolation can be felt by those living in blocks as opposed to in the corridor linked scheme due to having to go outside to get to the communal room.. b.the schemes have a different feel based on how the Coordinator works. c.the lowering of age limit can lead to a clash of lifestyles. Some appreciated this others did not.
	Participants expressed an appreciation for the investment that SARH have made in the schemes since transfer and it was agreed that the money had been spent wisely.

**Quick Fire Round**

In this round the CIs asked the participants to score each of the aspects of the service below using a 3 colour card system. Red for Poor, Yellow for OK, Green for Good. The purpose was to gain a 'snapshot' of opinion without delving too deeply into why they felt that way. Any white spaces indicate that a participant chose not to vote, often because they had no experience of what was being asked e.g. those who live in bungalows did not vote on the security of the scheme.

**Communal Room**



Residents at Sycamore are especially unhappy about the communal room where they felt improvements were made without consultation (see Specific Scheme Concerns page 20)

**Communal Kitchen**



Some of the oven rings do not work at Blythe Lodge others felt they were outdated.

**Disabled Access**



The red vote relates to heavy doors.

**Coordinator**



**Security of the Scheme**



Reds are based on other customers' use of the security systems in place.

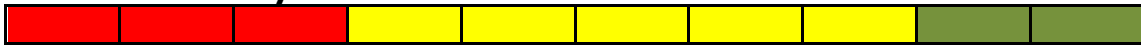
**Pull cord/pendant service**



Take a long time to answer sometimes



## Value for money of the service



## Support Plan



Participants thought that getting copies of your plan would make it more relevant.

## Communal Cleaning



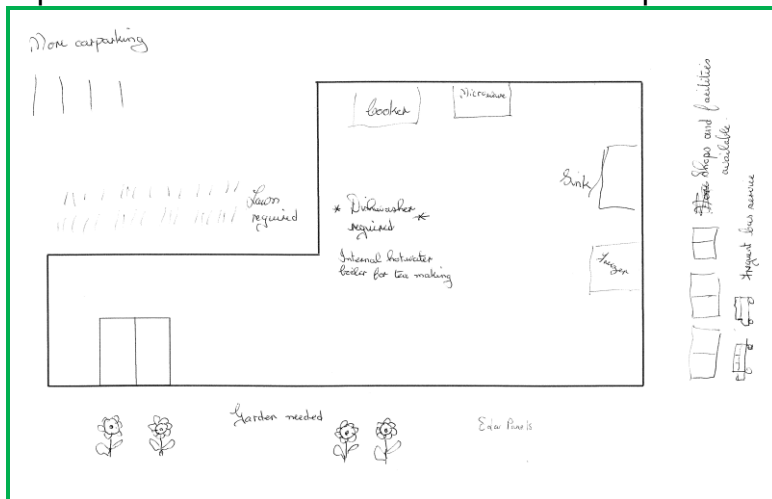
\*The schemes who voted red were noted and fed back to the relevant Contract Manager.

## Window Cleaning



## Ideal Scheme Round

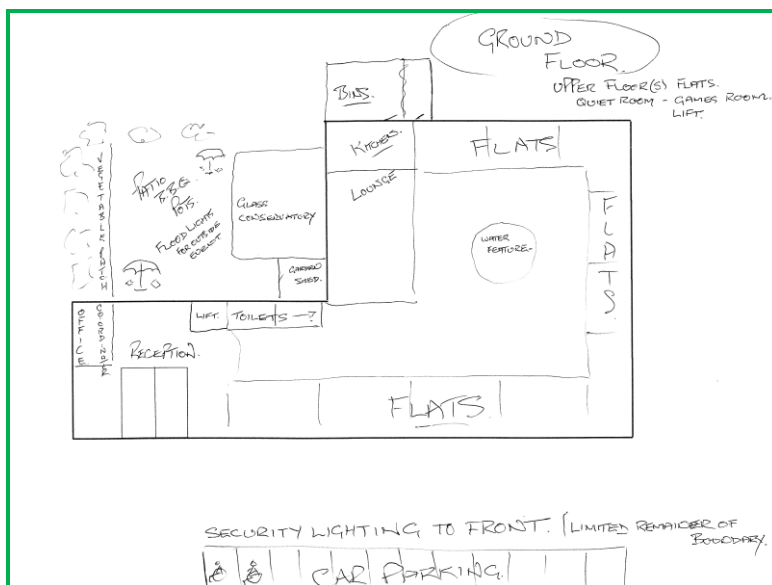
The participants were asked to draw what they thought would make a perfect scheme. Here are some examples:



Outside space seems to feature quite strongly with participants drawing:

- better parking facilities
- landscaped areas
- security lighting.

Living somewhere that looks nice is very important to the group.



Vegetable patches seem to be a popular idea as is having somewhere to store tools for communal use.

Internally, having

- somewhere to socialise
- good communal facilities
- spacious living areas

seem to be the most important.



This one seems to focus more on communication between the ILC, SARH and customers. It emphasises the need to put information in places other than communal rooms. All participants agreed that communication was a major problem with SARH Head Office.

### Way Forward Round

The CIs asked the participants 2 questions in this section:

- If you were the Chief Executive of SARH what changes would you make?
- What is the best thing about your scheme?

Changes I Would Make	The Best Things
<p>1.Improve <b>communication</b> by:</p> <p>a.Allowing more direct access to staff "It feels like we get the 3<sup>rd</sup> degree whenever we ring up!"</p> <p>b.Passing information about job changes or people leaving to ILCs</p> <p>c.Provide up to date "Who does What?" of senior staff.</p> <p>d.CEO to attend one of the quarterly meetings at each scheme.</p> <p>2.Inspect more completed repair and improvement jobs to ensure good <b>standard of work</b>.</p> <p>3.Arrange <b>bulk discounts</b> for residents of schemes e.g. Schemes in Stone get 5% off shopping at Morrisons.</p>	<p>1.The feeling of <b>security</b></p> <p>2.Maintaining a level of <b>independence</b></p> <p>3.The atmosphere of <b>community spirit</b></p> <p>4.The <b>Coordinator</b></p> <p>The participants acknowledged that sometimes they forget that there is a lot more to the Independent Living Service than what they experience on a day to day basis.</p>

## Recommendations:

**R13** Keep customers informed if it is known in advance that their usual ILC will not be in.

**R14** Look into implementing the suggestions in the 'Changes' section above.

Link to R8 above

## Website and Leaflet Review





### Purpose:

To see whether relevant and up to date information is provided on the website and in literature available to all.

### How we did it:

The CIs who have access to the internet searched the SARH website for information about the Independent Living Service. The other CIs visited our offices and looked for leaflets relating to the service.

### What we found:

	There does not appear to be a current customer leaflet about the Independent Living Service. Although there is one called 'What is an Independent Living Coordinator?' it is not on the website or readily available in the SARH offices.
	The only leaflet in SARH's leaflet range relating generally to the Independent Living Service is out of date and entitled 'What can Sheltered Housing offer me?'
	The CIs felt that there could be more information on the SARH website about what the Independent Living Service can offer.
	The CIs really like the Independent Living Customer Handbook it has just the right amount of information in it aimed at the right level.

## Recommendations:

**R15** Review and update the leaflet range and website content relating to the Independent Living Service.

## Additional Findings

1. It was noted by some of the CIs who chose to go with a Coordinator to visit other schemes that the lack of, or age of, computer equipment at some schemes made doing the ILCs job more challenging. Some are using out of date equipment which is unable to open certain file types or display documents correctly. Other need to travel to another scheme in order to print off information for customers.

**R16** Provide up to date IT equipment and programmes for the ILCs to use in each scheme wherever possible.

## Specific Scheme Issues

Some customers who live at Sycamore Road are very upset that the development of their communal room has blocked the view to the canal by using frosted glass blocks rather than clear glazing. There are also no opening windows. The customers state that this was done without consultation with them. There are no signs to identify it as the communal room and locals refer to it as a WC which upsets the residents.

The CIs would like this to be looked at and be fed back to as to any changes that could be made to rectify this.

# All Recommendations

- R1** Ensure that the process in place to record the customer visits and alarm checks is used consistently across schemes to ensure ILCs covering different schemes are aware of what needs doing. See Appendix A.
- R2** As highlighted in the CIs' previous report, there needs to be improvements made to the culture of communication with customers throughout SARH.
- R3** Make adjustments and updates where possible to signs and leaflets to ensure a consistency regarding ILC's job title and the name of the service.
- R4** Acquire better signage in schemes as necessary. The CIs are happy to advise which schemes they feel are badly signposted from a visitor's perspective.
- R5** The Health and Safety Officer should be invited to attend quarterly meetings at schemes where there are issues as identified by the ILC. They could ensure that customers are aware of the fire door requirements and see if anything can be put in place to help those who struggle with the heavy doors.
- R6** Devise and provide consistent information to be displayed across schemes regarding important policies or procedures such as: Vulnerable Adults, Supporting People, Bogus Callers etc.
- R7** A representative from the Independent Living Alliance should annually attend a quarterly meeting at each scheme to increase awareness of this group and to improve the feeling of being able to influence change.
- R8** Carry out a review of the Support Plan process to see if it could be made more relevant to the customers and provide a copy of the plan to those customers who want it.
- R9** Provide a reminder about the Vulnerable Adults Policy in the quarterly meetings as 38% are not fully aware of it.
- R10** Agree a date format to be used consistently across the service so that anyone can see clearly what the review dates are in Support Plans and Risk Assessments.

- R11** Devise a sheet that states no Risk Assessment is required if that is the case. This will prove that it has been considered rather than just been neglected.
- R12** Make an alteration to the Risk Assessment document so that the customer is asked to sign it once at the end of the document and confirm how many risks have been identified. Any additional risks identified should have a customer signature beside it.
- R13** Keep customers informed if it is known in advance that their usual ILC will not be in.
- R14** Look into implementing the suggestions in the 'Changes' section page 18.
- R15** Review and update the leaflet range and website content relating to the Independent Living Service.
- R16** Provide up to date IT equipment and programmes for the ILCs to use in each scheme wherever possible.

## The Next Step

The Customer Inspectors would like the Leadership Team (LT) of SARH to have sight of this report and create a response and action plan using Appendix F or similar. A representative group of CIs would like to meet with a member of the LT to discuss their responses within 4 weeks of them receiving the report.

The response from the LT should cover:

- what recommendations can be taken on and how this will be done
- who will be responsible for any actions – remembering that some recommendations will relate to teams other than the Independent Living Team.
- timescales for actions
- why the remaining recommendations cannot be implemented

It would be beneficial to have follow up meetings with the LT, or relevant Head of Service, to assess progress every 3 months.

The findings and responses will be provided to the Customer Board at their July meeting.

## Appendix A

### Monthly Work Checklist

<u>MONTHLY WORK CHECK LIST</u>		
Scheme:		
Month:		
Task	Completed	Notes
Monthly customer pendent testing		
Communal meter readings		
Monthly performance indicators		
Support plans reviews/updates as below:		
8 monthly communal pull cord testing (April/October)		
8 monthly customer pull cord testing (April/October)		
Any other tasks as below:		

## Appendix B

### Desk Top Review Guidance

#### Desk Top Review

The Coordinator will have 2 files for you where the name has been erased or covered in some way.

Carry this inspection out on both of the files and do this separately from the Coordinator .

You need to check that both the files contain the following:

1. Dwelling Report
2. Master Key Disclosure
3. Support Plan or a Refusal Form
4. Risk Assessment
5. (If the customer has moved in in the last 12 months) Needs Assessment Form



If the same item is missing in both files, for example the Risk Assessments, ask the Coordinator once you have finished everything else if they keep the Risk Assessments somewhere else. If so ask to see the 2 relevant Risk Assessments.

You need to check the following:

### **1.Dwelling Report**

- Check that the date in the top right hand corner is no longer than 12 months ago (i.e. any dates before the 16 April 2012 is out of date).

### **2.Master Key Disclosure**

- That the form is marked as having the tenant agree or disagree to allowing the coordinator entry.
- That the type and number of keys is recorded and deleted as appropriate.

Some forms may be different and require signatures from Coordinator as well as resident.

### **3.Support Plan or a Refusal Form**

- A Support Plan or Refusal Form that has been completed and signed within 12 months

#### Support Plan

Key Principles (left hand column) relate to:

EW – Economic Wellbeing

EA – Enjoying and Achieving

BH – Be Healthy

SS – Stay Safe

PC – Making a Positive Contribution

- Completed information in the ‘Who Supports Me?’ section.
- A score is given to each of the Key Principles
- Any score below 7 should have the Next Step column completed
- All Principles should have a date in the Review Date column
- Date and Outcome, New Score, Customer Signature and Date columns should be completed if the Review Date is before today's date.

- Do you have any other concerns that you feel have not been tackled/resolved?

#### Refusal Form

- Check that it was signed less than 12 months ago (i.e. since 16 April 2012)

#### **4.Risk Assessment**

- For each Risk Identified row each column needs to be completed.
- If the review date falls prior to today's date another row – or more up to date risk assessment should be completed with that review

#### **5.Needs Assessment (if available)**

- 2 boxes ticked: 'Housing Support service has been fully explained' and 'the customer has received initial information regarding service and accommodation'
- Information provided page 1 and 2
- On pages 3,4 and 5 any issues ticked need to have Type of Need column and How Can This Be Provided? column completed.
- Page 6 – yes/no deleted as appropriate
- Page 7 – Would you like a copy of this assessment yes or no box ticked.
- Signed and dated by Customer and Coordinator

#### **Anything Else?**

Has there been anything done particularly well at this scheme or with one of the files that could be used across the schemes?

## **Appendix C**

### **Acknowledgments**

The Customer Inspectors involved in this inspection were:

Annie Wilkes  
 David Hughes  
 Doug Faulkner  
 Jackie Key  
 Jessie Thomas  
 Lesley Brayford  
 Mandie Howard  
 Tina Bevan  
 Tony Young

The CIs would like to thank the whole of the Independent Living Team especially the following for their time and commitment to the project:

Sarah Wyke Head of Independent Living and Customer Services

Karen Batchelor Independent Living Coordinator

Donna Morgan Independent Living Coordinator

Norma Walton Independent Living Coordinator

Carol Evans Independent Living Coordinator

Paul Buckley Independent Living Coordinator

Maggie Francis Independent Living Coordinator

Cath Bassegio Independent Living Coordinator

Lyndsey McNaughton Independent Living Coordinator

Sue Gilmartin-Cartmale Independent Living Coordinator

Thanks also go to all the customers who took the time to contribute to this inspection through Interviews and Focus Group.

Also, as usual, thanks go to the Community Involvement Team for their continued support.

## Appendix D

### LT Response Template

Recommendation from CIs	LT Response	Timescale	Person Responsible	Implemented Y/N
<b>R1</b> Ensure that the process in place to record the customer visits and alarm checks is used consistently across schemes to ensure ILCs covering different schemes are aware of what needs doing. See Appendix A.	<p>A service improvement the checklist has been reviewed and improved to ensure captures all aspects of the role.</p> <p>This has been trained out and implemented across every scheme.</p>	Completed	Paul Curran	Y
<b>R2</b> As highlighted in the CIs' previous report, there needs to be improvements made to the culture of communication with customers throughout SARH.	<p>The ILS will be introducing a new quarterly news update for schemes.</p> <p>Quarterly meetings will have a standard agenda to ensure messages are delivered. Including the Alliance minutes, H&amp;S, Safeguarding.</p>	1 August 2013	Paul Curran and Sarah Wyke – assisted by Alison Gallagher-Hughes	N – not fully
<b>R3</b> Make adjustments and updates where possible to signs and leaflets to ensure a	<p>This is something that should already be in place.</p> <p>All notices will be replaced with</p>	Immediate	Paul Curran	Y



	The Fire doors have been reviewed by Asset Management and any adjustments that could be made have been made.			
<b>R6</b> Devise and provide consistent information to be displayed across schemes regarding important policies or procedures such as: Vulnerable Adults, Supporting People, Bogus Callers etc.	<p>All noticeboards should have information about safeguarding clearly displayed.</p> <p>New noticeboards will be rolled out this year. Guidance will be given to ILC's relating to layout and information.</p> <p>Information is also available in leaflet format</p>	<p>Immediate</p> <p>March 2014</p>	Paul Curran	<p>Partly</p> <p>N</p>
<b>R7</b> A representative from the Independent Living Alliance should annually attend a quarterly meeting at each scheme to increase awareness of this group and to improve the feeling of being able to influence change.	<p>There are 19 schemes in total, this may be quite demanding on the Alliance.</p> <p>The Alliance is attended by a number of customers who are representative of the majority of IL Schemes. Those who do attend could be encouraged to feedback to their schemes as a standard item on the Quarterly meeting agenda.</p>	<p>Agenda Item – immediate</p> <p>June 2013</p> <p>News Update – August</p>	Sarah Wyke and Alliance	<p>Partly</p> <p>N</p> <p>N</p>

	Will also include on ILS quarterly agenda and propose the Alliance have a page in the new News Update for schemes.	2013		
<b>R8</b> Carry out a review of the Support Plan process to see if it could be made more relevant to the customers and provide a copy of the plan to those customers who want it.	<p>We are unable to change the format of the plan and the scoring system in place, this is used by Staffordshire County Council to ensure quality of the service and contract compliance.</p> <p>Scores are fed through onto a working document which identifies changes in customers needs and achievements.</p> <p>Customers are already asked if they would like a copy of their support plan.</p>	Already started – October 2013	Paul Curran ILC Customers	Partly
<b>R9</b> Provide a reminder about the Vulnerable Adults Policy in the quarterly meetings as 38% are not fully aware of it.	<p>Quarterly meeting agenda item.</p> <p>Quarterly News Update</p> <p>Information on Noticeboards updated and clear.</p>	<p>Immediate</p> <p>August 2013</p>	Sarah Wyke and Paul Curran	<p>Y</p> <p>N</p>
<b>R10</b> Agree a date format to be	This is a simple solution and will	Immediate	Paul Curran	Y

used consistently across the service so that anyone can see clearly what the review dates are in Support Plans and Risk Assessments.	be rolled out to ensure consistency across schemes for all future support plans and risk assessments.			
<b>R11</b> Devise a sheet that states no Risk Assessment is required if that is the case. This will prove that it has been considered rather than just been neglected.	This cannot be supported.  Every support plan should have risks identified and associated with the actions identified for outcomes.  Refresher training will be carried out for team members.	Immediate action	Paul Curran	Y
<b>R12</b> Make an alteration to the Risk Assessment document so that the customer is asked to sign it once at the end of the document and confirm how many risks have been identified. Any additional risks identified should have a customer signature beside it.	Agree this will provide a clear evidence trail to show each customer has agreed or are at least aware of the risks identified.  The existing form will be changed to include space for customer's signature/initials and the date.	30 June 2013	Paul Curran	N
<b>R13</b> Keep customers informed if it is known in advance that their usual ILC will not be in.	Agree this can be something implemented across schemes.  Will ensure ILC's communicate	1 June 2013	Paul Curran	Partly



	<p>this out if they are aware they are on annual leave or out of the office attending training events.</p> <p>Will be introducing People Boards on schemes, which will include photographs of all ILC and their names for customer reference in future.</p>	1 August 2013	Sarah Wyke	N
<p><b>R14</b> Look into implementing the suggestions in the 'Changes' section page 18</p>	<p>1.  <b>A.</b> The CSC advisors are trained to deal with 90% of all calls at first point of contact. Only if the advisor is unable to help a customer should they forward the call to another person.</p> <p>This avoids any delay in call backs should the person be out on site visits or in meetings.</p> <p>Suggest the CSC is included as an agenda item at the Alliance and scheme quarterly meetings to enable an awareness of the benefit of the CSC.</p> <p><b>B.</b> The quarterly News Update</p>	October 2013	<p>Sarah Wyke</p> <p>Paul Curran</p> <p>Alliance</p>	N

	<p>will provide information about staff changes and about senior staff within the organisation and any changes in ILC's.</p> <p><b>C.</b> Suggest a few words from Karen in each News Update.</p> <p><b>D.</b> Karen Armitage and members of the Leadership Team will be attending quarterly meetings throughout the year.</p> <p><b>2.</b> The Repairs First team already carry out a number of inspections of completed repairs. If customers have any concerns about the quality of a repair in their home this should be reported to the CSC or the ILC who will request an inspection of the specific repair to be carried out.</p> <p><b>3.</b> Bulk Discounts in stores – Customers on each scheme</p>			
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	should be encouraged to contact local retailers themselves as a community group. I would recommend this be supported through the Alliance.			
<b>R15</b> Review and update the leaflet range and website content relating to the Independent Living Service.	The SARH website is currently under review and this includes the You First Service.  Consultation on leaflets will be carried out via the Alliance.	1 August 2013	Paul Curran  Alison Gallagher Hughes	N
<b>R16</b> Provide up to date IT equipment and programmes for the ILCs to use in each scheme wherever possible.	Each ILC already has new IT equipment available to them to use in at least one of the schemes they cover.  Training needs of ILC have been identified.	Completed	IT	Y
Specific Scheme Issue page 20.	The current design of Sycamore Road communal lounge is being considered.  A meeting has been held with the Investment Team to consider options and an options appraisal is being completed. A report will	1 July 2013	Debbie Bartlett, Investment Delivery	N

	be considered once the costs and recommendations are known. The Decision will be made and customers, customer inspectors and the Alliance will be informed of the decision.			
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