

Internal

Agenda item:

**BOARD AND EXECUTIVE MANAGEMENT TEAM MEETING
30 October 2017
T4R – FEELING SAFE**

1. Applicability

Board and Executive Management Team

2. Report Author

Louise Coulson – Business Support Manager who can be contacted on 01204 375 763 or louise.coulson@saha.org.uk if members would like to discuss this item before the meeting.

3. Report Presenter

The report will be presented at the meeting by:

Argiri Papatthos, Director of Corporate Services and Company Secretary

Leroy Simpson, T4R member (Resident) and Shomaila Noreen, T4R member (Resident)

3. Summary of Key Points

This paper provides feedback from the recent Together 4 Residents (T4R) scrutiny panel's review on Feeling Safe scrutiny topic:

- The panel looked at what feeling safe means to residents
- How the Association currently looks at and responds to residents feeling safe
- Recommendations and Management Responses

T4R provided an overall rating on the Feeling Safe topic as **Adequate with important recommendations** that T4R would like to see implemented by the Association.

Report status: **For decision**

4. Risk Management

Failure to implement the T4R scrutiny panel's recommendation, could result in lack of confidence in the scrutiny panel members and poor residents' engagement in the future resident involvement activities if this were to occur it could lead to us being non-compliant against the TIE standard.

5. Other Implications

Not applicable

6. Recommendations

Board and Executive Management Team are requested to **APPROVE** the recommendations made by T4R scrutiny panel on the feeling safe scrutiny topic.

7. Consultation & Customer Engagement

This report has been written in conjunction with the T4R residents' scrutiny panel and a number of residents were consulted through the Get Involved Roadshows on the feeling safe scrutiny topic.

8. Appendices

Appendix A	T4R Recommendations and Management Responses
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Agenda item:

BOARD AND EXECUTIVE MANAGEMENT TEAM MEETING
30 October 2017
T4R – FEELING SAFE

1. INTRODUCTION

- 1.1. This report provide information on the latest Together 4 Residents (T4R) scrutiny meeting and the subsequent recommendations for the Association to consider in relation to the “Feeling Safe” scrutiny topic.

2. RECOMMENDATION(S)

- 2.1. **Board are requested to APPROVE the recommendations made by T4R regarding feeling safe.**

3. BACKGROUND/CONTEXT

- 3.1. During the T4R annual general meeting back in February, the panel decided to undertake three scrutiny topics this year. The first topic for this year is Feeling Safe and what this actually means to residents, whether this is:
- Feeling safe on their scheme or in their service
 - Feeling safe online
 - Feeling safe when moving on

4. DETAILED COMMENTARY

- 4.1. The T4R meeting took place on 12 September 2017, via video link meeting between saha Head Office and the Bolton Office. The scope for the T4R feeling safe scrutiny meeting was to look at the different ways used within the Association to promote residents feeling safe with a view to understanding:
- What does this mean in practice?
 - Does this encompass more than just Anti-Social Behaviour (ASB)?
 - Having the confidence to offer feedback
 - Dealing with difficult situations
 - Training
 - Online scams and phishing
 - Building communities within our schemes
 - Move on into Independence (where applicable)

T4R initially started with a conversation on what this topic meant, and the different things that feeling safe could mean to residents; from being able to complain to saha without any repercussions, being confident to use online banking without being scammed of money, to knowing that you have the necessary skills to move on independently. T4R then looked at a

number of different sources of information from saha to help to get a clear understanding of the Association's current stance including:

- ASB information from the services
- ASB policy and procedure
- Learning outcomes
- Best practice on safeguarding
- Safeguarding within the organisation
- Online safety
- Being proactive
- STAR Surveys– safeguarding question
- Anecdotal comments from T4R on the services

T4R felt that on the whole saha did do a lot to help and support residents feel safe within their homes/accommodation and that saha try to work with outside agencies to give a better rounded experience, even though sometimes external forces play a role in residents feeling safe, which were out of the control of the Association.

This ranged from follow up calls and visits when residents move in, to helping to signpost to local services/agencies, although the overall feeling from T4R was that this was not always consistent across the Association.

T4R started to look at areas where recommendations could be made to improve the services that saha offer to residents and to increase how residents feel safe from the moment that they move in, to helping them becoming more independent, especially when moving on from services/schemes. T4R felt that both moving in and moving on were pivotal points for a resident to feel safe and comfortable in their new home.

T4R agreed that saha could be more proactive in their promotion of online safety to residents across all of its housing streams (General Needs, Older Person Services, Directly Managed and Supported Housing services); there was some agreement by T4R that in some of the services staff do try to promote feeling safe but this isn't necessarily the case for general needs housing where there is less interaction on a daily basis with staff.

Feedback received from residents at the Braintree Foyer focused on helping the residents to feel safe in being independent when moving on from the foyer. Residents felt more could be done to help residents to gain practical skills that they would use when in their own home, including knowing how to use a washing machine to understanding how tax works when working full time.

T4R felt that saha had some very good mechanisms for recording ASB and safeguarding issues that were reported to them and were proactive, by adding an additional question in the STAR survey which asks residents about their awareness of raising concerns, but felt that more could be done to show learning outcomes to residents and promotion of the measures that saha had taken in response to these reports.

Together with T4R and feedback from residents' at the Get Involved roadshows helped to create the panel's recommendations.

The recommendations from the T4R panel are:

- Incorporate the changes noted for the safeguarding adults and children leaflets – this includes making some text more prominent and offering some signposting to outside agencies.

- Introduce online safety material that can be given to residents during sign up and be used at meetings.
- Introduce a section online that will have the above information but will also be a library for residents looking for online training, videos and materials covering all of the topics within 'feeling safe', including information that would help residents to sustain a tenancy when moving on.
- Create a buddy system at our services where a resident will become the buddy for new residents moving in, this person will be a friendly face that can help show new residents around the scheme and answer any local based questions.
- In the welcome packs there will be reference to the individual house's stopcocks, meters, fuse boxes and any other important information for that house.
- Start to report on the ASB database and feedback on lessons learned from ASB cases at saha and promote these in the residents' newsletter.
- During staff 1-2-1 meetings have an agenda item to ensure that safeguarding training has been completed.

5. BUDGETARY, FINANCIAL AND VALUE FOR MONEY IMPLICATIONS

- 5.1 The cost implications for the above recommendations would be mainly based on staff time to create/source some of the recommended material.

6. RISK MANAGEMENT

- 6.1 Failure to implement the T4R scrutiny panel's recommendation, could result in lack of confidence in the scrutiny panel members and poor residents' engagement in the future resident involvement activities if this were to occur it could lead to us being non-compliant against the TIE standard.

7. HEALTH AND SAFETY

Not applicable

8. EQUALITY AND DIVERSITY

- 8.1. Not applicable

9. CONSULTATION & CUSTOMER ENGAGEMENT

- 9.1. The T4R panel and various residents within the Get Involved roadshows were consulted on this topic and what feeling safe meant to them. The recommendations from this report are from the residents themselves.

10. NEXT STEPS/ACTION REQUIRED

- 10.1. Board and Executive Management Team are asked to approve the recommendations made by the T4R panel in this report.

Comments Taken From report	Respondent (Name and Job Title)	Management Response To Recommendations	T4R Priority Levels	Target Completion Date
Incorporate T4R comments into the safeguarding leaflets. These include: Making some of the wording more prominent Signposting to where further information can be found – feedback shared with VM	Vina Mistry - Interim Head of IQI and Head of Housing Services	Agreed – Comments included in the leaflets.	Important	March 2018
Introduction of ‘online safety’ to saha residents that includes information on how to stay safe when browsing online. To be included in sign up packs across all services.	Stephen Bate – Head of Customer Services / Louise Coulson – Interim Business Support Manager.	Agreed – Leaflets will be created and shared in sign up packs and online.	Important	March 2018
Introduction of online training / signposting for residents. Including various topics that will encourage residents to be more confident using a computer and using the internet.	Louise Coulson – Interim Business Support Manager	Agreed – topics to be scoped with residents during consultation exercises and promoted online via the saha website, social media and in sign up information.	Important	March 2018
Create a buddy system for new residents moving into any service or scheme, with an aim that they will know one friendly face who can offer advice on local services, the Association and answer any questions the new residents may have.	Stephen Bate – Head of Customer Services	Agreed – Housing officers to discuss with residents at residents’ meetings to see if there is an appetite for any resident to become a buddy. This will be trialed in the Association.	Important	March 2018
Include in the welcome packs to saha properties information on the individual home. i.e. notice on the stopcock to show location, the same with the fuse box. Boiler information.	Colin Hale – Acting Head of Maintenance Services	Agreed - This should be covered by the Housing Officer at the sign up stage. This could possibly be covered by including a tick sheet that can be used during the sign up showing the locations.	Important	March 2018

Emergency routes out of the property.		As a result of a meeting held as part of closer collaborative working with the CSC, we are looking at some form of tenant / resident training workshops with our contractors and/or information leaflets to tackle how they go about simple tasks set out as their responsibility within the handbook, but this in its infancy and we need to assess its viability.		
Include a lessons learned log from ASB and include this in publications for greater openness.	Stephen Bate – Head of Customer Services.	Agreed – IT approached to look at how this can be included within the ASB database to be recorded. When ASB learning outcomes are reported these will be fed back into The Loop.	Important	March 2018
Emphasis within staff supervision meetings to check that staff are up to date with safeguarding training and best practice.	All managers	Agreed – will be implemented.	Important	March 2018