

## REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

## DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Staff conference, Town Hall	07.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	39 staff and 9 facilitators - including the Housing Management team and Older Persons Housing Strategy Project Group
Public conference, Town Hall	25.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	41 members of public, 17 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 5 councillors, 3 external agencies
We are Redditch, Market area	27.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Money Matters Kingfisher Centre	29.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Borough Tenants Panel	29.09.09	Project Group to provide an update	11 members of the Borough Tenants Panel, Sharon Powell and Emma Cartwright (from Older Persons Housing Strategy project group)

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EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Neighbourhood groups	Sep/Oct 2009	Briefing note provided with an update for circulation to members across all neighbourhood groups	Residents and officers
Scheme visits	01.10.09- 14.10.09	<p>To provide updates and to discuss in detail:</p> <ul style="list-style-type: none"> <li>• The Strategy</li> <li>• The priorities in the Action Plan</li> <li>• The 15 standards</li> <li>• Alternative options</li> <li>• Introductory tenancies</li> <li>• Local lettings plans</li> <li>• Decision making process</li> </ul> <p>There was also an opportunity for questions and to complete a feedback form</p>	<p>18 events were held by the Project Group and supported by the Home Support Supervisors and Officers (24 members of staff in total). Overall, 197 residents including 9 councillors attended the sessions. The majority were held in schemes. A morning, afternoon and an evening session were also held at the Town Hall.</p> <p>(minutes are available)</p>
Customer Service Week Kingfisher Centre	7.10.09	To raise awareness of the Strategy and consultation and to collect feedback	General public

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EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Community Forum	14.10.09	To provide a Presentation delivering an update on the Strategy and the consultation. There was also an opportunity for questions.	26 members of the Community Forum. Presentation delivered and questions answered by Sharon Powell (Older Persons Housing Strategy Project Group)
Scheme bulletins	Monthly from October 2009	To provide a monthly update on the progress of consultation as requested. Ongoing feedback was encouraged.	Displayed on all scheme notice boards.
Newsletter	December 2009	Update on consultation undertaken so far <ul style="list-style-type: none"> <li>• Addressed main concerns</li> <li>• Provided contact details</li> <li>• Consultation statistics</li> <li>• Advised what happens next</li> </ul>	2000 distributed to: scheme residents and over 50's on sheltered housing waiting list.
My Home, My Future, My Choice Residents Group	Monthly from January 2010	To discuss all the key issues raised during consultation and examine ways forward. The group adhere to terms of reference which ensure everyone is heard and represents all residents interests.	Regularly attended by members of the project group, councillors and members of the public including scheme residents, other council tenants and owner occupiers with an interest in the outcomes.

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EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Scheme visits with councillors	22.02.10 – 26.02.10	To allow councillors involved in decision making an opportunity to take a tour of the schemes. Residents and members of the 'My Home, My Future, My Choice Residents Group were invited along and given the opportunity to point out relevant issues to councillors.	Officers, councillors and residents
Property Inspections	March 2010	Capital Operations Manager's physical inspection of schemes	Inspections conducted by Ian Ranford (Capital Operations Manager) and Carol Cockette (Special Needs Team Leader) Some scheme residents and members of 'Residents Group' also attended some of the inspections.
Feedback conference	31 <sup>st</sup> March, 2010	To provide outcomes of the consultation events. This event was held as requested by residents following the public conference in September, 2009. The Council was asked to hold another conference to let everyone know how much consultation had been carried out and the results.	2000 invitations sent to: scheme residents, waiting list for sheltered accommodation, those who expressed an interest in being involved, residents group, staff and relevant organisations.  Attended by 56 members of public, 14 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 3 councillors, 2 external agencies

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EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
End of consultation questionnaire	April 2010	To update and identify awareness and understanding of consultation among vulnerable residents. This was produced further to feedback from the conference in March where a concern was raised that some tenants may not have had a chance to comment.	Approximately 800 questionnaires taken to homes by Home Support Officers to discuss. Over 300 responses received and actioned appropriately (i.e. post/telephone or visit as requested by residents)
Briefing note	May	A brief summary of the strategy and consultation to those who requested more information following the end of consultation questionnaires	Approximately 80 have been posted or hand delivered on request.
Community Forum	1 <sup>st</sup> June, 2010	An update was taken to the Community Forum with an opportunity for questions. An invitation was extended to members to join the 'My Home, My Future, My Choice Residents Group'.	
Other	Ongoing	To provide quality information, assurance and clarification when requested.	Project group meetings, resident group meetings, telephone calls, general correspondence