

# Matters arising update sheet

## From the Scrutiny Committee meeting on

### 17 November 2022

Updates		
Item Number	Member Query Raised	Cabinet Member/Officer Response
5 (i)	Can the Ward Members be briefed on the outcome of Tenant Engagement workshops that take place in their Ward?	<p>Two events took place on Friday 25<sup>th</sup> November and all tenants of East Suffolk Council were invited. Although initial responses were high and we had 19 booked on one session and 40 on the other, attendance was much lower.</p> <p>We had 4 people attend the morning session and 8 the afternoon session.</p> <p>We were still able to conduct the same sessions we had planned and have received valuable feedback from the tenants. We had a good cross section of tenants with some from Lowestoft, Beccles and more rural areas, and residents from both General Needs and Retired Living schemes.</p> <p>This will all be collated into drafting a Tenant Engagement Strategy which all tenants will be consulted on before it is finalised and taken to Cabinet for approval.</p>
5 (ii)	What information about tenants do the Out of Hours call responders hold? Particularly with regard to vulnerable tenants.	<p>A weekly report goes to Norse central control from Orchard our housing management system with the following information on all tenants:</p> <ul style="list-style-type: none"> <li>• Full Property address</li> <li>• Current tenant(s) name</li> <li>• Entries on the Customer Alert List</li> </ul> <p>For our retired living scheme tenants who Norse central control are also responsible for the customer alarms and building alerts such as door entry systems and fire alarms when a scheme manager is not on site. For Retired living tenants we also send Norse tenant cards for every tenant with the following information:</p> <ul style="list-style-type: none"> <li>• Name &amp; Address</li> <li>• Phone numbers</li> <li>• DOB</li> <li>• Tenancy Commencement</li> <li>• Religion &amp; Ethnicity</li> <li>• Key box number and fob number (if applicable)</li> <li>• Known medical conditions</li> </ul>

		<ul style="list-style-type: none"> <li>• Known allergies</li> <li>• Disabilities</li> <li>• Mobility Impairments</li> <li>• Registered Doctor</li> <li>• NOK details/Emergency contact * 3</li> <li>• Supports services details such as social worker, carers, support worker, CPN, occupational therapist, meals service and any Day care provision</li> </ul>
5 (iii)	Head of Housing to consider feedback from Councillors Deacon and Green about their recent interactions with the out of hours service.	The complaint from Cllr Deacon has already been escalated to the Head of Operations, who has responsibility for the Norse contract. No further complaints were received in writing following the meeting. As Members are aware, ESC's contract with Norse is ending in 2023 and the new East Suffolk Services (ESS) company will be taking over responsibility for a number of areas of work including the out of hours call provision. Officers are currently working with ESS to agree future service level agreements.