



**NEWINGTON HOUSING ASSOCIATION
(1975) LTD**

**ACTION PLAN FOR THE ATTAINMENT
OF CSHS ACCREDITATION**

AUGUST 2007

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CSHS ACCREDITATION ACTION PLAN

Newington Housing Association (1975) Ltd

1.1	<p>Introduction</p> <p>NHA undertake to achieve accreditation for our sheltered housing service at Camberwell Court by summer 2008. Following an initial visit from our CSHS appointed advisor Ann Hill the Association working group are now setting about the task of putting in place the necessary components to help attain accreditation in the desired timescale.</p>
1.2	<p>As Lead Officer of NHA's CSHS working group, we are committed to implementing effectively our undertakings in this action plan. We will allocate all necessary resources (in terms of people, time and money) in order to implement effectively this plan and where appropriate, build objectives and targets relating to the operation of our overall sheltered housing service.</p> <p>We will also put appropriate internal arrangements in place and ensure the effective communication of the plan to staff and residents alike.</p> <p>We confirm our commitment to submitting a continuous improvement plan to CSHS on the implementation of improvements of service to help of maintain accreditation in the longer term.</p> <p>Responsibility for implementing, reviewing and evaluating this action plan and the point of contact within Newington Housing Association will be:-</p> <p>Name: Jim Black Title: Housing Manager Address: 300-302 Limestone Road, Belfast, BT15 3AR Telephone number: 028 9074 4055 Fax number: 028 9074 7624 Email: j.black@newingtonha.co.uk</p> <p>If you require this plan in an alternative format (such as in large print,</p>

	<p>in Braille, on audio cassette, easy read or on computer disc) and/or language, please contact the above person to discuss your requirements.</p>
1.3	<p>A copy of this plan and an outline of our commitment to attaining CSHS accreditation will be made available on our website www.newingtonha.co.uk</p>
1.4	<p>Functions</p> <p>Outlined below is the range of functions of Newington Housing Association (1975) Ltd.</p> <p>Newington Housing Association is a small community based housing association with 400 units of accommodation, operating exclusively in North Belfast.</p> <p>The Board of Management of the housing association membership comprises the Chair and 9 other members appointed by the Board of Management.</p> <p>The main functions of Newington Housing Association are:</p> <ul style="list-style-type: none"> • To provide affordable good quality housing for those in need • To provide a comprehensive and effective housing service for the associations tenants • To develop new quality and affordable housing • To offer effective housing advice to applicants and prospective applicants
1.5	<p>Sheltered Housing Functions</p> <p>The Association offers a sheltered housing service at 47 units of accommodation at Camberwell Court, 171 Limestone Road to 53 individual residents. Support is provided by a Resident Scheme Supervisor to ensure all elderly residents live a full independent life.</p>

	<p>A TeleCare facility is in place for an off site centre to handle calls outside of normal working hours.</p>
2.	<p>CSHS Accreditation Working Group</p> <p>In order to facilitate all necessary work and improvements required for successful attainment of CSHS accreditation a working group has been established and undertakes to meet on a monthly basis to review progress in our building blocks checklist and in relation to our Action Plan. This group comprises of:</p> <p>Jim Black - Housing Manager NHA Anthony Kerr – Housing Officer NHA Kathleen Hale – Resident Supervisor Camberwell Court Martin Salmon – Vice Chair NHA and resident of Camberwell Court Maura Fitzpatrick – resident of Camberwell Court Richard McAree – resident of Camberwell Court</p>

3	<p>Action Measures</p>
3.1	<p>Outlined below are the measures which we propose to take over the period from August 2007 to July 2008 of this CSHS Code of Practice Accreditation action plan, together with performance indicators or targets. Newington Housing Association is committed to monitoring and reviewing its policies and practices to ensure that its duties in relation sheltered housing are delivered.</p> <p>Monitoring the progress of this plan will be incorporated into the work of the working group.</p>

Measures to deliver on the Building Blocks Checklist and on the attainment of the CSHS Code of Practice Accreditation

Measures	Timescale	Performance Indicators/target
Provide training on CSHS to working group, housing management sub-committee and all members of staff	October 2007	Training schedule delivered
Conduct regular monthly meetings of the working group between September 2007 – July 2008	Ongoing - July 2008	Initial Meeting Dates 13/9/07 & 26/10/07. Other dates to be confirmed and minutes to be taken of all meetings
Review of all current policies and procedures of the sheltered housing service including Resident Supervisors handbook and addition of	January 2008	Examine all available sources of good practice including guidance provided by Advisor

new policies and procedures as required		
Review of current Supporting People Support Plan	October 2008	Final Support Plan to be completed by October 2008 taking account of all sources of good practice
Carry out individual support plans for all Camberwell Court residents	December 2007	53 completed and agreed support plans in place by December 2007
Carry out six month reviews of individual support plans for all Camberwell Court residents	June 2008	Review of 53 support plans completed by June 2008
Collation of portfolio evidence for time of interim assessment scheduled for April 2008	Ongoing – Target April 2008	All evidence supported by on-going activity and practice at Camberwell Court
Establishment of protocol with local Social Services	March 2008	Agreed signed protocol for future working relationship in place by March 2008
Undertake full Disability Discrimination Act Accessibility Audit of Camberwell Court	March 2008	To have audit carried out and addressed minor items and formulation of action plan to carry out major items if required

<p>Conduct key staff assessment on all working components of changes in practice or development to ensure understanding and implementation</p>	<p>March 2008</p>	<p>Housing Manager, Housing Officer and Resident Supervisor to conduct a one-off review of scheme working practices to ensure compliance in March 2008</p>
<p>Regular information to residents to be fed through quarterly Resident Forum meetings and by way of "Camberwell Court News" newsletter</p>	<p>Ongoing</p>	<p>Meetings of Residents Forum scheduled for September 2007, January 2008 and April 2008. Richard McAree to co-ordinate information for regular newsletter</p>

Signed by:

Working Group - Staff

Working Group - Residents