

# Supporting



SAFE AND STRONG COMMUNITIES



TRAFFORD HOUSING TRUST

## Senior Pathways - The Guide to Community Involvement for Older People



Need help with communication? One number 0161 968 0050, any language, any format, please ask.

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# Introduction

## Our Vision and Values

Trafford Housing Trust's vision is to be at the heart of neighbourhoods which people choose to live in. We aim to achieve this vision by being honest, caring, fair and innovative in all our dealings with residents.

As part of our commitment to creating strong and safe communities, Trafford Housing Trust is dedicated to providing the highest quality of life for all its residents, including older people. To help us achieve this we need older residents to get involved and to work together with us.

We want residents who live in our sheltered accommodation to receive the highest possible levels of housing related support. We develop support plans with them which identify particular services tailored to meet their unique and specific needs.

The Trust has a booklet, produced in consultation with residents across Trafford, called '**Pathways; Your Guide to Community Involvement**'. This document sets out the many ways residents of all ages can get involved with us, and it is designed as an accompaniment to **Pathways**. Its purpose is to set out the specific ways older people can get involved with The Trust, and help to drive the improvement of services.

## Section One

### Pathways - How all residents can get involved with Trafford Housing Trust

Pathways sets out the many ways residents can get involved with us and help us to deliver services. Activities are colour-coded according to the amount of commitment needed.



**Green** methods of involvement are for when you just want to get some answers. Usually these methods are quick and easy and will just take a few minutes of your time.

**Amber** methods of involvement are for when you want to help create the answer. You may have to give a couple of hours of your time but there is no long-term commitment.

**Red** methods of involvement are for when you want to create the answer. These will involve a greater time commitment from you; perhaps two hours a month over the course of a year.

The following table gives an example for each level of involvement:

Method	Taking a photo of a problem in your area and sending it into us.
Benefits	This can be a very effective way of getting across exactly what needs to be done.
Commitment	Maybe up to ten minutes.

Method	Making a grant application to the Community Panel. The Panel has a budget of over £100,000 per year to spend on community, environmental and security schemes.
Benefits	By making a successful application you could help to bring about a positive change in your neighbourhood. Maybe a communal garden will be created, or security lighting enhanced.
Commitment	Two hours of your time.

Method	Attending your local residents group. This is a group of people who meet on a regular basis to discuss neighbourhood issues and work for improvements.
Benefits	You could gain new skills, learn how to run a committee, and become involved in improving your neighbourhood.
Commitment	Two hours of your time, once a month.

## Section Two

### Destinations - How older people can get involved with Trafford Housing Trust

The example methods of involvement listed in Section One are available to all residents. This section lists some further methods, tailored to meet the specific and unique needs of older people. Again, we have used the **green**, **amber** and **red** colour coding to show what level of commitment is needed.

Method	Filling in a comment card and putting it into a suggestion box. A suggestion box should be prominently displayed at each Sheltered Accommodation Scheme.
Benefits	Community Support Workers will read and act upon any suggestions received, then provide feedback to individual residents on the planned outcomes.
Commitment	Two minutes, whenever you have a suggestion or comment to make.

Method	Talking to your Community Support Worker.
Benefits	If you are in a Sheltered or Mobile Scheme this is your first point of contact. The Community Support Worker can raise queries for you and get answers about the services that Trafford Housing Trust provides.
Commitment	Five minutes, as and when you have a question that needs answering.

Method	Coming along to a coffee morning that are held on a weekly basis in most Sheltered Schemes.
Benefits	In addition to the Community Support Worker, other members of Trust staff, such as Neighbourhood Housing Officers, can be invited along to meet face-to-face with residents and answer queries. At coffee mornings, residents have the opportunity to share information, and to raise questions about the services provided on the scheme, in a friendly, informal atmosphere.
Commitment	An hour, whenever you feel like coming along.

Method	Volunteering to help out at your scheme. If you have a particular skill to offer you may wish to volunteer your services to your community.
Benefits	At a Sheltered Scheme in Urmston, a resident with an interest in gardening has transformed part of the communal grounds into a beautifully landscaped area. Similarly, residents who have computer skills might like to help with training their fellow residents in word processing skills and in the use of email.
Commitment	As much time as you are prepared to give: maybe a couple of hours a month.


Method	Joining in with a Grounds Maintenance Inspection. Once a quarter there will be the opportunity for residents to accompany their Neighbourhood Housing Officer and Community Support Worker on a grounds maintenance inspection at their scheme.
Benefits	During the inspection, scores and comments are recorded against various aspects of grounds maintenance. Suggestions for service improvement are then taken to the departments and contractors responsible.
Commitment	An hour, once every three months.

Method	Coming to a scheme meeting. Once yearly, a general residents meeting will be held at each scheme. This meeting will be chaired by the Community Support Worker and attended on an invitation basis by other Trust officers, as well as representatives from outside bodies.
Benefits	The scheme meeting is an opportunity for residents to air their views in a more formal environment and get answers relating to service provision.
Commitment	Two hours, once a year.



Method	Coming along to a consultation event. We want to make sure you have the opportunity to air your views when changes are planned.
Benefits	We will consult with you when: <ul style="list-style-type: none"> <li>• Planning a refurbishment of a scheme</li> <li>• Planning any changes to the Customer Service Standards for Older People's Services</li> <li>• Thinking about upgrading security, lighting and other facilities designed to enhance the security of residents</li> <li>• On other occasions whenever consultation is appropriate.</li> </ul>
Commitment	A short consultation over a minor change might just take twenty minutes. Larger scale changes might demand a more thorough consultation; perhaps three meetings, each an hour long.

Method	Applying for membership to the Older People's Strategic Forum. Depending on interest, there may be either one forum for the whole of Trafford, or two forums - one for the North of the borough, and one for the South.
Benefits	The forum will discuss strategic issues relating to the provision of services for older people.
Commitment	The amount and duration of meetings will depend on the type of issues the forum wishes to discuss. One idea may be for meetings to take place on a quarterly basis.



## **Our Sheltered Schemes – Part of the wider community**

We believe our Sheltered Schemes are a valuable asset and want to see them available for use by any older person in the local community. If you live in the wider community but would like to help out at a local scheme or get involved in activities then please let us know.

The Trust's Older People's Services provide support to many people who do not live in sheltered housing, including those who are not Trust tenants. The local and national indications are that a growing proportion of older people will choose to stay in their own homes in the future rather than moving into sheltered housing. We therefore would like to encourage all older people, regardless of where they live, to get involved with our Strategic Forum, so we can be sure that we are listening to the widest possible range of older people's concerns and issues.

## **Section 3**

### **Core standards for service; what support older people can expect when getting involved with Trafford Housing Trust**


#### **Core Standards for Resources**

- Providing training.  
As part of our commitment to building stronger communities, Trafford Housing Trust provides training for residents. We produce a training calendar every quarter which gives details of all upcoming courses. We will make sure this calendar is distributed to all Sheltered Accommodation Schemes.
- Providing support and advice to residents groups at Sheltered Accommodation Schemes. Tenant Involvement Officers from Trafford Housing Trust will work closely with residents groups, including social clubs chaired by the Community Support Worker, to ensure that as many residents are involved as possible, and that meetings are run effectively. Officers can also provide assistance to residents groups looking to make applications for external funding.



- Providing communal facilities.  
Most schemes have their own communal facilities, including a lounge for use by all residents. By arrangement with the Community Support Worker, these communal facilities are available to residents groups for meetings, consultations and social events.
- Covering your out-of-pocket expenses.  
Whenever you choose to get involved with Trafford Housing Trust, we will make sure that you are not left out of pocket as a result. For instance, if you need to book a taxi to get to an evening Community Panel meeting, we will reimburse you on the night.

### **Core standards for communication and information**

- Where residents approach us for answers to queries we will endeavour to provide these straight away. Where this is not possible we will agree with residents what we are going to do next, and how we are going to feed back to them - for example, face-to-face, by telephone or in writing.
  - We will aim to provide all written information in plain English, with as little jargon as possible.
  - As standard, written material will be provided in English. Translation into other languages and into mediums such as large type, audio tape and Braille will be available on request. It is our aim to have these translations ready within seven days of any request.
  - There will be a noticeboard displayed prominently at each scheme. However, we will not rely upon this as the sole way of communicating with residents in sheltered accommodation. In particular, Community Support Workers will endeavour to deliver information face-to-face to those residents whose mobility or health issues make it difficult for them to access the noticeboard.
  - Contact details for Community Support Workers and Neighbourhood Housing Officers, along with a brief summary of each role, will be posted on the Scheme noticeboard.
  - A current copy of the Trust's Complaints Policy will be posted on the Scheme noticeboard.
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- An annual statement giving a breakdown of rental and service charges will be posted on each Scheme noticeboard.
- A copy of this document - **‘Senior Pathways; the guide to community involvement for older people’**- will be posted on each Scheme noticeboard.
- From 2007, we have produced an annual newsletter tailored specifically to meet the needs of older people. This newsletter is sent to all residents accessing Older People’s Services.

## **Core Standards for Meetings**

- The Annual General Meeting for residents of each scheme will be advertised at least four weeks in advance. During the time before the meeting, the Community Support Worker will speak to residents and gather items for the agenda. The Community Support Worker will then invite attendees who will be able to answer residents’ questions on the agenda items. These might be colleagues from the Older People’s Service, officers from elsewhere in The Trust, or representatives of outside bodies.
- All other coffee mornings, grounds maintenance inspections, meetings and consultation events will be advertised at least seven days in advance. Ongoing schedules for regular gatherings (such as coffee mornings and Grounds Maintenance Inspections) will be posted on the noticeboard.
- Minutes will be taken of all formal meetings and posted on the noticeboard within seven days of the meeting being held. Where any actions have been agreed, these will be detailed in the minutes, along with a record of who has agreed to do them and by when.
- For less formal gatherings such as coffee mornings, minutes do not need to be taken. However, Trust staff will take note of any issues that cannot be dealt with immediately and agree with residents how these will be looked into.



## **Core standards for equality and diversity**

- We will not discriminate against any person or organisation who wishes to get involved with us on the grounds of race, ethnic origin, disability, religion, or any other matter which causes a person to be treated with injustice.
- We will provide a range of support to enable residents with specific needs to become involved. These will include offering travel or carer's allowance, using accessible venues for meetings and other events, and providing loop systems.

## **Section Four**

### **Monitoring - How we will make sure that standards are maintained**

We believe that it is of vital importance that we keep our promises- including the promises made in this document. One of the jobs of the Older People's Strategic Forum will be to monitor progress against the undertakings made in this document. The forum may then feed their findings into the Pathways Monitoring Panel, whose job it is to monitor and report upon the quality and impact of resident involvement across the Trust area.

If you would like more information about the Older People's Strategic Forum, or would like to get involved in any of the ways we have described in this booklet, or have any other questions about Senior Pathways, please call the Tenant Involvement Team of Trafford Housing Trust on **0161 968 0270**.



# Appendix

## Useful Telephone Numbers

Trafford Housing Trust Switchboard	<b>0161 968 0000</b>
Altrincham Housing Office	<b>0161 968 0320</b>
Old Trafford Housing Office	<b>0161 968 0203</b>
Sale Housing Office	<b>0161 968 0136</b>
Stretford Housing Office	<b>0161 968 0210</b>
Urmston Housing Office	<b>0161 968 0266</b>
Tenant Involvement Altrincham	<b>0161 968 0314</b>
Tenant Involvement Old Trafford	<b>0161 968 0214</b>
Tenant Involvement Sale	<b>0161 968 0134</b>
Tenant Involvement Stretford	<b>0161 968 0363</b>
Tenant Involvement Urmston	<b>0161 968 0270</b>
THT Older People's Services	<b>0161 968 0505</b>
THT Repairs Line (Freephone)	<b>0800 389 7595</b>



If you require further information regarding any aspect of this leaflet please contact your local Housing Office.

**Altrincham Housing Office**

28 Stamford New Road, Altrincham WA14 1EJ  
0161 968 0320

**Old Trafford Housing Office**

Old Trafford Community Centre,  
Shrewsbury Street, Old Trafford M16 9AX  
0161 968 0203

**Sale Housing Office**

Marshall House, 2 Park Avenue, Sale M33 6HE  
0161 968 0136

**Stretford Housing Office**

Unit U65-U66, Stretford Mall, Chester Road, Stretford M32 9BD  
0161 968 0210

**Urmston Housing Office**

The Old Police Station, 4 Church Road, Urmston M41 9BU  
0161 968 0266



INVESTOR IN PEOPLE

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