Resident Review Policy

# Introduction

* 1. Medway Council endeavours to ensure the well-being and safety of residents living within Homes for Independent Living Schemes. This policy outlines Medway Council (the Council) Housing Services approach to the principles of Resident Reviews.

# Purpose

* 1. A Resident Review is designed to establish any support needs required to maintain and where possible improve the quality of life of a resident.
  2. The purpose of this policy is to ensure that the service provides support that is ‘housing related’ and reflects Medway Council’s core values.

Collaborative: Working together – One Medway

Ambitious for Medway: Innovative, bold and positive

Trusted: We do what we say, are open and accountable

Respectful: Valuing Medway’s diversity, heritage and each other

Caring: Compassionate towards our communities and colleagues

Proud to be Medway: Taking pride in what we do

* 1. Housing related services are those which develop or sustain an individual’s capacity to live independently.
  2. The Resident Review document will establish any support required, up to date personal evacuation plan, emergency contact details, GP details, Medical information, Next of kin, if they have any up to date Will or any advocates.

# Scope

* 1. The Resident Review Policy applies to all residents living within Homes for Independent Living Schemes.

# Legislation and Guidance

* 1. Internal
     1. Homes for Independent Living handbook
     2. Tenancy sign up procedure
     3. Risk Assessment Procedure
     4. Health and Safety Policy

* 1. External
     1. Care Act 2014

# Policy

* 1. The Scheme Support Officer will conduct the Resident Review process with incoming tenants within 4 weeks of them moving into a Homes for Independent Living Scheme.
  2. Resident Review meetings will be held in an appropriate and private location and where necessary residents will be supported to access interpreter services.
  3. Residents are allowed to have 3rd party representation e.g. family advocate at their Resident Review meeting.
  4. Each resident has a Resident Review that is a ‘living document’ and works alongside the resident needs assessment (see the Needs Assessment policy).
  5. Resident Reviews vary according to the needs of the individual and agreements are made with residents/advocates to ensure their independence is retained.
  6. All personal paper-based and electronic data will be stored and shared in accordance with the Confidentiality and Data Protection Policy.
  7. The Resident Review is confidential and access to the information is by permission of the resident/advocate. Residents are asked to sign the Resident Review to say they agree that the information being held is correct and to other professional agencies having essential information as appropriate.
  8. Residents can request a hard copy of the Resident Review from the Scheme Support Officer, which will be provided to the resident within 5 working days.
  9. Scheme Support Officers review and monitor Resident Reviews every six months with residents or as and when their circumstances change.
  10. Residents unhappy with any aspect of their Resident Review can discuss the matter with the Homes for Independent Living Senior Support Officer / Tenant Services Operational Manager. If the matter is still not resolved to the residents satisfaction it can be referred through Medway Council complaints process. Housing Services will ensure that the resident is made aware of this process at the initial Resident Review meeting

# Role, responsibilities and authority

* 1. The Assistant Director Physical and Cultural Regeneration retains overall responsibility for the implementation of this policy.
  2. Chief Housing Officer is responsible for the operational delivery of this policy and associated procedures. This includes responsibility for monitoring and reviewing, staff awareness and training, policy development and communication to tenants.

# Monitoring, review and evaluation

* 1. The Resident Reviews are to be updated every six months or as and when the tenants circumstances change.
  2. Regular monitoring at Scheme Support Officer’s 1 to1’s will take place to ensure that Scheme Support Officers are completing Resident Reviews in line with this policy.
  3. The results will be used by Housing Services to inform future policy review in this area and drive up service standards. All reviews will consider whether
     1. The current policy adheres to legislative and regulatory requirements, and reflects current good practice.
     2. The aims and objectives of the policy being met.
     3. The current policy outcomes meet the needs and aspirations of our diverse customer base.
     4. Service users are aware of and understand the policy and believe it to be consistent and fair.
     5. The policy provides sufficient choice for customers; the service offers value for money.
     6. Partnership arrangements are working effectively.
  4. Overall monitoring and review of the policy will be undertaken in consultation with:
     1. Staff groups
     2. Members
     3. Existing and future service users
     4. Resident and community groups
  5. This policy will be reviewed every 2 years or in line with legislative or regulatory changes.

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