

AGENDA ITEM No. <sup>6</sup> .....

NORTH LANARKSHIRE COUNCIL

REPORT

To: HOUSING COMMITTEE		Subject: SHELTERED HOUSING WARDEN SERVICE
From: DIRECTOR OF HOUSING		
Date: 27 August 1996	Ref: GSW/PH/JM/2	

## 1 INTRODUCTION

- 1.1 At its meeting of March 1996, the Committee agreed to the transfer of the warden service from the Social Work Department to the Housing Department with effect from 1 October 1996.
- 1.2 The purpose of this report is to update the Committee on the transfer and to make recommendations for the future development of the service.

## 2 BACKGROUND

### 2.1 Current Service

There are 34 sheltered housing complexes owned by North Lanarkshire Council employing 33 wardens and 30 relief wardens.

The level of service and shift patterns vary throughout North Lanarkshire as shown in Appendix 1.

In 2 complexes, John Jarvie Square and Westfield Road, Kilsyth, there is no relief warden or sleepover cover provided. In the absence of the warden, the home-help service provides 'check visit' support during the day.

The wardens work a 38-hour week, relief wardens work 15.5 hours. In complexes where there is a sleepover requirement, for which an additional allowance is payable, the warden or relief warden will be expected to sleep on the premises the night following his/her day shift. Further details of the wardens' duties and conditions are contained in Appendix 2 of this report.

### 2.2 Communication Issues

The wardens have been advised of the transfer by the Social Work Department, and the Head of Local Housing Services attended wardens' meetings to allay any fears regarding the transfer. In addition, Area Housing Managers have, or will shortly, be meeting with the wardens to introduce themselves.

A letter will also be sent to all sheltered housing tenants advising them of the transfer.

A Working party of Housing Department and Social Work Department staff has been established to discuss operational issues and oversee the information gathering process.

### 2.3 Cost of the Service

The annual cost of the warden service is £970,000, of which 93% is staffing costs. Other costs include:

- Cleaning;
- Administration;
- Upkeep of common areas.

The cost of providing the warden service will require to be included in 1997/98 Revenue Estimates and equates to approximately 37p per week on rents.

### 2.4 Alert Service

In 5 complexes, there is no sleepover requirement as they are linked to the Alert Community Alarm Service when the warden is off duty. The advantages of this are:

- Annual saving of £7,800 per complex for sleepover allowances;
- Tenants receive a 24-hour service;
- There is no requirement to fund emergency staff cover at short notice.

### 2.5 Alarm Systems

At present, a survey is being carried out to determine the type and condition of the alarm systems presently in use within the sheltered housing complexes. It is understood that many are now obsolete and are regularly breaking down. Clearly the consequences of having unreliable equipment in sheltered housing complexes are very serious and a programme of replacement will be required as a matter of urgency.

As and when alarm systems are replaced, they should be compatible with the Alert service to ensure residents receive the emergency backup which the Alert service can offer. Further discussion will take place with the Social Work Department regarding the likely cost impact of increasing the useage of the Alert service.

### 2.6 Sheltered Housing Project

In Central district, 2 members of staff are currently employed by the Housing Department to organise activities for elderly tenants and maximise the use of sheltered housing common rooms. This project was Urban Aid funded but was mainlined by Monklands District Council until 31 March 1996. Since then, the staff have been retained pending the outcome of the warden review. The future status of the project will therefore be subject to a further report to Committee.

## 2.7 Future Service Development

As discussions with the wardens and the Social Work Department progress, there are likely to be a number of issues which will require to be addressed in order to ensure the provision of a uniform warden service across North Lanarkshire which is not only providing maximum cover in case of emergency, but is also providing adequate social support and activities for the residents. Any future developments in this area will be the subject of a further report to the Committee.

## 3 RECOMMENDATIONS

- 3.1 Wardens and relief wardens transfer to the Housing Department on 1 October 1996 on their present conditions. Line management will be provided by the local Area Housing Managers.
- 3.2 The Committee is asked to note that HRA estimates for 1996/97 will require to be adjusted to reflect the additional expenditure of £485,000 and that the 1997/98 revenue estimates will also have to take account of the full year's cost of this service.
- 3.3 A rolling programme of alarm system replacement should be compiled and appropriate budgetary provision made within the HRA capital programme. All future sheltered housing alarm systems should be compatible with the Alert Community Alarm Service to ensure provision of a 24-hour service. The 2 complexes where there is no relief warden and no sleepover cover should be given priority for alarm upgrading / replacement to ensure residents receive 7 days a week, 24-hour cover from the Alert service when the warden is not on duty.
- 3.4 Where, through normal staff turnover, a warden or relief warden position becomes vacant, the following criteria should apply:

a) Position is within complex already linked to Alert	<ul style="list-style-type: none"> <li>• Fill post with no sleepover requirement.</li> </ul>
b) Position is within complex which does not have an alarm system which is Alert compatible.	<ul style="list-style-type: none"> <li>• Replace alarm system.</li> <li>• Fill post as above.</li> </ul>

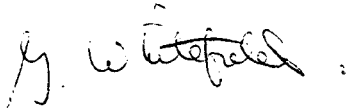
It should be noted that these recommendations in no way affect the terms and conditions of wardens and relief wardens presently employed by North Lanarkshire Council.

- 3.5 If a post is filled without a sleepover requirement, the warden may not require to live within the complex. In this instance, the warden's house should be included as a sheltered / special needs property and allocated appropriately. To ensure that the house is exempt from the Right-to-Buy, it should be linked to the alarm system.

- 3.6 An audit of activity should be carried out following the transfer to determine the level of service provided to tenants, including the use of the common room and regular activities taking place.
- 3.7 A risk assessment should be carried out in each complex and any breaches of health and safety immediately rectified.
- 3.8 Through discussion and negotiation with nominated representatives, shift patterns should be standardised to ensure consistency in service delivery.
- 3.9 This report should be referred to the Personnel Committee for information.

#### 4 BACKGROUND PAPERS

- 4.1 Available from the Housing Department.



**Gavin S Whitefield**  
**Director of Housing**

## NORTH LANARKSHIRE COUNCIL SHELTERED HOUSING SERVICE

Area Office	Complex	Units	Warden	Relief	Warden's House	Sleepover Requirement	Alert
Bellshill	Westend Drive	36	Y	Y	Y	Y	N
	Clay Road	20	Y	Y	Y	Y	N
	Moray Quadrant	25	Y	Y	Y	Y	N
	Unitas Road	31	Y	Y	Y	Y	N
	Central Park	29	Y	Y	Y	Y	N
Motherwell	Vickers Street	35	Y	Y	Y	Y	N
Wishaw	Carey Gardens	32	Y	Y	Y	Y	N
	Phyllis Jane Court	35	Y	Y	Y	Y	N
	Sunart Street	20	Y	Y	N	Y	N
Shotts	Mornay Way	29	Y	Y	Y	Y	N
Viewpark	Kew Gardens	28	Y	Y	Y	Y	N
Moodiesburn	Auchengeich	30	Y	Y	N	N	Y
Kilsyth / Cumbernauld	Roadside	31	Y	Y	Y	N	Y
	John Jarvie Square	14	Y	N	N	N	N
	Larch Grove	31	Y	Y	Y	Y	N
	Westfield Road	22	Y	N	N	N	N
	Rannoch Court	31	Y	N	Y	N	Y
	Pirnie Place	28	Y	Y	Y	Y	N
Airdrie North	Victoria Gardens	18	Y	Y	Y	Y	N
	Wellwynd Gardens	28	Y	Y	Y	Y	N
	John Smith Court	42	Y	Y	N	N	Y
	Waddell Avenue / McArthur Avenue	22	Y	Y	Y	Y	N
Airdrie South	Gartlea Gardens	28	Y	Y	Y	Y	N
	Lorne Gardens	20	Y	Y	Y	Y	N
	Laurel Gardens	20	Y	Y	Y	Y	N
Coatbridge North	James Dempsey Court	33	Y	Y	Y	Y	N
	James Dempsey Gardens	36	Y	Y	Y	Y	N
	Sunnyside	23	Y	Y	Y	Y	N
Coatbridge South	Afton Gardens	21	Y	Y	N	N	Y
	Dundyvan Gardens	36	Y	Y	Y	Y	N
	St James Court / St James Way	40	Y	Y	Y	Y	N
	Barrowfield	22	Y	Y	Y	Y	N
	Rosehall	24	Y	Y	Y	Y	N

STRATHCLYDE REGIONAL COUNCIL

WARDEN AND RELIEF WARDENS

SHELTERED HOUSING COMPLEXES

I CONDITIONS OF SERVICE

1.1 Residency

During occupancy of the post, a warden must live in the accommodation provided for the warden and, other than in circumstances where the warden is a tenant of the District Council in respect of that accommodation, will be required to pay such proportion of rent applicable to it as may from time to time be determined by the Regional Council.

1.2 Services

The warden will be charged for heating and lighting services either directly or through the Regional Council. The warden and relief warden will also be required to pay for private telephone calls.

1.3 Duties and Responsibilities

The duties and responsibilities of the warden will be as set out in the Schedule issued by the District Manager.

1.4 Hours of Duty

The warden will normally be on duty 5 days each week, and on the night following each of these 5 days, will be expected to sleep on the premises. The normal weekly hours to be worked by a warden shall be 38, and the normal daily hours to be worked shall be 8 and shall not be subject to enhancement. These hours will be worked flexibly between 8.00 am and 10.00 pm and will be so worked as to meet the requirements of the service as defined by the District Manager, having regard to the needs of the residents.

1.5 Sleeping-In Duty Allowance

On the nights when the warden is required to sleep-in on duty, a sleeping-in payment will be made to cover the sleeping-in requirements and up to half an hour's call-out on any night. When the call-out exceeds half an hour on any night, overtime shall be paid as detailed in 1.6 below.

## 1.6 Overtime

On other than night call-outs or where no relief is available, overtime should not normally be necessary and will not be paid unless specially authorised by the Director of Social Work and where the hours worked are in excess of 10 in any one week, subject to the approval of the Personnel Services (Chairman's) Sub-Committee, the basis for payment of overtime is as follows:

- a) The normal annual salary including any allowance to which the officer may be entitled under the relevant Scheme of Conditions of Service, but not including any payment in respect of sleeping-in duty, shall be divided by 2028 (39 hours x 52 weeks) to ascertain the basic hourly rate of compensation.
- b) Payment shall be at the basic rate determined as above, multiplied by time and a half.

## 1.7 Annual Leave

The provision of Clause 51 of the Strathclyde Scheme of Salaries and Conditions of Service for APT&C etc Staff to apply in all other respects.

## 1.8 Public Holidays

The provision of Clause 52 of the Strathclyde Scheme of Salaries and Conditions of Service for APT&C etc Staff apply.

## 1.9 Special Leave

The provision of Clause 53 of the Strathclyde Scheme of Salaries and Conditions of Service for APT&C etc Staff apply.

## 2 RELIEF WARDEN

2.1 The relief warden will be required to relieve the warden on:

- two days a week; and
- during the absence of the warden on leave or short-term sickness.

2.2 While relieving the warden, the relief warden will act as warden and shall be subject to the conditions set out in 1.3, 1.4, 1.5 and 1.6 above. In relation to 1.6 b), enhanced rates are only payable for hours worked beyond 38 per week. The salary of the relief warden shall be pro rata to the hours normally worked, ie: 15.5/38ths. The entitlement to annual leave shall be pro rata to the number of days normally worked, ie: 2/5ths.

## JOB DESCRIPTION

JOB TITLE:                   Warden / Relief Warden

RESPONSIBLE TO:         Senior community Care Officer

### MAIN FUNCTION

To offer appropriate support to tenants and to promote the use of communal areas.

### MAIN DUTIES

- 1       To maintain regular contact with all tenants and to respond to emergency calls.
- 2       To maintain a list of emergency contacts and support resources available.
- 3       To keep a register of tenants including details of relatives, GPs etc.
- 4       To maintain adequate records.
- 5       To be responsible for assisting tenants in mobilising appropriate services, eg: home-help, medical, nursing services, housing services, etc.
- 6       To liaise with the warden / relief warden in duties of the post and provide them with updated information on tenants etc.
- 7       To be responsible for overseeing the maintenance and repair of equipment in the complex.
- 8       To be responsible for the supervision of communal areas and facilities and the arrangements for cleaning of these rooms.
- 9       To encourage and promote social activities and the use of common room taking into account individual needs of tenants.
- 10      To be responsible for the management of fire procedures.
- 11      To be aware of the Regional Council's policy in regard to health and safety and to implement these.
- 12      To be aware of the Regional Council's policy in respect of cash handling procedures and to implement these.
- 13      Any other duties as directed by the District Officer (Service Management).