

## Sheltered Housing Review

### Communications & Engagement Plan

Where a sheltered scheme is identified for review via the agreed matrix and methodology, it will be recommended for either:

- Refurbishment / regeneration – Scheme has some issues requiring intervention – for example, additional works required to make the scheme more attractive to existing and future tenants.
- Redesignation - Scheme has some issues requiring intervention – for example, may benefit from re-designation to a more sustainable client group.
- Demolition / re-development – Scheme potentially requires significant intervention to address more fundamental demand / sustainability issues and not be able to achieve compliance and therefore considered for demolition / re-development. A full options appraisal will be undertaken to explore all options and associated costs.

It is vital to communicate across all stakeholders effectively.

Contract Holders in particular must be fully engaged through the process as we recognise the potential sensitivities and strong emotions that may be provoked when looking to address changes to homes and indeed those communities.

If involvement and consultation is effective, Contract Holders will need to be kept fully informed, feel they have participated, contributed, and been listened to. As we know it is not always possible to provide exactly the solution Contract Holders want but we should listen to and consider their views. It is then vital that Contract Holders know and understand how the final decision was reached.

We are fully committed to the following:

- Identify stakeholders for each scheme – this will always include Contract Holders, Cabinet Member for Housing and Regeneration and local members associated with the scheme.
- Honesty and openness – where changes are necessary set this out from the start and be clear about what Contract Holders and stakeholders can, and cannot, influence.
- Share new information with stakeholders as soon as possible.
- Adopt and tailor a range of methods of communication, engagement and consultation as appropriate to each project and scheme.
- Engage Contract Holders where possible on finding innovative or creative solutions.
- Ensure Contract Holders are central to the review of their scheme from the start and not ignore their fears.
- Work with Contract Holders to build confidence and trust.
- Identify a key single point of contact throughout the process to ensure continuity.

- Review processes and effectiveness of methodology on a regular basis to ensure it is effective and meeting the needs of the relevant stakeholders.

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### Scheme Identified

- Type of project identified as either refurbishment, demolition or redesignation.
- Identify our stakeholders for the project - Contract Holders, Cabinet Member for Housing and Regeneration, Local Members, staff and any others e.g. family members, other building users as appropriate
- Single point of contact member of staff identified
- Type of communication identified for information and consultation depending on scheme outcome to be implemented along with required timescales
- All information will be provided via written communication in letters, newsletters, surveys etc.
  - Face to face meetings, drop-in session and consultation sessions will be held on site where appropriate or in the vicinity of the scheme so all Contract Holders may attend if they so wish. Prior notice will be provided

### Review of Consultation Response

- Upon completion of any consultation activity a review of the findings will be undertaken
- Proposals will be updated/amended as necessary (and where required will be sent for formal approval)
- Final plans presented to stakeholders. This will be done by written communication to all Contract Holders in the first instance giving details of next steps, timeframe and their consultation responses

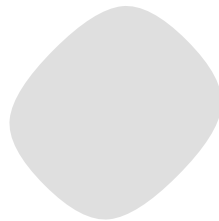
### Implementation Project Plan

- Once project is due to commence stakeholders will be given sufficient notice and information by written communication.
- Depending on the type of scheme identified, this may include details of the contractor, timeframes for any work, where they can access further support and any other key contacts they may require
- Information sessions may be held either on the scheme or in the vicinity for tenants to ask any questions they may have or to view any plans
- If refurbishment - regular newsletters will be produced with updates on the work being undertaken
- For all types of project (depending on complexity of refurb) it may be necessary to refer to the decant policy and work with contract holders to ensure smooth transition

- Upon project completion, all Contract Holders will be asked to provide feedback via a survey on their experiences of the project overall and communications they will have received
- Final communications will be sent with confirmation, feedback on the survey and information on final outcomes

- All feedback will be reviewed and lessons learnt identified and communicated to relevant stakeholders

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