



BUILDING HOMES
MAKING PLACES
ENHANCING LIVES



Residents at the heart...

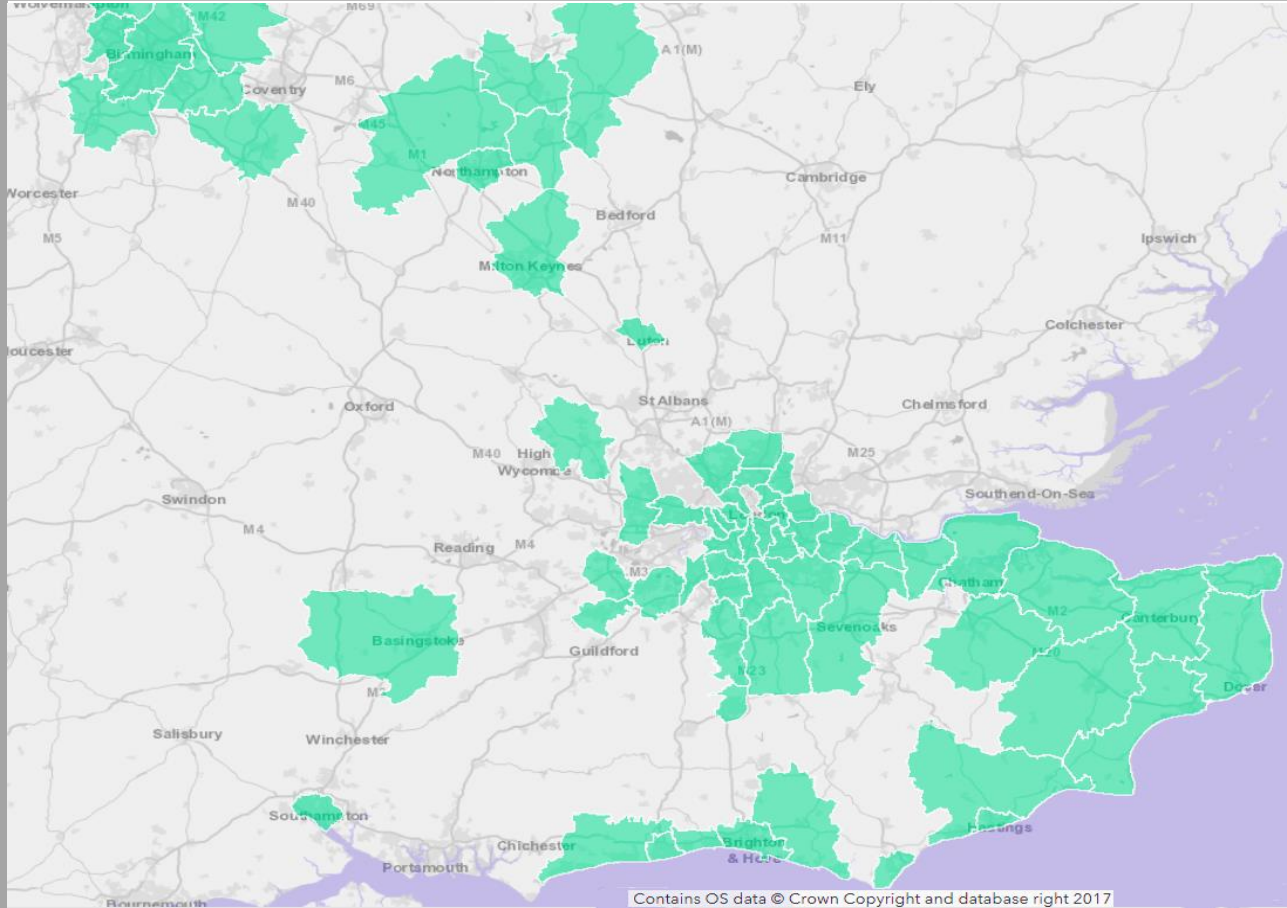
Marisa Freeman Team Manager

Robin Deane Head of independent living



- A bit about Optivo
 - Our resident-focused ethos
 - Resident governance and scrutiny
 - Resident involvement in older people's housing
 - Join Us
 - What our survey said...
 - Resident involvement at The Orangery
-

About Optivo

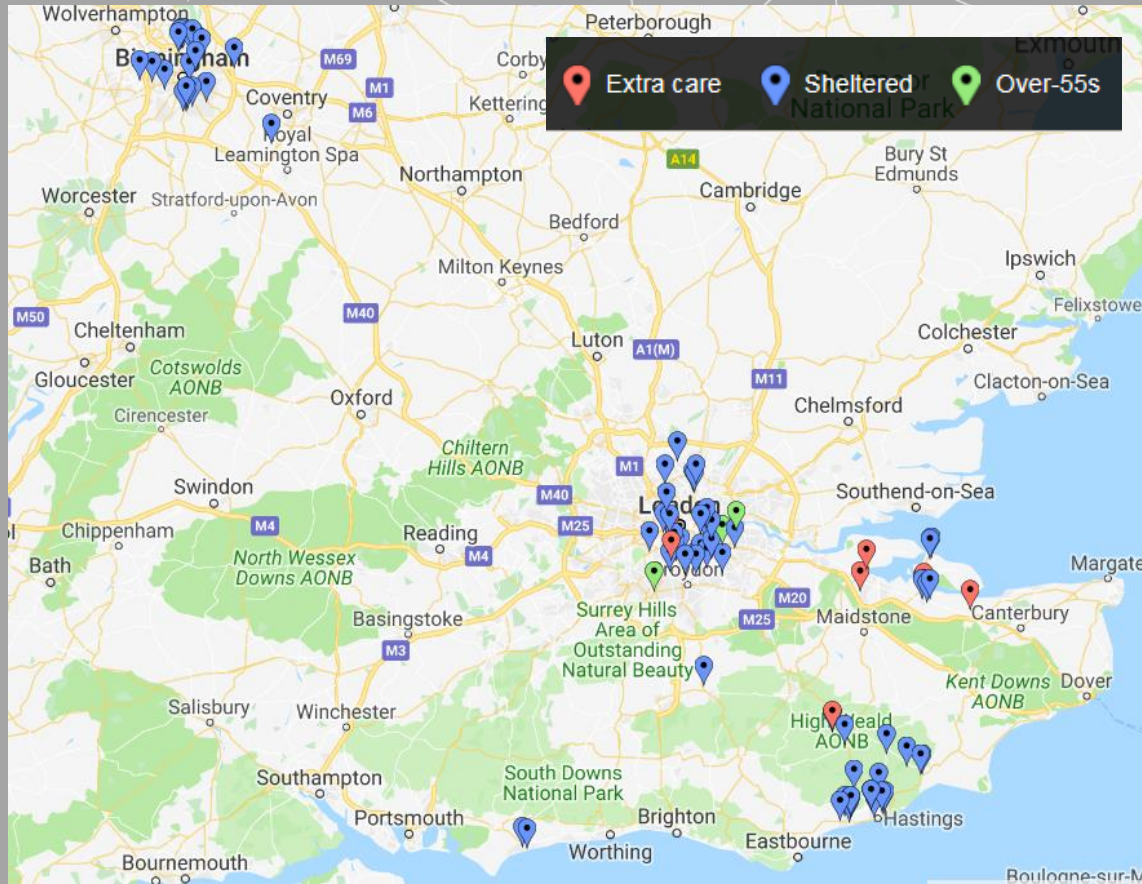


Formed in May 2017

44,015 homes across
London, the South East
and the Midlands

Committed to resident
engagement: “residents
at the heart of
everything we do”

Independent living schemes



- 4,000 residents
- 3,766 properties (9% of our total stock)
- 85 schemes:
 - 74 sheltered
 - 8 extra care
 - 3 over-55s

Why involve residents? What our chief exec says...

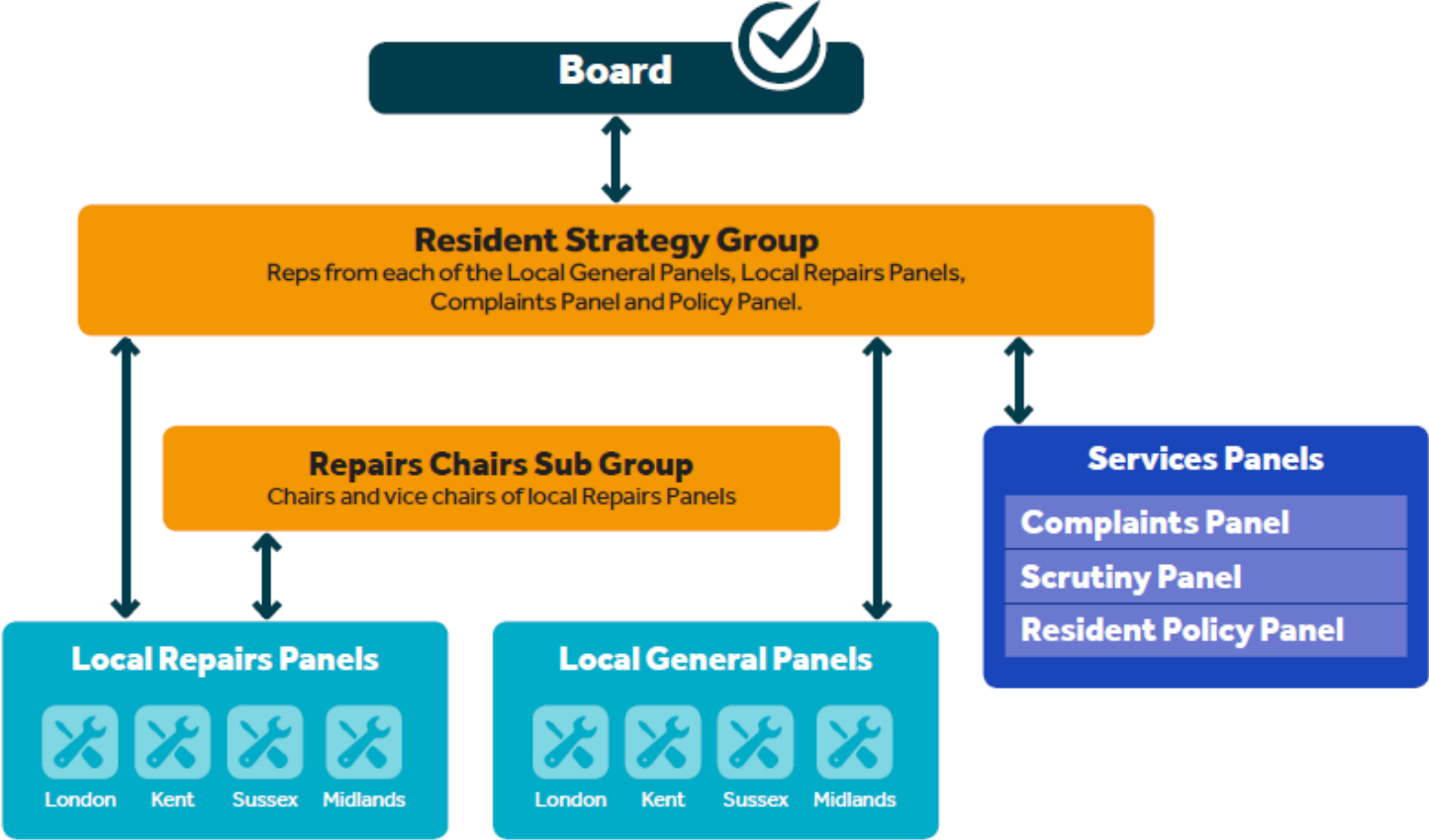


- Improving resident engagement isn't just a "nice thing to do" – it leads to cost savings and better service satisfaction
- genuine resident involvement is fundamentally about changing organisational culture, not just structures
- to secure the maximum benefits from resident involvement it needs to be embedded throughout the organisation
- real co-creation means a one-size-fits-all approach can never work. Engagement has to be based on what works for the residents involved.
- resident involvement never stops evolving

Paul Hackett



Our formal resident governance structure



Some of our resident governance members



Resident involvement in the independent living service

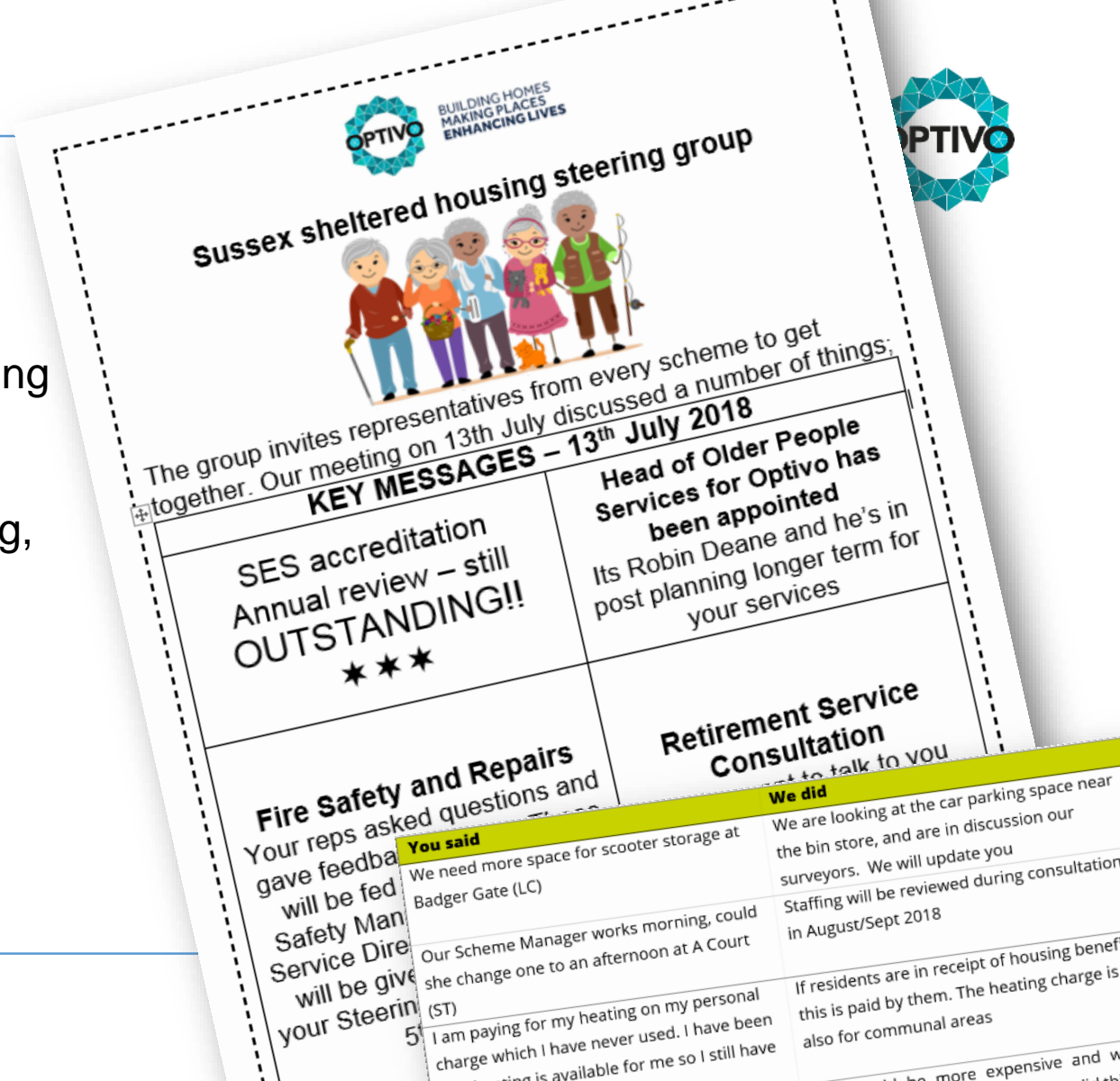


- Surveys
- Scheme coffee mornings
- Scheme quarterly meetings
- Regional steering groups – representatives from all schemes



Regional steering groups

- Meet quarterly in Midlands, London, Kent, Sussex
- Two reps from each independent living scheme – but we don't turn anyone away...
- Regional manager reports on staffing, service issues
- Discussion about policies – eg pets, mobility vehicles, guest rooms
- 'You said, we did' question slips in meeting help avoid scheme-related issues dominating



Service standards 2019



- Developed with our regional steering groups
- We asked “How would you describe to a new resident what the scheme manager does?”
- We combined and distilled the results from the four meetings to create a service standard document, using residents own words
- Now going through approvals

Your scheme manager will:

- Show you around when you move in
- show you where your stopcock is
- help you fill in forms
- arrange for carers to come in
- talk to your doctor to make arrangements for visits
- point you towards local information - eg buses
- do health + safety checks
- manage expectations (see over page)



Independent Living

What you can expect of the your independent living service

Our independent living team aim to make you feel safe, comfortable and happy in your home. You can expect your scheme manager to:

come you

Show you around the scheme when you first move in
Be sure you know how to get help when you need it
Help you to find out what support you need – if any. We'll review this
any time. But let us know if things change in the meantime – we can
help you to other residents – if you want us to.

Be with you every day to make sure you're OK. You can
and when we keep in touch.

Help you do things for yourself, like reporting repairs or getting online.
Keep all systems and information we hold about your support needs
up to date and relevant.

Advise you

- Help you apply for adaptations for your home or for carers to visit you
- Refer you for help with money and benefits, getting involved in activities or any other service you may need
- Report any concerns we have about your well agencies quickly
- If you need extra help, specially



- A social network
- A 'brand' for our community activities
- Led by residents
- Facebook page
- Promotes activities and contact between schemes
- We support the activists
- We find funding or help run activities



1,590 (42%) residents living in schemes including 85 extra care residents did our survey.

Extra care compared to sheltered residents:

- **Less** likely:
 - to be satisfied with their health
 - to say “I’m never lonely”
- **Similar** satisfaction with service charges and staff support
- **More satisfied** with:
 - Optivo and their independent living service as a whole
 - their scheme as a place to live
 - resident involvement

Working with the care team



- Joined up approach
 - Joint assessment
 - Weekly catch up
 - Safeguarding
-

Residents needs and risk assessments



- Survey carried out once a year, or when there's a change in circumstances
 - Identifies needs
 - Includes link to skills & interest audit
 - Includes Personal Emergency Evacuation Plan (PEEP)
-

Resident involvement at The Orangery



- Input from residents
- Skills & interest
- Intergenerational project pilot



Activities have included



- Nurturing wildlife - Hedgehog Houses
- Age UK host Wellbeing Activities, including arm chair exercises, curling, table tennis.
- 'Have a Go Crafts'. A variety of craft making activities including making glove puppets, stone painting, bath bombs, flower arranging and cake making.
- Bingo
- Music appreciation
- Cribbage
- Mosaic Malarky
- Special event lunches including Mothers Day, Easter lunch, Italian day celebrating St Mark's Feast, Fathers Day
- Gardening club
- Singing entertainer
- Fundraising events – Macmillan and Alzheimers
- Jewellery making
- Table sales
- Cake making



You said, we did



You said, we did

We take your feedback, ideas and suggestions very seriously. Here are examples of changes we have introduced, and improvements we have made following resident feedback.

The Orangery 2019

You said	We did
Can we have a meeting with abm regarding the catering in the restaurant?	Residents attended a meeting with abm on 21 February 2019
Can the communal carpet be cleaned on the first floor block B?	Julia arranged for the carpet to be cleaned this was completed on 13 February 2019
Can we have communal washing airers in the garden?	Julia completed a resident's consultation in March 2019.
Can we have an additional shrub bed in the rear garden on the raised bank?	The additional shrub bed project was completed 4 April 2019 Julia has displayed photos of the area.
Can we have some shade in the rear garden so we can sit out there in the	2 garden umbrellas with stands were purchased and positioned in the schemes rear garden by Julia and

- Every scheme has a 'you said, we did' list to show how we respond to residents views
- Replaced annual 'scheme plans' which were unsuccessful
- Discussed in coffee mornings and posted on noticeboards
- Scheme managers have a budget of up to £1,500 to help make things happen
- 'You said, we did' also used at regional steering group meetings and for staff

The result of putting residents at the heart of everything we do



“Outstanding. Deserves... top rating against the Service Excellence Standards - Particular strengths include a professional and highly motivated staff team, deep resident involvement - that allows for differences to be expressed with management - and the organisation’s sound approach to funding and partnerships.” – **Centre for Housing and Support assessment 2017 & 2018**

“Optivo... are a great example of the high standard providers should aspire to... Optivo listen to and incorporate the views of their residents rather than simply imposing things upon them... It is clear that the opinions and concerns of residents have helped shape the changes... This culture and the accompanying working practices are something all services should aim for” – **Westminster City Council about the independent living service 2019**



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Thank you!



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Fire safety communication scrutiny review



Led by resident governance members – including older residents using:

- Focus groups
- Phone surveys
- Site visits
- Interviews with staff

Reported to Board
March 2019





SCRUTINY REVIEW **FIRE SAFETY COMMUNICATION**



What did we do?

In the past year the media has reported extensively about fire safety and fire safety communication, following the tragedy at Grenfell. We wanted to check that Optivo was providing clear fire safety information to residents, particularly in relation to high risk properties, as a result of the Grenfell tragedy.

Some outcomes of the review



70%

of residents would know what to do if there was a fire in the building

72%

of residents thought there should be more communication on fire safety

- There are robust policies and procedures in place to communicate fire safety information to residents when they move into sheltered housing and on a regular basis thereafter
- There are robust procedures in place to undertake risk assessments / personal emergency evacuation plans (PEEPs) for residents in sheltered housing.

2. There is general confusion around 'Stay Put' and 'next place of safety'. Residents were also unclear about a range of other issues.

9. There is concern about how to deal with pets in the event of a fire, particularly the trip hazard of large dogs on long leads.

A fire safety information leaflet to be produced in a range of formats and issued to all current and new residents of complex buildings as a matter of course rather than on request. Copies to be made available in communal areas and on noticeboards.

The evacuation policy to include information on how to deal with large dogs / pets and assistance animals.

