

Housing Standards

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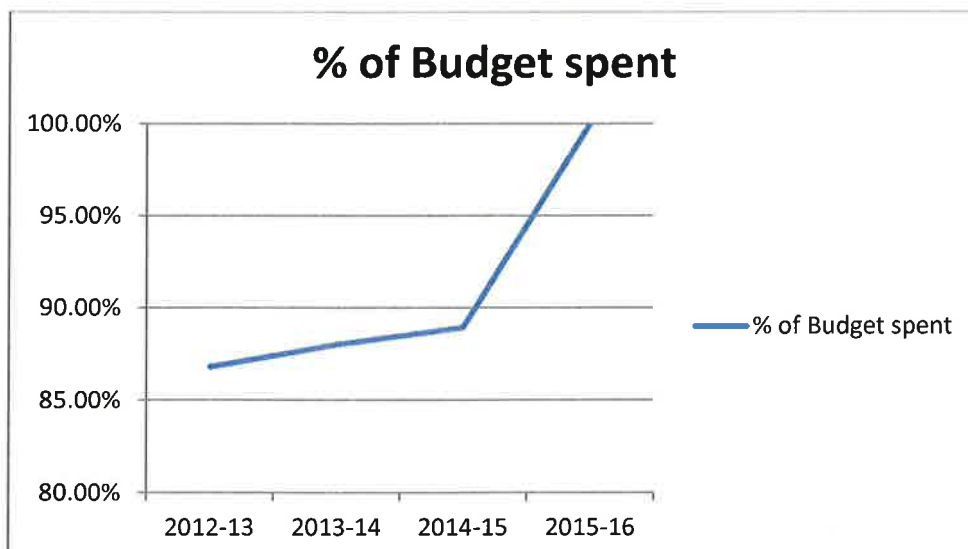
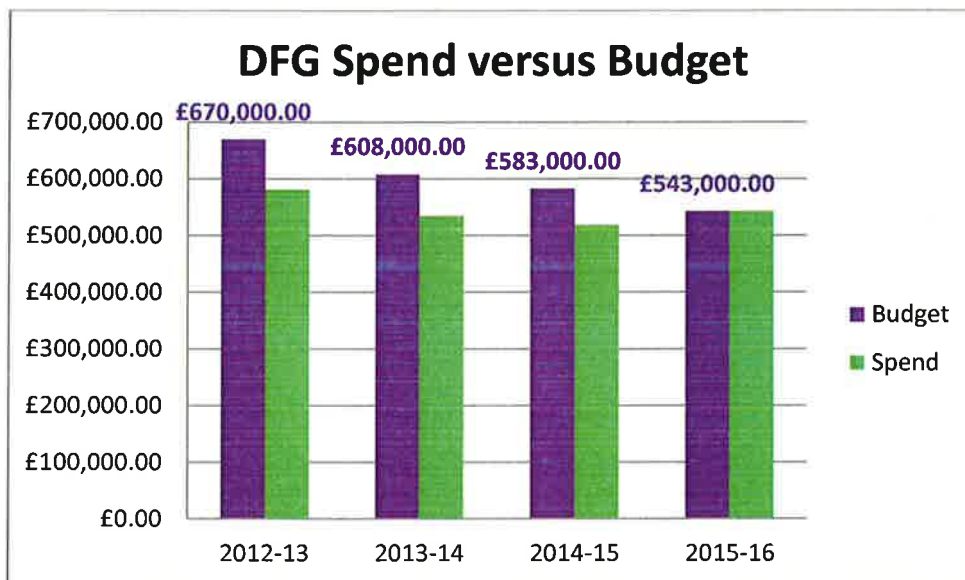
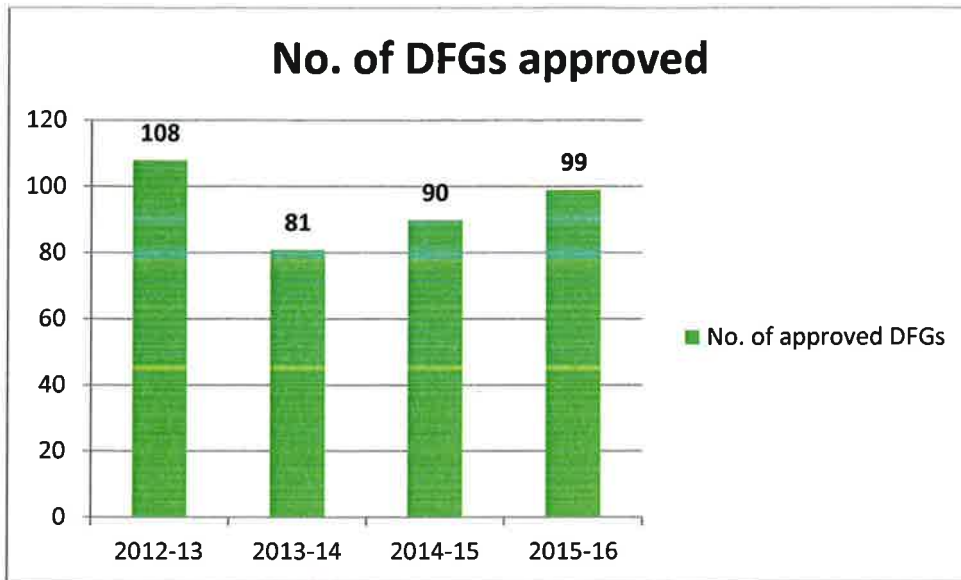
Page 1 – Summary of Activity: Disabled Facility Grants 2012 till 2016

Shows the improvements made by the team since 13/14 when the new in-house DFG process was first introduced.

Page 2 - Team structure showing areas of expertise and direct contact details.

Pages 3 and 4 – Two case studies demonstrating how Housing Standards improves the environment in which people live and as a result improves their health and wellbeing.

Summary of Activity: Disabled Facility Grants 2012 till 2016 (22/03/2016)



Structure of Housing Standards, the team and their expertise

	<p>Team Leader James Cox Background: Environmental Health and housing</p>
	<p>Expertise DFG Gypsy and Travellers Mobile Homes Housing Legislation</p> <p>Contact: 01732 227312 james.cox@sevenoaks.gov.uk</p>

	<p>Housing Standards Support Officer Jonathan Baugh Background: Private Sector</p>
	<p>Expertise Improving our processes and policies</p> <p>Contact: 01732 227142 jonathan.baugh@sevenoaks.gov.uk</p>



	<p>Housing Standards Support Officer (DFG) Lorraine Doe Background: Social Services and HIA</p>
	<p>Expertise Trusted Assessor Understanding of how Social Care is implemented</p> <p>DFG Contact: 01732 227495 lorraine.doe@sevenoaks.gov.uk</p>

CASE STUDY JH of Sevenoaks – 77 year old owner occupier

- 7th December 2015 – Complaint received concerning an elderly, disabled and blind gentleman who was found wandering for hours outside Tesco's in the rain.
- This Good Samaritan took JH home and was horrified at the living conditions, she immediately alerted various authorities including Housing Standards.
- 8th December 2015 -The case was allocated to HSO who arranged an immediate joint visit with Social Services. Property found to be in a filthy and verminous (mice) condition with papers, food cartons and rubbish piled high, this had accumulated over a number of years.
- JH had no cold water supply, limited hot water and heating (just a gas fire in one room), poor electrics, no proper security, no home help or meals on wheels.
- As a result JH was suffering from malnutrition and dehydration; both the bathroom and his clothes were covered in excrement.
- 9th December 2015 - Social services agreed to supply a lunch time meal as no other services would attend until house was cleared, fumigated and cleaned.
- 16th December- Public Health Act 1936 section 83 notice served. Two quotes obtained identifying costs. HSO started negotiations with Social Services for respite care whilst works in progress.
- 21st December – Pest control and clearance works commence, estimated time scale 1 -2 weeks to clear.
- JH only getting one hot meal a day, and one hot drink at lunchtime. Contractor and HSO making extra drinks for JH on site, and helping JH sort out which items to be disposed of.
- 22nd/23rd December – HSO pushing for respite care over Christmas, negotiations between Housing Standards and Social Services continue.
- 23rd December – Respite care found in Northfleet but no transport organised by Social Services.
- 24th December- Taxi arrives for JH and HSO helps him into the vehicle. JH leaves house with just a carrier bag and his clothes and body covered in faeces. JH arrives safely at the home, haircut, bath, new clothes, warm food and a clean bed.
- 4th January 2016 – John had the best Christmas in many years, putting on weight and making new friends.

- 11th January – Joint visit with JH at his new accommodation with HSO and Hero Officer to carry out financial assessment and discuss emergency repairs to his house. Significant improvement in JHs health and mental well being observed.
- 21st January – Advocate appointed for JH who wants to go back home but as time goes on is beginning to feel this may not be the best option for him.
- 26th February – Final visit to see JH, JH decides to remain where he was. He has made lots of new friends and his health continues to improve, so will not return home instead will fund his accommodation through the sale of his property.
- An entry in the local land charge has been made to ensure cost of clearance will be repaid.



Case Study

Mr and Mrs W Swanley. This case study exemplifies how Housing Standards are able to combine their different skills and available finances to reduce or eliminate risks that if left, would cause distress to the customer and costs to the NHS.

- Initially Mr & Mrs W contacted SDC to discuss funding for a new boiler as existing one had been condemned.
- HSSO (DFG) visited to determine eligibility. While there the officer identified both occupants have serious medical problems resulting in Mrs W being unable to use the stairs while the housing conditions meant Mr & Mrs W were also at risk of falling and excess cold.
- HHSO (DFG) provides additional skills and expertise in the form of being a Trusted Assessor and can therefore obtain, from KCC, small items of equipment. In this case a temporary brick step was provided via this route making access to the property safer and reducing the risk of a fall.
- To ensure Mr & Mrs W remained independent and residing in a safe and healthy environment, Housing Standards provided assistance in three ways:
 - A new replacement boiler, obtained via KCC Winter Warmth scheme
 - All windows were ill fitting and draughty while patio door was leaking and insecure. New windows and patio door have been fitted via repayable discretionary assistance;
 - Referrals made to KCC to assess Mrs W. Recommendations for a DFG were made and a DFG approved for the installation of a stair lift.

