

Appendix 2

Summary TASH Questionnaire (from meeting of July 2019)

TASH members adopted various strategies to complete the questionnaire with the majority (22) completing a single questionnaire and several (5) distributing questionnaires to residents. At schemes without TASH representation Sheltered Housing staff assisted residents with the process. One scheme devised a bespoke survey (which is not included in this analysis)

The questionnaire posed several questions, a summary is shown below.

No.	Question	% of responses	Response to Comments
Q1	Do you understand the background to the review of staffing within sheltered housing?	Yes 76% No 24%	We were pleased that a high proportion of TASH members understood the background and they were aware of the issues relating to the service charge.
Q2	Was the consultation clear and informative	Yes 77% No 16% Unsure 7%	As above
Q3	Do you understand that the service charge must fully fund the service provided	Yes 67% No 27% Unsure 6%	As above
Q4	Are you in agreement with the proposal	Yes 31% No 58% Unsure 11%	Schemes with existing non-residential arrangements appear more comfortable with the proposals .
Q5	What concerns would you have if the council covered the service with non-residential staff?	<i>Sample answers</i> <i>I would want to be sure that the SHO would have enough time to deal with residents queries and problems , to ensure the building is well maintained and properly cleaned , to deal with the refuse room and the laundry as well as their daily calls</i>	Staff will be on site on average 24 hours per week which we believe will be sufficient to cover the required duties. Weekday calls are generally declining with around 1/3 of residents not receiving this

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		<p><i>and safety checks etc also to be available to the workmen in where necessary.</i></p> <p><i>Currently no residential cover but covered across various times by a sheltered housing Officer from another scheme. This causes problems when issues need to be urgently addressed.</i></p> <p><i>We have a non-residential SHO so n/a we are very happy with our current non-residential staff.</i></p> <p><i>SHO is more familiar to residents. It is the difference between a stranger or a friend, continuity is key especially those people without any relatives or close friends.</i></p> <p><i>..this is sheltered housing for good reason- it is home to many vulnerable people who could need help urgently at any one time .</i></p>	<p>service.</p> <p>No reduction in cleaning hours are proposed.</p> <p>There are procedures in place for medical or health related emergencies via the warden call system that will always link to the control room if staff are not available.</p> <p>Procedures are also in place for emergency repairs and maintenance issues.</p> <p>Our proposed model means that two staff will cover three buildings so we would envisage that this relationship continues and develops.</p> <p>We are aware of our more vulnerable residents and will continue to support them.</p>
Q6	Are you aware that the following services will remain :		
	Daily Call	Yes 97%	We are pleased that residents understand that these key services will remain
	Weekend Call from control room for	Yes 90%	As above

No.	Question	% of responses	Response to Comments
	vulnerable residents		
	Health and Safety checks such as fire alarm testing	Yes 100%	As above
	Homeline response team – out of hours	Yes 100%	As above
	Assisting residents to arrange repairs	Yes 100%	As above
Q7	If your scheme does <u>not</u> currently have a resident staff member what issues have arisen?	<p><i>Sample answers</i></p> <p><i>Despite the best efforts of the SHOs (and I make no criticism of them what so ever) there is quite a lot of time when they are not available to deal with matters</i></p> <p><i>Needed to contact warden but couldn't get hold of him</i></p> <p><i>I have noticed no problems</i></p> <p><i>Homeline come if the fire alarm goes off</i></p>	<p>Staff will be on site on average 24 hours per week which we believe will be sufficient to cover the required duties.</p> <p>We have a process to notify residents when staff are on duty and provide contact and emergency numbers outside of these times.</p> <p>We have well-rehearsed procedure for fire alarm activations whether staff are present or not .</p>
Q8	Are you aware of the notice that staff place on the office door to advise when they are on duty?	Yes 77%	We are pleased residents are aware of this.
Q9	Is there anything you feel the review hasn't taken into account?	<p><i>Sample answers</i></p> <p><i>Resident SHO better for security for the whole building, a permanent presence is the key.</i></p> <p><i>I cannot think of anything the review hasn't taken into account.</i></p>	<p>Staff will still be available and in fact existing residential staff are not available 24/7. Many schemes have CCTV and all schemes have security doors, intercoms and front entrance CCTV. We get</p>

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		<p><i>Several residents were encouraged to enter sheltered housing because of facilities available are concerned because of the withdrawal of some of these facilities.</i></p> <p><i>What if more than one SHO on holiday?</i></p>	<p>few reports of security related issues. In serious instances we can provide additional security.</p> <p>Staff will still be part of a wider team comprising 22 Sheltered Housing Officers and 2 floating staff (3 for implementation period).</p>