

Appendix 4

Summary of Sheltered Housing Consultations 23.9.19 – 23.10.19

Note SHO = Sheltered Housing Officer (still sometimes referred to as Warden)

Grouping	Sample responses for grouping	Total comments	Scheme with non-resident or temporary staff (15 schemes)	Scheme with resident staff (16 schemes)	Response to comments
			% of total responses	% of total responses	
Comfortable with proposals / no issues	“nothing appears to be changing” “happy as it is” “works okay at present” “managed okay without residential SHO”	34	24 (70%)	10 (30%)	Schemes with an existing non-residential arrangement appear more comfortable with the proposals.
Feel more vulnerable due to age / frailty	“vulnerable residents need support” “some residents don’t leave flats and just see carers” “Both in 80s – sold house to get security of sheltered housing”	27	12 (44%)	15 (56%)	Staff will be on site on average 24 hours per week per scheme with out of hours support from the control room / Homeline. In addition befriending services can be arranged for vulnerable residents.
Feel more safe/secure if staff about	“SHO checks who is in or out of building” “feel more reassured if	21	7 (33%)	14 (67%)	Staff will still be available. We already have knowledge of our most vulnerable residents. Many schemes have CCTV,

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	someone about"				all have CCTV on entrance doors. All sites have security doors with intercom access.
Concern with building security	"no one on site out of hours when door broken" "internal gates not locked – left open by tenants , staff and families"	15	6 (40%)	9 (60%)	We get very few reports of security related issues. In serious instances additional security can be provided, but this is rare.
Social functions may reduce	"SHO does lunches and spoils us" "Arranges Xmas meal and bingo"	7	3 (43%)	4 (57%)	Many schemes successfully hold social events with minimal staff input, but there is no reason why staff can't be involved to assist and offer guidance.
Like staff to be available – on hand	"SHO friend as well as Warden" "worried about getting stuck in chair"	24	11 (46%)	13 (54%)	We have introduced a weekly information notice at all sites informing residents of the SHO on duty and attendance times.
Concern about management of building / cleaning	"assists with parking issues" "problems with bins and recycling"	16	6 (38%)	10 (62%)	We are not reducing or changing cleaning hours.

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Loss of personal touch	“personal touch – like changing channel or TV remote” “SHO helps me as blind – reads letters etc”	10	7 (70%)	3 (30%)	We understand the importance of this within the role and believe that this can still continue.
Concern about repairs reporting	“have to wait 35 minutes for repairs to answer” “SHO can report repairs and chase things that need sorting out around the building “	24	14 (58%)	11 (42%)	SHO’s have been exceptionally helpful during the changes to the repairs reporting arrangements. The average waiting time is now down . In emergencies the control room can be contacted 24/7 which is a service currently provided at weekends or when staff are not on duty. SHOs will still be able to report repairs for the most vulnerable residents.
Concern about length of time staff spend on site or time of (week day) call, want staff full time	“when we moved in we had warden whole time” “Don’t know when staff are going to be on	21	11 (52%)	10 (48%)	Schemes will have on average 24 hours of staffing per week (based on the 3 scheme 2 staff model) As a response to the

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	site?"				staff consultation we are also proposing an additional floating sheltered housing offer for a 12 month period to assist with implementation.
Homeline positive comments	"homeline covers us well"	4	4	Question for schemes without resident SHO only	Homeline responding to out of hours emergencies is a well-established feature of sheltered housing.
Homeline negative comments	"homeline takes longer to attend" "think homeline not be quick enough"	8	8	Question for schemes without resident SHO only	Homeline currently responds to 85% of calls with 30 minutes. Control room staff have a great deal experience of dealing with a variety of emergencies and coordinating an appropriate emergency response.
Would pay more to keep service	"we would be willing to pay extra " "would pay more money"	16	6 (37%)	10 (63%)	It is difficult to gauge who would actually pay more as a high number of residents are in receipt of housing benefit so

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					would not directly pay more, and it was not appropriate to ask this at the consultation.

Areas of concern expressed by tenants relating to future use of vacant SHO accommodation.	Total Comments	Response to concerns.
Pets	6	No pets will be permitted within this accommodation.
Parking	13	Each scheme is different many schemes have a designated space for this accommodation. A specific agreement will be devised for each scheme.
Noise/ ASB	7	The Council will use selective lettings criteria including an interview with sheltered housing management to ensure applicants are suitable.
Children / Families	17	As above, this will be managed through the selective lettings process.
Conversion to flats	3	This is likely to be costly and not practical in most cases.
Alcohol / drug / lifestyle issues	4	The Council will use selective lettings criteria including an interview with Sheltered housing management to ensure applicants are suitable.
Vetting potential residents /sensitive lets	15	Enhanced tenancy checks will be made.
Physical separation / security	11	Physical separation will be carried out to prevent access into the sheltered

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		scheme if required.