



## **Report to Housing Tenancy Board**

Date: **21 January 2013**

Report of: **Director of Community**

Subject: **CHANGES TO THE SHELTERED HOUSING SERVICE AT GARDEN COURT, PORTCHESTER**

### **SUMMARY**

This report advises Board members of proposed changes to the sheltered housing service provided to sheltered tenants at Garden Court. The report includes the results of tenant consultation carried out in the summer of 2012.

### **RECOMMENDATION**

Members of the Housing Tenancy Board are invited to comment on the proposed changes prior to presentation to the Executive for approval.

## INTRODUCTION

1. Garden Court is a mixed tenure scheme with 41 units of accommodation. The breakdown of units is shown below:
  - 29 sheltered;
  - 8 general purpose; and
  - 4 leasehold
2. The Sheltered Housing Service provided at Garden Court originally comprised of a Sheltered Housing Officer on site 5 days a week (Monday to Friday - 7.4 hours per day). However in 2004 following consultation with sheltered tenants at Garden Court a menu of service was made available, whereby tenants could opt for one of the following service options in meeting their support needs:
  - a) Emergency Alarm call system with monitoring only service (with family or friends as the point of contact);
  - b) Emergency Alarm call system with monitoring and response (provided by on call Sheltered Housing Officer);
  - c) Emergency Alarm call system with a weekly visit (provided by a Sheltered Housing Officer) and alarm monitoring/response service (provided by on call Sheltered Housing Officer);
  - d) Emergency Alarm call system with a visit 5 days a week (Mon-Fri) (provided by a Sheltered Housing Officer) and alarm monitoring/response service (provided by on call Sheltered Housing Officer);
3. At present the Sheltered Housing Service provided to sheltered tenants at Garden Court is as follows:

<b>Sheltered Housing Service</b>	<b>No of Tenants</b>
Emergency Alarm call system with monitoring only service	0
Emergency Alarm call system with monitoring and response	0
Emergency Alarm call system with a weekly visit	20
Emergency Alarm call system with a visit 5 days a week	9

4. The retirement of the Sheltered Housing Officer at Garden Court at the end of July 2012 presented an opportunity to further review the level of service provided to tenants at the scheme.

## CONSULTATION WITH TENANTS

5. In August - September 2012 members of the Sheltered Housing Officer team consulted those tenants who currently received a 5 day week service to ascertain if there was still

a need to continue with this level of service.

6. The consultation with tenants took the form of a personal home visit when a member of the sheltered housing officer team undertook a needs assessment and asked the tenant about their preferred level of service.
7. The outcome from the consultation indicated strong support for a weekly visit rather than 5 visits each week. The results are shown in the table below:

<b>Sheltered Housing Service</b>	<b>No of Tenants</b>
Emergency Alarm call system with a weekly visit	7
Emergency Alarm call system with a visit 5 days a week	2

8. Although at the time of the consultation two tenants expressed interest in maintaining visits 5 days a week, more recently one of these tenants has since moved out of Garden Court. The arrangement to visit the remaining tenant 5 days a week will be continued and kept under review. The service will remain in place until such time as the tenant agrees to a change in the service.

#### **FINANCIAL AND STAFFING IMPLICATIONS**

9. The cost of employing a full time sheltered housing officer at Garden Court including employment overheads is estimated to be £32,500 per annum.
10. The reduced level of service can in future be provided by the Sheltered Housing team without an increase in working hours or establishment. As a result it is proposed to delete the vacant post from the establishment.
11. Although a reduced level of service will result in a decrease in service charge income the decrease in staffing costs will make a contribution toward future cuts in support funding from the County.

#### **RISK ASSESSMENT**

12. There are no significant risk considerations in relation to this report.

#### **CONCLUSION**

13. An opportunity has arisen to review the level of service provided at Garden Court and sheltered tenants have been consulted on the matter. The outcome of the consultation shows support for a change in the level of service from 5 days per week service to a Mobile Sheltered Housing Service providing a weekly visit.
14. A report is to be prepared for the Executive, and members are requested to give their views on further reducing the level of service at Garden Court.

**Background Papers:** None

**Reference Papers:** Report to Executive 15 December 2003 - Review of Sheltered  
Housing Service at Garden Court

**Enquiries:** For further information on this report please contact Jon Shore. (Ext 4540)