

FAREHAM

BOROUGH COUNCIL

Report to Health and Housing Policy Development and Review Panel

Date **24 September 2015**

Report of: **Director of Community**

Subject: **REVIEW OF SHELTERED HOUSING (CLUSTER SCHEMES)**

SUMMARY

This report provides members with an update of proposed changes to the sheltered housing service that sheltered tenants living in cluster sheltered housing schemes receive from the Council.

RECOMMENDATION

That panel members note the contents of the report.

INTRODUCTION

1. The Panel received a report on 12 March 2015 regarding changes to the sheltered housing service provided to tenants living in the Council's CORE sheltered housing schemes at Assheton Court, Barnfield Court, Collingwood Court, Crofton Court and Downing Court.
2. The report also made reference to plans to consult tenants living in the Council's CLUSTER sheltered housing schemes over the summer months about the level of support they receive from the mobile sheltered housing officer team.
3. The location of the CLUSTER sheltered schemes by ward area are shown in the table below for information purposes:

WARD AREA	CLUSTER SCHEMES
Fareham East	Western Court
Fareham North West	Frosthole Close Hillson Drive Nashe Way
Fareham South	Barnfield Court Coniston Walk Trafalgar Court
Locks Heath	Northmore Close
Portchester East	Garden Court King George Road Norman Close
Portchester West	Linden Lea Robinson Court
Stubbington	Baytree Lodge Foster Close Spencer Court
Titchfield	Chapelside
Titchfield Common	Beverley Close Birchen Close Lincoln Close
Warsash	Foy Gardens

CONSULTATION WITH SHELTERED TENANTS

4. Consultation with the tenants living in the CLUSTER schemes took place between May and July and took the form of an individual letter with response form and an invite to a meeting held at a local sheltered housing scheme to discuss the changes.

5. Consultation letters were sent to 391 tenants and 9 consultation meetings were held for tenants at sheltered housing schemes in the area near their homes.
6. Tenants were asked what level of service they felt they needed and wanted in the future. Three service options were made available;
 - a) Option 1 – Alarm with Monitoring Service Only (Named contact for any Emergency)
 - b) Option 2 - Alarm with Monitoring Service and Emergency Response from a Sheltered Housing Officer
 - c) Option 3 - Alarm with Monitoring Service, a Weekly Welfare Visit and an Emergency Response from a Sheltered Housing Officer
7. Tenants that failed to return a response form with their preferred option have been visited by a member of the sheltered housing officer team to determine what level of service they would like to receive in the future.
8. In cases where it has not been possible to engage with the tenant to determine what level of service they would like, it is being assumed that they wish to retain the current level of service shown as option 3 above.

FEEDBACK FROM THE CONSULTATION

9. As at 21 August 2015 responses had been received from 350 tenants, a response rate of 90%. Further attempts to consult with those tenants that have failed to respond are on-going.
10. Feedback to date shows that 50% of existing sheltered tenants wish to continue receiving the current level of service provided by the mobile sheltered housing officer team.
11. Feedback from the remaining 50% of tenants have shown interest in receiving a different level of service to that currently provided, with 21% preferring option 1 and 29% option 2.

PROPOSED CHANGES

12. It is proposed to implement changes to the service provided from the beginning of January 2016. Letters notifying tenants of the change will be sent out in November.
13. A reduced level of service provided to tenants will have a knock on effect to the income generated. Based on feedback from tenants that have opted to receive a reduced service the annual loss of income based on current charge level is estimated to be in the region of £50,000.
14. An outcome of providing tenants with choice in the level of service they receive will free up some capacity within the mobile sheltered housing officer team.
15. The freeing up of capacity within the mobile sheltered housing officer team presents an opportunity to expand the support service to elderly residents living in private accommodation in the borough. It also presents an opportunity to provide a support service to elderly tenants living in the Council's general purpose accommodation that would benefit from such a service.

16. At schemes where the majority of tenants have indicated a preference to receive a reduced level of service this may also provide an opportunity to review the future use and suitability of the accommodation for sheltered tenants.

RISK ASSESSMENT

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

CONCLUSION

18. The report has provided members with feedback from the consultation with sheltered tenants in regard to change in the level of service received from the mobile sheltered housing officer team.

19. The report has also outlined possible opportunities to expand the support service to elderly residents in the borough and/or review the future use of accommodation at some existing sheltered schemes.

Background Papers: None

Reference Papers:

Report to Health and Housing Policy Development Review Panel 12 March 2015 –
Changes to the Sheltered Housing Service

Enquiries:

For further information on this report please contact Jon Shore (Ext 4540)