

# FAREHAM

## BOROUGH COUNCIL

### Report to the Executive for Decision 11 February 2013

<b>Portfolio:</b>	Health and Housing
<b>Subject:</b>	<b>Garden Court, Portchester - Changes to the Sheltered Housing Service</b>
<b>Report of:</b>	Director of Community
<b>Strategy/Policy:</b>	
<b>Corporate Objective:</b>	A Balanced Housing Market

**Purpose:**

This report proposes a change in the level of service provided to sheltered housing tenants at Garden Court, Portchester.

**Executive summary:**

The retirement of the Sheltered Housing Officer at Garden Court provided an opportunity to consult the tenants, review their individual support needs and the level of service that they require.

A report on these matters was considered by the Housing Tenancy Board at its meeting on 21 January 2013.

**Recommendation:**

- (a) That the level of support service provided to sheltered housing tenants at Garden Court be changed from a 5 day week service to a weekly service (as set out in paragraphs 13 to 15 of the attached briefing paper); and
- (b) Officers be instructed to implement the new service arrangements at the earliest opportunity.

**Reason:**

To ensure an appropriate level of support service is provided which meets the needs of the residents at Garden Court.

**Cost of proposals:**

Implementation of the change in service will result in a net saving in the cost of providing a sheltered housing service.

**Appendices:** None

**Background papers:** None

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### Executive Briefing Paper

**Date:** 11 February 2013

**Subject:** Garden Court, Portchester - Changes to the Sheltered Housing Service

**Briefing by:** Director of Community

**Portfolio:** Health and Housing

#### 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.

## **PROPOSAL**

12. It is proposed to reduce the level of service provided to 8 of the remaining 9 sheltered tenants at Garden Court who had been receiving visits from a member of the sheltered housing officer team 5 days a week.
13. The remaining tenant that has requested a visit 5 days a week will continue to receive such a service until such time as they either agree to receive a reduced level of service or move out of Garden Court.

## **RISK ASSESSMENT**

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

## **CONCLUSION**

15. 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.

**Reference Papers:** Report to Executive 15 December 2003 - Review of Sheltered Housing Service at Garden Court; and  
Report to Housing Tenancy Board 21 January 2013 - Changes to the Sheltered Housing service at Garden Court