

SHELTERED HOUSING SERVICE CO-PRODUCTION FINDINGS

September 2014 to May 2015

Report prepared by Housing Commissioning

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1. SUMMARY OF FINDINGS

1.1. Service priorities

- Top 5 most important services for tenants:

- Arranging maintenance and repairs
 - A morning call to check that I'm ok
 - Providing a reassuring presence at my scheme
 - Making sure carers turn up
 - Being there to provide day to day advice
- Maintenance and repairs is the most important service to tenants and there was generally a very negative view of the current service. Tenants were keen to highlight outstanding repairs issues and give feedback on how the refurbishments works are being handled.
 - Support and reassurance functions (e.g. morning call, making sure carers turn up) are important to tenants if not for themselves for more vulnerable tenants. For those that don't currently need these services it was felt important to keep for when they do need support.
 - The value to tenants of maintaining a staff presence at their scheme cannot be overstated. Alongside responsive delivery of the services and tasks that they prioritised, this also serves to offer a sense of reassurance and security leading to improved wellbeing among tenants, and assurance for family members.
 - Approximately two thirds of participants felt that all tasks currently performed by Scheme Managers were 'most important'. This poses the question of how to deliver all current services moving forward and within the constraints of budget limitations, whilst maintaining high levels of service delivery.
 - Participants said that help from Scheme Managers was important for vulnerable tenants, those without family and friends to support them and those who don't speak English as a first language.
 - Activities and tenant involvement varied from scheme to scheme. At some schemes there were few activities held and participants from those schemes felt it wasn't important to them. In general schemes that had tenants or events committees tended to have busier activities timetables and in many cases the main coordinator of activities was the Scheme Manager.
 - Tenants were more likely to say that they could do or contribute to the following tasks: gardening, their internal decorations, arranging and raising funds for activities and to some extent showing new tenants around. In general these tasks tally with those that tenants were more likely to say were less or not important.
 - For many tenants activities were important for their wellbeing and would be an important part of future service provision.

1.2. Support charge

- Opinions on the £16 per week support charge were split along the following lines:
 - Too high / poor value for money
 - Good value for money
 - Maybe happy to pay more

- The possibility of “everyone paying something” i.e. part of or a smaller charge was suggested by some tenants and well received by many. Particularly among self funders but also among those whose charges are currently met by the council.
- Introducing a service charge which would be billed at the same time as rent and could potentially be covered by housing benefit was well received
- The current system of charging three months in arrears was thought to be confusing by many tenants not understanding what the support charge covered.

1.3. Staff co-production

- In general tenants and Scheme Managers agreed on which tasks were most important
- However Scheme Managers felt the following services were more important than tenants did: writing a support plan, a morning call to tenants, providing day to day advice and providing advice about other services and agencies
- Scheme Managers said they spent on average 91% of the week on housing management tasks (including compulsory tasks)
- Scheme Managers spend nearly two thirds of the week delivering tenants’ top 10 priority services. Approximately 50% of Scheme Managers said they deliver the majority of these services on a daily basis.
- 100% of Cleaner Attendants perform cleaning activities, provide a reassuring presence and manage the security of their schemes daily. On a weekly basis the majority help arrange scheme activities.
- Types of activities on offer at the schemes fall into the following categories: health and wellbeing, games and entertainment, eating together, celebrations and day/coach trips.
- Activities are arranged collectively by staff and residents and generally funded through donations, grants, by residents and rental income from guest rooms (where available)
- Staff were in favour of developing an area based activities programme but expressed concerns about how activities would be funded and transportation.

1.4. Sheltered Housing Service proposals

- Six draft proposals to form a sheltered housing service offer were developed from the priorities identified through co production, These were presented to sheltered tenants and staff and comments and feedback sought. The proposals are;

Proposal 1 – Dedicated Scheme Manager at each scheme

Proposal 2 – Introduce an ‘enhanced housing management’ service

Proposal 3 – Introduce a dedicated handyman service for sheltered tenants
Proposal 4 – Introduce a cycle of planned maintenance
Proposal 5 – Replace £16 support charge with £16 service charge paid with rent.
Proposal 6 – Draw up a Sheltered Housing Tenants’ Charter

- The proposals were presented to staff and at tenant meetings at 24 sheltered housing schemes; Almost 300 tenants attended the presentation meetings.
- Tenants and staff had the opportunity to complete a survey which asked to what extent they agreed or disagreed with each of the six proposals
- There was strong support for all six proposals. Those who responded (tenants and staff) generally agreed with all the proposals with the lowest rate of agreement being 79% for proposal 5.
- 8% (21 out of 287 respondents) of tenants who responded to the survey disagree with proposal 5; those that gave a reason said they thought the £16 service charge was too expensive and that all tenants should pay the lower rate. None of the staff responding disagree with this proposal.
- Nearly two thirds (63%) of tenants would be willing to pay the handyman to do jobs that are not the council's responsibility.
- Between £5 and £10 per hour was thought to be a fair charge for the handyman, and tenants would be willing to pay for odd jobs such as: cleaning windows, putting up curtains, hanging pictures, gardening, putting up shelves and putting flat pack furniture together.

2. INTRODUCTION

In November 2013 the Council’s Cabinet made a decision about the future of sheltered housing in Lambeth. It was agreed that up to 17 sheltered schemes would be kept and improved, three would be rebuilt as extra care housing, and four would be closed.

Cabinet also agreed that the Council’s sheltered housing service should be reviewed and that all tenants should have the opportunity to contribute to this exercise. This process was started at the Sheltered Tenants Forum held in June 2014 where representatives were asked to consider what service tasks were most and less important to them. Chart 1 below shows the outcome of this exercise.

Chart 1- Priorities from the Sheltered Housing Tenants’ Forum

Most Important tasks	Less Important tasks	Least important tasks
A morning call to check I’m ok	Arranging maintenance and repairs	Arranging internal decorations
Arranging activities	Consultation and communications	Managing the guest room
Rent managing and preventing rent arrears	Helping me with form filling and correspondence	

Chart 1

However, forum members felt that although they could represent their schemes, it was important that the discussion was opened to all sheltered tenants. As a result during September 2014 co-production events were held at all 24 Sheltered Schemes (Excluding Coventry Hall, where the service is provided by Metropolitan Housing Trust- joint owners of the scheme). In total 367 tenants participated in co-production events which equates to approximately 50% of all sheltered tenants.

The co-production activity was run by presenting tenants with a list of tasks performed by Scheme Managers on a day to day basis (see appendix A). Discussing in small facilitated groups, tenants were then asked to consider the following:

- Which service tasks were most, less and not important to them (service priorities)
- Whether the £16 per week support charge was fair, and how much tenants would be prepared to pay to get the service they want
- How they could get more involved in some of the tasks (and whether they were already involved)

Tenants also completed individual ‘surveys’ detailing their own service priorities. While the facilitator completed a group survey to come to an agreed consensus position for sheltered housing in general. As such 233 ‘surveys’ were completed which represent the views of 367 tenants. These exercises aided discussion and provides a snap-shot of tenants’ priorities and opinions. The support charge and tenant involvement was discussed as a group on all cases. At some schemes the Scheme Managers helped facilitate the session.

Tenants were reminded that the discussion was not about their own Scheme Manager but about the service in general.

A separate co-production meeting was held with the staff team including Scheme Managers and Cleaner Attendants in November 2015, in total 33 members of staff participated (22 Scheme Managers and 11 Cleaner Attendants). At the meeting staff were asked:

- Which services are most and less important
- To estimate how much time is spent on each task per week
- How often each task is carried out e.g. daily, weekly, monthly
- To share best practice around scheme activities

The findings from this exercise were used to develop service options which were presented to the Sheltered Housing Programme Board and to Sheltered Tenants Forum in January 2015. These options were developed into the following draft service proposals:

- Proposal 1 – Dedicated Scheme Manager at each scheme
- Proposal 2 – Introduce an ‘enhanced housing management’ service
- Proposal 3 – Introduce a dedicated handyman service for sheltered tenants
- Proposal 4 – Introduce a cycle of planned maintenance
- Proposal 5 – Replace £16 support charge with £16 service charge paid with rent.
- Proposal 6 – Draw up a Sheltered Housing Tenants’ Charter

Consultation on Proposals

During April and May 2015 meetings were held at all 24 Sheltered Schemes to present the draft proposals to tenants. At the meetings tenants had the opportunity to give their opinion and ask any questions. A survey was distributed at the meetings which asked tenants to what extent they agreed or disagreed with each of the proposals; it also asked if they would be willing to pay the handyman to do jobs which are not the council’s responsibility.

The survey could be completed at the scheme meeting (officers were on hand help tenants complete their survey and answer questions) or taken home and returned in the freepost envelope provided, for ease the survey was also available online. For tenants that were unable to attend a presentation, survey and a freepost envelope were delivered to their home. A copy of the survey can be found at Appendix D.

In total 297 tenants attended the scheme meetings and 287 surveys were returned. Appendix C shows the dates of the scheme meetings and number of attendees per scheme.

A separate meeting was held to present the proposals to the staff team. A similar survey to that distributed to tenants was developed for staff so they could also give their views on the draft proposals, the staff survey was only available online. In total 21 staff responded to the survey.

This report brings together all the finding from the co-production activities between September 2014 and May 2015.

3. SERVICE PRIORITIES

Participants were shown a list of tasks performed by Scheme Managers. Thinking about a future service they were asked to state whether they thought each task was ‘most important’, ‘less important’ or ‘not important’. The aim of this exercise was to understand tenants service priorities and act as a discussion aid.

This section outlines the findings from this exercise and shared opinions about specific service areas.

3.1. Overall priorities

Chart 2 below shows the top five services that most tenants felt were most important, but also the top five services that they felt were less important to them (less and not important). A list of all services in ranking order can be found at appendix B.

	OVERALL PRIORITIES - TOP 5	No of votes	% of votes
Rank	Most Important		
1	Arranging maintenance and repairs	209	90%
2	A morning call to check that I'm okay	191	82%
3	Providing a reassuring presence at my scheme	187	80%
4	Making sure carers turn up	183	79%
5	Being there to provide day to day advice	169	73%
Rank	Less Important		
1	Arranging the gardening	73	31%
2	Arranging internal decorations	69	30%
3	Arranging activities	60	26%
4	Rent managing / preventing rent arrears	54	23%
5	Showing new tenants around	52	22%
Rank	Not Important		
1	Arranging activities	29	12%
2	Helping raise funds for scheme activities	28	12%
3	Rent managing / preventing rent arrears	27	12%
4	Writing a support plan	22	9%
4	Managing the guest room	22	9%
5	A morning call to check that I'm okay	21	9%

(Base: 233 surveys)

Chart 2

It is clear from the chart above that maintenance and repairs is a major concern and priority for the majority of tenants and that support and the reassurance a staff presence provides are functions that are most valued.

It must also be noted that approximately two thirds of participants felt that all tasks currently performed by Scheme Managers were 'most important'. This poses the question of how to deliver all current services moving forward and within the constraints of budget cuts, whilst maintaining high levels of service delivery.

The prioritisation exercise was also a chance for tenants to provide detailed feedback about current services and how they should be run in the future.

The sections below provide a summary of tenants' thoughts, comments and ideas. For ease these have been split into themes, starting with the top five priorities.

3.2. TOP FIVE PRIORITIES

3.2.1 Maintenance and repairs (ranked 1st)

Maintenance and repairs is the most important service to tenants and there was generally a very negative view of the current service. Tenants were keen to highlight outstanding repairs issues and give feedback on how the refurbishments works are being handled.

In terms of improving the service tenants made the following suggestions:

Locally managed service

Cleaner attendant could double up as a handyman. Although the downside would be losing the personal touch currently given by Cleaning Attendant [Balmoral Court]

Better if there was a direct service i.e. not through Lambeth Living [Denby Court]

Need someone here to sort that out. When you report repairs yourself you don't get anywhere, you get told to tell the Scheme Manager [Fitch Court]

In-house handyman would be better [Joe Hunte Court]

Inspection of works

They [Lambeth Living] should have a monthly repairs inspection to include all tenants [Matlock Close]

They (Lambeth Living) should have more control over the standard or work that is carried out so they are not paid for work that is not carried out [Leigham Court Road]

Reporting repairs and obtaining job number

When I ring up for repairs they don't respond (LL). Need the job number [Denby Court]

Don't listen to us when we complain (LL). Should give us a job number [Fitch Court]

When you phone it's very difficult to get a response. It's important that the scheme manager does this [Westcott House]

3.2.2 A morning call to check that I'm okay (ranked 2nd)

This was voted by tenants as being the second most important service offered at sheltered accommodation. It was however a service that many residents do not currently need but it was felt important to keep for vulnerable tenants and future need.

Some of those who do get a morning call commented that they would like some flexibility e.g. weekend calls, flexible call time and personal visit:

It would be good to have this at weekends too [Bland/Burchell]

There should be a choice about the time that we receive the morning call. It can be different as we have a cover manager working and they have to fit it in [Crowhurst Close]

Sometimes it's not long enough and some people are lonely and vulnerable [Leigham Court Road]

Some people should get a personal visit. It wouldn't take long to call in on those people who need it and you can tell so much more by seeing people [Matlock Close]

3.2.3 Providing a reassuring presence at my scheme (ranked 3rd)

The reasons given for why it is important to have a reassuring presence at schemes included: someone to be there in a medical emergency, having a constant that knows residents and can help make new tenants feel welcome and having someone there to help with day to day queries.

Those who had Scheme Managers that covered more than one scheme would prefer to have a manager on site all day. There were also some calls for live-in and 24 hour wardens.

I come through the gate and feel secure. It makes a big difference [Balmoral Court]

Very important - a tenant in the group had a heart attack and fall. Scheme Manager was there to call 999. Also vital for tenants with limited mobility [Castle House]

This is very important for family members (peace of mind) [The Glebe]

All the tenants agreed that seeing a scheme manager when they first moved in was very important to show them round the scheme and also introduce them to other tenants [Northwood House]

They would prefer a scheme manager to be on site all day. This would give them a sense of security especially if the scheme manager lived on site. They would then be able to sort out issues in the evening. Especially as a tenant had someone knocking on their door at 3am in the morning [Spa Court]

3.2.4 Making sure carers turn up (ranked 4th)

Again, although the majority of participants did not have a carer it was felt an important role to maintain for more vulnerable tenants. Some people felt that it wasn't necessarily the Scheme Managers role to ensure carers turned up as relatives or social services managed this relationship, also some felt that it was a tenants' choice whether they wanted the scheme manager involved.

Tenants also took the opportunity to raise concerns about carers turning up and not completing their contracted hours of care.

Important for people that need it [Holland Grove]

Make sure they turn up for the very vulnerable tenants [Cherry Tree Drive]

Especially if medication is being provided [Matlock Close]

There should be a signing in book at the scheme that all carers have to sign when they arrive [Nuneham]

It depends if the tenant wants the warden to be involved in this [Bland/Burchell]

Some people have family who support them with this [Bland Burchell]

3.2.5 Being there to provide day to day advice (ranked 5th)

In general it was felt important to have someone there who can offer advice on a day to day basis. This was especially true for vulnerable tenants and those who don't have family that can help. However some tenants said they were happy to get advice from elsewhere for example advice agencies or the internet, this will become easier for tenant once the computers programme has been rolled out to all schemes.

Participants suggested developing an information pack for each area which highlights local amenities.

Similar comments were offered when discussing 'providing advice about other services and agencies' as such some of the quotes below are from this discussion.

Good to have someone there with local knowledge [Castle House]

Depends on family situation so more important [Denby Court]

Very advisable for vulnerable tenants [Spa Court]

You can get advice elsewhere [Denby Court]

They should develop an area pack for each scheme with local amenities [Matlock Close]

We always look for anything specific on the notice Board. Which is updated daily [The Glebe]

3.3. COMMUNICATIONS

Tenants said that keeping them up to date was an important function; most schemes have a regular newsletter published (monthly or quarterly) which is valued. Some participants suggested that tenants could help put the newsletter together.

Providing help with form filling and correspondence was seen as a service which was 'good to have' for vulnerable tenants, those without family to help and those who don't speak English as a first language.

Consultation and communications

Get a monthly newsletter which introduces new tenants and promotes scheme activities and events [Castle House]

Depends what is being communicated as the residents could help do this or get involved [Bland Burchell]

Newsletter is quite important to present information and advice [Cherry Tree Drive]

Scheme Manager has information but a tenant could write newsletters [Denby Court]

The majority of tenants thought that newsletters are very important in enabling information to be given to all the tenants within the scheme. [Northwood House]

Helping me with form filling and correspondence

Important because sometimes don't understand the terminology on forms [Castle House]

Some people need the support others don't, so having the choice is good [Cherry Tree Drive]

Important for some people - can't read, write, are partially blind, some people who's family don't visit [Denby Court]

This is available elsewhere and is not important [Matlock Close]

Because the scheme is home to a mix of people it was felt that help with “translating” official language was important [Queenswood Court]

3.4. RENTS, ACCOMPANIED VIEWING AND GUESTROOM

Managing rents, accompanied viewings and managing the guest room although seen as important were deemed less important than a number of other tasks – ranking 12th, 11th and 17th respectively. A number of participants pay their rent via direct debit so managing rent was seen as a less important task for some. However it was felt that the Scheme Managers role should be advisory and not necessarily to manage rents, although local rent management would be more valued by vulnerable tenants.

In terms of accompanied viewings opinions were mixed. Some felt it was an important function whilst others didn't. Some participants were keen on the idea of existing tenants showing new tenants around and at some schemes this already happens to some extent, other didn't like this idea feeling it was the Scheme Managers' job. When asked a number of participants said they weren't shown around their scheme when they first moved in.

Not all schemes have a guest room and where a guest room is available it is used to varying degrees. Some participants said they would like a guestroom so their friends and relatives don't have to stay in expensive hotels or in the living room of their own flat. A suggestion was made to advertise all guestrooms in the area that way saving the need to create new guestrooms and utilising existing facilities. Participants also suggested that they could be involved in managing the guest room with the Scheme Managers' support.

Rent managing / preventing rent arrears

Would like the scheme manager to manage the rent, have the ability to pay them the money rather than going to the bank [Cherry Tree Drive]

The council should insist on direct debit to pay the rent [Chaplin Close]

Housing office could do more [Denby Court]

One tenant mentioned that they pay by Direct Debit, so does not have a problem with it at the moment but they could see that potentially this could be an issue in the future when they get older [Northwood House]

Very important especially for vulnerable older people [Spa Court]

Showing new tenants around

Other tenants could do this. It would help to welcome them and meet new people [Bland Burchell]

We already help to show new tenants around [Balmoral Court]

I don't see motivation for doing scheme managers job (showing new tenants around) [The Cloisters]

Tenants could show new tenants around on instruction from the warden [Leigham Court Road]

Most important and should be done by scheme manager. Scheme Manager knows better than housing [Denby Court]

Although not all in the group had had an assisted viewing it was felt to be an important service [Queenswood Court]

Managing the guest room

We do have one but it is not safe to use. It is isolated in the communal area and you have to use the fob key to get in at weekends [The Glebe]

The scheme manager should manage the use of the guest room as they're impartial [Matlock Close]

We would like a guest room but should not lose a flat in order to create one. It's not that important they (guests) can stay on the sofa [Chaplin Close]

The scheme manager would have to organise the cleaning and the process but tenants could help with the communication/coordination [Matlock Close]

Information about other guest rooms available in the area [Denby Court]

3.5. GARDENING AND INTERNAL DECORATIONS

Arranging gardening and internal decorations were ranked 15th and 16th (respectively) meaning that 50 per cent of participants felt these tasks were 'most important'. Residents however were also more likely to already be or would like to be involved in gardening at their schemes. Tenants were happy to get involved in gardening provided the grounds maintenance (lawn mowing etc.) was in order, at some schemes participants said this was neglected. Suggestions were made about allocating space for allotments on schemes and initiatives to help less able tenants with their private gardens e.g. Good Gym.

The majority of participants already decorate their own flats and were happy to do so. There was some confusion about how often tenants were meant to have their flats redecorated by the council.

One Scheme Manager highlighted charitable funding that can be applied for annually to help older people with decorating their homes.

Arranging the gardening

Council come once a fortnight to sort out the garden/cut the grass. Important because it keeps the scheme looking nice [Holland Grove]

The council has let the gardens run down. It's important it should be done monthly [Leigham Court Road]

The scheme manager and the tenants should have a bigger say with the contractors about what happens with the gardening [Matlock Close]

Residents put flowers out, there's nothing stopping other residents from joining in [Holland Grove]

There's potential for some allotments [Elderberry Grove]

Council mows the lawn. Gardening is done by tenants [Denby Court]

Arranging internal decorations

Less important but more vulnerable tenants need help [Castle House]

Meant to be decorated every two years - only turned up once [The Cloisters]

Can do internal decorations myself [Elderberry Grove]

The scheme for over 75's is that 2 rooms get decorated every 2-3 years [Holland Grove]

They should help people to organise this as many people can't do it for themselves [Matlock Close]

3.6. SUPPORT

Participants weren't aware of 'house rules' per say but it was important to them that someone performs task such as: coordinating the washing machine rota, ensuring rubbish isn't left in the wrong place and enforcing smoking and drinking rules. Where house meetings were arranged many participants said that nobody attended, at a lot of schemes meetings held are usually social e.g. coffee mornings or to plan activities.

Writing a support plan was seen as an important task, although it must be said a number of participants didn't know what a support plan was. This is not to say they didn't have one they just weren't aware of the terminology.

Enforcing house rules and holding meetings

Don't need house rules; we're not children [Denby Court]

When new tenants come in this (house rule) should be explained to them [The Glebe]

Important for enforcing house rules around rubbish [Holland Grove]

It must be noted though a number of tenants didn't know what they (house rules) were and queried this [Northwood House]

Rules set out in newsletter [Norwood Road]

Writing a support plan

People didn't know what a support plan was! [Castle House]

I have never had a support plan [Elderberry Grove]

Having a written plan is bureaucratic; it's more about having a relationship with residents [Holland Grove]

Many tenants mentioned that this is very important, so the scheme manager would know of any underlying issues surrounding the tenant. It was also mentioned that if they had a new manager they would be able to read up these documents and informally get to know them [Northwood House]

Important so they know who the next of kin is in case of an emergency [Spa Court]

3.7. TENANT INVOLVEMENT

Activities and tenant involvement varied from scheme to scheme. At some schemes there were few activities held and participants from those schemes felt it wasn't important to them. In general schemes that had tenants or events committee tended to have busier activities timetable and in many cases the main coordinator of activities was the Scheme Manager.

Arranging activities and raising funds for activities were ranked the 13th and 14th most important service. However, although considered important, it was a task that some residents felt needed less Scheme Manager input and were more likely to say they could do for themselves (38% felt that arranging activities was less or not important and 33% felt that raising funds for activities was less or not important).

The types of activities held at schemes included: bingo, coffee and breakfast clubs, themed food nights, Christmas parties, computer classes, jumble sales, visiting hairdressers and day trips. A number of tenants said they would like more trips arranged. Some of these activities are charged and help raise funds for future activities. At Chaplin Close the common room is let out to raise funds to subsidise tenants' activities.

Some of the smaller schemes tend to couple up with other schemes in the area. Tenants at schemes where activities weren't well attended were disappointed which made them reluctant to organise future events.

In general tenants were more likely to say that they could do or contribute to the following tasks: gardening, their internal decorations, arranging and raising funds for activities and to some extent showing new tenants around. These tasks generally reflect services that tenants said were less or not important.

It was agreed that for many tenants activities were important for their well being and would be an important part of future service provision.

Arranging and raising funds for activities

We have a tenants committee and hold joint events with Elderberry e.g. Xmas party, trips [Balmoral Court]

Current activities include: bingo, hairdressers attends, exercise class, Xmas and Easter party and raffle tickets [Castle House]

We don't have a tenants association and should have one [Crowhurst Close]

Nobody to do this, there's no enthusiasm for activities so no fun [Holland Grove]

The tenants do receive a letters about going on day trips but the uptake is not very high [Spa Court]

We could do more of this for ourselves [Bland/Burchell]

We have an activities committee and the scheme manager helps and supports this [Leigham Court Road]

Activities are not important [Carfax Place]

There is a committee that arranges some activities and raises funds through letting out the common room [Chaplin Close]

4. SUPPORT CHARGE

For the final part of the discussion participants were asked whether they thought the £16 per week support charge was fair. And how much they would be willing to pay to get the service they want. Opinions were split along the following lines, those who thought the charge was:

- Too high / poor value for money
- Good value for money
- Maybe happy to pay more

Also, in general introducing a service charge which would be billed at the same time as rent and could potentially be covered by housing benefits was well received. The current system of charging (four weekly and eight weeks in arrears) is found to be confusing by many tenants who also complained of a lack of understanding of what the support charge covered.

As the charge is means tested not all participants currently pay but there was some support for the principle that everyone should pay something, even if it's a small amount.

Too high

Think it's expensive for those who are self-funders [Balmoral Court]

Not a fair charge unless you get full service i.e. full time warden [Joe Hunte Court]

A number of tenants complained stating that they thought the £16.00 a week was too much. The facilitators enquired whether they knew what was included within this and the majority did not know [Northwood House]

£8 is more reasonable [Nuneham]

Good value for money

£16 is reasonable and I would pay more for a good service. It's good for what it is [Denby Court]

Fine about paying the support charge once it was explained what was included [Fitch Court]

For London the charge isn't really high [Norwood Road]

Some people believe that it is good enough and should pay because the rent is quite cheap [Spa Court]

It's probably half of what you would pay in the private sector [Matlock Close]

Collect the service charge with rent

It would be much easier if it was all in one (together with the rent) [Elderberry Grove]

Feel that a service charge would clear up some ambiguity i.e. some people currently pay the support charge whilst others don't [Fitch Court]

It would be better to have the support charge included in the rent. Everyone should pay something e.g. £2.50 [Chaplin Close]

It used to be one charge. It's better to have one charge rather than two [The Glebe]

5. STAFF CO-PRODUCTION

5.1 TENANT AND SCHEME MANAGER SERVICE PRIORITIES

Sheltered staff were also asked to prioritise services delivered to tenants by stating whether tasks were most, less or not important. The same list of tasks used for the tenants co-production exercise was used with staff.

Chart 3 below shows tenants top 10 priorities and what percentage of Scheme Managers felt these tasks were most important too.

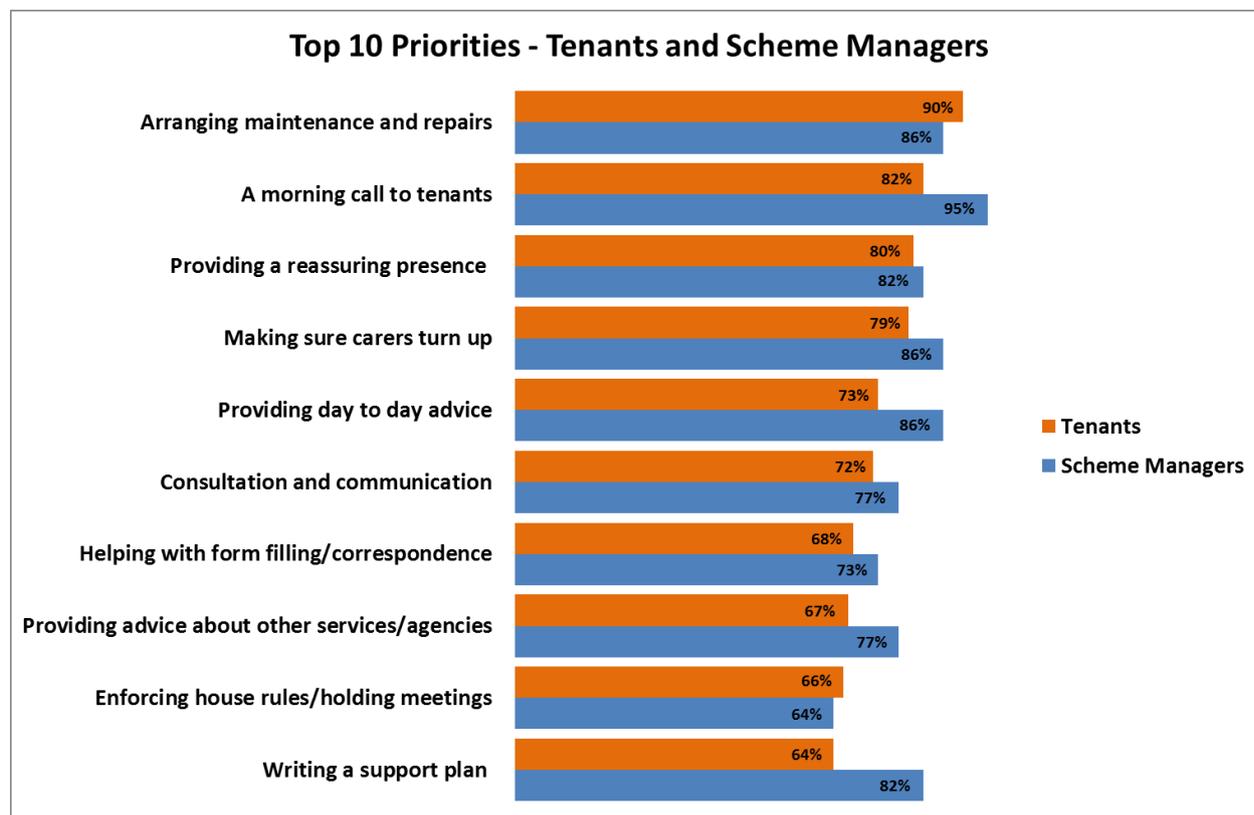


Chart 3

Generally tenants and Scheme Managers felt the same tasks were most important. But there were some services where a higher percentage of Scheme Managers than tenants felt the task was most important.

Shown below are the tasks where there was a 10 per cent or more difference in opinion:

- Writing a support plan (18%)
- A morning call to tenants (13%)
- Providing day to day advice (13%)
- Providing advice about other services and agencies (10%)

5.2 TIME ALLOCATION

Scheme Managers were asked to estimate how much time they spent on each task per week. The pie chart below shows the proportion of time spent per week delivering housing management, support and compulsory services. All of the compulsory services are classed as housing management so in reality Scheme Managers spend on average 32 hours per week (or 91% of the week) delivering housing management services.

The table shown at appendix D lists services offered to tenants and how each task is categorised i.e. management, support or compulsory services.

**Scheme Managers: Time spent on tasks - weekly average
(total 35 hours)**

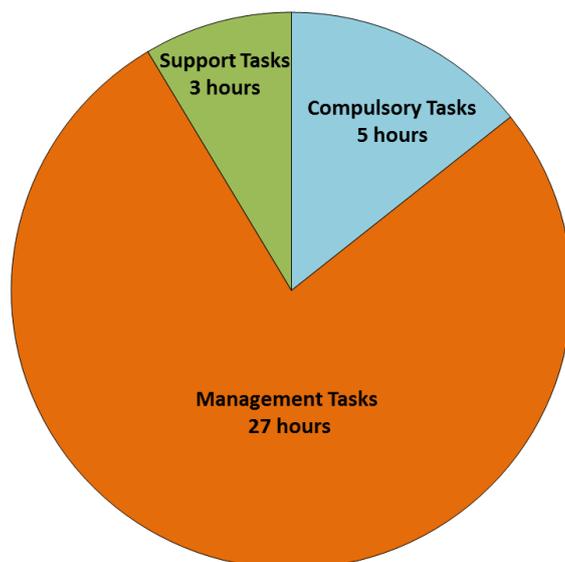


Chart 4

Chart 5 below lists tenants top 10 priorities and the average percentage of time that Scheme Managers say they spend delivering these services per week. The chart shows that tenants clearly value housing management services and Scheme Managers spend nearly two thirds (67%) of the week delivering tenants priority services.

Time spent on tenants top 10 priorities per week

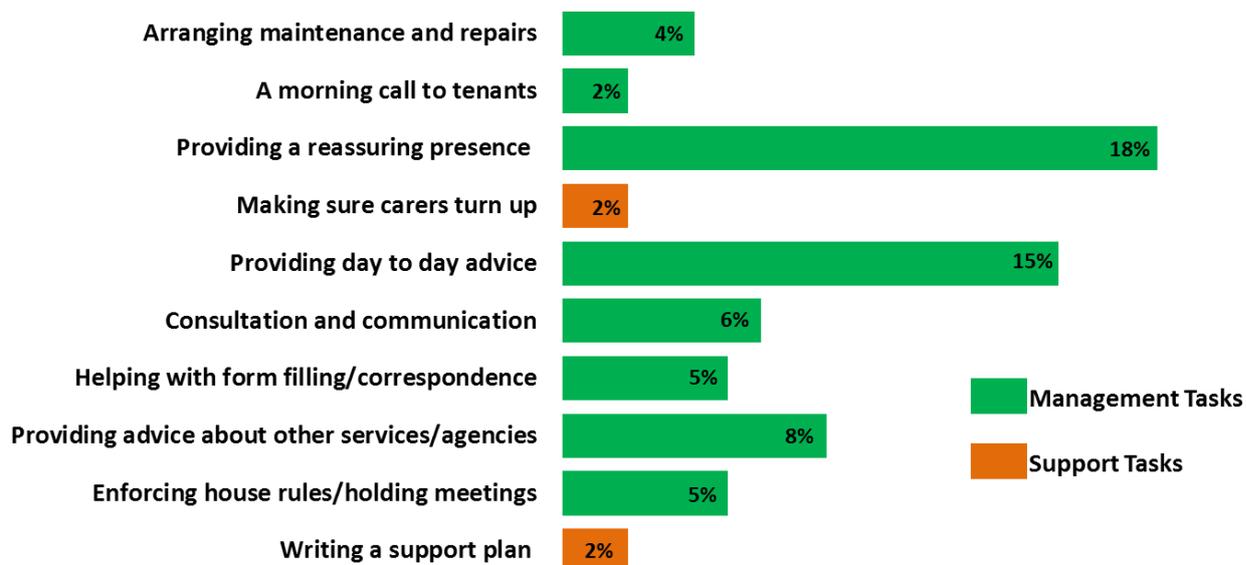


Chart 5

5.3 FREQUENCY OF SERVICE DELIVERY

The chart below illustrates that nearly all Scheme Managers perform four of the tenant's top 10 tasks on a daily basis and almost half of all Scheme Managers perform eight of the 10 priority tasks

on daily basis. Two of the ten tasks are support services i.e. making sure carers turn up and writing a support plan.

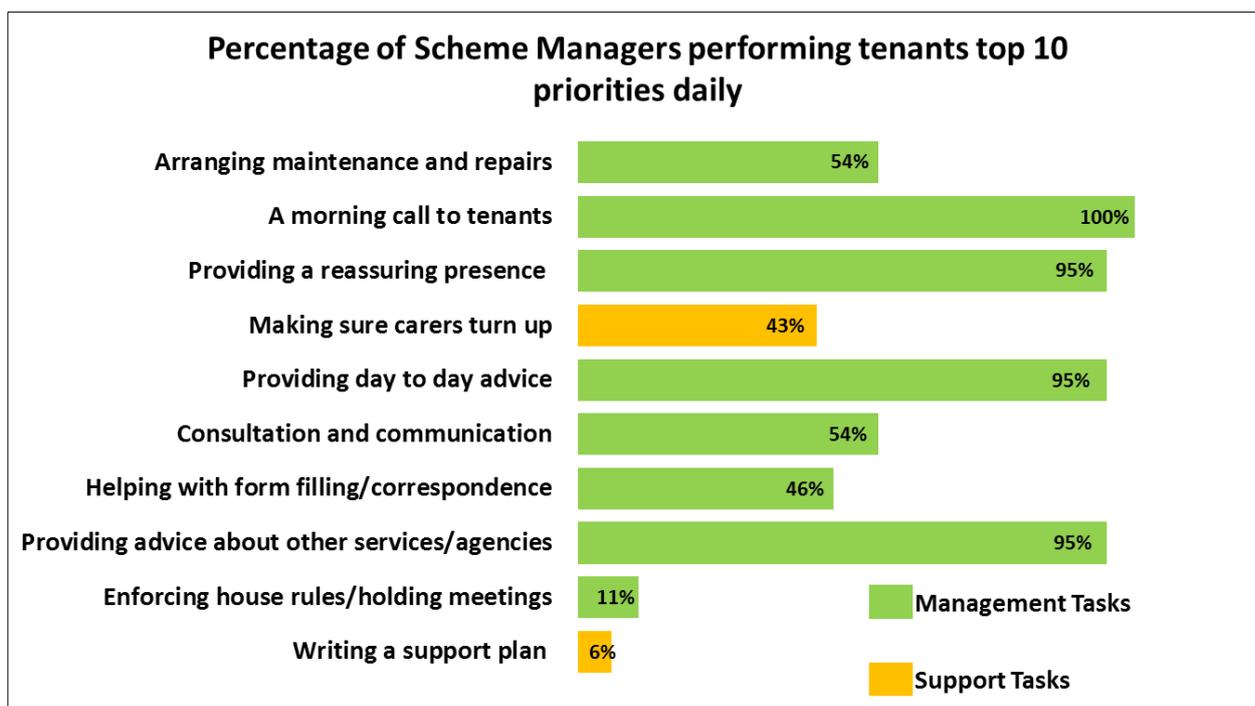


Chart 6

Cleaner Attendants were also asked how often they performed service tasks. The chart below shows tasks performed on a daily and weekly basis. As would be expected all Cleaner Attendants said they undertake cleaning activities daily but they all also said they provide a reassuring presence and manage the security of their schemes daily.

Aside from cleaning 72% said that arranging maintenance and repairs (72%) and consultation and communications (64%) made up their daily tasks. On a weekly basis 82% said they helped with arranging scheme activities and approximately a third said they helped manage the guest room and deal with scheme emergencies (both 36%).

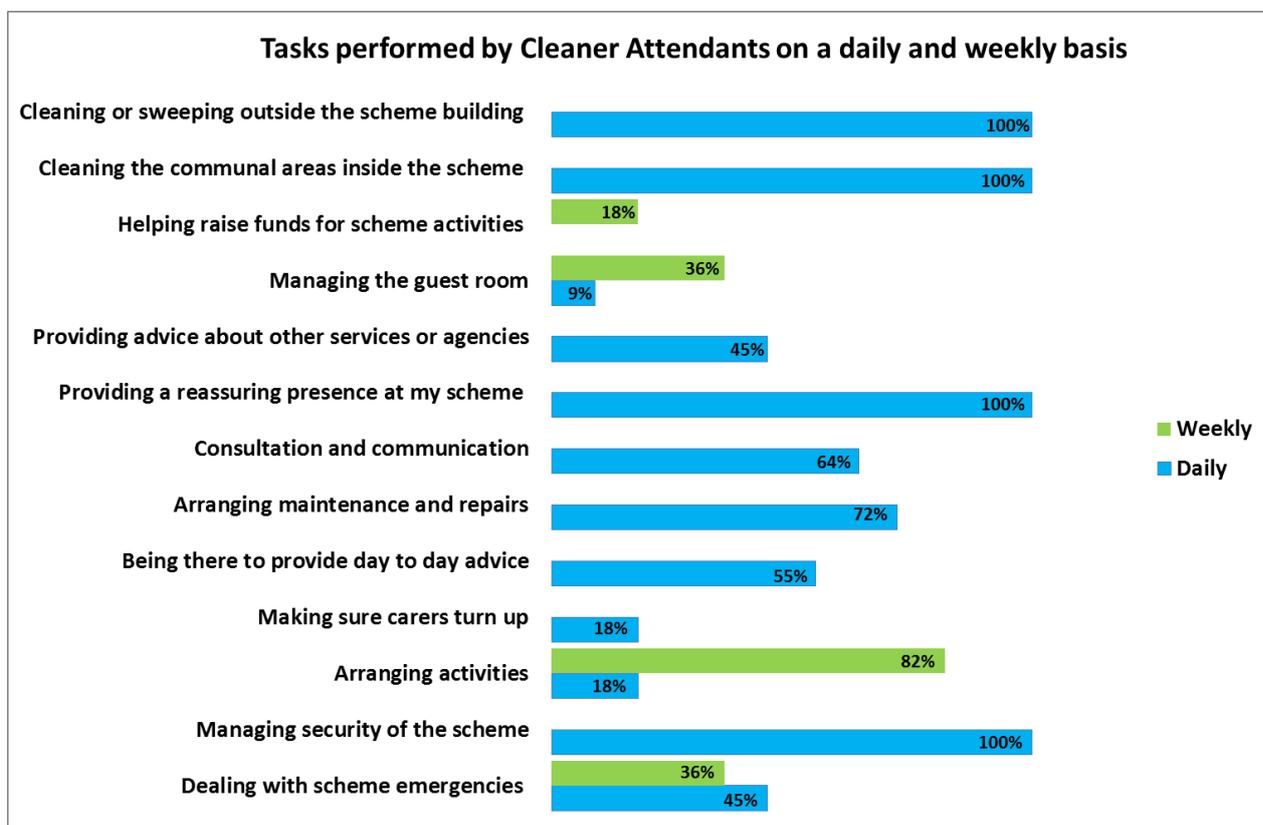


Chart 7

5.4 SCHEME ACTIVITIES

During the tenants co-production events it became apparent that scheme activities varied greatly. To start the process of equalising the activities offer staff were asked to take part in a workshop which allowed them to share good practice. Below is a summary of this discussion.

In small groups Scheme Managers and Cleaner Attendants shared the types of activities on offer at their schemes. Activities generally fell into the following categories:

- Health and wellbeing (e.g. keep fit, visiting hairdressers, beauticians)
- Games and entertainment (e.g. bingo, darts, cards, movie/music club)
- Eating together (e.g. coffee mornings, breakfast clubs, fish and chips lunch, world food nights)
- Celebrations (e.g. birthdays, anniversaries, Christmas, Easter)
- Day/coach trips (e.g. ITV studio shows, pub lunch, theatre)

Sheltered staff reported that activities were generally well attended and at most schemes activities are arranged collectively by staff and residents.

Staff said that activities are funded through a mixture of donations, grants, by residents contributing to take part, and rental income from guest rooms (where available).

Currently some activities are open to the wider community and smaller schemes located near to each other tend to share activities. In terms of trying to equalise the activities offer staff were in favour of devising an area based activities programme. But their main concerns were about how activities would be financed and transportation.

6. SHELTERED HOUSING SERVICE PROPOSALS

Presentation meetings were held with staff and at 24 sheltered schemes and tenants and staff completed a survey which asked to what extent they agreed or disagreed with each of the six proposals presented.

6.1 TENANTS VIEW ON PROPOSALS

Chart 8 below shows that on the whole tenants that responded agree with all six proposals, with the majority of respondents strongly agreeing with the first four proposals. A lower percentage of respondents strongly agree with proposals 5 and 6 but overall 79% and 85%, respectively, agree (strongly agree and tend to agree).

Very few respondents disagree with the proposals presented, however 8% or 21 respondents disagree with proposal 5 (£16 service charge included with rent). Those that gave a reason for disagreeing said they felt the service charge was too expensive and that all tenants should pay the lower rate.

'Instead of paying £16 just put £5 on the rent bill'

'It's too expensive. I don't currently pay the support charge. Worried that some people may get into arrears'

'I don't oppose the supported people charge but I do think it could be worked out that everybody pays a fairer amount, £16 is a lot different to £1 or even £3 - perhaps £5 for people on rent rebate and £11 for everybody else that would be fairer'

Eight per cent of respondents said they neither agree nor disagree with proposal 5 and 6% said they don't know. Proposal 6 also had a larger percentage of respondents, in comparison to the other proposals, saying they neither agree nor disagree (9%) and they don't know (4%).

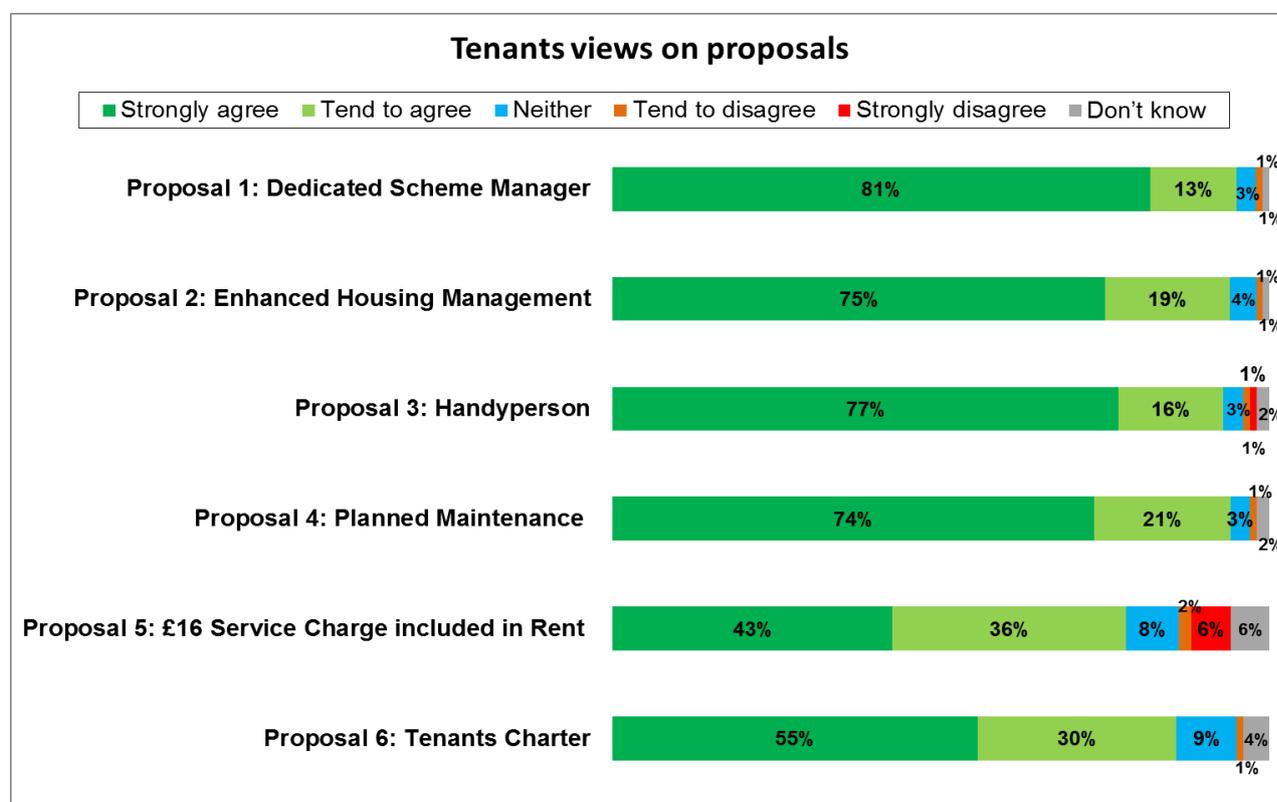


Chart 8

6.2 STAFF VIEWS ON PROPOSALS

The chart below shows the majority of staff that responded to the survey also agree with all six service proposals with all 21 respondents agreeing with proposals 1, 2 and 4. One respondent tends to disagree with proposal 3 but didn't give a reason for their concerns. Four respondents neither agree nor disagree with proposal 5 and one respondent neither agrees nor disagrees with proposal 6.

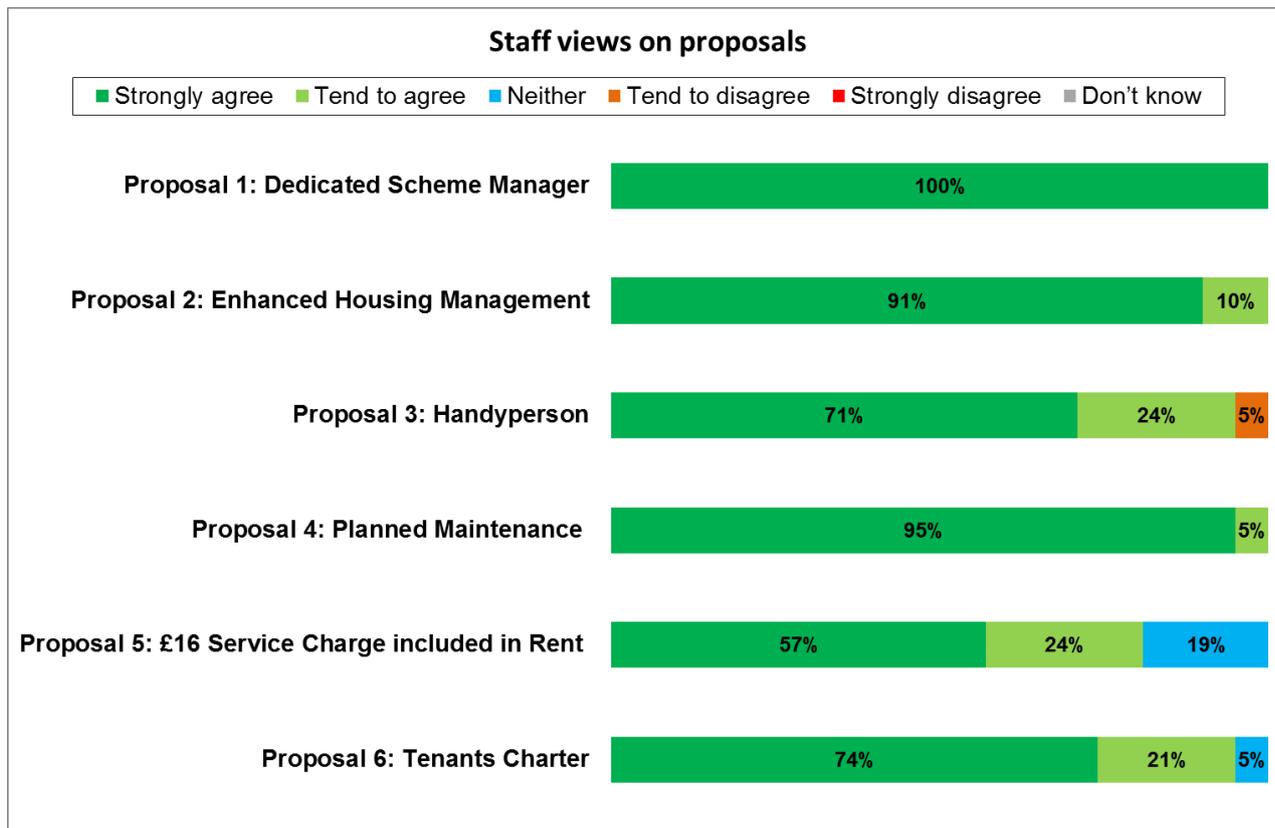


Chart 9

6.3 HANDYPERSON SERVICE

An additional question was included on the survey which asked whether tenants would be willing to pay the handyman to do jobs that are not the council's responsibility and if so what they felt a fair hour rate would be. The survey designed for staff asked whether they felt the tenants they support would use this service if offered.

Chart 10 on the next page shows that nearly two thirds (63%) of tenants responding to the survey would use this service and 84% of staff respondents felt the tenants they support would use the handyman service for private jobs.

The survey asked what tenants and staff felt would be a fair hourly charge for this service – generally it was thought that between £5 and £10 per hour would be fair. Some tenants said the charge should be based on the job and not an hourly rate.

Tenants said they would be prepared to pay the handyman to do odd jobs such as; cleaning windows, putting up curtains, hanging pictures, gardening, putting up shelves and putting together flat pack furniture.

Willing to pay for odd jobs which are not the councils responsibility



Chart 10

Appendix A – List of tasks / prioritisation

		COMPULSORY TASKS	MOST IMPORTANT TASKS	LESS IMPORTANT TASKS	NOT IMPORTANT
1	Dealing with scheme emergencies	X			
2	Arranging servicing of equipment (e.g. call alarm, fire equipment)	X			
3	Managing security of the scheme	X			
4	Answering the call system	X			
5	A morning call to check that I'm okay				
6	Arranging activities				
7	Rent managing / preventing rent arrears				
8	Providing a reassuring presence at my scheme				
9	Showing new tenants around (accompanied viewings)				
10	Making sure carers turn up				
11	Being there to provide day to day advice				
12	Arranging maintenance and repairs				
13	Consultation and communication				
14	Helping me with form filling and correspondence				
15	Enforcing house rules and holding meetings				
16	Providing advice about other services or agencies				
17	Arranging the gardening				
18	Arranging internal decorations				
19	Managing the guest room				
20	Helping raise funds for scheme activities				
21	Writing a support plan				

Appendix B – Prioritised service tasks in ranking order

Rank	MOST IMPORTANT	No of votes	% of votes
1	Arranging maintenance and repairs	209	90%
2	A morning call to check that I'm okay	191	82%
3	Providing a reassuring presence at my scheme	187	80%
4	Making sure carers turn up	183	79%
5	Being there to provide day to day advice	169	73%
6	Consultation and communication	168	72%
7	Helping me with form filling and correspondence	159	68%
8	Providing advice about other services or agencies	155	67%
9	Enforcing house rules and holding meetings	153	66%
10	Writing a support plan	149	64%
11	Showing new tenants around	146	63%
12	Rent managing / preventing rent arrears	136	58%
13	Arranging activities	126	54%
14	Helping raise funds for scheme activities	120	52%
15	Arranging the gardening	117	50%
16	Arranging internal decorations	113	48%
17	Managing the guest room	102	44%

(Base: 233 surveys)

Chart 3

Rank	LESS IMPORTANT	No of votes	% of votes
1	Arranging the gardening	73	31%
2	Arranging internal decorations	69	30%
3	Arranging activities	60	26%
4	Rent managing / preventing rent arrears	54	23%
5	Showing new tenants around	52	22%
6	Helping raise funds for scheme activities	50	21%
7	Enforcing house rules and holding meetings	46	20%
8	Providing advice about other services or agencies	44	19%
9	Helping me with form filling and correspondence	41	18%
10	Managing the guest room	38	16%
11	Being there to provide day to day advice	36	15%
12	Consultation and communication	27	12%
12	Writing a support plan	27	12%
13	Making sure carers turn up	19	8%
14	Providing a reassuring presence at my scheme	17	7%
15	A morning call to check that I'm okay	15	6%
16	Arranging maintenance and repairs	10	4%

(Base: 233 surveys)

Chart 4

Rank	NOT IMPORTANT	No of votes	% of votes
1	Arranging activities	29	12%
2	Helping raise funds for scheme activities	28	12%
3	Rent managing / preventing rent arrears	27	12%
4	Writing a support plan	22	9%
4	Managing the guest room	22	9%
5	A morning call to check that I'm okay	21	9%
6	Arranging the gardening	18	8%
6	Arranging internal decorations	18	8%
7	Showing new tenants around	17	7%
8	Making sure carers turn up	15	6%
9	Helping me with form filling and correspondence	14	6%
9	Enforcing house rules and holding meetings	14	6%
10	Being there to provide day to day advice	13	6%
11	Providing advice about other services or agencies	12	5%
12	Providing a reassuring presence at my scheme	8	3%
13	Consultation and communication	6	3%
14	Arranging maintenance and repairs	3	1%

(Base: 233 surveys)

Chart 5

Appendix C– Schedule of meetings and attendees

Co-production meetings – September 2014

Meeting	Meeting Date	Number of Attendees
Sheltered Housing Tenants' Forum	Tuesday 3 rd June 2014	-
Staff Briefing	Tuesday 2 nd September	34
Balmoral Court	Friday 19 th September	14
Bland / Burchell	Friday 12 th September	12
Carfax Place	Friday 5 th September	21
Castle House	Friday 12 th September	20
Chaplin Close	Thursday 25 th September	21
Cherry Tree Drive	Thursday 11 th September	23
The Cloisters	Tuesday 9 th September	21
Crowhurst Close	Tuesday 16 th September	11
Denby Court	Thursday 25 th September	20
Elderberry Grove	Friday 19 th September	14
Fitch Court	Thursday 18 th September	15
The Glebe	Wednesday 24 th September	18
Heather Close	Friday 5 th September	18
Holland Grove	Tuesday 9 th September	9
Joe Hunte Court	Tuesday 30 th September	10
269 Leigham Court Rd	Monday 22 nd September	18
Matlock Close	Tuesday 30 th September	14
McCall Close	Tuesday 16 th September	18
Northwood House	Thursday 4 th September	14
Norwood Rd	Thursday 18 th September	8
Nuneham	Wednesday 24 th September	12
Queenswood Court	Thursday 4 th September	12
Spa Court	Thursday 11 th September	11
Westcott House	Monday 22 nd September	13
Sheltered Housing Tenants' Forum	Thursday 2 nd October 2014	-
Staff Co production event	Tuesday 18 th November 2014	-

Service Proposal meetings – April 2015

Scheme	Meeting Date	Number of attendees
Week 1 -		
Balmoral Court	Monday 13th April	10
Elderberry Grove	Monday 13th April	8
Bland / Burchell	Tuesday 14th April	16
Castle House	Tuesday 14th April	15
Carfax Place	Wednesday 15th April	15
Heather Close	Wednesday 15th April	10
Chaplin Close	Thursday 16th April	14
Week 2 -		
Spa Court	Monday 20th April	8
Cherry Tree Drive	Monday 20th April	11
The Cloisters	Tuesday 21st April	15
Holland Grove	Tuesday 21st April	12
Crowhurst Close	Wednesday 22nd April	10
McCall Close	Thursday 23rd April	13
Week 3 -		
Norwood Rd	Monday 27th April	9
Fitch Court	Monday 27th April	9
Joe Hunte Court	Tuesday 28th April	13
Matlock Close	Tuesday 28th April	10
269 Leigham Court Rd	Wednesday 29th April	19
Westcott House	Wednesday 29th April	9
The Glebe	Thursday 30th April	15
Nuneham	Thursday 30th April	11
Week 4 -		
Northwood House	Tuesday 5th May	18
Queenswood Court	Tuesday 5th May	7
Denby Court	Wednesday 6th May	20

Appendix D – Service Proposals tenants survey

Sheltered Housing Service Proposals

What do you think?

During September 2014 we held meetings at all sheltered schemes and held a separate meeting for staff to find out what your service priorities were for the sheltered housing service. Using what you told us we are proposing to make improvements to the service which will mean some changes.

We want to know what you think about these proposed changes and your feedback will be used to further develop the plans and help the council make a decision about the future service.

There are a number of ways for you to complete this survey:

- At your scheme meeting when it will be collected by a member of staff
- After the scheme meeting when you can return it in the freepost envelope provided
- Complete the survey on-line using your own or the scheme computer. The link to the survey is: www.lambeth.gov.uk/shsurvey
- By telephone, call Urvisha Mistry on 020 7926 3027

The deadline for completed surveys is **Friday 8th May**.

Thank you for your feedback.

1. Are you a:

Tenant

Other [please write in] _____

2. Which scheme do you live or work at: [tick ONE box only]

- | | |
|--|---|
| <input type="checkbox"/> Balmoral Court | <input type="checkbox"/> Heather Close |
| <input type="checkbox"/> Bland / Burchell | <input type="checkbox"/> Holland Grove |
| <input type="checkbox"/> Carfax Place | <input type="checkbox"/> Joe Hunte Court |
| <input type="checkbox"/> Castle House | <input type="checkbox"/> 269 Leigham Court Road |
| <input type="checkbox"/> Chaplin Close | <input type="checkbox"/> Matlock Close |
| <input type="checkbox"/> Cherry Tree Drive | <input type="checkbox"/> McCall Close |
| <input type="checkbox"/> The Cloisters | <input type="checkbox"/> Northwood House |
| <input type="checkbox"/> Crowhurst Close | <input type="checkbox"/> Norwood Road |
| <input type="checkbox"/> Denby Court | <input type="checkbox"/> Nuneham |
| <input type="checkbox"/> Elderberry Grove | <input type="checkbox"/> Queenswood Court |
| <input type="checkbox"/> Fitch Court | <input type="checkbox"/> Spa Court |
| <input type="checkbox"/> The Glebe | <input type="checkbox"/> Westcott House |

Proposal 1. Dedicated Scheme Manager

We are proposing that each scheme has a dedicated scheme manager who is available five days per week from Monday to Friday. Outside of these hours Careline24 will continue to be provided.

3. How far do you agree or disagree with proposal 1? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

3a. If you don't agree please say how we can make improvements [please write below]

Proposal 2. Housing Management

We propose to offer an "Enhanced Housing Management" service for sheltered tenants to help them live more independently. (Enhanced housing management includes things like reporting and management of repairs, safety and security at the scheme, staff presence and daily contact with tenants, basic advice, information and sign posting).

4. How far do you agree or disagree with proposal 2? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

4a. If you don't agree please say how we can make improvements [please write below]

Proposal 3. Dedicated handyman service

We would like to introduce a sheltered housing handyman service for small repairs that are currently done by the council's contractors. This will include all repair jobs to your home that the council is responsible for like dripping taps, blocked drains or toilets, replacing toilet seat, door repairs etc.

5. How far do you agree or disagree with proposal 3? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

5a. If you don't agree please say how we can make improvements [please write below]

A handyman service could also do other jobs that are not the council's responsibility like, putting up shelves, curtains or flat pack furniture.

5b. If this could be offered would you be willing to pay for jobs that are not the council's responsibility? [tick ONE box only]

- Yes No Don't know

5c. If YES what other jobs would you be prepared to pay the handyperson to do? [please write below]

5d. What do you think is a fair hourly charge for this service? [please write below]

Proposal 4. Maintaining your scheme

Many tenants told us they felt that more planned maintenance should be carried out at their schemes. This includes things like regular painting and deep cleaning of communal areas, cleaning of gutters and roofs. We are proposing to introduce a planned maintenance cycle for these jobs.

6. How far do you agree or disagree with proposal 4? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

6a. If you don't agree please say how we can make improvements [please write below]

Proposal 5. Introduction of £16 service charge

We plan to replace the current weekly £16 support charge with a weekly £16 service charge which would be paid together with your rent.

The service charge will be in two parts; £13 of the weekly service charge is towards the cost of the scheme manager service and can be covered by housing benefit (if you receive it).

The remaining £3 of the weekly service charge is towards support type services provided by the scheme manager and Careline24 but this will not be covered by housing benefit and all tenants will be required to pay this. We will introduce the £3 charge gradually starting at £1 per week and then increasing it by £1 in each of the following two years.

7. How far do you agree or disagree with proposal 5? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

7a. If you don't agree please say how we can make improvements [please write below]

Proposal 6. Sheltered Housing Tenants' Charter

We would like to work with the Sheltered Tenants' Forum to introduce a Sheltered Housing Tenants' Charter which describes the standards of service that should be provided. This could include things like:

- We will offer you a daily call or visit if you would like one
- We will tell you in advance if your usual scheme manager will be away
- We will organise a Tenants' Forum that meets 4 times each year

8. How far do you agree or disagree with proposal 6? [tick ONE box only]

- | | |
|---|--|
| <input type="checkbox"/> Strongly agree | <input type="checkbox"/> Tend to disagree |
| <input type="checkbox"/> Tend to agree | <input type="checkbox"/> Strongly disagree |
| <input type="checkbox"/> Neither agree nor disagree | <input type="checkbox"/> Don't know |

8a. If you do agree what other standards would you like to see included in a charter? [please write below]

Any other comments

9. Is there anything relating to the proposed changes that have not been covered, that you what to share? [please write below]

About you

To make sure that we are hearing from a cross section of people, it is important that we ask you a few questions about yourself. Your answers will be completely confidential.

10. Do you receive housing benefit?

- Yes No Don't know Prefer not to say

11. Do you receive attendance allowance?

- Yes No Don't know Prefer not to say

12. How many people live in your household? [please write number in box]

13. Gender

- Male Female Prefer not to say

14. Age

- | | | |
|--------------------------------|--------------------------------|--|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 | <input type="checkbox"/> 75-84 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 | <input type="checkbox"/> 85 plus |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65-74 | <input type="checkbox"/> Prefer not to say |

15. Ethnic group

- White** [British, Irish, or any Other White background]
- Mixed** [White and Black Caribbean, White and Black African, White and Asian, or any other mixed background]
- Black or Black British** [Caribbean, African, or any Other Black Background]

- Asian or Asian British** [Indian, Pakistani, Bangladeshi, or any Other Asian Background]
- Chinese**
- Latin American**
- Prefer not to say
- Other – please write in below

16. Do you have any of the following long standing illnesses or disabilities? [tick as many as apply]

- | | |
|--|--|
| <input type="checkbox"/> A physical impairment or disability | <input type="checkbox"/> A long standing illness |
| <input type="checkbox"/> Sight loss | <input type="checkbox"/> Hearing loss |
| <input type="checkbox"/> A mental health problem or illness | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> A learning disability or difficulty | <input type="checkbox"/> Other – please write in below |

17. Which of these best describes your current situation?

- I go to school/college/University
- Employed full time
- Employed part time
- Self employed full time
- Self employed part time
- Apprenticeship/training to work
- I am not in education, employment or training

- Unemployed/available for work
- Retired
- Permanently disabled/long term condition
- Carer - unpaid [for someone who has a long term condition or disability]
- Prefer not to say
- Other – please write in below

18. Religion

- No religion
- Atheist
- Muslim
- Hindu
- Buddhist
- Christian [including Church of England, Catholic, Protestant and other Christian denominations]

- Jewish
- Pagan
- Rastafarian
- Sikh
- Prefer not to say
- Other – please write in below

19. Sexual orientation

Heterosexual

Gay or lesbian

Bisexual

Prefer not to say

Other

Thank you for your time