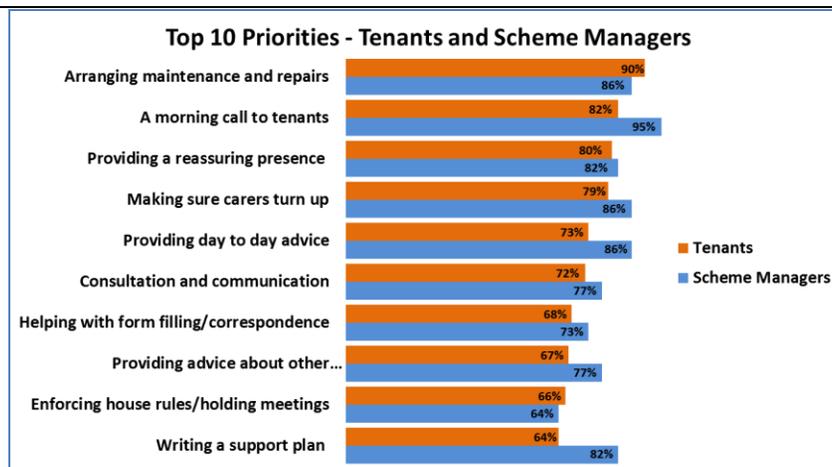


Equality Impact Assessment Report	Please enter responses below in the right hand columns
Date	7 January 2015
Sign-off path for EIA (please add/delete as applicable)	Cabinet
Title of Project, business area, policy/strategy	Sheltered Housing Service and Charges
Author	David Worrall
Job title, division and department	Lead Commissioner
Contact email and telephone	020 7926 9978
Strategic Director Sponsor	Helen Charlesworth May

London Borough of Lambeth Full Equality Impact Assessment Report	Please enter responses below in the right hand columns.
1.0 Introduction	
1.1 Business activity aims and intentions <i>In brief explain the aims of your</i>	The council currently provides sheltered housing to around 765 tenants, aged 55 years and older, who are resident in its 24 sheltered housing schemes.

<p><i>proposal/project/service, why is it needed? Who is it aimed at? What is the intended outcome? What are the links to the political vision, and outcomes?</i></p>	<p>The aim of the service associated with the accommodation is to help older people to live more independently and for longer in a supported housing environment. Outcomes can include sustained tenancies, improved health and wellbeing and reduced reliance on statutory services such as home care or residential care.</p> <p>The primary service is provided by 22 FTE scheme managers, who are based on-site on Monday to Friday. While most schemes have a single dedicated manager, other managers split their working day between two schemes.</p> <p>The service redesign is a result of the council's strategy and subsequent programme for older people's housing that was approved by Cabinet in November 2013. There are three reasons why the service needs to be remodelled;</p> <ul style="list-style-type: none"> • To ensure it meets the needs and aspirations of tenants • The service will be required at fewer schemes in the future; and • to provide cost savings <p>The scheme manager's role includes undertaking a range of tasks, aimed to help and support tenants. The co production exercise that was undertaken worked with tenants and staff to prioritise which of these tasks were important and to develop a series for proposals for the service that are based on tenant priorities.</p>
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In addition to prioritising these tasks tenants highlighted the current charging process and collection as an area of some importance. Support charges are currently collected four-weekly, separately to rent, and two months in areas. Tenants find this confusing and requested that the charging process be simplified. Some tenants also felt it to be unfair that under the current financial assessment process while many tenants paid no support charges others paid the full charge for the same service. Under these proposals everyone will be expected to pay something.

It is proposed to redesign the sheltered housing service having co produced the new requirements with tenants, staff and other stakeholders. The tasks that are high priority to tenants, will be extended and this includes a dedicated staff member for each scheme when previously some managers covered more than one. Greater emphasis in the future service offer will also be placed on management of respites and maintenance.

The primary change at this stage is one of financial remodelling which means the current weekly **Support Charge** of £16 being replaced with a **Service Charge** of the same amount.

The current Support Charge is paid by approximately 20% of sheltered tenants, the

remaining 80% are eligible to have the charge waived under the council's means-tested 'Fairer contributions for care and support policy'. Eligibility for Housing Benefit is used as an indicator of a level of income, which generally means that tenants are not liable for the full support charge. There are some exceptions to this indicator as the calculations for HB and fairer contributions are different, and where some tenants are in receipt of part HB.

The planned £16 per week service charge will have two elements; £3 per week will be a contribution to support type services including Careline 24 and will not be eligible for HB; £13 per week will be housing management related and this will be eligible for HB.

The redesigned sheltered housing service will continue to provide the help and support that tenants require however the primary impact of the change will be in the way the service is charged to tenants. Tenants who previously paid nothing (i.e. those who are in receipt of HB and may currently pay nothing) will be required to contribute £3 per week- this affects 507 people in receipt of full HB and up to a further 142 tenants in receipt of part HB. Tenants who previously paid the full charge of £16 per week will pay the same amount – this affects 135 people.

Without the changes, particularly in respect of the funding/charging arrangements, it is likely that the future of the service could not be sustained. The benefits of the proposals i.e. retaining an on-site staff providing reassurance, advice and assistance, provision of 24 emergency call alarm system with visiting all helps older people to live more independently. This applies to all tenants and it is considered that this continuation of the service outweighs any the adverse impacts.

We recognise that for the 507 people being asked to pay the £3 service charge that this may be significant and to mitigate the impact we plan to introduce the charge on a phased basis with a requirement that tenants pay £1 for the first year, £2 in the second

and £3 in the third year. New sheltered housing tenants will also pay the phased charge.

2.0 Analysing your equalities evidence

2.1 Evidence

*Any proposed business activity, new policy or strategy, service change, or procurement must be informed by carrying out an assessment of the likely impact that it may have. In this section please include both data and analysis which shows that you understand how this decision is likely to affect residents that fall under the protected characteristics enshrined in law and the local characteristics which we consider to be important in Lambeth (language, health and socio-economic factors). **Please check the council's equality and monitoring policy and your division's self-assessment. Each division in 2012 reviewed its equality data and completed a self-assessment about what equality data is relevant and available.***

IF YOUR PROPOSAL ALSO IMPACTS ON LAMBETH COUNCIL STAFF YOU NEED TO COMPLETE A STAFFING EIA.

Protected characteristics and local equality characteristics

Impact analysis

For each characteristic please indicate the type of impact (i.e. positive, negative, positive and negative, none, or unknown), and:

Please explain how you justify your claims around impacts.

Please include any data and evidence that you have collected including from surveys, performance data or complaints to support your proposed changes.

Please indicate sources of data and the date it relates to/was produced (e.g. 'Residents Survey, wave 10, April 12' or 'Lambeth Business Survey 2012' etc.)

Race

The ethnic profile of tenants is recorded on the housing management IT system. We do not know the ethnicity of about 6% of sheltered housing tenants.

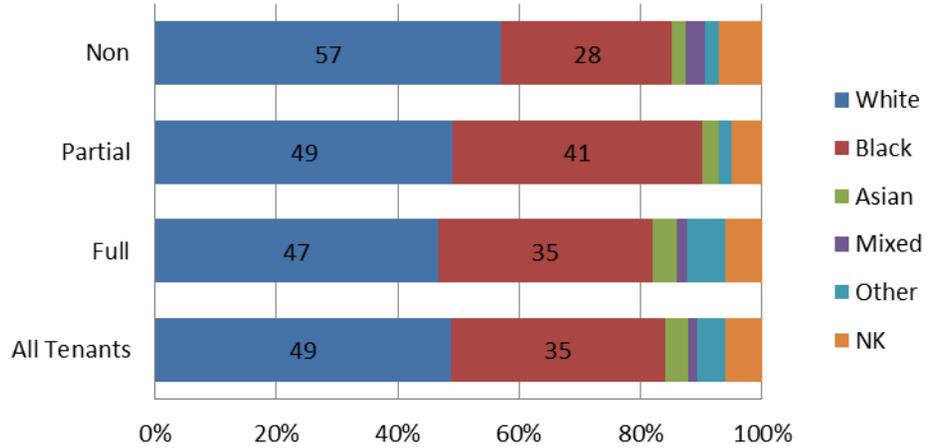
Any impact of the changes would primarily be for those tenants who receive HB- as they are the ones who will be required to pay £3 per week (or £156 per year/£13 per

month) where they may previously have paid nothing.

The data demonstrates that the profile of sheltered housing tenants on housing benefit is in line with the overall profile of people living in sheltered housing. Therefore there is no disproportionate impact on tenants of any particular ethnicity. However, in terms of numbers the change would have most impact on White and Black tenants.

Ethnicity	All Tenants		Full HB		Part HB		No HB	
	No	%	No	%	No	%	No	%
White	381	49%	237	47%	69	49	63	50%
Black	277	35%	178	35%	58	41	37	29%
Asian	28	4%	21	4%	4	3	6	5%
Mixed	12	1%	8	2%	0	0	3	2%
Other	37	5%	32	6%	3	2	9	7%
NK	49	6%	31	6%	8	6	9	7%
	784		507		142		127	

Comparative Receipt of HB - Ethnicity



The proposals are likely to be impact neutral for tenants who do not receive HB (as they will be paying the same as they were before) although a higher percentage of white tenants are represented among this group

Gender

Negative

	<p style="text-align: center;">Receipt of HB- Gender (%)</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Category</th> <th>Male (%)</th> <th>Female (%)</th> </tr> </thead> <tbody> <tr> <td>All Tenants</td> <td>52</td> <td>48</td> </tr> <tr> <td>Full</td> <td>49</td> <td>51</td> </tr> <tr> <td>Partial</td> <td>60</td> <td>40</td> </tr> <tr> <td>Non</td> <td>52</td> <td>48</td> </tr> </tbody> </table> <p>There are marginally more women than men who are in receipt of full HB therefore more women than men will be impacted by the proposed changes and will be asked to pay the additional £3.</p>	Category	Male (%)	Female (%)	All Tenants	52	48	Full	49	51	Partial	60	40	Non	52	48
Category	Male (%)	Female (%)														
All Tenants	52	48														
Full	49	51														
Partial	60	40														
Non	52	48														
Gender re-assignment	<p>Unknown</p> <p>We do not have any data on whether there are any transgender residents living in sheltered housing and so we cannot draw any conclusions as to whether this group is disproportionately affected.</p>															
Disability	<p>The housing management IT system does not routinely collect disability information. However, there are a number of proxy indicators which allow us to draw conclusions, these are detailed in the rest of this section.</p> <p>It is worth noting that due to eligibility criteria disability is more likely to be prevalent among sheltered housing tenants than the general population of older people in Lambeth.</p>															

One indicator of disability among sheltered housing tenants is a “vulnerability marker” which can be manually placed on the housing rent account IT system by staff. Although this marker can be indicative of various factors e.g. translation requirements, it most frequently relates to disability or related criteria e.g. frailty, mobility, hearing or speech impediment etc. The table below illustrates tenants receipt of HB and use of the vulnerability marker.

	Total	Vulnerability marker	%
All tenants	784	105	13.4
Full HB	508	72	14.2
Part HB	142	14	9.9
No HB	129	20	15.5

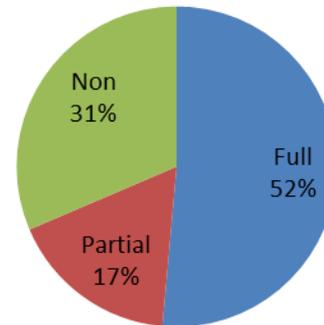
Overall 13.4% of tenants are marked as vulnerable compared to 14.2% of those tenants who receive full HB. This might suggested that the impact of the changes in charging may have a marginally greater impact on disabled tenants.

Of tenants who are recorded has having some vulnerability a total of 105 or 6.6% of all tenants are recorded as having some form of physical disability (Wheelchair user, restricted mobility or other physical disability). 46 tenants (6% of all tenants) are recorded has having some form of sensory impairment (hearing, sight or speech impairment) and 36 tenants (4.7%) experiencing unspecified disability.	No	%
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It should be noted that vulnerable tenants might experience a combination of physical, sensory and other disability. Description of Disability		
Wheelchair/Mobility	15	2.0
Unspecified physical disability	35	4.6
Sensory Impaired	46	6.0
Other	36	4.7

It is also worth noting that people aged 55-59 are eligible to apply for sheltered housing in Lambeth provided they have a physical disability or mental impairment. There are 35 sheltered housing tenants under the age of 60 in Lambeth. 52% of tenants under the age of 60 receive full housing benefit compared to 65% of total sheltered tenants. Therefore there is less impact from the proposed changes to charges on this group of tenants than the general sheltered housing tenant population.

Under 60's/Disabled Tenants Receipt of HB

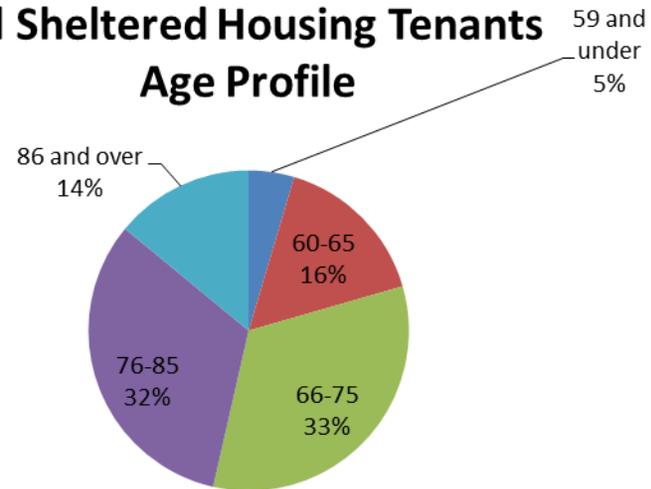


As detailed in the Social Economic evaluation below, benefits associated with disability are disregarded for the purpose of HB eligibility (attendant allowance). This means that the HB assessment process should mitigate any adverse impact on disabled sheltered housing tenants and would likely lead to a positive socio economic impact for disabled tenants who would no longer be liable for the charge.

Age

Positive and negative

All Sheltered Housing Tenants Age Profile

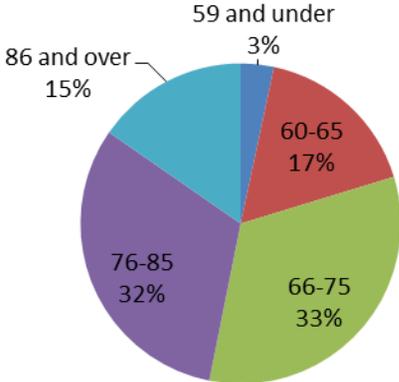


Sheltered housing is intended for occupation by older people (although the eligible age threshold in Lambeth is 55 years) . The age profile of sheltered housing tenants is illustrated in the chart above. The majority of tenants are aged between 66 and 85 years. The proposal will primarily affect older people as this is the target client group for this service.

The age profile of sheltered housing tenants in receipt of full housing benefit is virtually identical to the age profile of all sheltered housing tenants as illustrated in the chart below.

Sheltered Housing Tenants- Full HB

Age Profile



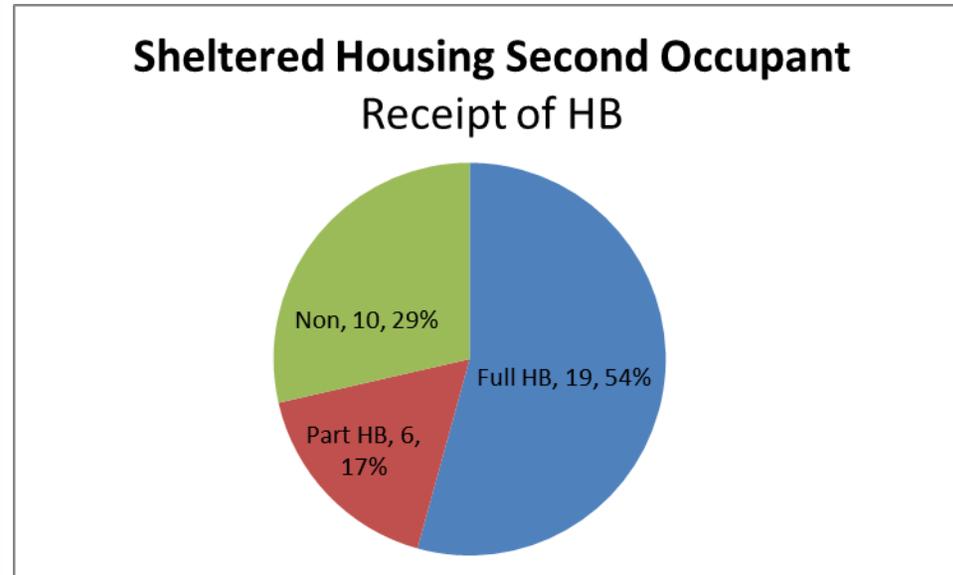
There will be no overall impact- either positive or negative on those tenants who do not receive any housing benefit as they will continue to pay the same contribution. The Age profile of these tenants is illustrated in the chart below for information purposes.

	<p style="text-align: center;">Sheltered Housing Tenants- No HB Age Profile</p> <table border="1"> <caption>Sheltered Housing Tenants - No HB Age Profile</caption> <thead> <tr> <th>Age Group</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>86 and over</td> <td>9%</td> </tr> <tr> <td>59 and under</td> <td>7%</td> </tr> <tr> <td>60-65</td> <td>20%</td> </tr> <tr> <td>66-75</td> <td>30%</td> </tr> <tr> <td>76-85</td> <td>34%</td> </tr> </tbody> </table>	Age Group	Percentage	86 and over	9%	59 and under	7%	60-65	20%	66-75	30%	76-85	34%
Age Group	Percentage												
86 and over	9%												
59 and under	7%												
60-65	20%												
66-75	30%												
76-85	34%												
<p>Sexual orientation</p>	<p>Not known</p> <p>We do not have any data on the proportion of LGB residents living in sheltered housing and so we cannot draw any conclusions as to whether these groups are disproportionately affected.</p>												
<p>Religion and belief</p>	<p>Not known</p> <p>We do not have any data on the religion or beliefs of residents living in sheltered housing and so we cannot draw any conclusions as to whether any faith groups are disproportionately affected.</p>												
<p>Pregnancy and maternity</p>	<p>This protected characteristic is not relevant to the age group of people who live in sheltered housing.</p>												

Marriage and civil partnership

Data regarding marriage or civil partnership among sheltered housing tenants is not readily available however joint tenancies or second occupants in a sheltered housing properties recorded on the housing management IT system has been used as a proxy for this information.

Approximately 35 sheltered homes (4.5%) are occupied by two people.



19 two-person households are in receipt of full housing benefit and are likely to be impacted by the introduction of the £3 per week service charge. Two factors will mitigate the impact of this charge; Firstly a single charge applies to each household regardless of number of occupants or the level of income from both tenants; secondly the impact will be mitigated by the transitional implementation of the charge that will apply to all tenants.

Socio-economic factors

Positive and negative

The proposals for the service will result primarily in a change in the way the service is funded and therefore how tenants are charged. Tenants are currently charged under the council's contributions policy for care and support services- and financial assistance with costs is available from the Fairer Charging for care services policy. The current charge is £16 per week although the majority of tenants are eligible for financial assistance and pay nothing.

As a result of the funding change, it is proposed that tenants pay a service charge, along with their rent, with which financial assistance is available under the housing benefit scheme. It is proposed that the charge remains the same i.e. £16 per week but that this is split into two parts £13 which is eligible for HB and £3 which is not. (The eligibility is determined by HB regulations which exclude certain elements of the service e.g. call alarm systems).

Current fairer charging assessments and therefore charges for support services are recorded on the Framework system. Only 191 sheltered housing tenants have been identified on the FWi system as having applied for financial assistance and it is not yet been identified how many of these receive financial assistance.

It is assumed that the majority of tenants who receive HB do not currently pay the charge, although exceptions to this may be those tenants who receive HB and are also in receipt of Attendance Allowance (AA)- see below.

	Number	%
Full Housing Benefit	507	65
Part Housing Benefit	142	18
No Housing Benefit	135	17
	784	

Following introduction over a transitional period of three years all tenants, including

those in receipt of HB, will pay the lower charge of £3 and only those tenants who do not receive HB (self funders) will also pay the higher charge (£13). The total charge for which any tenant is liable is not proposed to exceed the current maximum liability of £16 per week.

Any variation i.e. increase from the current support charge would adversely impact upon all tenants but no increase is currently being proposed.

In addition to the introduction of a universal £3 per week charge, a further impact of the proposals will come about from differences in the treatment of income between the Fairer Charging and housing benefit finance schemes.

One example of this is the treatment of Attendance Allowance, which for the purposes of fairer charging assessments is treated as income, but for HB is disregarded. The positive impact of this under the proposals and resulting HB assessment tenants is that tenants in receipt of AA are likely to be eligible for financial assistance with the charge when previously they were not. This impact will result in fewer tenants being liable for the full service charge than were liable for the full support charge. The number of tenants in receipt of AA is not known but is estimated at between 10 and 15% of tenants aged 65 and over (60-80 tenants).

- More tenants will be eligible for financial assistance under housing benefit than under fairer charging.
- Fairer charging considers any tenants attendance allowance income but housing benefit disregards this.
- Any HB ineligible charge, over the current rate of £16

<p>Language</p>	<p>A small number of sheltered housing tenants have been identified who do not speak or read in English and require information to be provided in their own language if it is to be fully understood. During and following the co-production exercise information and translation services were provided for Portuguese, Italian, French, Spanish and Gujarati.</p> <table border="1" data-bbox="716 527 1297 1065"> <thead> <tr> <th data-bbox="716 527 1073 719">Translated materials requested for consultation/co production exercises Language</th> <th data-bbox="1073 527 1297 719">Number</th> </tr> </thead> <tbody> <tr> <td data-bbox="716 719 1073 789">Portuguese</td> <td data-bbox="1073 719 1297 789">7</td> </tr> <tr> <td data-bbox="716 789 1073 859">Spanish</td> <td data-bbox="1073 789 1297 859">3</td> </tr> <tr> <td data-bbox="716 859 1073 928">Gujarati</td> <td data-bbox="1073 859 1297 928">1</td> </tr> <tr> <td data-bbox="716 928 1073 998">Somali</td> <td data-bbox="1073 928 1297 998">1</td> </tr> <tr> <td data-bbox="716 998 1073 1065">Italian</td> <td data-bbox="1073 998 1297 1065">1</td> </tr> </tbody> </table> <p>The policy will apply to all tenants regardless of language and further consultation and information about its implementation will be provided in these languages.</p>	Translated materials requested for consultation/co production exercises Language	Number	Portuguese	7	Spanish	3	Gujarati	1	Somali	1	Italian	1
Translated materials requested for consultation/co production exercises Language	Number												
Portuguese	7												
Spanish	3												
Gujarati	1												
Somali	1												
Italian	1												
<p>Health</p>	<p>Positive</p> <p>The sheltered housing service delivers and number of health and well being outcomes for older people. Since the supporting people programme was discontinued these outcomes are no longer measured or recorded but are known to include improved mental health through the reduction of isolation and loneliness, reduced hospital admissions and earlier</p>												

	<p>discharges, reduction in falls and early intervention etc.</p> <p>In the current financial climate non-statutory services such as this are at risk of closure but this change in funding policy will enable the service to continue to be provided.</p>
<p>2.2 Gaps in evidence base <i>What gaps in information have you identified from your analysis? In your response please identify areas where more information is required and how you intend to fill in the gaps. If you are unable to fill in the gaps please state this clearly with justification.</i></p>	<p>The sexual orientation, religion and belief, marital /civil partnership status of tenants is not recorded or known</p>
<p>3.0 Consultation, Involvement and Coproduction</p>	
<p>3.1 Coproduction, involvement and consultation <i>Who are your key stakeholders and how have you consulted, coproduced or involved them? What difference did this make?</i></p>	<p>Initial consultation Key stakeholder includes sheltered housing tenants and their family and carers, sheltered housing staff and ward members. Extensive consultation has been undertaken on proposed changes to the sheltered housing service under the development of the housing programme between January and March 2013.</p> <p>A sheltered housing tenants forum, with representatives from each of the schemes, has been established and has been used as a consultation panel</p> <p>Co-production Specific co production events have been undertaken at all schemes and were attended by more than 350 (49%) of tenants. Co production events have also been completed with the staff team. Ward members were notified of the events and some ward members</p>

attended.

The proposals have been shaped around the priorities that have been identified by tenants. The outcome of the co production activities has been used to develop the proposals and Housing benefits and finance staff have also been involved in developing the proposals.

Further Consultation

The proposals to date have been extensively co produced and the redesigned service aims to address the priorities and concerns that were highlighted by tenants during this process. Priorities included sustaining a service, maintaining a staff presence and daily cost and easy access to repairs and maintenance. Concerns included the fairness and transparency of the current charging process and the confusion and anxiety caused by the charges collection processes. I.e. that it was invoiced separately to rent 8 weeks in arrears. The proposals have been subject to approval by the Sheltered housing programme board and representative cabinet members and during April and May 2015 tenants were consulted on the proposals and more than 300 tenants attended scheme meetings and/or completed a written survey.

This included

- Provision of written summary information
- Presentation to the sheltered housing tenants forum,
- Individual scheme meetings
- Provision of case studies/examples
- Offer of 1-1 discussion

Of tenants who responded to the consultation 79% agreed or strongly agreed with the proposal to change for a support chare to a service charge collected together with the rent.

Details of coproduction and consultation activity are appended to this report.

<p>3.2 Gaps in coproduction, consultation and involvement <i>What gaps in consultation and involvement and coproduction have you identified (set out any gaps as they relate to specific equality groups)? Please describe where more consultation, involvement and/or coproduction is required and set out how you intend to undertake it. If you do not intend to undertake it, please set out your justification.</i></p>	<p>The provisions of Section 103 of the Housing Act 1985 require the Council to serve a notice of variation on its tenants if it wishes to vary the terms of tenancies, including any increase or decrease in rent and other charges. The notice of variation must be served at least four weeks before it is to take effect.</p> <p>Section 103(2) is concerned with the requirement to serve a preliminary notice on tenants which affords the opportunity for tenants to comment. However, this requirement does not apply to a variation (which includes both addition and deletion) of the rent, or of payments in respect of services or facilities provided by the landlord.</p>
<p>4.0 Conclusions, justification and action</p>	
<p>4.1 Conclusions and justification <i>What are the main conclusions of this EIA? What, if any, disproportionate negative or positive equality impacts did you identify at 2.1? On what grounds do you justify them and how will they be mitigated?</i></p>	<ul style="list-style-type: none"> • Based on the evidence available there are no disproportionate impacts relating to ethnicity, age or disability, and only marginal impacts which relate to gender. However the requirement to pay an additional £3 a week or £156 each year may well have a significant impact on some of our poorest residents living in sheltered housing. • There will be a negative socio economic impact on tenants in receipt of HB who will now pay a charge (£3) when they previously did not. This will be mitigated through the transitional introduction of the charge – with people being asked to pay £1 in the first year, £2 in the second year and £3 in the third year. • There will be a positive impact for an estimated 50-80 tenants who are in receipt of both HB and AA who are likely to stop having to pay the full support charge but

	<p>will pay only £3 of the weekly service charge.</p> <ul style="list-style-type: none"> • There will be no impact for tenants who do not receive HB as the charge will remain the same and they will not pay any more than the £16 per week they currently pay, although these tenants will benefit from the transitional introduction. • The proposal will provide a positive overall impact for all tenants, as the new funding arrangements will enable the service to be sustained for the foreseeable future.
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4.2 Equality Action plan

Please list the equality issue/s identified through the evidence and the mitigating action to be taken. Please also detail the date when the action will be taken and the name and job title of the responsible officer.

Equality Issue	Mitigating actions
That the equality analysis may not have accurately covered all the equality impacts; and the mitigations may not act to reduce disproportionate impact	Review the EIA and assess whether the mitigating actions were sufficient. 12 month after implementation. David Worrall Lead Commissioner
To minimise the financial impact on tenants	The non-HB eligible charge will be transitionally implemented over three years. Year 1 £1 per week charge Year 2 £2 per week charge Year 3 £3 per week charge This will ensure that those tenants who are in receipt of housing benefit and who are now required to pay a charge when previously they didn't are not faced with a significant increase in their outgoings from the outset.

5.0 Publishing your results	
The results of your EIA must be published. Once the business activity has been implemented the EIA must be periodically reviewed to ensure your decision/change had the anticipated impact and the actions set out at 4.2 are still appropriate.	
EIA publishing date	
EIA review date	
Assessment sign off (name/job title):	

All completed and signed-off EIAs must be submitted for publication on Lambeth’s website. Where possible, please anonymise your EIAs prior to submission (i.e. please remove any references to an officers’ name, email and phone number).

V150521

Co production events undertaken June – November 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	-

Consultation events undertaken – April/May 2015

Scheme	Meeting Date	Time
Staff Meeting	Friday 10 th April	2.00pm
Balmoral Court	Monday 13th April	10.30am
Elderberry Grove	Monday 13th April	1.00pm
Bland / Burchell	Tuesday 14th April	10.30am
Castle House	Tuesday 14th April	1.00pm
Carfax Place	Wednesday 15th April	10.30am
Heather Close	Wednesday 15th April	1.00pm
Chaplin Close	Thursday 16th April	10.30am
Spa Court	Monday 20th April	10.30am
Cherry Tree Drive	Monday 20th April	1.00pm
The Cloisters	Tuesday 21st April	10.30am
Holland Grove	Tuesday 21st April	1.00pm
Crowhurst Close	Wednesday 22nd April	10.30am
Sheltered Housing Tenants' Forum	Wednesday 22nd April	2.00pm
McCall Close	Thursday 23rd April	10.30am
Norwood Rd	Monday 27th April	10.30am
Fitch Court	Monday 27th April	1.00pm
Joe Hunte Court	Tuesday 28th April	10.30am
Matlock Close	Tuesday 28th April	1.00pm
269 Leigham Court Rd	Wednesday 29th April	10.30am
Westcott House	Wednesday 29th April	1.00pm
The Glebe	Thursday 30th April	10.30am
Nuneham	Thursday 30th April	1.00pm
Northwood House	Tuesday 5th May	10.30am
Queenswood Court	Tuesday 5th May	1.00pm
Denby Court	Wednesday 6th May	10.30am