

WAVERLEY BOROUGH COUNCIL

LANDLORD SERVICES ADVISORY BOARD

24 FEBRUARY 2022

Title:

SENIOR LIVING TENANT CONSULTATION REPORT

Portfolio Holder: Portfolio Holder for Housing Paul Rivers

Head of Service: Hugh Wagstaff, Head of Housing Operations

Key decision: No

Access: Public

1. Purpose and summary

- 1.1 The purpose of the report is to introduce the Senior Living Service and share the results and draft action plan of the Senior Living tenant consultation for the Board's review and comment.

2. Recommendation

It is recommended that the Landlord Service Advisory Board:

- seek clarifications and/or asks any questions about the Senior Living Service
- review the consultation results and action plan, and
- make any comments to the Senior Living and Careline Manager.

3. Reason for the recommendation

To gain an understanding of the Senior Living Service, consider tenants views, scrutinise the service and support ongoing development and improvements.

4. Background

What is Senior Living?

4.1 The Senior Living Service provides homes for people, in housing need, over the age of 60 (or 50 with a recognised disability) who can live independently with some support. The purpose built apartments are for couples or single people. All schemes have a community alarm in each home and communal facilities including lounges, laundries and gardens.

4.2 The Housing Service has eight schemes across the borough

- Blunden Court, Bramley
- Bowring House, Farncombe
- Dower House, Milford
- Falkner Court, Farnham
- Moat Lodge, Cranleigh
- Riverside Court, Farnham
- Rolston House, Haslemere
- Shepherds Court, Farnham

4.3 The aim of the support service in Senior Living is to enable tenants to remain safe, confident and independent in their own home.

4.4 The support service includes

- a needs assessment to identify if additional support is needed
- giving tenants relevant information, advice and support
- showing tenants how to use the call centre alarm and door-entry systems and how to maintain their privacy
- ensuring that key information about tenants is kept up to date in the 24-hour call centre so that staff can summon help from the appropriate services and let family or friends know what is happening, and
- encouraging communal and social activities to prevent loneliness and social isolation.

4.5 To be clear Senior Living does not provide personal care such as washing, dressing, cleaning, nursing or catering. This type of support if required, can be provided by private agencies and social services. The Senior Living team can help tenants get in touch with them as and when required.

Previous Consultation

4.6 Senior Living was formally referred to as Sheltered Housing. The service was rebranded in April 2018 following Surrey County Council's withdrawal of Housing Related Support. This funding had been used by Waverley to part-fund the Sheltered Scheme Managers and enabled them to provide a range of support services to tenants. In addition to the support role, Scheme Managers also managed the tenancies of residents and their buildings including health and safety issues.

4.7 The feedback from residents during the County Council's consultation confirmed how much they valued the presence of the Scheme Manager, and retaining an on-site manager for each scheme was a priority for officers and Members.

4.8 The Housing Revenue Account is unable to fund 'support and care', due to legal constraints, but the role of the Scheme Managers was developed to Senior Living Community Officers to ensure that they continued to operate from each of the Sheltered Housing Schemes.

The role of the Senior Living Community Officer

4.9 Following the 2017/18 consultation it was agreed that the key objectives for the service is to:

- retain a manager presence on site to:
 - i reduce the impact of social isolation for our tenants:
 - ii help to ensure the safety of tenants and help them to live independently,
 - iii ensure that the building management and maintenance is effectively managed,
 - iv enable tenancy sign ups and management are dealt with efficiently,
- promote 'Good Neighbour' schemes, encouraging tenants to support one another, and
- develop the managers' role to include:
 - i marketing the schemes to potential tenants,
 - ii promoting the schemes as a community hub,
 - iii to maximise the use of the communal areas,
 - iv develop links with community groups and parish councils, and
 - v become a source of income.

2021 Consultation

4.10 The Housing Service committed to arranging annual consultation events with tenants following the change in service and reduction in support provided. Due to COVID-19 the consultation was not held in 2020 and a paper survey was arranged in 2021 due to restrictions and risks regarding open meetings.

4.11 The Tenants Panel assisted in developing a survey which was issued to all 236 residents to gain feedback on the service and in particular throughout the pandemic. During lockdown Senior Living Officers predominately worked from home with weekly visits to schemes. The cleaning service remained the same. Please refer to Annexe One for copy of the survey.

4.12 32% of tenants (75) responded. Overall 66% of tenants thought the service from the senior living team was excellent or good with a further 19% stating the service was satisfactory.

4.13 Most tenants took the opportunity to tell us they liked 'everything' about the service. Some tenants identified areas of good practice and high satisfactions with staff and cleaners. Tenants also identified areas of concern or for improvement with communications, maintenance and increasing staff presence. The results can be found at Annexe Two.

4.14 Tenant feedback is essential to understand the impact and outcome of our services. The Senior Living and Careline Manager has carefully considered the consultation findings, recognised the positive feedback and good work through challenging times and developed a draft action plan for the Board's consideration to address the issues raised. Please refer to Annexe Three for a copy of the draft action plan.

5. **Relationship to the Corporate Strategy and Service Plan**

The report supports the Council's Corporate commitment to promote "*Good quality housing for all income levels and age groups*" and aim to "*be the best council landlord in the South East and to be acknowledged so by our tenants.*"

6. **Implications of decision**

6.1 **Resource (Finance, procurement, staffing, IT)**

The action plan provided at Annexe 3 will mainly be delivered within the current resources. Any further capital expenditure required will be bid for in line with the corporate procedures and approval of these will be brought through the committee process.

6.2 **Risk management**

The corporate risk register identifies and mitigates risks within the Senior Living Service including financial, legal/regulatory, reputational, safety and service delivery.

6.3 **Legal**

There are no direct legal implications. Much of the report is for information, while the consultation is non-statutory but carried out as part of best practice.

6.4 **Equality, diversity and inclusion**

The Senior Living Service is experienced in working with regard to EDI due to the demographics of the tenant population. Tenants were offered support to complete the survey if needed due to age, health or language challenges. Any significant change in service identified through the action plan will be subject to an Equality Impact Assessment.

6.5 **Climate emergency declaration**

Any works arising from the action plans will be subject to an environmental and sustainability review.

7. **Consultation and engagement**

Survey developed in partnership with Tenants Panel. Report and action plan drafted from Senior Living tenants consultation. To be shared with Tenants Panel and Senior Living Residents.

8. **Other options considered**

To maintain a positive relationship with tenants and seek ongoing continuous improvement do nothing is not an option.

9. **Governance journey**

Report to Landlord Services Board only.

Annexes:

Annexe 1 – Survey for Senior Living Tenants Consultation 2021

Annexe 2 – Results of Senior Living Tenants Consultation 2021

Annexe 3 – Senior Living Tenants Consultation 2021 Action Plan 2022

Background Papers

There are / are no background papers, as defined by Section 100D(5) of the Local Government Act 1972).

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Agreed and signed off by:

Legal Services: DB 3 February 2022

Head of Finance: RP 3 February 2022

Strategic Director: AR 11 February 2022

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