

WAVERLEY BOROUGH COUNCIL
LANDLORD SERVICES ADVISORY BOARD

29 SEPTEMBER 2022

Title:

SENIOR LIVING SERVICE REVIEW – PROGRESS REPORT

Portfolio Holder: Co-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 share the progress that has been made on the action plan that was created following the 2021 Senior Living tenant consultation for the Board's review and comment.

2. Recommendation

2.1. It is recommended that the Landlord Services Advisory Board:

- review the progress that had been made on the action plan, and
- make any comments to the Senior Living and Careline Manger

3. Reason for the Recommendation

3.1. To ensure that the views of tenants are being used to develop and improve the service and to support ongoing scrutiny of the Senior Living Service.

4. Background

Summary of Service

4.1. The Senior Living Service has eight schemes across the borough and are home to 245 people aged over 60 (or over 50 with a recognised disability). Each scheme has about 30 independent purpose-built apartments with a telecare alarm and access to the communal lounges, laundry, and gardens.

4.2. The service aims to provide an environment in which tenants can live independently. There are six Senior Living Officers who work across the eight schemes to manage the building safety and maintenance, manage the tenancies of residents, and promote independence by encouraging residents to organise social activities and signposting them to relevant support services.

Progress on Action Plan from 2021 Consultation Outcomes

4.3. The 2021 consultation demonstrated that there was widespread satisfaction across Senior Living residents about the service provided with 85% of respondents stating that the service was excellent, good, or satisfactory.

4.4. The results also highlighted some areas of concern around the response rate, use of communal areas, maintenance, and understanding of the role of the Senior Living Officers. The feedback from the consultation was used to create an action plan.

Level of Consultation Response

4.5. There were concerns highlighted at the February meeting of this board about the percentage of residents who responded to the consultation and the variable response rate across schemes. This has been reviewed and officers have confirmed that every resident was given a physical copy of the questionnaire and were offered assistance in completing it. A meeting was also held with tenants at the scheme with lowest response rate, which was attended by approx. 5 tenants. These tenants were positive about the scheme and other tenants when asked if completed the form explained they simply chose not to, but not due to any particular reason.

4.6. The 2022 consultation is due to take place over the coming months and tenants will have different options as to how they can give us their feedback, eg. in person meetings or by completing a questionnaire.

Communal Areas

4.7. Concerns were raised in the consultation about the use of communal areas. Communal rooms had to be closed during COVID-19 lockdown and since reopening the use of communal lounges has declined significantly, since pre pandemic. Officers are promoting the communal rooms in the scheme newsletters and each scheme has since had social events organised by residents.

4.8. Concerns were also raised about the accessibility of some communal areas. A specific project group, including residents, has been set up to review this and recommend the necessary actions. A meeting was held on 16

September 2022 to agree the Terms of Reference and the scope of this project.

Home Improvements

- 4.9. Many of the responses to the consultation included specific service requests about the heating, windows, or bathrooms and each of these requests have been reviewed by the Senior Living and Careline Manager.
- 4.10. Several responses requested information about when upgrades to the Sky TV would be available within the scheme. Due to changing technology, it will be more useful long term to install Wi-Fi in each flat instead. This is now being investigated.
- 4.11. Some responses mentioned requests for spyholes to be installed in doors for security reasons. It is not possible to retrofit spy holes to the existing doors and a request has been placed that all new doors have factory fitted spy holes.

Independence and Support

- 4.12 The Senior Living Officers continue to promote the 'Good Neighbour' scheme among residents to encourage them to support one another and reduce social isolation.
- 4.13 There were some requests to install CCTV at the communal entrances. It is intended that this is to be installed. A tender has been awarded to a contractor and this project is awaiting sign off by the relevant officer(s).

Promotion and Celebration of Senior Living

- 4.14 The Autumn edition of Homes and People includes several articles promoting the Senior Living Service including a 'day in the life' of a Senior Living Officer to improve transparency with residents about what their role entails.
- 4.15 Officers from each scheme has also invited councillors and ward members to the schemes. A number of whom have since visited and given positive feedback on the homes, officers and communal spaces.

Landlord and Tenant Relationship

- 4.16 The Tenants Panel chair has been invited to attend the Senior Living team meeting with the Senior Living team on a quarterly basis to provide a direct line of communication between them.

4.17 Tenant Panel (TP) representatives have also been invited to attend the monthly scheme tenants meetings, and dates of these have been shared.

Clarity of Senior Living Community Officer Role and Responsibilities

4.18 The job description has been reviewed and updated to reflect current circumstances and focus. A draft copy is ready to be shared with the team for comment and subsequent Human Resources approval.

Conclusion

4.19 The team have progressed the action plan responding to queries and improving services. Communications are improving and plans are in place for further tenant led improvements and consultation.

Annexes:

Annexe 1 – Senior Living Consultation Action Plan

Background Papers

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

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