

Waverley Borough Council

Report to: Landlord Services Advisory Board

Date: 29 February 2024

Ward(s) affected: All

Report of Director: Annie Righton, Joint Strategic Director, Community and Wellbeing

Author: David Brown, Senior Living and Careline Services Manager and Amy Walton, Service Improvement Officer.

Tel: 01483 523358

Email: david.brown@waverley.gov.uk and amy.walton@waverley.gov.uk

Executive Portfolio Holder responsible: Cllr Paul Rivers

Tel: 01483 420747

Email: paul.rivers@waverley.gov.uk

Report Status: Open

Senior Living Consultation Feedback

1. Executive Summary

- 1.1 This report is intended to update the Board on the outcomes of the 2022 consultation and to scrutinise the 2023 consultation responses and 2024 Action Plan.

2. Recommendation to LSAB:

- 2.1 That the Board:
 - reviews and comments on the completed 2023 action plan and outcomes from the 2022 consultation,

- reviews and comments on the findings and 2024 action plan from the 2023 consultation, and
- requests a progress report on implementation of action plan at the September 2024 LSAB meeting

3. Reason(s) for Recommendation:

- 3.1 To provide scrutiny on the actions taken since the consultation in 2022 and on the findings and action plan from the consultation in 2023.

4. Exemption from publication

- 4.1 No.

5. Purpose of Report

- 5.1 To share the outcomes of the 2023 Senior Living tenant consultation and to present the draft action plan for review and comment.

6. Strategic Priorities

- 6.1 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."*

7. Background

- 7.1 There are eight Senior Living schemes in Waverley, and each contain around 30 self-contained flats with access to a communal lounge, garden, and laundry. There are five Senior Living Officers who work with the Senior Living and Careline Services Manager across the eight schemes to manage the building safety and

maintenance, manage the tenancies of tenants, and promote independence by signposting them to relevant support services.

- 7.2 Following the change in service in 2018 - from sheltered housing to independent living – the Housing Service committed to carrying out an annual consultation with tenants.
- 7.3 An updated version of the 2023 Action Plan from the 2022 Consultation is included as Annexe One to show the actions taken this year based on tenant feedback. Thirteen of the actions have been completed and one remains in progress. This action has been included as action six on the 2024 action plan, attached as Annexe Three.
- 7.4 The 2023 Consultation took place in November. Every Senior Living tenant was given the opportunity to provide feedback via a paper or online questionnaire, at drop-in feedback meetings which were held at each scheme, or via phone or email.
- 7.5 Out of the 266 tenants, 112 provided feedback making the overall response rate 42%. Like last year, almost all tenants chose to use the paper questionnaire.
- 7.6 Across all schemes, the responses were overwhelmingly positive as 91% of respondents stated that they were satisfied or very satisfied with the service provided by Senior Living. A summary of the responses for all questions is attached as Annexe Two.
- 7.7 Specific areas of good practice were highlighted in the responses including the friendly and helpful approach of the Senior Living Officers, communication through letters, the noticeboards, tenants meetings, and the newsletter, and the reassuring nature of the check in calls service.
- 7.8 The responses also highlighted important areas for improvement around the internal decoration of the scheme communal areas, the capacity of some laundry rooms, and individual concerns about building safety. These have been used to create the 2024 action plan.

- 7.9 One of the key themes in the responses to the 2021 and 2022 consultations was about improvements to communication. This year the feedback about communication was overwhelmingly positive demonstrating that the changes made over the last two years have made improvements.
- 7.10 Another improvement highlighted by the responses this year was around tenant understanding of the role of the Senior Living Officers. In previous years the responses indicated confusion about the Officer's role. However, there were very few responses like this in this year's consultation showing that the communication about the role over the last two years has been effective.

8. Consultations

- 8.1 The questionnaire was developed in consultation with the Tenants Panel. The report and action plan were created based on the feedback of Senior Living tenants. The outcomes will be shared with the Senior Living tenants, Tenants Panel, and the Landlords Services Advisory Board.

9. Key Risks

- 9.1 There is an opportunity to use the feedback to improve the service.
- 9.2 There is a risk to the relationship with tenants if the feedback is not acted upon. This will have implications for engagement in future consultations.

10. Financial Implications

- 10.1 The action plan attached as Annexe Three will be delivered within the current budget. If any additional resources are necessary, they will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

11. Legal Implications

11.1 No legal implications apply.

12. Human Resource Implications

12.1 The action plan attached as Appendix Three will be delivered within the current resources. If any additional resources are necessary, they will be requested in line with the normal corporate procedures and subject to the usual scrutiny from the relevant committees.

13. Equality and Diversity Implications

13.1 Tenants were offered support in completing the consultation to prevent anyone being excluded because of their preferred communication method.

13.2 Any significant changes to the service that result from the action plan will be subject to an Equality Impact Assessment to ensure that they do not have any adverse impacts on equality.

14. Climate Change/Sustainability Implications

14.1 Any works resulting from the action plan will be subject to an environmental and sustainability review where applicable.

15. Summary of Options

15.1 Board to comment on the attached action plan and support its implementation. This will mean that the feedback received in this consultation will be used to improve the Senior Living service.

15.2 Doing nothing will mean that the feedback will be overlooked, which will damage the relationship between Waverley and the Senior Living tenants.

16. Conclusion

- 16.1 By reviewing and commenting on the outcomes and action plans the Board can support the service in ensuring that this feedback gained through the consultation is used to improve the Senior Living service.

17. Appendices

- 17.1 Annexe One 2023 Action Plan.
- 17.2 Annexe Two Summary of responses 2023.
- 17.3 Annexe Three 2024 Action Plan.

Please ensure the following service areas have signed off your report.
Please complete this box, and do not delete.

Service	Sign off date
Finance / S.151 Officer	Not required
Legal / Governance	Not required
HR	Not required
Equalities	Not required
Lead Councillor	8 February 2024
CMB	Not required
Executive Briefing/Liaison	Not required
Committee Services	