



## Report to Customers and Communities Committee

12 September 2013

**Title:** Sheltered Housing Service – Year End Update 2012/13

**Report of:** Director of Customers and Communities

### Purpose of Report

1. The purpose of this report is to provide the committee with an update on activity, performance and customer satisfaction for the Sheltered Housing Service for the year 2012/13.

### Background

2. We know from our customer profiling that we have an increasingly ageing population. In Gateshead there are now more people of pensionable age than there are children, and a person born in 2000 can expect to live until they are 100 years old.
3. To ensure we can respond effectively to the increasing complex care and support needs of older persons the dedicated Sheltered Housing Management Team provide a range of options in accessing our services.
4. We actively involve customers in the planning and development of services by holding a series of annual meetings at each sheltered housing scheme. We also produce a bi annual older persons newspaper called Here&Now to every tenant over the age of 50 because we want to ensure that tomorrows older people influence service delivery.
5. In May 2012 committee received a report outlining the service achievements during 2011/12 and provided an update on the achievement of the accreditation by CHS Code of Practice. This quality mark demonstrates that sheltered housing related support services in Gateshead are of the highest standard, delivered consistently and are person centred.
6. Re-accreditation for this code of practice is currently taking place in partnership with The Council and an on-site assessment is scheduled to take place by the end of September 2013.

## **Summary**

### **Estate Tours**

7. Having clean and well maintained estates continues to be a priority for our tenants and performance in this area has improved. During 2012/13, 168 Estate Tours were undertaken and when assessed against our estate grading system they were all graded gold. 84% (141) were with customer involvement which is a 4% increase on last years result.
8. By continuing to involve customers in Estate Tours we can demonstrate that we provide a responsive service to older persons and are focussed on their priorities. We do this in a variety of ways, including reporting issues via log sheets available on their notice boards; with staff in the communal lounges and on-line. This means that those less mobile who may struggle to walk around on an estate tour can still report issues and receive feedback.
9. Details of the estate grading and any issues identified are discussed and reported through monthly meetings with Local Environmental Services. A quarterly performance report is produced with any specific items in relation to sheltered schemes appropriately responded to.
10. Appendix 1 shows a breakdown of the performance data on Estate Tours in 2012/13.

### **Drop ins**

11. Drop-In sessions continue to be an extremely well received service with 642 customers accessing them. This is a significant increase of 108% in comparison to last year when 308 people attended. This improvement in performance is attributed to arranging the times of meetings to suit older people's commitments and making them more appealing by tailoring them to discuss local issues for example sharing ideas for expenditure on tenant led budgets. Some events have also been themed alongside national campaigns such as falls prevention week which have encouraged more interest.
12. The outcomes for customers from these sessions were wide ranging including receiving information and advice on personal services and support and having their say on matters which are important to them for example grounds maintenance. Appendix 2 summarises the types of query picked up during the year with repairs on general housing management functions being the most frequent.

### **Home Welcome Visits**

13. Moving into a sheltered accommodation can be a big adjustment for older persons so the Home Welcome Visit (HWV) is vital to ensure they have settled into their new home and are accessing the right support to live independently.
14. To ensure we consistently achieve strong performance in this area we work closely with the council's SSO's and customers family/advocates to gain access. This year performance on completing visits within the six week target increased by 1% with 147 HWV's complete during 2012/13; 86% within target.

15. Where we are unable to complete any visits within the target time, it is likely to be due to the vulnerable nature and availability of some customers. Appointments are often re-arranged around medical needs, hospital visits etc.

### **Small Tasks**

16. The Small Tasks service helps customers with minor repairs around their home that would normally be the tenant's responsibility. Customers who use the service tell us that the work done to support them in this area is invaluable and satisfaction is reported at 100% on the 96 jobs complete throughout 2012/13.
17. The most popular task requested by customers was help with installing new curtain rails, a request we often receive from customers who have recently moved and tell us they are grateful for the extra help to make them feel secure in their new home.

### **Neighbourhood Pride**

18. Through the Neighbourhood Pride budget we have been able to deliver a variety of schemes across the borough in 2012/13, with six sheltered schemes directly benefiting. Activities which have taken place in sheltered schemes during the year were as follows:
  - Tenants from William Morris Avenue in Highfield benefitted from improved access to their community lounge with a provision of a handrail that helps them navigate the access path during winter months. The path is sloping and difficult to walk on when covered in snow and ice
  - Outside Milvain Close there is an area of land which had previously not been well maintained making it prominent and noticeable when entering and leaving the communal lounge. and the appearance has been improved with the introduction of attractive block paving and planting
  - Wood Green have used funds to buy hen houses and equipment for the Henpower project developed by Equal Arts with Big Lottery funding to allow residents to provide hand-reared birds to other schemes

### **Improving The Quality Of Accommodation**

19. Conversion works approved through the 2011/12 capital programme have now been completed at Pleasant Place, Birtley Villas and McErlane Square. Improvements include new kitchens and windows and homes have been brought up to today's efficiency standards in partnership with Warmzone.
20. 100% of the tenants surveyed about the conversion works expressed that they were very satisfied with the works that were carried out and the choice of products offered to them.
21. In addition to the above works there is a rolling programme of capital investment works being carried out in sheltered schemes through 2013/14 and beyond. Future reports will include updates on areas including lift refurbishment, fire safety measures and equality act works which we are currently consulting with customers in advance of works being delivered.

22. In September 2011 Cabinet recommended that de-commissioning programmes were approved for: Sunhill, Derwentside, Victoria House and West Park schemes. We have worked closely with customers and their families to ensure appropriate support is provided around re-housing options.
23. So far (as at July 2013) 90 customers have been re-housed into alternative accommodation.
24. We have worked closely with Vela Housing group to re-provide older persons accommodation at the Sunhill site. The new scheme will comprise of 28 two bed-roomed apartments, four of which will be offered for sale. Work commenced on site in September 2012 and is expected to be completed by the end of November 2013.
25. The development of the new scheme offers existing tenants the opportunity to move into modern spacious and energy efficient homes but also enables them to remain together as a community.
26. At present there are 17 tenants who have opted to move to the new scheme once complete. Vela and Keepmoat have provided Tenant Liaison Officers to work with us. This will ensure a smooth transition for tenants moving from the current scheme to their new homes and to minimise any anxieties tenants may have about the move.

### **Digital Inclusion**

27. In partnership with the Council and Age UK we continued our support for Digital Inclusion by providing training to 23 Sheltered Schemes throughout the borough. Over 125 customers got involved and received 280 hours of training in total. The overall aim of this project is to increase opportunities for older customers to access digital resources by providing friendly and welcoming support. Feedback is collated at the end of each course and the outcomes include:
  - Proficiency in internet searching, booking holidays shopping and using YouTube, particularly beneficial for customers living in isolated areas with diminishing shopping resources close by
  - Improved confidence with using the web, one respondent felt confident enough to purchase their own tablet computer
  - Enjoyment from sharing digital photography and using bidding websites such as e-bay
  - A better understanding of internet fraud and improved confidence while accessing services online such as banking
  - Activities such as card making and using graphics programmes and reading on notebook devices.
  - Improved social networking utilising Facebook, emails and Skype was of particular benefit to customers who found it would help them to stay in contact with family and friends
28. As the project has progressed, training has become more bespoke to individual customers own learning outcomes, ensuring they can benefit from use of the equipment, and see its relevance to their own lives. Provision of this has been well received.

## **Older Persons Service Improvement Group**

29. We work closely with older persons and the Gateshead's Older Peoples Assembly to ensure we encourage older people from all cultures, groups, genders, backgrounds and neighbourhoods to have their views heard. The Older Persons Service Improvement Group provides residents with an opportunity to get more involved in shaping and improving services they need.
30. During the year 2012/13 the Older Persons Service Improvement Groups activity included:-
  - Scrutinised the format of the new Housing Services Portal; a pioneering new web page directing customers to housing related support services
  - Reviewed performance on Small tasks and suggested changes to the satisfaction monitoring
  - Piloted new wireless thermostats for boilers installed in older peoples homes

## **Sheltered Accreditation Working Group**

31. The Sheltered accreditation working group has been actively influencing and shaping older peoples housing services in Gateshead for nearly 4 years. The group have made considerable progress including making considerable changes to the tenant led budget procedures to ensure value for money, developing a constitution for residents committees and providing accurate and up to date information and advice on the storage of mobility scooters in sheltered schemes.

## **Annual Scheme Meetings**

32. This year's Annual Scheme Meetings were a great success with over 318 customers attending. The number of customers directly involved has dropped in comparison to last year by 36 people which could be attributed to the pending closure of four large schemes.
33. Last year social activities were an area where customers expressed dissatisfaction so the meetings were used to focus on sharing ideas for future events and activities.
34. Tenants also got the opportunity to talk to their SEO and receive updates on last year's key achievements, get information and advice on living independently in their own homes and updates on what's happening in 2013/14.
35. We collated a lot of positive feedback and comments from customers attending these events. Outcomes are still being reviewed and individuals are being responded to on specific issues raised but some highlights include:
  - Identified a number of potential neighbourhood pride applications for example sustainable gardens and raised bedding areas for the community to maintain in the future
  - Establishing links with local providers of older persons activities such as chair based exercises
  - Improving the accessibility of communal areas installing automated doors and upgrading communal areas

- Identifying good news stories and best practice to share with neighbouring schemes
36. The information and advice given to customers during the annual scheme meetings have enabled customers to be referred to numerous other agencies and partners for further support including advice from Age Uk, the adaptations service, and the Older Peoples Assembly.

### **Link to values**

37. This report relates to the following company values:

- being a listening and learning organisation;
- being customer focussed, innovative and professional
- Caring and respecting
- Embracing equality

### **Impact on tenants**

38. The provision of the dedicated Sheltered Housing Management Team enables us to tailor housing services, responding more effectively to the needs of older and vulnerable persons. We have registered several compliments this year in recognition of this and Appendix 3 includes some of the positive satisfaction results received via the annual satisfaction survey. Headline results from this data is as follows:

- 95 % (315) customers were satisfied with services provided by Sheltered Estate Officer
- 83% (264) customers were satisfied with the social activities provided on the scheme
- 94 % (303) customers were satisfied with living in their sheltered scheme

### **Risk Management Implications**

39. By providing a dedicated service to older people and working in partnership with other services we can provide tailored services to the most vulnerable customers to deliver high quality housing services and maintaining high levels of satisfaction.
40. Without this dedicated support there would be a risk of vulnerable customers not having an opportunity to live independently, not getting access to the support services they need and a risk of them becoming socially excluded.

### **Financial Implications**

41. We have worked with Age Uk to deliver the digital inclusion project since 2009. The annual cost of the programme in 2012/13 was £8,495 and we contribute 50% of the funding through current budgets.

## **Equality and Diversity Implications**

42. Older persons services are continually reviewed to ensure our services are as accessible as possible. Customers are involved in shaping service delivery and the needs of older customers are taken into account.
43. Equality Impact Assessments are carried out when developing new projects or schemes to ensure that there is equal opportunity for and good quality services for all older people.

## **Value for Money Implications**

44. The CHS accreditation provides an external review of how well services are delivered. It enables us to demonstrate self awareness and the ability to challenge how the service is delivered in an efficient manner with the involvement of service users.
45. Improving services and working in partnership with the council and other agencies ensures we provide high quality services and ensures tenancy sustainability, allowing elderly people to remain independent for longer.

## **Health Implications**

46. Evidence shows us that the longer people remain physically and mentally active, their health and well-being is improved. Enabling people to live independently for longer in their home will support health communities in Gateshead.

## **Environmental Implications**

47. There are no direct environmental implications arising from this report. However older persons are engaged in ensuring the environment around their schemes is safe and well maintained.

## **Consultation carried out**

48. As referenced throughout this report due to the complex needs and vulnerable nature of this particular customer group we aim to ensure that customers are consulted as a matter of routine.

## **Recommendations**

49. The views of the committee are sought on whether it is satisfied with the activity, performance and customer satisfaction for the Sheltered Housing Service for the year 2012/13.
50. That the committee receive a further update on the outcomes of the CHS accreditation.

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Appendix 1: Estate Tours Performance Data 2012/13

**Sheltered Estate Tour - Borough Performance**

Qtr	Number Due	Carried out on time		With Residents	
		Number	%	Number	%
1	42	41	98	38	93
2	42	40	95	39	98
3	42	39	93	33	85
4	42	42	100	31	74
<b>Total</b>	<b>168</b>	<b>162</b>	<b>96</b>	<b>141</b>	<b>87</b>

**Sheltered Estate Tour Performance - Neighbourhood Totals**

Area	Qtr	Number Due	Carried out on time		With Residents	
			Number	%	Number	%
Central	1	3	3	100	3	100
	2	3	3	100	3	100
	3	3	3	100	3	100
	4	3	3	100	3	100
	<b>Total</b>	<b>12</b>	<b>12</b>	<b>100</b>	<b>12</b>	<b>100</b>
Inner West	1	6	6	100	6	100
	2	6	6	100	6	100
	3	6	6	100	5	83
	4	6	6	100	5	83
	<b>Total</b>	<b>24</b>	<b>24</b>	<b>100</b>	<b>22</b>	<b>92</b>
West	1	16	15	94	15	94
	2	16	16	100	14	88
	3	16	15	94	12	75
	4	16	16	100	9	56
	<b>Total</b>	<b>64</b>	<b>62</b>	<b>97</b>	<b>50</b>	<b>78</b>
East	1	5	5	100	4	80
	2	5	4	80	4	80
	3	5	4	80	3	60
	4	5	5	100	4	80
	<b>Total</b>	<b>20</b>	<b>18</b>	<b>90</b>	<b>15</b>	<b>75</b>
South	1	12	12	100	10	83
	2	12	11	92	12	100
	3	12	11	92	10	83
	4	12	12	100	10	83
	<b>Total</b>	<b>48</b>	<b>46</b>	<b>96</b>	<b>42</b>	<b>88</b>



## Appendix 2: Drop in Issues 2012/13

Type of Issue	Number of Enquiries
Repairs	62
Housing Management	25
Grounds Maintenance	11
ADSC	11
Tenant Led Budget	8
Decent Homes	7
Other	7
Bin Collection	6
Anti social Behaviour	5
Lettings	4
LES	4
Health & Safety	3
Complaint	3
Dog Fouling	2
Rent	2
Gas	2
Highway	1
Funding	1
Fly Tipping	1
TV Licence	1
Neighbourhood Pride	1
Pest Control	0
<b>Total Number of Issues</b>	<b>167</b>
<b>Total Number of Drops Ins</b>	<b>161</b>
<b>Total Number attendees</b>	<b>642</b>

### Appendix 3: Satisfaction Results 2012/13

<b>Satisfaction with services provided by Sheltered Estate officer</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>247</b>	74%
Fairly Satisfied	68	21%
Very Dissatisfied	<b>6</b>	2%
Fairly Dissatisfied	<b>4</b>	1%
Neither Satisfied nor Dissatisfied	7	2%
<b>Total</b>	<b>332</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	315	95%

<b>Satisfaction with the Care Call service</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>247</b>	76%
Fairly Satisfied	55	17%
Very Dissatisfied	3	1%
Fairly Dissatisfied	<b>3</b>	1%
Neither Satisfied nor Dissatisfied	18	5%
<b>Total</b>	<b>326</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	302	93%

<b>Satisfaction with services provided by sheltered scheme officer</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>254</b>	78%
Fairly Satisfied	59	18%
Very Dissatisfied	<b>3</b>	1%
Fairly Dissatisfied	<b>2</b>	1%
Neither Satisfied nor Dissatisfied	7	2%
<b>Total</b>	<b>325</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	313	96%

<b>Satisfaction with social activities</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>194</b>	61%
Fairly Satisfied	70	22%
Very Dissatisfied	<b>5</b>	2%
Fairly Dissatisfied	<b>3</b>	1%
Neither Satisfied nor Dissatisfied	44	14%
<b>Total</b>	<b>316</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	264	83%

<b>Satisfaction with standard of cleaning</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>226</b>	73%
Fairly Satisfied	62	20%
Very Dissatisfied	3	1%
Fairly Dissatisfied	<b>3</b>	1%
Neither Satisfied nor Dissatisfied	15	5%
<b>Total</b>	<b>309</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	288	93%

<b>Overall satisfaction with living in a sheltered scheme</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	<b>248</b>	77%
Fairly Satisfied	55	17%
Very Dissatisfied	8	3%
Fairly Dissatisfied	<b>4</b>	1%
Neither Satisfied nor Dissatisfied	5	2%
<b>Total</b>	<b>320</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	303	94%