



## Report to Customers and Communities Committee

10 September 2015

**Title:** Sheltered Housing Service – Annual Update 2014/15

**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 2014/15.

### Background

2. The number of people aged 85 and over in the UK is predicted to double in the next 20 years ('A better life: valuing our later years', Joseph Rowntree Foundation, December 2013). As Gateshead is characterised by an increasingly ageing population, and with cuts to public funding and support services, it is even more important for housing providers to deliver responsive, needs-led services.
3. The Sheltered Housing team works closely with our partners to provide housing services for older people which are effective, accessible, and appropriate to their needs. The dedicated Sheltered Housing team regularly consult with and involve older tenants to capture their views and ideas, enabling them to play a meaningful and active role within their sheltered schemes and local communities.
4. In April 2010, the Sheltered Housing Service was accredited by the Centre for Housing and Support (CHS). This nationally recognised quality mark demonstrates that sheltered housing related support services in Gateshead are of the highest standard, delivered consistently and are person centred.
5. The accreditation has been subject to an annual review since it was initially awarded and for almost 5 years, the Sheltered Accreditation Working Group has been ensuring compliance with the standard and identifying opportunities for improvement. In 2014/15 they successfully completed the continuous improvement plan which was a mandatory element of the Code of Practice and requires us to demonstrate our actions to improve services for older persons in Gateshead.
6. The re-assessment process was carried out during the first quarter of 2014/15 and formal notification of the company's reaccreditation success was provided in October 2014.

## **Summary**

### **Estate Tours**

7. During the last year, we adapted our approach to conducting estate tours. As well as reporting issues via log sheets available on notice boards, with staff in the communal lounges, and on-line, we now offer a home visit service while the Sheltered Estate Officers are on site. This means that customers can report issues within the comfort of their own home and has been particularly well received in the winter months. This further demonstrates our provision of a responsive service to older persons.
8. We carried out 96% (155) of Estate Tours on time; 85% of estate tours were undertaken with customer involvement.
9. Appendix 1 shows a breakdown of the performance data on Sheltered Estate Tours in 2014/15.

### **Drop-in's**

10. Over one thousand customers (1030) accessed the face to face drop-in sessions the Sheltered Estate Officers (SEOs) held in sheltered communal lounges last year. This was a significant increase of 79% from 2013/14 (574) The outcomes for customers from these sessions were wide ranging including having their say on local issues such as parking and grounds maintenance and receiving information and advice on repairs and estate improvements. Appendix 2 summarises the types of query picked up during the year.

### **Home Welcome Visits**

11. Moving into sheltered accommodation can be a big adjustment for older people so the Home Welcome Visit (HWV) is vital to ensure they have settled into their new home and are accessing the right support to enable them to continue to live independently.
12. To ensure we consistently achieve strong performance in this area we work closely with the Council's Sheltered Scheme Officers (SSO's) and customers' family/advocates to gain access. This year, 91% (146) of Home Welcome Visits were completed within the six week target timescale. This performance figure remains the same as last year. A summary of Home Welcome Performance can be found in Appendix 3.
13. 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.

### **Neighbourhood Pride**

14. Through the Neighbourhood Pride budget we have been able to deliver a variety of projects in 2014/15 which enhance the local environment within our sheltered schemes. A summary of the activity is found in Appendix 4. Work has primarily focused on developing safe and accessible outdoor areas for older people to enjoy. In total we have completed 9 projects with several of them being gardening projects which have been very popular and help tackle issues of

health inequalities as well as social isolation. Giving older people an opportunity to remain active within the scheme promotes a sense of community and is recognised as contributing to improved wellbeing.

### **Designing Out Crime**

15. Using the Housing Company's Designing Out Crime budget, we have delivered a total of 6 projects that have increased safety & security at our sheltered schemes throughout 2014/15. A summary of all the measures is found in Appendix 5. Many of the projects have involved increased lighting in poorly lit areas or fencing measures to prevent unwanted access and target harden communal areas.

### **Improving the quality and choice of housing**

16. We have continued to provide support and re-housing options to customers at Victoria House, Derwentside, Sunhill, and West Park, following Cabinet approval to decommission these schemes in 2011.
17. Victoria House closed in 2012 after 21 tenants were rehoused to new homes in areas of their choice. Derwentside closed in October 2014 after 35 tenants were rehoused. In both cases the majority of customers transferred into other council owned homes and some moved in to local accommodation which specialises in elderly and nursing care.
18. Sunhill Court built by Keepmoat in conjunction with Thirteen Housing Group, opened in January 2014, providing modern older persons' accommodation in place of the old Sunhill scheme. 17 customers from the old scheme chose to move into the new development. The old Sunhill building has now been demolished and the area has been landscaped.
19. Sunhill Court is owned by Thirteen Housing Group, and is managed by The Gateshead Housing Company through a Management Agreement. Support services are provided by Gateshead Council's Care Call service, via a Service Level Agreement.
20. Over the course of 2014/15, 51 of the residents living in Sunhill Court completed satisfaction surveys. 98% of residents said that they were satisfied with living in the scheme.
21. In May 2015, Thirteen Housing Group have worked with Keepmoat to build and open Clavering Court which is in Dunston. This brand new older person's scheme on the Ravensworth Road site is in close proximity to West Park. Clavering Court provides 47 one and two-bed apartments for people aged over 55. 14 of these properties are also available for shared ownership.
22. The council's Care Call service provide a mobile scheme officer service and each property is linked to Care Call's 24/7 emergency response service. This has been critical in providing continuity for the residents moving to the new scheme and has greatly assisted in the transition.
23. West Park closed on the 26<sup>th</sup> May 2015 when the remaining 8 tenants moved into the new development at Clavering Court. Discussions are ongoing with Thirteen Housing Group regarding arrangements for The Gateshead Housing Company to take over the management of the new building.

## **Investment Works**

24. At the end of 2014/15, 8 sheltered schemes had Equality Act works completed. These works have primarily improved entranceways and toilet facilities and promoted increased use of communal lounges. 5 further schemes are due to receive works in 2015/16 and are currently being planned with the Council's Construction Services.
25. Works to upgrade the Tunstall Care Call system in 528 properties are scheduled to be completed by September 2015. A further £250k worth of upgrades will be delivered during the current year.

## **Laundry equipment**

26. In partnership with the council a procurement exercise was completed in March 2015 which resulted in PHS Group being awarded a contract to replace some ageing laundry equipment. As the current contract expires during 2015 a further procurement exercise is ongoing in partnership with the council to find a contractor who will be responsible for the future repair and maintenance of all laundry equipment.

## **Digital Inclusion**

27. Since September 2009, Age UK Gateshead has contributed to Gateshead Housing Company and Gateshead Council's Community Empowerment through Digital Inclusion Project. This aims to reduce digital exclusion of our customers and provide opportunities and support.
28. Age UK, who have experience in specialist training for older people, have devised and delivered a successful support and training programme to enable residents to use this new resource.
29. Throughout 2014/15, 71 customers attended sessions held in communal lounges receiving a total of 260 hours of training.
30. The project has changed significantly since it started. Initially the majority of residents who attended the courses were complete beginners who did not have access to computers or the internet. The lessons were very basic and residents were taught how to switch on a laptop, how to close down correctly, how to use a mouse and keyboard and how to do very basic internet searching. As the projects have continued the training has become bespoke and the residents that have attended have had specific training requests.
31. This year customers expressed a wish for more in depth knowledge of internet security and how to install virus protection programs. We have worked on the new 'windows 8 platform' and on tablets and Ipads. During the courses, customers were supported set up online banking, shopping accounts and have bought weekly shopping, connected laptops to televisions, downloaded photos and music, and arranged our files into folders. Many residents have used emails, 'Facebook' and 'Skype' to contact family.

## Rookie Golf programme

32. Rookie Sports is a Social Enterprise based in Newcastle-upon-Tyne, who works with local communities to bring people together through fun activities that can be enjoyed by all. Their programmes engage people of all ages and abilities, including people with limited mobility and those who do not typically take part in physical activities.
33. In 2013, we supported the Rookie Sports by a piloting free taster session for sheltered customers, funded by the tenant led budget. This was further supplemented by a £5,000 grant from the Community Fund to organise indoor 'Rookie Golf' sessions for older people in the borough. All 6 of the sheltered schemes involved, were paired with local schools and in 2014/15, the sessions took place in both communal lounges and schools.
34. As well as being lots of fun, the oversized indoor golf game has health benefits, as sessions get older people more mobile, improving their balance and reducing the risk of slips, trips and falls. The grant was also used to train older residents to help teach the game at local schools and help build intergenerational community links.
35. The programme has been very well received from the customers and schools involved and feedback included some of the following pertinent comments:
  - I can't get out much so having the activities come to us was a brilliant thing. We all had so much fun playing Rookie Golf. It gave everyone the chance to have a lot of fun with each other – **Tenant from Birtley Villas**
  - *"Playing these games made me feel the same as anyone else. I also liked the way the children didn't judge me because of my disability. I would love to see this continue"* – **Tenant from Mulgrave villas**
  - *"Before the start of this project, discussions with the class showed that they thought elderly people don't do a lot. Now, through taking part in Rookie Golf with residents at Angel Court, the children have a very different perception. Their view is that older people can be active, get involved with them and have a bit of fun"* - **Teacher from Harlow Green primary school**
  - It was great. Everything about this project was great, especially being with the kids. They were such fun, so polite and it was lovely to see them happy. **Tenant from McErlane Square**
  - "That was the first time I tried it – Awesome!" - **Alana from St Joseph's RC Infant School**
  - *"It's been a good thing to mix with the kids from our local school. It brings the community together"*- **Tenant at Mosspool**
  - *"Different generations completely engaged in the game, conversation or supporting each other with a high five or at times a little dance! From a teacher's perspective, it was great to see those children who sometimes struggle in new social situations thrive and made to feel at ease by the Rookie Golf staff and the older residents. We have recently been talking in class about some of the highlights of this academic year and the Rookie Golf project was one that was mentioned on numerous occasions"* - **Teacher from Emmaville Primary School**

36. The Gateshead Housing Company arranged an event on International Day of Older Persons (October 1<sup>st</sup> 2014) to recognise the contributions of older persons in our local community. Sheltered customers were invited to join in a Rookie Golf tournament and received information and advice about older peoples services in Gateshead. The event also coincided with the relaunch of our Older Persons' Housing Strategy.
37. The project was nominated for a national CIH award in April 2015. Representatives from the Older Persons Housing Team, Rookie Golf and the Council's Care Call Team, took part in a presentation in Nottingham which ensured that the project made it through to the grand final in London in June.
38. In 2015/16, we are looking to expand indoor sports activities further by working with Gateshead Council's Get Active Team. Get Active offers a free service and a wide range of indoor sports, giving customers a choice in the activities they can participate in. Pilot sessions have been very well received and will now be rolled out to all schemes interested in getting involved.

### **Dementia Friends Training**

39. All members of the Older Persons Housing Team have undergone Dementia Friends Champion training in 2014/15. This free training course ran by the Alzheimers Society, empowers champions to educate and improve society's understanding of Dementia.
40. Following this, training sessions have been delivered to our neighbourhood relations team and also to the older persons service improvement group. Further dementia awareness sessions are planned to be delivered to employees during 2015/16.

### **Older Persons Service Improvement Group**

41. The Older Persons Service Improvement Group provides residents with an opportunity to get more involved in shaping and improving the services they need. Last year, customers told us that they would like meetings to focus on more wide ranging issues impacting on older people, covering key topics such as changes to Carers Emergency Response Service and Capital Investment works to older persons housing.
42. In order to strengthen the Service Improvement Group we invited members of the successful CHS re-accreditation team to join the sessions. This has had an extremely positive affect on the meeting and increased the number of regular attendees.
43. During the year 2014/15, activities with the Older Persons Service Improvement Groups included:-
  - An interactive Dementia Awareness Session
  - Reviews of Water Hygiene & Sheltered Support Leaflets
  - A Welfare Reform presentation
  - Satisfaction results scrutiny
  - An assessment of advertising materials for the letting of older persons accommodation

- Redesigning the format of the sheltered and Care Call's satisfaction surveys
- Value for money updates
- Older Persons Housing Strategy Review work

### **Here & Now Sessions**

44. In 2014/15, we tried a new approach to the annual scheme meetings. Instead of just one meeting each year, we kept in touch with customers more often by combining the "Annual Scheme Meeting" with "Here & Now sessions" every 3 months.
45. This year over 1000 customers attended the Here & Now Road Shows with 1175 customers completing our satisfaction survey. The results are found in Appendix 6; in summary:
- 1121 (95%) of customers were overall satisfied with living in a sheltered scheme
  - 95% of customers were satisfied with opportunities to get involved in their scheme.
46. We collated a lot of positive comments from customers attending these events but any customer who expressed dissatisfaction was contacted to provide further feedback. This helped to inform the following improvements:
- Identified a number of potential Neighbourhood Pride applications, for example, sustainable gardens and raised bedding areas for the community to maintain in the future
  - Addressed local issues affecting the community such as parking and grounds maintenance
  - Establishing links with local providers of older persons activities such as Rookie Golf, improving the accessibility of communal areas, installing patio doors and upgrading communal areas
  - Developed information, training and advice on condensation in properties
  - Identifying good news stories and best practice to share with neighbouring schemes
47. The feedback from customers was that they preferred more informal sessions so in 2015/16 the regular meetings will simply be called Drop-in Sessions. In the new 'Drop-in' sessions we will look at a number of different themes throughout the year as follows:
- **Spring (Q1)** – The first session of the year will concentrate on agreeing ideas for goods and services that could be purchased via the 'Tenant Led Budget'. Suggestions will be collated and estimates submitted for approval. During this important session, ideas for environmental schemes and security works may also be discussed
  - **Summer (Q2)** - This interactive session will see Sheltered Estate Officers collecting customers views via the "10 Questions" survey form. This information will be used to help The Gateshead Housing Company and Care Call plan for the future and capture customer's ideas and suggestions

- **Autumn (Q3)** - This session will look at the personal wellbeing of customers and will see a number of partner agencies invited to talk about support services that they provide in the local area
  - **Winter (Q4)** – The final session of the year will discuss the outcomes of the “10 Questions” survey and will give customers the chance to see how The Gateshead Housing Company and Care call have performed.
48. This approach means we can give customers more regular and detailed information and feedback about our services, our performance and the improvements we’re planning. It will also give customers the opportunity to talk to us in person about any suggestions or concerns they might have.
49. Having listened to customers in 2014/15 about the frequency of surveys a decision has been taken to carry out only 1 customer survey in 2015/16. The Older Persons Service Improvement Group will receive regular feedback on the outcomes of all sessions at their bi-monthly meetings, including information on satisfaction data and customers’ comments. This will allow the SIG to be involved in identifying and developing service improvements which we can then share with customers at future roadshows.
50. Satisfaction levels for the Small Tasks Service have remained consistently high at 100%. The service which provides support to elderly or disabled tenants, who have no family or friends to assist them, carries out minor household tasks such as hanging pictures or changing light bulbs. 45 Small Tasks were completed over the year 2014/15 and customers were very complimentary about the service.

### **Link to values**

51. This report relates to the following company values:
- Customer focussed
  - Inclusive, valuing diversity
  - Innovative
  - Accountable
  - Passionate about what we do

### **Impact on tenants**

52. The provision of the dedicated Sheltered Housing Management Team enables us to tailor housing services and respond more effectively to the needs of older and vulnerable persons. We have registered several compliments this year in recognition of this.

### **Risk Management Implications**

53. 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.

54. 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**

55. There are no additional financial implications arising from this report.

### **Equality and Diversity Implications**

56. 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. Equality Impact Assessments are carried out when developing new projects or schemes to ensure that there is equal opportunity and good quality services for all older people.

### **Value for Money Implications**

57. 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.
58. Improving services and working in partnership with the council and other agencies ensures we provide high quality services and contributes towards tenancy sustainability, allowing elderly people to remain independent for longer and reduces pressure on adult social care budgets.
59. Investing into our existing sheltered accommodation in a planned way, supports our long term vision to allow older people to remain living in their own homes for longer.
60. Working in partnership with the council on laundry procurement enables us to ensure we are achieving value for money both in terms of purchasing equipment and the on-going service and maintenance contracts.

### **Health Implications**

61. 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 healthy communities in Gateshead.

### **Environmental Implications**

62. 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.

## **Recommendation**

63. The views of the committee are sought on whether it is satisfied with the annual update on the sheltered housing service for 2014/15.

## Appendix 1: Estate Tours Performance Data 2014/15

### Sheltered Estate Tour - Borough Performance

Qtr	Number Due	Carried out on time		With Residents	
		Number	%	Number	%
1	41	41	100	35	85
2	41	35	100	26	74
3	40	39	100	34	87
4	40	40	100	36	90
<b>Total</b>	<b>162</b>	<b>155</b>	<b>100</b>	<b>131</b>	<b>85</b>

### Sheltered Estate Tour Performance - Neighbourhood Totals

Area	Qtr	Number Due	Carried out on time		With Residents	
			Number	%	Number	%
Central & Inner West	1	11	11	100	11	100
	2	11	10	100	9	82
	3	10	9	100	9	90
	4	10	10	100	10	100
	<b>Total</b>	<b>42</b>	<b>40</b>	<b>100</b>	<b>39</b>	<b>98</b>
East & South	1	17	17	100	16	94
	2	17	12	100	11	94
	3	17	17	100	14	82
	4	17	17	100	16	94
	<b>Total</b>	<b>68</b>	<b>63</b>	<b>100</b>	<b>57</b>	<b>90</b>
West	1	13	13	100	8	62
	2	13	13	100	6	46
	3	13	13	100	11	85
	4	13	13	100	10	77
	<b>Total</b>	<b>52</b>	<b>52</b>	<b>100</b>	<b>35</b>	<b>67</b>
<b>Overall</b>	<b>2014/15</b>	<b>162</b>	<b>155</b>	<b>100</b>	<b>131</b>	<b>85</b>

## Appendix 2:

### Drop in Issues 2014/15

<b>Nature Of Issue</b>	<b>Number of Enquiries</b>
Repairs	108
Housing Management	50
LES	32
Dog Fouling	2
Grounds Maintenance	33
Local Community fund	2
Handyman/Small Task	5
Care Call	1
Pest Control	5
Compliment/Complaint	3
Tenant Led Budget	7
Parking	1
Social Services	1
Highways	14
NHP/DOC/applications	12
Investment Team/Asset Management	27
Health & Safety	13
Estate Issues	26
Other	40
Home improvements/Adaptations	13
Anti-social behaviour	7
Street lighting	3
<b>Total Number of Issues</b>	<b>405</b>
<b>Total Number of Drops Ins</b>	<b>149</b>
<b>Total Number attendees</b>	<b>1030</b>

## BOROUGH 14-15 April 2014 – March 2015 – Home Welcome Visits – ALL VISITS

	BOROUGH	WEST	INNER WEST	CENTRAL	EAST	SOUTH	SHELTERED	
<b>Visits Due</b>	1700	191	212	332	330 F = 210 LL = 120	476 B = 124 W = 352	159 A = 68 B = 44 C = 47	
<b>Visits Complete Overall</b>	1514	173	200	292	302 F = 187 LL = 115	402 B = 104 W = 298	146 A = 64 B = 42 C = 40	
<b>Visits Completed within target (6 weeks from COT) –Target 87% (A)</b>	<b>1510 (88.8%)</b>	<b>172 (90%)</b>	<b>200 (94.3%)</b>	<b>291 (87.7%)</b>	<b>302 (91.5%)</b> F = 187 (89%) LL = 115 (95.8%)	<b>400 (84%)</b> B = 103 (83.1%) W = 297 (84.4%)	<b>145 (91.2%)</b> A = 64 (94.1%) B = 42 (95.5%) C = 39 (83%)	
<b>Final Letters Sent Overall</b>	153	16	12	36	28 F = 23 LL = 5	57 B = 13 W = 44	4 A = 0 B = 1 C = 3	
<b>Final Letters Sent within 6 weeks (B)</b>	<b>145</b>	<b>13</b>	<b>12</b>	<b>34</b>	<b>27</b> F = 23 LL = 4	<b>57</b> B = 13 W = 44	<b>2</b> A = 0 B = 1 C = 1	
<b>Overall attempt made to contact customer within 6 weeks – Target 100% (A+B)</b>	<b>1655 (97.4%)</b>	<b>185 (96.9%)</b>	<b>212 (100%)</b>	<b>325 (97.9%)</b>	<b>329 (99.7%)</b> F = 210 (100%) LL = 119 (99.2%)	<b>457 (96%)</b> B = 116 (93.5%) W = 341 (96.9%)	<b>147 (92.5%)</b> A = 64 (94.1%) B = 43 (97.7%) C = 40 (85.1%)	
<b>Visits Due in Quarter with no action</b>	32	2	0	4	0 F = 0 LL = 0	17 B = 7 W = 10	9 A = 4 B = 1 C = 4	

## Neighbourhood Pride Projects 2014/15 (9 In total)

Scheme	Project Description	Impact on tenants
Mulgrave Villas	Install 2 Bird Baths at the entrance to the scheme.	<ul style="list-style-type: none"> <li>• To improve pride in the scheme by enhancing the local environment</li> <li>• Create a pleasant environment for older people to socialise in and enjoy</li> </ul>
Mulgrave Villas	To introduce a patio area and raised flower beds in the grassed area at the front of the entrance to the building.	<ul style="list-style-type: none"> <li>• Customer satisfaction from volunteering to maintain the flower beds and communal gardens</li> <li>• Promote active and healthy lifestyles for tenants</li> <li>• Reduce risk of social isolation for older people</li> <li>• To improve pride in the scheme by enhancing the local environment</li> </ul>
Kays Cottages	Pigeon guano to be removed from the 4 archways leading to the courtyards. The area was then treated with a biocide and Pigeon spikes were installed to discourage further nesting.	<ul style="list-style-type: none"> <li>• To improve pride in the scheme by enhancing the local environment</li> <li>• Prevent future issues with roosting birds</li> </ul>
Mcerlane Square	Communal seat to be installed on the paved area next to the fire door and existing paved area to be extended by 4 paving slabs.	<ul style="list-style-type: none"> <li>• local residents feel that we listen and understand their views</li> <li>• Provide a safer more accessible outside seating area for customers</li> <li>• Provide attractive street furniture support active older peoples active lifestyles</li> <li>• Create an accessible safe environment for older people to socialise in and enjoy</li> </ul>
Joyce Close	Install a bench and three large plant pots at the entrance to the Communal Lounge.	<ul style="list-style-type: none"> <li>• Local residents feel that we listen and understand their views</li> <li>• Provide a safer more accessible outside seating area for customers</li> <li>• Provide attractive street furniture support active older peoples active lifestyles</li> </ul>

		<ul style="list-style-type: none"> <li>• Create an accessible safe environment for older people to socialise in and enjoy</li> </ul>
Rydal Crescent	Convert an unused grassed area to a patio with raised beds.	<ul style="list-style-type: none"> <li>• Local residents feel listened to and understand their views</li> <li>• Design out inappropriate landscaping</li> <li>• Customer satisfaction from volunteering to maintain the flower beds and communal gardens</li> <li>• Promote active and healthy lifestyles for tenants</li> <li>• Reduce risk of social isolation for older people</li> <li>• To improve pride in the scheme by enhancing the local environment</li> </ul>
Greenfields	Remove all overgrown shrubs around the perimeter of the communal lounge and replace with slate and edged with a timber border and plants.	<ul style="list-style-type: none"> <li>• Create an accessible safe environment for older people to socialise in and enjoy</li> <li>• Local residents feel listened to and understand their views</li> <li>• Design out inappropriate landscaping</li> <li>• Customer satisfaction from volunteering to maintain the flower beds and communal gardens</li> <li>• Promote active and healthy lifestyles for tenants</li> <li>• Reduce risk of social isolation for older people</li> <li>• To improve pride in the scheme by enhancing the local environment</li> </ul>
East Lea	Accessible raised flower beds made from railway sleepers and a gravel ground covering.	<ul style="list-style-type: none"> <li>• Create an accessible safe environment for older people to socialise in and enjoy</li> <li>• local residents feel listened to and understand their views</li> <li>• Design out inappropriate landscaping</li> <li>• Customer satisfaction from volunteering to maintain the flower beds and communal gardens</li> <li>• Promote active and healthy lifestyles for tenants</li> <li>• Reduce risk of social isolation for older people</li> </ul>

		<ul style="list-style-type: none"> <li>• To improve pride in the scheme by enhancing the local environment</li> </ul>
Kells Way	Remove all overgrown shrubs from the garden to the front of communal lounge and replace with slate and edged with a timber border.	<ul style="list-style-type: none"> <li>• Local residents feel listened to and understand their views</li> <li>• Design out inappropriate landscaping</li> <li>• To improve pride in the scheme by enhancing the local environment</li> </ul>

## Designing Out Crime Projects 2014/15 (6 in total)

Scheme	Project Description	Impact on tenants
South Lea	To erect fencing at the sides of all the end bungalows.	<ul style="list-style-type: none"> <li>To stop school children and dog-walkers from walking past residents bedroom windows</li> <li>Make residents feel less vulnerable</li> <li>To improve pride in the scheme by enhancing the local environment</li> </ul>
Cheshire Avenue	Add Prickastrips to top of the LES storage cabin	<ul style="list-style-type: none"> <li>To stop children from climbing on top of the cabin and causing nuisance</li> <li>Make residents feel less vulnerable</li> </ul>
Kays Cottages -	Install four security lights in the entrance archways to increase the security of the inner squares.	<ul style="list-style-type: none"> <li>This should deter intruders and allow the residents an increased feeling of safety and security</li> <li>Make residents feel less vulnerable</li> </ul>
Bensham Court	Install security lights near the communal lounge as the area is very dark.	<ul style="list-style-type: none"> <li>This should deter intruders and allow the residents an increased feeling of safety and security</li> <li>Make residents feel less vulnerable</li> </ul>
AJ Cooks Cottages	Install extra fencing and gates to the communal garden areas.	<ul style="list-style-type: none"> <li>To reduce access to non-residents</li> <li>Make residents feel less vulnerable</li> <li>To improve pride in the scheme by enhancing the local environment</li> </ul>
Birtley Villas	Install security lights near the communal lounge as the area is very dark.	<ul style="list-style-type: none"> <li>This should deter intruders and allow the residents an increased feeling of safety and security</li> <li>Make residents feel less vulnerable</li> </ul>

## Satisfaction Results 2014/15

Quarter 1

<b>Do you find employees friendly, helpful and professional?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	393	94%
No	9	2%
Don't Know	11	3%
N/a	3	1%
<b>Total</b>	<b>416</b>	<b>100</b>

<b>If you have experienced any problems with the services we provide, how well did we resolve them for you?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Well	222	53%
Well	114	27%
Very Poorly	13	3%
Poorly	15	4%
Don't Know	18	4%
N/a	34	8%
<b>Total</b>	<b>416</b>	<b>100%</b>
<b>Combined Very Well &amp; Well</b>	<b>336</b>	<b>81%</b>

<b>How satisfied are you with the services provided by The Gateshead Housing Company and its partners?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	231	56%
Fairly Satisfied	133	32%
Very Dissatisfied	12	3%
Fairly Dissatisfied	25	6%

Neither Satisfied nor Dissatisfied	10	2%
N/a	5	1%
<b>Total</b>	<b>416</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	<b>364</b>	<b>88%</b>

### Quarter 2

<b>Are you happy with the communal facilities in your scheme, for example the laundry, lounge or kitchen?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	314	84%
No	41	11%
N/a	5	1%
Don't Know	14	4%
<b>Total</b>	<b>374</b>	<b>100%</b>

<b>Do you use the communal lounge?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	287	77%
No	81	22%
Don't Know	0	0%
N/a	6	2%
<b>Total</b>	<b>374</b>	<b>100%</b>

<b>Are you satisfied with the standards of cleaning and how we maintain the building?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	330	88%
No	22	6%
Don't Know	18	5%
N/a	4	1%
<b>Total</b>	<b>374</b>	<b>100%</b>

### Quarter 3

<b>Are you satisfied with the support you have been given to help you live independently?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	204	91%
No	8	4%
Don't Know	7	3%
N/a	6	3%
<b>Total</b>	<b>225</b>	<b>100%</b>

<b>How satisfied are you with opportunities for getting involved in your scheme?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	152	68%
Fairly Satisfied	62	28%
Very Dissatisfied	4	2%
Fairly Dissatisfied	1	0%
Neither Satisfied nor Dissatisfied	5	2%
N/a	1	0%
<b>Total</b>	<b>225</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	<b>214</b>	<b>95%</b>

<b>Do you feel that you have opportunities to give us your views?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	207	92%
No	7	3%
Don't Know	8	4%
N/a	3	1%
<b>Total</b>	<b>225</b>	<b>100%</b>

#### Quarter 4

<b>Do you feel safe and secure in and around the scheme?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	134	98%
No	2	1%
Don't Know	1	1%
N/a	0	0%
<b>Total</b>	<b>137</b>	<b>100%</b>

<b>Do you feel confident about raising any issues about your scheme with us?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	130	95%
No	3	2%
Don't Know	4	3%
N/a	0	0%
<b>Total</b>	<b>137</b>	<b>100%</b>

<b>If you experienced any issues in your scheme do you feel we have dealt with them well?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Yes	112	82%
No	7	5%
Don't Know	14	10%
N/a	4	3%
<b>Total</b>	<b>137</b>	<b>100%</b>

#### 2014/15

<b>Overall satisfaction with living in your sheltered scheme?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>

Very Satisfied	865	74%
Fairly Satisfied	256	22%
Very Dissatisfied	21	2%
Fairly Dissatisfied	18	2%
Neither Satisfied nor Dissatisfied	15	1%
<b>Total</b>	<b>1175</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	<b>1121</b>	<b>95%</b>

### Sunhill Court

<b>Overall satisfaction with living in your sheltered scheme?</b>		
<b>Answer Description</b>	<b>No. of Responses</b>	<b>%</b>
Very Satisfied	34	67%
Fairly Satisfied	16	31%
Very Dissatisfied	0	0%
Fairly Dissatisfied	0	0%
Neither Satisfied nor Dissatisfied	1	2%
<b>Total</b>	<b>51</b>	<b>100%</b>
<b>Combined Very &amp; Fairly Satisfied</b>	<b>50</b>	<b>98%</b>