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Subject: Sheltered Housing Review

Report to: Housing and Neighbourhoods Committee 19th May 2022

Report by: Justin Gibbs, Tenancy Services Manager

SUBJECT MATTER

This report sets out the review undertaken of the Council's sheltered housing provision.

RECOMMENDATION

That Housing & Neighbourhood Committee Approve

- Allocation of first floor homes at Grenville Place (26 dwellings) and Conway Road (13 dwellings) are offered to applicants 50 and over (subject to application verification) - reviewed in 1 year.
- Cyclical maintenance programme is reviewed to ensure communal areas/rooms are better maintained.
- A revenue allocation of £25,000 is made to allow for the purchase of new soft furnishings subject to the development of schedules for improvement and priority, relating to each communal rooms targeting the worse issues.
- Tenants that have the use of Laundry Rooms are consulted as to their need going forwards, and where Laundry Rooms are not required they are closed with service charges being reduced accordingly
- That a business case is developed to trial a mobility scooter store (5 units) on an estate to see if this effectively addresses this storage need identified by our tenants
- An asset management parking strategy is developed to consider sustainable transport opportunities for residents.

1.1 Introduction

This report follows a request from Full Council that the Housing and Neighbourhoods Committee review how the sheltered housing service is provided and consider reintroducing the approach delivered pre-July 2017. A scoping report presented to the Housing & Neighbourhoods Committee on the 15th July 2021 set out how this would be undertaken and included the wider sheltered housing offer to tenants though considering:

- Demand for current and future sheltered housing
- Void home allocation process
- Tenants preferred communication and support method/frequency
- Range of services desired by tenants linked to service costs reflecting the self-funding nature of the service
- Communal facility provision required within schemes
- How communal rooms could be effectively operated to ensure all rooms maximise capacity to provide benefits to tenants and the wider community
- What other service providers are delivering as part of their sheltered housing offer and best practice in relation to sheltered housing delivery
- Adapting and refining service delivery to support the needs of our tenants and the wider community.

This report highlights key findings from the full sheltered housing review (see attached) and provides recommendations to support the best sheltered housing provision for tenants in the borough.

2.1 Demand

Current Council tenants cover a wide age band with just over 5% under 60 and 47% between 60 -75 and over 75. Research undertaken for Norfolk Councils in November 2021 and our recent performance data shows there is currently low demand for sheltered housing in the borough of Great Yarmouth. In November 2021 there were only 16 applicants in the Allocation Pool that had been fully assessed (90 awaiting assessment) as having a need for sheltered housing. Applicants not only support allocation requirements for our stock where there are approximately 94 homes re-let each year but also demand from other registered providers in the borough.

Despite current low demand the research undertaken for Norfolk Councils predicted this would increase linked to an ageing population, rising significantly by 2041 with residents likely to remain in sheltered homes for longer in future. However, it predicted there would remain an oversupply of sheltered rental. This is matched with a significant shortage of Extra Care Housing; Sheltered Ownership and shared ownership homes predicted. Consequently, there are likely to be particular short-term difficulties with demand for our rental homes in the next few years.

It is vitally important that the most attractive sheltered housing offer is available to potential applicants ensuring sheltered housing is promoted to potential applicants and clear location choices are available when applications for rehousing are made. However, it is unlikely that these approaches will ensure we meet demand in the next few years. Therefore we need to consider other short-term measures to support full allocation of our sheltered housing now in a way that still allows for future capacity to be increased to meet future demand.

3.1 Voids

In terms of Voids, there is an issue of reletting properties, especially at Grenville Place, Caister Road and Conway Road. At Grenville Place and Conway Road it's because these locations are not being viewed as suitable by potential tenants. The stairs to the first-floor flats at Grenville place are quite steep/narrow and can pose a danger to users. At Conway Road there is a poor environment in comparison to its close neighbouring development at Davolls Court. The area to the rear of Conway Road is unattractive with an open concrete layout. Parking can also be difficult at both locations. Caister Road has further issues in that the communal areas of properties in this area have not been well maintained and as such potential tenants are put off applying for a home in this area. Work is now underway to improve the overall maintenance of our Housing Stock in this specific area.

To improve uptake of housing in Grenville Place and Conway Road it is recommended that the age limit for allocating these 39 1st floor homes is changed to persons 50 and over. This would reduce the void re-let period and ensure homes don't remain empty. This approach would also benefit younger applicants who have a need for enhanced support to sustain a tenancy.

4.1 Tenancy Support

We undertook a survey with the tenants where they indicated they do not wish to return to the old warden service. However, a more frequent contact to review their wellbeing is desired. The majority of tenants indicated they would like a monthly contact either by phone or in-person. With feedback indicating a preference for two types of approach it's important that tenants have choice and there is also a consideration of any vulnerability issues that exist. Service delivery frequency needs to incorporate the support that is required to be delivered in moments of crisis (including bereavement and hospital discharge). It should be noted that Tenancy Support Officers have had reduced onsite accessibility during the Covid Pandemic, but this is now being improved as we move to the "new normal" and have tools available such as LFT testing to ensure both staff and tenants safety is maintained during on-site visits.

5.1 Communal Facility Provision

The Tenant Survey also highlighted opportunities for improvements in communal facilities. There are eleven laundry room facilities across the borough and they have low usage by tenants. There is therefore an option to liaise with tenants directly to see if these facilities could be closed if tenants are able to house a washing machine in their home. By closing these facilities tenants service charges would be reduced.

There are no current facilities to store or charge a mobility scooter. Demand for mobility scooters is high and likely to increase in future years. Mobility scooter storage does come at a cost, with storage for five scooters costing approximately £23,200. It is recommended that a trial of providing such storage for an estate is undertaken, with the cost of delivering this provision being recharged via a service charge to the users of this facility. This will require the development of a financial business case to ensure this is financially viable for the Housing Revenue Account.

Parking facilities were highlighted as one of the main issues on local estates. Many of the concerns related to estate design and cannot be changed without significant redevelopment. However facilities at Grove Close, Martham and St Mary' Close, Hemsby do have large green areas that could support increased parking provision subject to planning considerations. To fully consider approaches to these

parking across all estates it is important an Asset Management parking strategy is developed to consider sustainable transport opportunities for residents.

6.1 Communal Rooms

The Council has several communal rooms available for their tenants to use. Many of these rooms require significant maintenance; redecoration and investment in soft furnishings. The maintenance requirements need to be built into the Council's housing stock repairs and maintenance programme and in doing so address concerns raised by tenants regarding these areas.

Soft furnishings need to be funded directly by the Housing Revenue Account. It is recommended a schedule of what requires improvement and priority is developed for each communal room, with a budget of £25,000 allocated to deliver these improvements each year in terms of the highest priority areas.

Tenants have identified the opportunity to improve facility provision in these areas and introduce a Council facilitator as being a priority. This could help address issues regarding isolation and improve the health and wellbeing of our residents. However, to be able to do this additional capacity would need to be created within the Tenancy Services Team. A wider review of the current tenancy services structure is underway, where this need is being considered with the aim of creating additional capacity.

7.1 Recommendations

This report has provided a summary of findings from the Sheltered Housing Review Report. Using these findings will lead to a number of operational service improvements in addition to the proposed following recommendations to promote the best sheltered housing offer for tenants moving forward and minimise relet timescales:

- Allocation of first floor homes at Grenville Place (26 dwellings) and Conway Road (13 dwellings) are offered to applicants 50 and over (subject to application verification) - reviewed in 1 year.
- Cyclical maintenance programme is reviewed to ensure communal areas/rooms are better maintained
- A revenue allocation of £25,000 is made to allow for the purchase of new soft furnishings subject to the development of schedules for improvement and priority, relating to each communal rooms targeting the worst issues.
- Tenants that have the use of Laundry Rooms are consulted as to their need going forwards, and where laundry rooms are not required they are closed with service charge being reduced accordingly.
- That a business case is developed to trial a mobility scooter store (5 units) on an estate to see if this effectively addresses this storage need identified by our tenants
- An asset management parking strategy is developed to consider sustainable transport opportunities for residents.

8.1 Financial Implications

This report presents a number of recommendations that can be easily progressed without the need for additional funding. However, revenue funding of £25,000 for communal rooms will be required from the HRA (Revenue) to support the recommendation to improve soft furnishings. It is proposed

this cost will be mitigated by a revised service charge to tenants in the following year after expenditure based on the actual spend. If the spend was £25,000 this would result in a weekly increase of 53p per tenant for service charge based on our current stock of 944 sheltered homes. In addition to this, funding will be required to instal mobility scooter storage, however the business case should be able to outline how this funding can be mitigated against in terms of any increases in service charge for those tenants wishing to use such a facility. The proposed asset management strategy will develop a greater understanding of approaches required to support sustainable transport and any potential costs.

9.1 Legal Implications

The recommendations for service change in this report are subject to tenant consultation being undertaken in accordance with the Housing Act 1985.

10.1 Risk Implications

Current and future demand for sheltered housing was fully explored. A comprehensive tenant survey was undertaken to understand views of current/future service preference and outcomes support the recommendations made in this report. This will be supported by a statutory consultation as outlined in section 9.1 of this report.

11.1 Equality Issues/EQIA Assessment

An assessment has been undertaken and there are only positive factors identified through the proposed recommendations of the report.

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	Via ELT
Section 151 Officer Consultation:	Via ELT
Existing Council Policies:	None
Financial Implications (including VAT and tax):	See section 8
Legal Implications (including human rights):	See section 9
Risk Implications:	See section 10
Equality Issues/EQIA assessment:	See section 11
Crime & Disorder:	N/A

Every Child Matters:	N/A
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**GREAT
YARMOUTH**
BOROUGH COUNCIL

SHELTERED

HOUSING

REVIEW

REPORT BY

Justin Gibbs, Tenancy Services Manager
Sue Lake, Tenancy Team Manager

1.1 Introduction

This report follows a request from Full Council that a review is undertaken into how the sheltered housing service is provided and considers reintroducing the approach delivered pre-July 2017. This has been supported with a review of the wider sheltered housing offer to tenants with consideration of the services delivered during and before the pandemic. It also considers what has worked well and the best way forward to future proof the sheltered housing provision for tenants of the borough.

2.1 Background

The Council currently owns, manages and provides a sheltered housing support service to 1107 tenants occupying 944 homes. Through this service we promote independent living, reducing the need for higher dependency services such as residential or extra care.

Norfolk County Council (NCC) undertook a review of funding housing related support called Building Resilient Lives – Reshaping Housing Related Support in 2016. In response to the consultation and as a result of the findings they removed their funding for sheltered housing (supporting people funding).

Following the period of review by NCC in 2016/17, GYBC considered the most viable service for vulnerable tenants, to deliver a scheme that would be eligible for Housing Benefit and support tenants needs. This resulted in a new service being introduced and resulted in Wardens now called Tenancy Support Officers (TSO):

- Rotating between sites to ensure tenant care was balanced.
- Not facilitating events in communal rooms.
- Emergency call outs actioned through support provided remotely by the Independent Living Services at Wherry Way.
- Undertaking contact with tenants on need and a less frequent basis.

The service prior to July 2017 involved patch wardens visiting each home on a frequency basis from daily to monthly in accordance too each tenant's request and providing the support required. Each warden was at the heart of the local community facilitating communal room activities and delivering specific immediate welfare and care requirements. This service was paid for through service charges, Supporting People funding and eligible Housing Benefit.

2.2 Review Method (21/22)

The approach undertaken included engaging with a wide range of stakeholders and other providers to consider views and best practice supported by considering the context of the Borough Profile 2019. Tenants were placed at the heart of the review with an in-depth survey developed and issued to capture current opinions and suggested improvements. The survey was hand delivered to all sheltered housing tenants homes and live for a three-week period. Tenants were subsequently contacted by a TSO if they hadn't returned their survey to explore the reasons. Where appropriate, support was offered both remotely and in person to assist with completion and submission of a survey.

3.1 Demand for Sheltered Housing

To support this review it's important we understand the current and future demand for sheltered housing homes in our stock. A breakdown of tenant age profile in November 2021 (See Appendix A.1) showed just over 5% of tenants were aged under 60, with an equal split of 47% tenants aged between 60-74 and 47% aged over 75.

A review of notifications to end a tenancy for the past 3 ¾ years (See Appendix A.2) showed on average there were 94 tenancies terminated each year. Following receipt of the keys at the end of a tenancy, repair works are delivered to achieve a consistent void lettable standard for the new tenant. An analysis of these works in a standard (regular) void over a 2 ¾ year period showed that a much higher proportion of sheltered housing homes could not be let after work completion. This was due to there being no successful applicant being identified to accept the home compared to general needs homes.

An assessment of applicants requesting sheltered housing across the borough and in the three more difficult to let locations in January 2022 (See Appendix A.3) outlined a low demand for sheltered housing. Some of the applicants are also likely to have specific vulnerability needs ie requiring a wheelchair accessible home etc. Although adaptations can be undertaken to support an applicant, not all homes are suitable to have high level of alterations undertaken that maybe required. It should also be noted that the process of assessing applicants has been significantly impacted due to demands linked to the Covid pandemic. This is also likely to have had an impact on those considering to request a new home unless they had a specific urgent need to move. The current backlog in assessment of housing applications will be having some impact on reletting of sheltered housing, but a plan is in place to reduce the backlog.

A detailed study into the demand for specialist retirement housing and accessible housing for older people and planning and viability issues was undertaken by Three Dragons and Opinion Research Services in November 2021 for Norfolk Councils. It outlined that Norfolk in common with the rest of the UK is facing an ageing population with the number of households aged 75 and over expected to rise by 41.7% in the period 2016 - 2041. To fully understand the impact of this on our stock it's important that we also factor in what the research predicted in regard to demand in the borough. In 2020 it indicated only 108 people had a need for a sheltered housing home, however this is predicted to significantly increase to between 752 - 1224 by 2041

3.2 Demand Summary

There is currently low demand for sheltered housing and there maybe difficulties in reletting homes over the next few years. This is likely to reduce in the longer term with applicants predicted to significantly increase by 2041. However, its expected there will remain to be an oversupply of rental and shortage of extra care housing; sheltered shared ownership and for sale homes. Due to the length of the predicted timeframe it is important that demand is regularly monitored and the provision reviewed.

4.1 Void Homes

This section of the report considers the average timescale to relet a home following the ending of the previous tenancy and any associated factors that may contribute to some being more difficult to let than others. A review was undertaken of 662 general needs and sheltered housing regular void homes that were relet in our housing stock over a 3 ¾ year period from April 2018 (see Appendix A.4). 229 of those homes were of sheltered housing tenure. The average relet timescale for the 662 homes was 31 days. Sheltered housing homes averaged slightly more than general needs with an average relet timescale of 32 days.

A detailed analysis was undertaken of streets where there were five or more sheltered housing relets completed. This level of homes was selected to ensure a reasonable number of relets had occurred and there wasn't a factor with just an individual let. Appendix A.5 outlines the streets with a relet timescale above the average period of 32 days for a sheltered housing home.

4.2 Repairs

The average repair works completion timescale for a sheltered housing home was 8 days less (14 days) than a general needs home (22 days). These type of homes are normally smaller than general needs with less occupants/rooms to undertake repairs to and the more intensive support delivered through the TSO. Flats are significantly more difficult to let than bungalows and this would be expected due to desirability. First floor flats are less desirable although majority of the worst performing locations do have a lift in place to support access issues.

There were 56 sheltered housing homes that didn't have an applicant on the completion of repair works. This added an additional 19 days to the average void period for all 95 homes where more than five relets had occurred. The five streets with the longest delay that didn't have an applicant nominated to a home after repairs are highlighted in Appendix A.6.

On completion of repair works there appears no clear indication other than lack of demand for sheltered housing why certain locations were unable to be nominated to. Four of the top five locations contained both flats and bungalows.

4.3 Nominations

There were 140 nominations made for the 95 homes reviewed with a 47% refusal rate. The main reason was due to the location (13) followed by home size too small (7) and then applicant didn't want a flat (6). Each home required an average of 1.47 nominations for a successful let. No locations required more than two nominations on average to support the reletting of a home.

When considering refusal reasons it's important we reflect on why this is occurring. Applicants currently have limited choice of location where they would like to move to when making an application. Location is defined by widespread areas rather than streets/schemes. Although there is an enhanced support service for residents undertaking the moving home experience during and after a viewing it does raise the question "could this be improved earlier for current GYBC tenants who may wish to

consider transferring to a more suitable home?”

With sheltered housing flats being considerably more difficult to relet than bungalows it is important to consider which locations took longer over the average void timescale of 32 days (see Appendix A.7).

4.4 Customer Satisfaction

All residents who move into a Council home receive a New Home Survey to complete and return with their views. Satisfaction surveys undertaken for the period July 2020 to December 2021 provided a positive response with 97% of tenants satisfied with their experience. When considering the different aspects of their home the main area for dissatisfaction was due to the standard of decoration with 11% of new tenants expressing this concern.

When considering feedback on the condition of relets it should be noted that all kitchens and bathrooms in sheltered housing homes have been maintained to the Decent Homes Standard. In October 2021 there were 47 homes not meeting the decent homes standard for other reasons. Although undertaking decorating to a home before a new tenant moves in would likely address concerns regarding satisfaction it is estimated that this would cost £2500 per home. This is significantly more than the current approach to issuing decoration vouchers which costs approximately £200 if decorating is required.

An insight into the viewing and management of homes in the three most difficult to let locations by TSO who deliver these services highlighted the following factors made them less attractive for applicants:

- Grenville Place – The stairs to the first-floor flats are quite steep/narrow and can pose a danger to users (See Appendix A.8). Parking can also be difficult and there is nowhere to store mobility scooters.
- Caister Road –The poor external decoration provides a very unsightly first impression for applicants with no cyclical maintenance programme delivered for a number of years (See Appendix A.9) . Parking can also be restricted due to number of homes in the area.
- Conway Road – There is a poor environment in comparison to its close neighbouring development of sheltered housing homes at Davolls Court. The area to the rear of Conway Road is unattractive with an open concrete layout (See Appendix A.10) . There is also a significant shortage of parking areas for residents and their visitors.

Grenville Place featured in the top two of most difficult to let locations for ground and first floor flats, however it was not in the top five of locations with no nomination after works completed (more than 5 lets). This would indicate that there are more regular void works required in these homes. With nine flats relet in this location it would support a consistent pattern is emerging. It also has the most significant rent loss across the tenure where there has been more than five lets with average relet timescale of 58 days to relet from becoming void at the end of a former tenancy. Caister Road (56 days) was the next most difficult to let and was top of homes without a nomination after void works were completed adding 36 days to the average void timescale. Conway Road was third in relet timescales taking on average 51 days to relet and although below the other two locations it was considerably higher than its neighbouring site Davolls Court where homes were let in an average of 31 days.

Grenville Place is the only location without a lift for first floor homes out of these three areas, however the environment doesn't support an installation.

Environmental factors do have a significant impact in the ability to relet sheltered housing homes and although overall satisfaction of the moving home experience is very good it is clear that an offer of a well-maintained home is an important factor to ensure it is relet promptly. There is a relatively low-cost resolution to issues at Caister Road, however this is not the case at Conway Road with major works required. Grenville Place poses a different situation with no reasonable resolution to the first-floor flat access issues. With demand for sheltered housing likely to continue to be a significant issue for our stock in the forthcoming years we also need to ensure that opportunities to make the stock available are promoted; there are clearer location choices when applicants make an application and these are processed more quickly.

4.5 Allocation

Sheltered Housing homes are mainly allocated in accordance with the historic supported people funding regime that determined it was housing for persons aged 60 and over. A review of existing tenants ages has highlighted that we currently have 57 tenants who are aged under 60. The majority of these are just under 60 and either a joint tenant of someone aged 60 and over or the home was let due to difficulties in identifying applicants 60 and over.

There is no current defined definition for who sheltered housing homes should be allocated to. While it is important to support independent living of communities that are mainly of an older generation who are likely to require the alarm system and support service it does raise the question as to whether there should be an age limit on homes allocated

In 2020 the Council introduced a floating support service for general needs tenants. Working closely with our Tenancy Management Team who investigate complaints of anti-social behaviour it has identified that several applicants below the age of 60 are often making complaints linked to their vulnerability. Most of the complaints are not evidentially suitable to take formal action and the common feedback received is that tenants would benefit significantly from residing in the long-term support tenure that sheltered housing would offer.

Another important factor to consider when determining the allocation approach is the potential impact of the Right to Buy Scheme on the stock which currently excludes sheltered housing homes if the accommodation is:

- Particularly suitable for occupation by elderly persons, taking into account its location, size, design, heating system and other features and is
- let for occupation by a person aged 60 or over and was
- first let to someone before 1st January 1990

4.6 Voids Summary

This analysis concludes there are a significant number of sheltered housing areas that are above the average void relet timescale for the borough. Defining the approach to allocating homes to residents 60 and over would continue to promote independent living. Supporting this with allocating first floor homes at Grenville Place and Conway Road to vulnerable applicants of all ages who require enhanced support provided in a sheltered housing home would minimise void relet difficulties in the more difficult to let areas.

The location of a home is a key factor in refusals at viewings and updating the Housing Application Form with more defined areas linked to streets/schemes is likely to minimise refusals. Additional clear information promoting what each area has to offer through the Sheltered Housing Handbook would also contribute to minimising delays in reletting homes.

The environment of a new home has a visual impact on applicants decision to accept an offer. Redecoration of the external areas of Caister Road dwellings and a regular cyclical maintenance programme being reintroduced in all neighbourhoods is likely to provide an improved first impression of the Council as a landlord. It would also support reduction in allocation timescales through increased desirability.

5.1 Tenant Survey

This was undertaken to develop a full understanding of tenants preferences and a detailed overview of the survey can be found in Appendix B. There was a very high response rate with 67% of surveys issued returned and feedback received from every street. All bar two streets (Leach Close/Parkland Drive) had a greater than 40% response rate. Six streets had a 100% response rate and there was a good spread of age and tenancy length returns.

85% of tenants were satisfied or extremely satisfied with their sheltered housing experience. This included tenants commenting:

- I would recommend living in sheltered housing because it is safe and secure and if help is needed it is on hand and easily secured
- You would struggle to find better conditions in your retirement and poor health level needs.
- It gives peace of mind knowing someone is close at hand if help needed
- I have found the area to be excellent, as the service is there giving me great security for both me and my daughter who has special needs, help always be on hand TSO are a god send
- It is very nice living here you feel safe and when the communal room is open you have a place to go and meet people and that gets you out even if you cannot walk very far

Overall only 4% of tenants were dissatisfied or very dissatisfied with their sheltered housing experience with four streets (Beatty Close; Frank Stone Court; Grove Close; Seawake Close) having 10% or more residents dissatisfied with the service. The main reason being anti- social behaviour in two areas and dissatisfaction linked to parking in the others. Parking was also a theme highlighted in the satisfaction of their street section. Age profile of returns didn't show any trends towards dissatisfaction with the

sheltered housing experience.

93% of tenants advised their home met their needs with only 7% saying it didn't. The majority (23%) advised it was due to parking related issues. The seven streets where a parking concern was highlighted were:

- Beatty Close
- Conway Road
- DaVolls Court
- Grove Close
- Manor Close
- St Mary's Close
- Suffolk Road

Many of the issues are linked to the design of the neighbourhood when it was developed many years ago with no opportunities to now change the layout without significant redevelopment. However, both Grove Close and St Mary's Close do have large green areas that could facilitate increased parking provision subject to budget availability and any planning permission requirement being agreed.

There was a range of other factors highlighted in this section but these were relatively individual factors and linked to more one-off issues. These are being reviewed and actioned through the Tenancy Services Team where support and improvements are possible.

Other areas of the survey regarding sheltered housing experience reported:

- 93% were satisfied or very satisfied with security of their home with only 4% dissatisfied or very dissatisfied
- 88% were satisfied or very satisfied with security of their street with only 6% dissatisfied or very dissatisfied
- 93% feel the sheltered housing service supports them to live independently
- 94% would recommend living in sheltered housing to family/friends

18% of respondents also said they would like to become an involved resident in their local community. The Council's Resident Engagement Officer will be engaging with all residents to explore their preferred method of engagement and providing support required.

5.2 Tenant Survey Summary

The survey produced an excellent response rate and outlined a high satisfaction with the overall sheltered housing provision. Where there were comments of concern these were relatively low and could be overcome through introducing a focus group to develop a greater understanding of anti-social behaviour issues impacting two communities. This would provide opportunities to support actions that maybe able to be taken and likely to promote a safer environment for residents. Another area of concern was linked to limited parking facilities at Grove Close, Martham and St Mary's Close, Hemsby and developing an asset management parking strategy to consider sustainable transport opportunities for residents is likely to address concerns.

6.1 Tenancy Support Officers

Nine officers (7 FTE) currently support tenants with their health and wellbeing through fostering a professional and open relationship to promote independent living. This is complimented by reacting to moments of crisis or concern, for example following a bereavement or hospital discharge. Each tenant receives an enhanced welcome visit to their new home followed by quarterly contacts to review their support plan and resolve any issues the tenant is encountering. This is supported by a monthly alarm check to ensure the system is fully operational.

The survey considered the three main delivery approaches over recent years with satisfaction outcomes as follows:

- Former Warden Service - 93% of tenants were satisfied or very satisfied with 1% dissatisfied or somewhat dissatisfied with the service.
- New Service Introduced 2017 Until the Covid Pandemic in 2020 - 88% of tenants were satisfied or very satisfied with 5% very or somewhat dissatisfied.
- Welfare Call Response to the Covid Pandemic - 80% of tenants were satisfied or very satisfied with 8% very or somewhat dissatisfied

The welfare call response service was the least satisfied but this would be expected during a pandemic as anxiety levels for the general public were extremely high and the balance of delivering a safe service at this time was difficult and far from ideal. TSO had been less visible due to not having visited regularly for approximately 18 months. Satisfaction levels remained high with the other two approaches, although dissatisfaction slightly increased by 4% from the former warden service to the new service introduced in 2017. An area tenants indicated that could improve satisfaction was through more face-to-face contact, although only 23 comments cited this out of the 587 surveys received.

78% of tenants were satisfied or very satisfied with the current frequency of contact by their TSO. Seven locations had a 100% satisfaction return with 11% dissatisfied or very dissatisfied. The three locations that were 30% or more dissatisfied were:

- Nelson Court
- Parkland Drive
- Crow Hall Green

The main reason cited for dissatisfaction was linked to a desire for more face-to-face contact with their TSO.

The preferred frequency of contact with tenants varied with 34% requesting monthly; 25% fortnightly; 22% weekly, 11% quarterly. 81% of tenants requested a more frequent service than the quarterly one that was delivered before the pandemic. When considering survey response by age the preference across for all age groups, preference was for a monthly contact with their TSO. The preferred method of contact was by phone/warden call system (70%), followed by face to face (30%) and this indicates that this approach needs to be delivered on an individual basis.

25% of tenants found it sometimes difficult or not very easy to contact their TSO and this does show a disappointing trend regarding perceived availability. This area needs further investigation to identify the issues.

70% of tenants were very satisfied or satisfied with the support provided by TSO to promote their wellbeing. 12% were dissatisfied or very dissatisfied. Improved awareness regarding the wide range of assistance that can be delivered was again highlighted as an opportunity.

The tenants survey resulted in the majority of residents indicating they were not prepared to pay for an increased service, although one third said they would pay up to £2 for an increased service provision. However, the preferred method of service delivery outlined in the survey is achievable within the current service charges levied.

6.2 Tenancy Support Officer Summary

Tenants have indicated they do not wish to return to the old warden service.

To develop the current tenant centred service the majority of tenants would like the frequency of contact to be monthly and the approach to be either an in person contact or by phone. Service delivery would also need to have a consideration on service demands including bereavement and hospital discharge to ensure independent living is sustained. With the survey indicating a preference for two types of approach its important that tenants have choice and there is also a consideration of any vulnerability issues that exist. There would be no change to service charges to deliver this approach.

Concerns raised regarding TSO accessibility are a concern and require further work through focus groups to understand the reasons why and how these can be overcome.

7.1 Laundry Facilities

There are eleven laundry facility rooms accessible to tenants in ten locations in the sheltered housing stock. 86% of tenants who have access rate them good or excellent. Ninety-three tenants advised they use the facilities provided by the Council, however 50% of these tenants do have their own washing machine. Less than 25% of residents use the facilities at the following locations:

- Grove Close (24%)
- Hawkins Close(17%)
- St Mary's Close(13%)
- Wherry Way (13%)
- Ecclestone Close (9%)

The only location where there were more than seven tenants without a washing machine was Grenville Place and this is likely due to the very small kitchen in these homes. All other locations that have access to a laundry facility now have adequate space in their kitchens following historic refurbishments.

Repair costs have been relatively low over the last three years with just £3000 being spent, however the replacement cost for a machine is estimated to be approximately £2500 and the majority of machines are nearing their end of expected life. There are no direct costings available for the utility costs in these facilities as they are included in the overall communal provision.

7.2 Laundry Rooms Summary

Laundry rooms are relatively lowly used by tenants and it's important to develop an understanding if all homes in a street with a facility are able to have a washing machine introduced to their home. Where this is the case closing rooms that have old machines that are likely to require replacement in the near future would reduce the costs for all residents who pay for this through their service charge.

8.1 Communal Rooms

There are sixteen communal rooms located adjacent to homes across the sheltered housing stock. These are currently led by tenants/local residents and provide a range of activities. Of the 336 confirming they had access to a communal room only 138 (41%) said that they used the facility. 20% of tenants advised they were unaware of a designated communal room they could use and this indicates there requires improvement in the communication approach. Feedback on the appearance indicated that many were of an unwelcoming cold space (See Appendix A.11). There can be explained through there being no cyclical maintenance or significant investment in the majority of facilities provided for over fifteen years.

Other landlord schemes viewed (See Appendix A.12) provided consistent standard approach for all rooms in their stock. There was a variety of equipment in place to support the wide age range of tenants who access the rooms. This included dart boards, games and other recreational equipment. Activities delivered were very similar to GYBC with coffee morning's, resident meetings and bingo. Rooms were furnished to a much higher standard through soft furnishing provision and were more welcoming. Rooms were also used by external providers to deliver computer skill classes, exercise classes and intergenerational activities. Residents played a leading role working with their landlord co-ordinator to contribute to activity schedules and resolve community issues.

Due to the range of conditions that currently exist in our communal rooms it is extremely difficult to provide accurate costings to deliver a similar standard to other providers across all GYBC rooms. However, an indicative cost of £36400 per room including £16000 for soft furnishings has been estimated by the Councils Property Services Team following an assessment of Crow Hall Green communal room. This location was used as the communal room was believed to be of a reasonable standard (not in the worst condition) and gave an indication of the likely average costs for a room refurbishment. Works identified as being required included:

- New kitchen/flooring
- Internal door replacement
- Replacement blinds/curtains
- Carpets
- Redecoration
- New flooring to toilets
- Replacement table and chairs
- Sundry items (incl boxing in of pipework)
- Replacement windows/external doors/facias/soffits

Tenants feedback from the survey indicated there were significant opportunities for wider community activities to be delivered. They also highlighted a requirement for TSO to co-ordinate and communicate activities that are available for all.

A TSO co-ordinating and promoting communal room activities would enhance the offer to residents and support engagement in using the rooms. This would require an additional post to be introduced to the establishment. The post wouldn't be applicable for housing benefit grant as it doesn't meet the criteria set for enhanced management. Consequently, this would incur an additional cost of £29363 to the HRA for staff costs.

8.2 Communal Rooms Summary

The condition of communal rooms in the Council's stock falls short to what other providers deliver and has been highlighted as an area requiring improvement by residents. Cyclical maintenance hasn't been focused on these areas for a considerable period and its important this is reintroduced at the earliest opportunity and is supported through enhanced soft furnishing provision.

To support all residents to have clear access to a local communal room and improve facility provision, an additional TSO post recruited to co-ordinate communal room activities and develop communication would have significant benefits. This would include developing and promoting inclusion with local tenants through an increased schedule of activities and engagement by external providers.

9.1 Mobility Scooters

There are currently no facilities provided for residents to store or charge a mobility scooter in the Councils sheltered housing schemes. 16% of tenants indicated they have a mobility scooter with the following streets having more than five residents who use one:

- Charles Close
- Dashwood Close
- Grenville Place
- Hawkins Close
- Nelson Court
- Rambouillet Close
- The Close
- Wherry Way

The survey indicated there was the potential for a 12% increase in mobility scooter ownership in the future and this is without taking into consideration the predicted increase in life expectancy in future years. The potential future ownership trend in areas currently showing ten or more tenants was as follows:

- Charles Close
- Dashwood Close
- Hawkins Close
- Rambouillet Close
- The Close

Mobility scooters not stored or charged safely can pose a significant hazard to residents and the wider community. Current issues also pose a management difficulty in achieving appropriate supportive outcomes for residents, particularly in communal areas. With the numbers relatively high in the Councils sheltered housing schemes it is important that options to support residents more are seriously considered.

Appendix A.13 provides an example of a drive-in timber cladding modular unit that other social housing providers have installed to support residents to safely store and charge their mobility scooters. The modular comes in a range of sizes from one to ten units with the ability to add a unit at a later date if required. These have been installed at a sheltered housing scheme in Lowestoft and when interviewed residents reported the store to be very easy to use. Feedback received also indicated they were wide enough to enable them to easily drive in and out with their scooter and the stores have manageable door handles to support usage.

The indicative cost of providing a store for five mobility scooters on one of our estates in the style above is approximately £23200. This is broken down with the modular unit costing £8700; delivery/install £2500; grounds work's (concrete pad 2.5mx6.5m)/paths £6000 and power/electric set up £6000. Each location would require a detailed survey to identify most suitable location and paving required with consideration for residents access and safety to other structures. Regular compliance checks would need to be undertaken to support safe environment and meet the Council insurance obligations. The costs of managing the units including power could be service chargeable if installed.

9.2 Mobility Scooter Summary

There are no current facilities for storage or charging mobility scooters. It is clear demand is high and likely to increase in future years. The introduction of a pilot provision of storage and safe charging facilities into sheltered housing schemes with communal areas would provide a safer environment for residents.

10.1 Intruder Alarms

There are three different types of alarms in just under 50% of homes. One is activated by turning a key and the other two by swiping a fob across the front of the intruder alarm. All alarms trigger a warden call activation through to the Council Control Centre. The response from the Control Centre is that the operator will attempt to make contact with the tenant through the alarm call equipment. If there is no response from this the operator will then try to telephone the tenant and subsequently escalate if there is still no contact.

Only 86 residents use the intruder alarms which relates to less than 10% of our sheltered housing stock. 61% of residents completing the survey advised they don't have an intruder alarm. 60% of residents who do have an intruder alarm advised they don't use it. There is no clear trend to show which streets use an alarm more than others. There were significant comments made about not knowing how use the intruder alarm and this may be related to many of the alarms remaining in their home even if they are not serviceable. An indicative cost of £150 has been identified for the removal of each intruder alarm from a home.

10.1 Intruder Alarms Summary

Despite the limited number of tenants using an intruder alarm in their home, 93% of tenants were satisfied with the security of their home. To develop a greater understanding of why alarms are not being used they need to be checked to establish if operational and the reasons if serviceable. This may include a requirement to provide support on how to operate. If they are not functional removal at void stage would ensure only operational systems remained in the Council's stock.

11.1 Conclusions

There is a very high tenant satisfaction with the sheltered housing provision in the borough, however there are certain areas of concern that require improvements if this is to be sustained. Demand for homes is low at present, investment in the communal provision has been limited for many years and other landlords standards are much higher. This is an area that requires significant investment over the next few years. If improvements are not delivered this is likely to contribute to even greater difficulties in letting homes, higher rent loss at void times and satisfaction levels reducing.

The pandemic has led to residents anxieties being high and this has been an extremely difficult time to deliver support services. Feedback on support delivered has been positive although there are opportunities to improve. There is a wide age profile in the stock and clearly approaches need to be tailored to the individual needs at the beginning and throughout a tenancy. The introduction of a resource to coordinate, promote and drive inclusion in the activities in the communal rooms would appear to be a positive opportunity to sustain independent living in the Council's sheltered housing communities.

Appendix A

Appendix A.1 - Tenant Age Profile - November 2021

Street	Number				Percentage		
	Under 60	60-74	Over 75	Overall	Under 60	60-74	Over 75
Beatty Close	1	15	20	36	2.78%	41.67%	55.56%
Beccles Road	0	2	4	6	0.00%	33.33%	66.67%
Berry Close	3	14	4	21	14.29%	66.67%	19.05%
Black Street	0	2	3	5	0.00%	40.00%	60.00%
Braddock Close	0	7	7	14	0.00%	50.00%	50.00%
Bunnewell Avenue	1	13	15	29	3.45%	44.83%	51.72%
Caister Road	0	15	15	30	0.00%	50.00%	50.00%
Charles Close	3	19	23	45	6.67%	42.22%	51.11%
Charter Close	0	10	15	25	0.00%	40.00%	60.00%
Cherry Road	1	21	20	42	2.38%	50.00%	47.62%
Church Walk	1	2	1	4	25.00%	50.00%	25.00%
Conway Road	3	9	13	25	12.00%	36.00%	52.00%
Crow Hall Green	0	10	7	17	0.00%	58.82%	41.18%
Dashwood Close	2	15	13	30	6.67%	50.00%	43.33%
Davolls Court	1	22	15	38	2.63%	57.89%	39.47%
Ecclestone Close	1	23	26	50	2.00%	46.00%	52.00%
Ferrier Road	0	0	2	2	0.00%	0.00%	100.00%
Frank Stone Court	5	12	20	37	13.51%	32.43%	54.05%
Frederick Road	0	10	3	13	0.00%	76.92%	23.08%
Genista Green	0	3	2	5	0.00%	60.00%	40.00%
Green Lane	0	5	6	11	0.00%	45.45%	54.55%
Grenville Place	4	31	18	53	7.55%	58.49%	33.96%
Grove Close	3	10	10	23	13.04%	43.48%	43.48%
Grove Road	1	14	12	27	3.70%	51.85%	44.44%
Harry Miller Court	0	8	3	11	0.00%	72.73%	27.27%
Hawkins Close	4	43	34	81	4.94%	53.09%	41.98%
Keyes Close	0	5	7	12	0.00%	41.67%	58.33%
Leach Close	0	6	4	10	0.00%	60.00%	40.00%
Manor Close	1	23	9	33	3.03%	69.70%	27.27%
Midland Close	0	6	10	16	0.00%	37.50%	62.50%
Nelson Court	1	7	14	22	4.55%	31.82%	63.64%
Newton Cross	1	10	19	30	3.33%	33.33%	63.33%
Northgate Street	0	1	4	5	0.00%	20.00%	80.00%

Street	Number				Percentage		
	Under 60	60-74	Over 75	Overall	Under 60	60-74	Over 75
Ordnance Road	0	0	1	1	0.00%	0.00%	100.00%
Oriel Avenue	0	2	0	2	0.00%	100.00%	0.00%
Parkland Drive	2	7	4	13	15.38%	53.85%	30.77%
Pit Road	0	4	6	10	0.00%	40.00%	60.00%
Pound Lane	0	1	4	5	0.00%	20.00%	80.00%
Rambouillet Close	3	24	37	64	4.69%	37.50%	57.81%
Seawake Close	0	11	21	32	0.00%	34.38%	65.63%
Sheldonian Court	4	17	14	35	11.43%	48.57%	40.00%
St Marys Close	5	20	21	46	10.87%	43.48%	45.65%
St Nicholas Gardens	2	8	4	14	14.29%	57.14%	28.57%
Suffolk Road	0	7	5	12	0.00%	58.33%	41.67%
The Close	0	10	13	23	0.00%	43.48%	56.52%
University Crescent	0	0	1	1	0.00%	0.00%	100.00%
West Road	1	5	0	6	16.67%	83.33%	0.00%
Wherry Way	3	18	13	34	8.82%	52.94%	38.24%
Windsor Way	0	1	0	1	0.00%	100.00%	0.00%
Total	57	528	522	1107	5.15%	47.70%	47.15%

Appendix A.2 – Notifications to End a Tenancy - April 2018 – December 2021

	No Successful Nomination – Works Completed (Regular Voids)		
	19/20 (133 relets)	20/21 (212 relets)	Q1/Q2Q3 21/22 (172 relets)
All	24%	26%	40%
G/Needs	17%	21%	34%
S/Housing	35%	38%	52%

Appendix A.3 – Applicants in the Allocation Pool November 2021

Location Most difficult to let homes	Average Relet Timescale (Days)	Applicants in the Allocation Pool Assessed	Applicants Awaiting Assessment
All Areas	32	16	90
Grenville Place	58	3	
Caister Road	56	2	
Conway Road	51	4	

Appendix A.4 – Sheltered Homes Relet April 2018 – December 2021

Home Type	No. of Relets	Average Relet Timescale (Days)
1 Bed Bungalow	130	28
2 Bed Bungalow	25	26
1 Bed Ground Floor Flat	44	37
1 Bed First Floor Flat	27	46
2 Bed Ground Floor Flat	1	101

Appendix A.5 - Relet timescale above the average period of 32 days April 2018 – December 2021

Location		No. of Homes	No. of Relets	Average Relet Timescale (Days)
Grenville Place	Great Yarmouth	51	9	58
Caister Road	Great Yarmouth	26	5	56
Conway Road	Gorleston	24	9	51
Frederick Road	Great Yarmouth	12	5	42
Grove Close	Martham	24	8	39
Grove Road	Martham	21	6	39
Berry Close	Belton	19	5	37
Harry Miller Court	Great Yarmouth	12	6	37
Cherry Road	Gorleston	39	15	36
Charles Close	Caister	33	5	34
Frank Stone Court	Great Yarmouth	32	9	33
Hawkins Close	Great Yarmouth	64	13	33

Appendix A.6 - Streets with no Applicant Nominated to a Home After Repairs Completed

Location	No. of Relets	No Nomination Repairs Completed	Home Type				Void Timescale After Repair Works Completed
			1BB	2BB	1BGFF	1BFFF	
Caister Road	5	3	2			1	36
Conway Road	9	8			5	3	30
Berry Close	5	3	3				27
Grove Road	6	3	1		2		27
Grove Close	8	7	7				22

Appendix A.7 - Locations Over the Average Void Relet Timescale of 32 Days (Minimum 2 Relets)

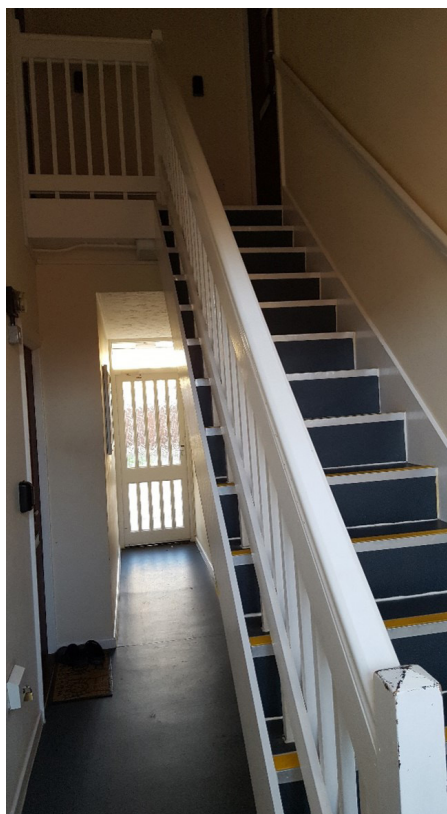
1 Bed Ground Floor Flat

Location	No. Relets	Period Over Average Relet Timescale	Nomination	
			Refusals	Reasons
Grenville Place	7	26	5	Size too small (3); Doesn't want a flat (1) Property condition (1)
Charles Close	2	21	1	Doesn't want a flat (1)
Frederick Road	2	13	0	
Conway Road	6	17	4	Location (3); Doesn't want to move (1)
Grove Road	2	8	1	Doesn't want to move (1)
Hawkins Close	6	8	8	Location (3); Non arrival (2) Size (1); Rent charges (2);

1 Bed First Floor Flat

Location	No. Relets	Period Over Average Relet Timescale	Nomination	
			Refusals	Reasons
Caister Road	2	53	3	Location (1); Ground floor required (1); Verification failed (1)
Grenville Place	2	26	2	Location (1); Doesn't want a flat (1)
Conway Road	3	23	5	Location (2); Size (1); Non arrival (2)
Frank Stone Court	3	21	2	Doesn't want a flat(1); Doesn't want a move(1)
Hawkins Close	2	7	0	
Harry Miller Court	6	5	1	Too quiet(1)
Cherry Road	2	4	0	

Appendix A.8 – Grenville Place Stairs



Appendix A.9 – Caister Road External Decoration



Appendix A.10 – Conway Road Communal Area



Davolls Court Communal Area



Appendix A.11 – GYBC Communal Room Example



Appendix A.12 – Other Landlord Communal Room



Appendix A.13 – Mobility Scooter Store



Appendix B - Resident Survey

1. Introduction

The Council conducted a survey with residents of sheltered housing schemes during October and November 2021. The survey supported the wider review into the sheltered housing service. All sheltered housing residents were invited to participate and share their views. Each home had a survey hand delivered with follow up calls and assistance to complete as required.

A total of 587 surveys were returned from a total number of homes of 945. We were able to send out 871 surveys with a response rate 67%

73 were unable to be completed due to a number of reasons including:

- Property void at the time of survey being sent out
- Respite and hospital
- Staying with family
- New tenant (moved in within the past fortnight)
- Unable to complete even with support
- Non engagement or refusal to complete
- Moving out and not wishing to share views
- Passed away between mail merge and survey being sent out (period of 5 working days)

*Note not all questions were completed by everyone – the figures are adjusted according to completed answers.

**There was one anonymous survey returned

***The results are either provided per number, percentage of responses to a street or compared with the total number of properties within a street. Results were also analysed by age and property type.

The number of surveys returned gives an overall margin of error of +-2% and therefore we can be very confident that the views reflect the overall sheltered housing population.

Response Rate per Street

Street Name	Percentage Response per Street
Beatty Close	91%
Beccles Road	80%
Berry Close	63%
Black Street	100%
Braddock Road	44%
Bunnewell Ave	60%
Caister Road	52%
Charles Close	64%
Charter Close	62%
Cherry Road	69%
Church Walk	100%
Conway Road	83%
Crowhall Green	56%
Dashwood Close	70%
DaVolls Court	84%
Ecclestone Close	60%
Ferrier Close	100%
Frank Stone Court	79%
Frederick Road	64%
Genista Green	80%
Green Lane	60%
Grenville Place	73%
Grove Close	70%
Grove Road	70%

Street Name	Percentage Response per Street
Harry Miller Court	67%
Hawkins Close	66%
Keyes Close	100%
Leach Close	30%
Manor Close	63%
Midland Close	69%
Nelson Court	76%
Newton Cross	71%
Northgate Street	100%
Oriel Ave	100%
Parkland Drive	21%
Pit Road	71%
Pound Lane	80%
Rambouillet Close	59%
Seawake Close	58%
Sheldonian Court	63%
St Marys Close	70%
St Nicholas Gardens	64%
Suffolk Road	42%
The Close	67%
West Road	100%
Wherry Way	68%

The average response rate was 67%.

Response Rate per Street

Age Profile	% all sheltered tenants	% survey respondents
Under 60	6%	3%
60-65	13%	13%
66-74	34%	34%
75+	47%	50%

The table shows the age profile of survey respondents compared to the wider sheltered housing resident profile.

Response Rate per length of tenancy

Tenancy length (years)	% all sheltered tenants	% survey respondents
0-2	21%	21%
3-5	22%	21%
5+	25%	25%
10+	32%	33%

The table compares the wider sheltered resident profile compared to survey respondents for the length of time a tenancy has been held.

It can be concluded that views expressed are representative of the wider sheltered housing population across the borough.

2. Headliners

- Residents rated the sheltered housing service at 85% (good and great)
- 94% would recommend sheltered housing to family and friends
- 93% said their home meets their needs
- 78% residents are happy with the current frequency of contact with TSO's
- 75% said it was easy to get in contact with their TSO
- 70% rate the support TSO's deliver to support your wellbeing
- 80% satisfaction with the current approach to welfare calls to support independent living.

3. Detailed Results

1. The survey was split into six sections:
2. About you and your home
3. The Sheltered Housing Service
4. Communal facilities
5. Mobility scooters and burglar alarms
6. Your experience of living in sheltered housing
7. Getting involved

Section 1 - About you and your home

Q1. What type of home do you live in?

Home Type	Number
One bedroom bungalow	298
Two bedroom bungalow	72
One bedroom ground floor flat	114
One bedroom first floor flat - with lift access to first floor	58
One bedroom first floor flat – with stair access to first floor	39
Two bedroom ground floor flat	4

Q2. Does your home meet your needs?

Does your home meet your needs?	Number of respondents
Yes	524 (93%)
No	41 (7%)

The table below summarises the question of whether home meets your needs according to the length of time the tenancy has been held. The chart shows the data based on percentage of Yes/No with the numbers of survey respondents.

Home meeting your needs compared to tenancy length

Length of tenancy	Yes	No
0-2 years	111 (90.25%)	12 (9.75%)
3-5 years	109 (95.61%)	5 (4.39%)
6-9 years	129 (94.85%)	7 (5.15%)
10+ years	169 (91.35%)	16 (8.65%)

Does your home meet your needs?

Street	No	Yes	Grand Total	% meet needs
Beatty Close	3	17	20	85.00%
Beccles Road		4	4	100.00%
Berry Close		10	10	100.00%
Black Street		2	2	100.00%
Braddock Road		4	4	100.00%
Bunnewell Ave	1	11	12	91.67%
Caister Road		11	11	100.00%
Charles Close	1	20	21	95.24%
Charter Close		13	13	100.00%
Cherry Road	2	24	26	92.31%
Church Walk		2	2	100.00%
Conway Road	2	17	19	89.47%
Dashwood Close	3	13	16	81.25%
DaVolls Court	5	26	31	83.87%
Ecclestone Close	2	22	24	91.67%
Ferrier Close		2	2	100.00%
Frank Stone Court		15	15	100.00%
Frederick Road	1	6	7	85.71%
Genista Green		4	4	100.00%
Green Lane		6	6	100.00%
Grenville Place	3	25	28	89.29%
Grove Close	1	12	13	92.31%
Grove Road		14	14	100.00%
Harry Miller Court		6	6	100.00%
Hawkins Close	1	40	41	97.56%
Keyes Close	2	8	10	80.00%
Leach Close		3	3	100.00%
Manor Close	3	15	18	83.33%
Midland Close		8	8	100.00%
Nelson Court		13	13	100.00%
Newton Cross		15	15	100.00%
Northgate Street		3	3	100.00%
Oriel Ave		1	1	100.00%
Parkland Drive	1	1	2	50.00%
Pit Road		4	4	100.00%
Pound Lane	1	3	4	75.00%

Street	No	Yes	Grand Total	% meet needs
Rambouillet Close	2	24	26	92.31%
Seawake Close	1	13	14	92.86%
Sheldonian Court	1	16	17	94.12%
St Marys Close	2	21	23	91.30%
St Nicholas Gardens	1	6	7	85.71%
Suffolk Road	1	4	5	80.00%
The Close		14	14	100.00%
West Road		3	3	100.00%
Wherry Way		17	17	100.00%
Grand Total	40	518	558	92.83%

If respondents recorded no, they were asked to provide an explanation. We received 53 comments including two that were positive. Of the 53 comments, 22 responded as 'Yes' (their home met their needs) but wished to highlight concerns or improvements. The response themes are outlined in the table below:

Themes

Theme	Count	%
Access	4	7%
Adaptation	4	7%
Bathroom	4	7%
Community issue	1	2%
Flooring	1	2%
Heating	1	2%
Kitchen	4	7%
Need wet room	5	9%
No balcony	1	2%
No Scooter Storage	2	4%
Noise	1	2%
Parking	13	23%
Stairs	3	5%
Storage/Shed	5	9%
Too Small	6	11%
Home needs updating	2	4%
Total	57	100%

Responses relate to the size and access to the property no longer being suitable, changing individual needs (as example needing an adaptation, need ground floor accommodation, somewhere to store a scooter, experiencing nuisance) and individual property components (as example kitchen and bathrooms perceived to require an upgrade). Other responses are linked to community issues including parking.

Parking in depth

Parking was the most frequent comment made under this question. The table below provides some more insight at street level.

Street	Comment
Beatty Close	Parking is not close to properties making it more difficult for residents with lower mobility
Conway Road	Three comments about nowhere to park
DaVolls Court	A challenge to find anywhere to park was mentioned four times
Grove Close	General parking raised as an issue including lack of spaces and parking within the turning area
Manor Close	Parking difficulties mentioned twice
St Mary's Close	Nowhere to park particularly for residents with less mobility needing to park closer to their home. Impact of local school.
Suffolk Road	Not able to park close to home

Parking also regularly features in comments throughout the survey with other residents from the above scheme making comment around the lack of parking, the challenges of parking close to property and the relationship with the community including schools.

Q3 – Why did you choose to move into your sheltered housing scheme?

Reason	Responses	Responses %
Location to family	162	8%
Wanted to downsize	80	4%
Close to amenities	115	6%
Having help in an emergency	267	13%
The facilities provided	127	6%
To live independently	201	10%
Support network	177	9%
Sense of security	198	10%
Sense of community feeling	111	5%
A home that is easier to manage	234	12%
The suitability of your home to your needs	244	12%
Other	126	6%
TOTAL	2024	100%

Resident were able to include other reasons. These are outlined below. The main reasons being poor health and needing a home with level access/no stairs (48%)

Other reasons for moving

Reason	Number
Adapted and accessible home	3
Age	1
ASB	10
Decant	2
Required home with no stairs	22
Homeless	12
Previous home private rented (sold/poor condition/unable to afford)	13
Poor health	24
Redundancy	2
Separation	3
Other	4

Q4 - How satisfied or dissatisfied are you with the:

Safety and security of your home?

Satisfaction	%
Very Satisfied	55
Satisfied	38
Neither satisfied or dissatisfied	3
Dissatisfied	2
Very dissatisfied	2

Safety and security of the sheltered housing scheme where you live?

Satisfaction	%
Very Satisfied	48
Satisfied	40
Neither satisfied or dissatisfied	6
Dissatisfied	4
Very dissatisfied	2

Satisfaction with the safety and security of your street

Street	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Beatty Close	6	10	1	2	1
Beccles Road	1	2	1		
Berry Close	4	4			
Black Street	2				
Braddock Road	4				
Bunnewell Ave	6	5			
Caister Road	3	7	1		
Charles Close	4	16			
Charter Close	7	6			
Cherry Road	13	9	2		2
Church Walk	1				
Conway Road	6	9	2	1	1
Crowhall Green	3	5	1		
Dashwood Close	5	4	4	1	2
DaVolls Court	11	9	3	8	
Ecclestone Close	14	9	1		
Ferrier Close	2				
Frank Stone Court	8	3		2	2
Frederick Road	4	2	1		
Genista Green	2	1		1	
Green Lane	4	2			
Grenville Place	9	16	1	2	
Grove Close	8	5			
Grove Road	10	3		1	
Harry Miller Court	1	5			
Hawkins Close	18	18	2		
Keyes Close	6	4			
Leach Close	3				
Manor Close	6	7	1	1	
Midland Close	4	4	1		
Nelson Court	5	7	2		
Newton Cross	10	3			
Northgate Street	1	1			
Oriel Ave	1				
Parkland Drive	1	1		1	
Pit Road	2	1			

Street	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Pound Lane	2	1			1
Rambouillet Close	17	9	2		
Seawake Close	9	4	1		1
Sheldonian Court	13	4			
St Marys Close	8	13	2		
St Nicholas Gardens	4	1		1	
Suffolk Road	4	1			
The Close	5	5	2	1	
West Road	3				
Wherry Way	8	4			2

Satisfaction with the safety and security of your home

Street	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Beatty Close	6	11	2	1	1
Beccles Road	1	2	1		
Berry Close	5	4			
Black Street	2				
Braddock Road	4				
Bunnewell Ave	9	3			
Caister Road	5	5	1		
Charles Close	4	17			
Charter Close	6	5	1	1	
Cherry Road	16	9	1	1	
Church Walk	2				
Conway Road	8	9	1	1	
Crowhall Green	3	6			
Dashwood Close	6	8		2	
DaVolls Court	11	15	2		3
Ecclestone Close	15	8	1		
Ferrier Close	2				
Frank Stone Court	11	3			1
Frederick Road	5	2			
Genista Green	2	2			
Green Lane	5	1			
Grenville Place	10	17			1
Grove Close	8	6			
Grove Road	12	2			
Harry Miller Court	1	5			

Street	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied
Hawkins Close	28	13			
Keyes Close	7	3			
Leach Close	3				
Manor Close	12	6			
Midland Close	4	4		1	
Nelson Court	5	7	1		1
Newton Cross	13	2			
Northgate Street	1	2			
Oriel Ave	1				
Parkland Drive	1	1			1
Pit Road	2	2			
Pound Lane	2	1	1		
Rambouillet Close	18	7	2		1
Seawake Close	10	3	1	1	
Sheldonian Court	15	2			
St Marys Close	9	10	2		
St Nicholas Gardens	4	1			1
Suffolk Road	4	1			
The Close	7	6	1		
West Road	3				
Wherry Way	8	6		2	

The streets that recorded lower satisfaction than the average for both safety and security of home and street are listed below. Considering comments made across the survey some explanation can be provided:

- Parkland Drive – linked to outside lights and intercom not working – repair ordered
- Beccles Road – no comments provided
- Pound Lane – linked to not being able to see car from home
- Beatty Close – comments include damage to cars, low level ASB with bins being knocked over, concerns over burglaries and some residents advising that they have general perception of feeling unsafe
- St Nicholas Gardens – no comments provided
- DaVolls Court – the security of the communal doors – often broken and need repair
- Dashwood Close – perception of feeling less safe recently due to alleged burglary and unknown persons in rear gardens. Please note that the Tenancy team is supporting residents and exploring options to increase safety and security with local Police
- Conway Road – concern over safety at night and unknowns causing ‘trouble’

Safety and security of home by asset type - satisfaction levels

Asset Type	Very satisfied	Satisfied	Neither satisfied or dissatisfied	Dissatisfied	Very dissatisfied
One bedroom bungalow	169	98	12	3	8
One bedroom first floor flat - with lift access to first floor	33	21	1	2	0
One bedroom first floor flat - with stair access to first floor	15	21	0	2	0
One bedroom ground floor flat	55	48	4	3	0
Two bedroom bungalow	41	25	1		1
Two bedroom ground floor flat	2	2	0	0	0

Section 2 – The Sheltered Housing Service

Q5 - How often do you speak to your Tenancy Support Officer?

Frequency	Daily	Weekly	Fortnightly	Monthly	Quarterly	Rarely	Never
Number	6	69	124	201	46	99	19
%	1%	12%	22%	36%	8%	18%	3%

How often do you speak to your Tenancy Support officer per street

Street	Daily	Weekly	Fortnightly	Monthly	Quarterly	Rarely	Never
Beatty Close		2	3	8	3	3	1
Beccles Road		1		2			1
Berry Close		2		6			
Black Street				1		1	
Braddock Road		2	1	1			
Bunnewell Ave	1	4	3	2		1	1
Caister Road		1	1	5	3		
Charles Close		1	4	10	2	3	1
Charter Close			4	4	3	1	1
Cherry Road		2	14	7		3	
Church Walk			1	1			

Street	Daily	Weekly	Fortnightly	Monthly	Quarterly	Rarely	Never
Conway Road	1	3	4	7	3		
Crowhall Green			1	3		4	
Dashwood Close		3	3	4	1	4	1
DaVolls Court		4	8	11	1	7	1
Ecclestone Close		4	8	9	3		
Ferrier Close				1		1	
Frank Stone Court	4		5		5	1	
Frederick Road			2	1	2	2	
Genista Green		1	1	1		1	
Green Lane		1	2	2	1		
Grenville Place		3	6	9	2	5	2
Grove Close	1		1	3	2	5	1
Grove Road		1	1	6	4	2	
Harry Miller Court	2	1	2		1		
Hawkins Close		2	5	22	3	8	1
Keyes Close			3	5	1	1	
Leach Close			1	2			
Manor Close	1	2	1	8	2	3	1
Midland Close			2	2		3	2
Nelson Court			1	3	1	6	1
Newton Cross		2	4	7		2	
Northgate Street			1	1		1	
Oriel Ave			1				
Parkland Drive			1	1		1	
Pit Road				2		1	1
Pound Lane			1	1		2	
Rambouillet Close	3	7	8	5	3	1	
Seawake Close		4	4	1		5	
Sheldonian Court	1	8	3		5		
St Marys Close		2	5	9	2	4	
St Nicholas Gardens	2	3	1		1		
Suffolk Road		2	2	1			
The Close		1	2	7	1	2	1
West Road			1	1		1	
Wherry Way	2	7	2	5		1	

Q6 - How satisfied are you with the frequency of contact with your Tenancy Support Officer?

Satisfaction	%
Very Satisfied	33
Satisfied	45
Neither satisfied or dissatisfied	11
Dissatisfied	8
Very dissatisfied	3

Overall satisfaction with frequency of contact is 78%.

The least satisfied streets are:

- Nelson Court 33.33%
- Parkland Drive 33.33%
- Crow Hall Green 37.50%

The most satisfied (100%) are:

- Berry Close
- Genista Green
- Keyes Close
- Leach Close
- Newton Cross
- Northgate street
- Suffolk Road

Taking a look at the 11% who were least satisfied the following key themes emerge:

- More contact especially face to face
- Return to the former 'Warden' service
- Requires clarity of what the service offer is (noted some new tenants unsure)
- Contact is more personal

Satisfaction with frequency of contact per age group

Age	Very dissatisfied	Somewhat dissatisfied	Neither satisfied nor dissatisfied	Somewhat satisfied	Very satisfied
Under 60	5.56%	5.56%	11.11%	38.89%	38.89%
60-65	1.37%	4.11%	10.96%	50.68%	32.88%
66-74	4.19%	6.81%	10.47%	31.41%	47.12%
75+	1.78%	9.25%	11.74%	29.18%	48.04%

Q7 – How frequently would you like contact from your Tenancy Support Officer?

Daily	Twice a week	Weekly	Fortnightly	Monthly	Quarterly	Dont mind / when needed	No contact	No choice Comment made)
1%	5%	22%	25%	34%	11%	0%	2%	0%

Preferred frequency from your Tenancy Support Officer contact per age

Age	Daily	Twice a week	Weekly	Fortnightly	Monthly	Quarterly	No contact
Under 60	0.00%	5.88%	11.76%	5.88%	45.59%	17.65%	5.88%
60-65	1.47%	4.41%	10.29%	17.65%	32.98%	17.65%	2.94%
66-74	0.52%	2.62%	22.51%	27.23%	29.64%	12.04%	2.09%
75+	1.07%	6.07%	25.00%	26.79%	52.94%	9.29%	2.14%

Q8 – How would you prefer to be contacted by your Tenancy Support Officer?

Contact method	Responses	Responses %
Telephone	309	53%
Face to Face	175	30%
Call system	93	16%
Video call	1	0%

Other ways happy to be contacted

Contact method	Responses	Responses %
Telephone	288	35%
Video call	12	2%
Face to Face	247	30%
Through the call system	260	32%
Other	7	1%

Q10 – How do you rate the support your Tenancy Support Officer delivers to support your wellbeing?

Rating system of 1 = very poor and 5 = very good

Rating system	Responses	Responses %
1	30	5%
2	37	7%
3	103	18%
4	133	24%
5	260	46%

Support rating per street

Street	1	2	3	4	5
Beatty Close	5.00%	5.00%	20.00%	30.00%	40.00%
Beccles Road	0.00%	25.00%	0.00%	25.00%	50.00%
Berry Close	0.00%	0.00%	0.00%	20.00%	80.00%
Black Street	0.00%	0.00%	50.00%	0.00%	50.00%
Braddock Road	25.00%	0.00%	0.00%	25.00%	50.00%
Bunnewell Ave	8.33%	0.00%	8.33%	16.67%	66.67%
Caister Road	0.00%	0.00%	9.09%	27.27%	63.64%
Charles Close	15.00%	5.00%	35.00%	15.00%	30.00%
Charter Close	7.69%	15.38%	15.38%	38.46%	23.08%
Cherry Road	0.00%	11.54%	15.38%	15.38%	57.69%
Church Walk	0.00%	0.00%	0.00%	50.00%	50.00%
Conway Road	9.52%	0.00%	14.29%	33.33%	42.86%
Crowhall Green	11.11%	22.22%	11.11%	11.11%	44.44%
Dashwood Close	0.00%	0.00%	26.67%	6.67%	66.67%

Street	1	2	3	4	5
DaVolls Court	6.67%	3.33%	23.33%	36.67%	30.00%
Ecclestone Close	4.35%	0.00%	17.39%	4.35%	73.91%
Ferrier Close	0.00%	0.00%	0.00%	0.00%	100.00%
Frank Stone Court	7.14%	7.14%	28.57%	21.43%	35.71%
Frederick Road	0.00%	16.67%	0.00%	33.33%	50.00%
Genista Green	0.00%	0.00%	0.00%	75.00%	25.00%
Green Lane	0.00%	33.33%	0.00%	33.33%	33.33%
Grenville Place	11.11%	7.41%	14.81%	22.22%	44.44%
Grove Close	14.29%	7.14%	42.86%	14.29%	21.43%
Grove Road	0.00%	7.14%	28.57%	0.00%	64.29%
Harry Miller Court	0.00%	0.00%	33.33%	50.00%	16.67%
Hawkins Close	14.29%	4.76%	19.05%	23.81%	38.10%
Keyes Close	0.00%	0.00%	0.00%	11.11%	88.89%
Leach Close	0.00%	0.00%	0.00%	0.00%	100.00%
Manor Close	0.00%	10.53%	15.79%	36.84%	36.84%
Midland Close	12.50%	25.00%	37.50%	25.00%	0.00%
Nelson Court	9.09%	18.18%	36.36%	18.18%	18.18%
Newton Cross	0.00%	0.00%	13.33%	26.67%	60.00%
Northgate Street	0.00%	33.33%	33.33%	0.00%	33.33%
Oriel Ave	0.00%	0.00%	0.00%	0.00%	100.00%
Parkland Drive	33.33%	0.00%	0.00%	33.33%	33.33%
Pit Road	0.00%	0.00%	50.00%	0.00%	50.00%
Pound Lane	0.00%	0.00%	25.00%	25.00%	50.00%
Rambouillet Close	0.00%	7.14%	32.14%	14.29%	46.43%
Seawake Close	0.00%	6.67%	13.33%	33.33%	46.67%
Sheldonian Court	6.25%	0.00%	0.00%	18.75%	75.00%
St Marys Close	4.55%	9.09%	22.73%	31.82%	31.82%
St Nicholas Gardens	0.00%	0.00%	14.29%	14.29%	71.43%
Suffolk Road	0.00%	0.00%	0.00%	25.00%	75.00%
The Close	0.00%	21.43%	7.14%	50.00%	21.43%
West Road	0.00%	0.00%	33.33%	0.00%	66.67%
Wherry Way	0.00%	5.88%	5.88%	41.18%	47.06%

The streets most dissatisfied by proportion of responses are:

- Midland Close
- Northgate Street
- Nelson Court
- Grove Close
- Charles Close

Q11 - The aim of the sheltered Housing Service is to support sheltered residents to live independently. Do you feel the service you receive from Tenancy Support Officers supports you to live independently?



91% of residents feel the service and supports enable them to live independently.

Street	% Yes
Beatty Close	90%
Beccles Road	75%
Berry Close	100%
Black Street	100%
Braddock Road	100%
Bunnewell Ave	83%
Caister Road	100%
Charles Close	86%
Charter Close	85%
Cherry Road	96%
Church Walk	100%
Conway Road	95%
Crowhall Green	11.11%
Dashwood Close	0.00%
DaVolls Court	97%
Ecclestone Close	100%
Ferrier Close	100%
Frank Stone Court	92%
Frederick Road	100%
Genista Green	100%
Green Lane	100%
Grenville Place	89%
Grove Close	93%

Street	% Yes
Grove Road	86%
Harry Miller Court	83%
Hawkins Close	90%
Keyes Close	100%
Leach Close	100%
Manor Close	83%
Midland Close	89%
Nelson Court	75%
Newton Cross	100%
Northgate Street	100%
Oriel Ave	100%
Parkland Drive	50%
Pit Road	75%
Pound Lane	75%
Rambouillet Close	96%
Seawake Close	86%
Sheldonian Court	82%
St Marys Close	95%
St Nicholas Gardens	100%
Suffolk Road	100%
The Close	83%
West Road	100%
Wherry Way	100%

Q12 - Is there anything else that the Tenancy Support Officers could do, to help you live independently?

Comment Themes	Responses	Responses %
Clarity of role and knowing TSO	8	12%
Face to Face visits	27	41%
Request advice and support	15	23%
Adaptation query/request	5	8%
Repairs	2	3%
Community issues / activities	6	9%
ASB	1	1%
Move	2	3%

Q 13 – How satisfied were you with the former warden service provided before 2017?

Satisfaction level	Responses	Responses %
Very satisfied	252	60%
Somewhat satisfied	137	33%
Neither satisfied nor dissatisfied	24	6%
Somewhat dissatisfied	2	0%
Very dissatisfied	2	0%

Q 14 – How satisfied were you with the service provided between 2017 up until the pandemic from March 2020?

Satisfaction level	Responses	Responses %
Very satisfied	169	44%
Somewhat satisfied	170	44%
Neither satisfied nor dissatisfied	29	7%
Somewhat dissatisfied	17	4%
Very dissatisfied	2	1%

Q15 - From March 2020, the Council moved away from home visits to regular welfare calls because of the impact of the Covid pandemic. How satisfied are you with the welfare calls to support you to live independently?

Satisfaction level	Responses	Responses %
Very satisfied	187	34%
Somewhat satisfied	251	46%
Neither satisfied nor dissatisfied	65	12%
Somewhat dissatisfied	31	6%
Very dissatisfied	12	2%

Comparison of satisfaction levels for each time bracket

Satisfaction level	Warden service	2017 to 2019	Pandemic
Very satisfied	60.00%	44%	34%
Somewhat satisfied	33.00%	44%	46%
Neither satisfied nor dissatisfied	6.00%	7%	12%
Somewhat dissatisfied	0.50%	4%	6%
Very dissatisfied	0.50%	0.50%	2%

Q16 - Are there services currently not offered to you, that you would like to see the Sheltered Housing Service provide?

124 comments were received about services resident would like to see. A number of suggestions relate to wanting face to face contact and linked to other wider community issues. A summary of the comment themes is in the chart below: Overwhelmingly comments were requesting a return to the warden service or more face to face contact. More face-to-face contact suggestions were received from the following streets:

- Hawkins Close – 4 comments that included face to face contact
- Cherry Road, Frank Stone Court, Nelson Court and The Close – 3 comments
- Charles Close, Dashwood Close, Manor Close and Seawake Close – 2 comments

Suggestions for service

Satisfaction level	Count
Face to face contact or reinstate Warden Service	36
More information on current service	5
Caretaking and communal garden improvements	3
Community Dryers	2
Adaptation request	1
Improved security	1
Handyman Service	3
Noise nuisance report	1
Parking issues	2
Repair issues	4
Scooter Facilities & Storage	2
Support requests (various)	11
Improve communal assets - upkeep	2
Reinstate privacy fencing	1
Improve call system response time	1
Mobile Library	1

Q17 - If the Council were able to deliver the extra services that you or other residents have described in answering question 17 above, would you be prepared to pay an additional weekly charge to meet the service costs:

Four options were provided:

- I would be prepared to pay £1 to £2 extra per week
- I would be prepared to pay £3 to £5 extra per week
- I would be prepared to pay £6 to £10 extra per week
- I would not be prepared to pay an additional charge for the service

423 responses were recorded.

Prepared to pay for additional services

Pay Extra	Numbers	%
None	238	56%
£1-2	144	34%
£3-5	37	9%
£6-10	4	1%

Section 3 – Communal facilities at sheltered housing

Communal laundry facilities

A total of 93 tenants responded to the question on the use of laundry facilities. The Chart below shows the percentage of usage for each facility (including where access is provided for all neighbouring streets). The most popular are Grenville Place, Nelson Court, Charter Close and Priors Street (DaVolls Court & Conway Road).

Chart Laundry usage

Laundry Facility	% Usage
Charter Close	33
Ecclestone Close	9
Grenville Close	48
Grove Close	24
Hawkins Close	17
Nelson Court	47
Priors Street	32
St Marys Close	13
The Close	11
Wherry Way	13

Several comments were made about the facilities including access to them (step up into room preventing use), others use of the machines including washing dirty pet bedding or simply having a bad experience. There were also comments about the impact of the laundry facilities and noise on neighbouring properties.

How often use laundry facilities

How often used	Usage
Not specified	16
Fortnightly	15
Weekly	15
Twice a week	37
Three times a week	7
Four times a week	2

Tenants were asked to rate the facilities provided. 2% of tenants thought the laundry facilities were poor (Charter Cl and The Close), 12% rated them as average including The Close, St Marys and Grove Road with two respondents each.

Rating of laundry facilities

Rating	%
Excellent	35
Good	51
Average	12
Poor	2

Quality of laundry facilities

Street	Excellent	Good	Average	Poor
Black Street		1		
Caister Road	1		1	
Charter Close	2	2	1	1
Conway Road	5	4		
DaVolls Court	4	6	1	
Ecclestone Close	1	3		
Grenville Place	7	10	2	
Grove Close	2	4		
Grove Road		2	2	
Hawkins Close	4	5	1	
Nelson Court	3	5		
Sheldonian Court	1			
St Marys Close		5	2	
The Close	1	1	2	1
Wherry Way	4	1		

Streets with no washing machine

Street	Number of houses without a washing machine
Beatty Close	1
Beccles Road	1
Bunnewell Ave	1
Caister Road	1
Charter Close	3
Conway Road	6
Crow Hall Green	1
DaVolls Court	4
Ecclestone Close	1
Ferrier Close	1
Frederick Road	2

Street	Number of houses without a washing machine
Grenville Place	16
Grove Close	3
Grove Road	2
Harry Miller Court	2
Hawkins Close	7
Manor Close	1
Nelson Court	4
Northgate Street	1
St Marys Close	3
The Close	2
Wherry Way	2

Within the free text areas there were comments received about the provision of additional or new dryers.

Communal Rooms

Respondents were asked whether they had access to a communal room. 418 residents responded with 336 confirming they had access and 82 stating no. Where respondents live on the same scheme as a communal room, some respondents advised that they did not have access. This included the internal communal rooms of Frank stone court and Harry Miller where one respondent for each advised not. Reasons given in general text could be related to moving in within the past year and the rooms being closed.

Of the 336 conforming they had access, 41% said that they used the communal room.

What use Communal room for	%
Coffee morning	24
A community activity e.g., bingo	25
To meet with a member of staff	12
To meet with friends	22
Other	17

The other comments include the rooms being closed at the time of the survey (new tenants in the past 18 months), using the book exchanges, read notices and using them for special occasions and parties.

The table below outlines the percentage usage of the communal rooms compared to the total number of homes on that scheme. Overall, where a communal room is available usage is and awareness is reasonably high.

Communal Room	% usage from residents per street
Black Street	100%
Grove Close	85.71%
Grove Road	85.71%
Nelson Court	92.86%
Grenville Place	89.66%
Frank Stone Court	86.67%
The Close	85.71%
St Marys Close	82.61%
Pit Road	60%
Wherry Way	64.71%
Caister Road	81.82%
Priory Street	
Conway Road	80.95%
DaVolls Court	75%
Charter Close	76.92%
Ecclestone Close	75%
Hawkins Close	69.77%
Crow Hall Green	66.67%
Seawake Close	66.67%
Cherry Road	62.96%
Genista Green	50%
Manor Close	52.63%
Suffolk Road	20%

The survey also asked residents about how comfortable the communal rooms are and anything that we could improve them. Comments include changing the chairs (preference to have chairs with arms also softer chairs to increase comfort), replacing or deep cleaning carpets to try to remove stains, consideration over the type of flooring used and decoration.

Residents were also asked about the type of activities they would like to see at the communal rooms.

Outside of the activities that used to take place, there were a few different suggestions:

- Exercise classes (including seated)
- Supporting people to get online
- Provision of a pool table
- Speakers and talks
- Wider community activities

One thing to note is the access and use of rooms by any residents – there were a few comments that indicate challenges with access or restricted use.

In terms of encouraging greater use the key themes are outlined below:

- Improved communication on access and activities taking place
- Clear information on how and who can use to prevent groups dominating
- Increased support from GYBC to set up and run activities
- Support and encourage volunteers to help with activities
- Use spaces to provide other services e.g. mobile hairdresser

Section 4 – Mobility scooters and burglar alarms

Mobility Scooter – ownership and usage

Part of the sheltered housing review included increasing understanding on the current use, future demand and challenges to owning and using a mobility scooter across sheltered schemes

As part of the survey, respondents were asked about owning a mobility scooter

- Yes = 137 (25%)
- No = 411 (75%)

Overall figures on ownership

14.50% across all sheltered housing properties. Of the streets where respondents said they had a mobility scooter; ownership levels are 16% (137 / 852)

Mobility Scooter Ownership

Street	Number of mobility scooters owned
Beatty Close	4
Berry Close	1
Black Street	1
Braddock Road	1
Caister Road	5
Charles Close	7
Charter Close	5
Cherry Road	6
Conway Road	3
Crow Hall Green	4
Dashwood Close	7
DaVolls Court	5
Ecclestone Close	5
Frank Stone Court	4
Frederick Road	1
Genista Green	2
Green Lane	2
Grenville Place	6

Street	Number of mobility scooters owned
Grove Close	2
Grove Road	3
Hawkins Close	7
Keyes Close	1
Manor Close	5
Midland Close	2
Nelson Court	7
Newton Cross	5
Parkland Drive	1
Pit Road	1
Pound Lane	1
Rambouillet Close	6
Seawake Close	3
Sheldonian Court	5
St Marys Close	6
The Close	8
Wherry Way	9

To what extent could mobility scooter ownership be in the future?

Taking into account existing ownership levels and potential future ownership, of the total responses to the questions on mobility scooter usage and ownership, 36% of total residents could potentially have a mobility scooter. The current level of usage/ownership is 25% (a total of 141) with a potential increase of 12% (68).

Street	Current ownership	Potential ownership	Potential total
Beatty Close	4	3	7
Beccles Road			0
Berry Close	1		1
Black Street	1		1
Braddock Road	1		1
Bunnewell Ave			0
Caister Road	5		5

Street	Current ownership	Potential ownership	Potential total
Charles Close	7	5	12
Charter Close	5	2	7
Cherry Road	6	3	9
Church Walk		1	1
Conway Road	3	2	5
Crowhall Green	4	1	5
Dashwood Close	7	3	10
DaVolls Court	5	3	8
Ecclestone Close	5	3	8
Ferrier Close		1	1
Frank Stone Court	4	3	7
Frederick Road	1	1	2
Genista Green	2		2
Green Lane	2	1	3
Grenville Place	6	2	8
Grove Close	2	3	5
Grove Road	3		3
Harry Miller Court		1	1
Hawkins Close	7	8	15
Keyes Close	1		1
Leach Close			0
Manor Close	5	3	8
Midland Close	2		2
Nelson Court	7	2	9
Newton Cross	5	1	6
Northgate Street			0
Oriel Ave			0
Parkland Drive	1		1
Pit Road	1		1
Pound Lane	1	1	2
Rambouillet Close	6	5	11
Seawake Close	3	3	6
Sheldonian Court	5	1	6
St Marys Close	6	3	9
St Nicholas Gardens			0
Suffolk Road		1	1
The Close	8	2	10

Street	Current ownership	Potential ownership	Potential total
West Road			0
Wherry Way	9		9

Intruder Alarms

Do you have a burglar alarm fitted in your home?

Yes 213 (39%)

No 336 (61%)

If yes, do you use your burglar alarm?

Yes 86 (40%)

No 137 (60%)

Comparing the usage of intruder alarms compared to all who responded the actual use is 16%. Comments were made about not knowing how the system works and whether they have one or not.

Do you have a burglar alarm? (per street all responses)

Street	% with Alarm fitted
Beatty Close	4.76%
Bunnewell Ave	72.73%
Charter Close	76.92%
Cherry Road	12.00%
Church Walk	100.00%
Crow Hall Green	55.56%
DaVolls Court	9.68%
Ecclestone Close	82.61%
Frederick Road	57.14%
Green Lane	83.33%
Grenville Place	3.45%
Hawkins Close	82.50%
Keyes Close	20.00%

Street	% with Alarm fitted
Leach Close	100.00%
Manor Close	58.82%
Midland Close	100.00%
Newton Cross	80.00%
Northgate Street	100.00%
Parkland Drive	33.33%
Rambouillet Close	92.31%
Seawake Close	83.33%
Sheldonian Court	80.00%
St Nicholas Gardens	100.00%
The Close	58.33%
West Road	66.67%
Wherry Way	58.82%

The table below highlights the percentage of residents who said they have an alarm fitted and use it compared to all respondents for each street where alarms are used. Of the 213 who confirmed they have an alarm, 86 use it.

Actual use of alarms per street

Street	%
Beatty Close	4.76%
Bunnewell Ave	9.09%
Charter Close	30.77%
Cherry Road	8.00%
Church Walk	50.00%
Crow Hall Green	33.33%
DaVolls Court	3.23%
Ecclestone Close	21.74%
Frederick Road	42.86%
Green Lane	33.33%
Grenville Place	3.45%
Hawkins Close	32.50%
Keyes Close	20.00%

Street	%
Leach Close	33.33%
Manor Close	5.88%
Midland Close	44.44%
Newton Cross	46.67%
Northgate Street	33.33%
Parkland Drive	33.33%
Rambouillet Close	50.00%
Seawake Close	33.33%
Sheldonian Court	26.67%
St Nicholas Gardens	66.67%
The Close	8.33%
West Road	33.33%
Wherry Way	29.41%

Section 5 – Your experience of living in sheltered housing

Q37 - Overall, how would you rate living in sheltered housing? (scale of 1 to 5 with 1 being poor and 5 being great)

Rating	%
1	2%
2	2%
3	11%
4	28%
5	57%

**Count of Overall, how would you rate living in sheltered housing?
(scale of 1 to 5 with 1 being poor and 5 being great)**

Street	1	2	3	4	5
Beatty Close		2	4	6	8
Beccles Road			1	2	1
Berry Close				1	8
Black Street			1	1	
Braddock Road					2
Bunnewell Ave			1	2	7
Caister Road				4	7
Charles Close		1	3	8	8
Charter Close			2	3	8
Cherry Road	1		3	6	16
Church Walk					2
Conway Road		1	3	8	9
Crow Hall Green			1	3	4
Dashwood Close	1		1	3	10
DaVolls Court	1	1	5	10	15
Ecclestone Close	1		2	6	14
Ferrier Close					2
Frank Stone Court		2	2	2	8
Frederick Road			2	1	4
Genista Green				2	1
Green Lane				1	5
Grenville Place	1		3	11	13
Grove Close	1	1	3	2	6
Grove Road			1	5	7
Harry Miller Court			1	4	1
Hawkins Close			4	12	26
Keyes Close				3	7
Leach Close					2
Manor Close	1		3	4	10
Midland Close			1	3	4
Nelson Court		1	2	5	5
Newton Cross			2	3	10
Northgate Street				1	2
Oriel Ave					1

Street	1	2	3	4	5
Parkland Drive			2		1
Pit Road			1		2
Pound Lane			1	1	2
Rambouillet Close		1		5	21
Seawake Close	2		1	2	7
Sheldonian Court				2	14
St Marys Close		1	1	10	11
St Nicholas Gardens			1		5
Suffolk Road				1	3
The Close		1	3	4	6
West Road					3
Wherry Way			1	7	9

A total of four streets recorded a dissatisfaction higher than 10%

Street	Dissatisfaction %	Reason
Beatty Close	10%	Concerns about ASB and security Concern over only one entrance/exit into home - would like additional exit
Frank Stone Court	14.29%	ASB - behaviour of other tenants People to mind their business
Grove Close	15.38%	Lack of understanding of mental health issues Car parking
Seawake Close	16.67%	No comment - very satisfied throughout survey Long term outstanding repair - otherwise satisfied according to other responses

Overall satisfaction by age group

Age	Very poor	Poor	Ok	Good	Great
Under 60	0.00%	5.56%	11.11%	22.22%	61.11%
60-65	0.00%	3.95%	7.89%	23.68%	64.47%
66-74	1.10%	2.20%	9.34%	33.52%	53.85%
75+	2.56%	1.47%	13.19%	26.01%	56.78%

Q38 - Is there anything we could do to improve sheltered housing overall?

206 comments were received, often these are comments expressed previously during the completion of the survey.

Themes	Count
Asset improvements	30
Positive comments	29
Security	24
Face to Face contact / bring back Wardens	23
Repair issues	19
Parking	17
Caretaking	9
Estates - gardening	9
Mobility scooter storage and charging	8

Themes	Count
Adaptation	6
ASB	6
Community Room access & activities	5
Noise (scheme, boiler room, laundry room)	4
Want to move	3
Laundry room noise and improvements	3
Refuse facilities	3
Other	15

Q39 - Would you recommend living in your sheltered housing scheme to a family member or friend?

	No	Yes
Count of Would you recommend living in your sheltered housing scheme to a family member or friend?	33 (6%)	492 (94%)

- You would struggle to find better conditions in your retirement, and poor health level needs.
- Just very grateful for the council's support
- Having the call system gives peace of mind
- I have found the area to be excellent, as the service is there giving me great security for both me and my daughter who has special needs, help always be on hand tenancy support officers are godsend
- because we are happy with the services we get and the feeling of security we gain from being in sheltered housing. If we need anything or help, we can speak to someone straight away through the intercom service in our home.
- it gives peace of mind knowing someone is close at hand if help needed
- it is very nice living here you feel safe and when the communal room is open you

have a place to go and meet people and that gets you out even if you cannot walk very far

- I would recommend living in sheltered housing because it is safe and secured and if help is needed it is on hand and easily secured.
- Comfortable, safe, secure and cared for
- we both feel very safe and can still live independently. knowing if we have any problems, falls or need help the pull cords are there to access the aid or help we might need - everyone has been really nice, helpful and kind, very friendly- we are very grateful
- my overall opinion is that i like living in my flat and the community spirit, but would really like to feel that the care element was there regarding the wardens, sadly this has been lost since the pandemic and it needs to be rectified
- our area feels quite safe, quiet to. something that is hard to find. as we get older knowing we have support here will become more important, but we do appreciate it right now

Section 6 – Getting Involved

Q41 - Would you be willing to help with the sheltered housing review for example by taking part in a focus group to discuss the results?

94 residents are willing to help out with the review including attending a focus group

	No	Yes
Count of Would you like to get more involved where you live or across our services? For example this could be through rating where you live as an Estate Monitor.	470 (82%)	58 (18%)

Q42 - Would you like to get more involved where you live or across our services? For example, this could be through rating where you live as an Estate Monitor.



56 residents are willing to get involved.