

SHELTERED HOUSING SCHEME MANAGEMENT

1 SUMMARY

- 1.1 This report is to advise Members of a survey of tenants in Sheltered Accommodation to ascertain the tenants' views on the revised working of the Scheme Managers.

2 INTRODUCTION

- 2.1 In March 2003 the 12 month trial period reviewing the management of Sheltered Housing Schemes in the District commenced. It was agreed that midway through the trial period a survey would be carried out for tenants to give their views of the trial scheme before final management decisions are taken. This would enable staff to fine tune the service according to any emerging findings.
- 2.2 The Housing Management team have taken the opportunity to ask additional questions relating to service delivery and the expectations of tenants following evidence available from the external consultants report on the future of frail elderly housing provision in the District. This has caused a slight delay in distributing the survey form
- 2.3 The survey also gives indicative costs of different level of service ranging from a wholly Central Control Service up to a fully wardened 24 hour on-site Management Model. The Head of Service therefore believes this to be the most comprehensive Sheltered Housing Scheme tenants survey conducted in the last ten years, the results of which should give a good indication of the future direction of Sheltered Housing Management

3 SURVEY

- 3.1 This survey has been delivered to all tenants in Sheltered Accommodation but responses from tenants have been rather slow. It has been necessary for Scheme Managers to actively encourage reply so that a representative number of responses are received. It is anticipated that the results will be analysed and available for report to the January 2004 Community Services Committee.

4 RECOMMENDATION

- 4.1 It is proposed that the Committee notes the report.

Steve Clarkson

Head of Revenue and Housing Management

Background Papers:

None

For further information please contact Ann Dutton on:-

Tel:- 01702 546366
E-Mail:- ann.dutton@rochford.gov.uk