
SHELTERED HOUSING SCHEME MANAGEMENT

1 SUMMARY

- 1.1 This report is to advise Members of the results of the final survey of tenants in Sheltered Accommodation to ascertain their views on the revised management arrangements.

2 INTRODUCTION

- 2.1 In March 2003 a twelve-month trial period started to review the management of Sheltered Housing Schemes in the District. Midway through the trial period a survey was carried out for tenants to give their views of the trial scheme before final management decisions were taken. This survey allowed staff to fine-tune the service according to any emerging findings.
- 2.2 A further survey was carried out in March 2004 to include the requests from the tenants highlighted in the interim survey.

3 SURVEY

- 3.1 The survey was delivered to all 439 tenants in Sheltered Accommodation and at the time of drafting this report 329 have been returned, representing a sample of 75%. The results have proved encouraging with tenants being positive about the new management model. 325 tenants are in agreement with the amended arrangements with only four against.

4 CONCLUSION

- 4.1 In view of the positive response from the tenants and in keeping with the original intentions of the Best Value Review, revised arrangements should be adopted, with only minor amendments to the current service delivery model. This includes the out-of-office hours service provided by Basildon Careline Central Control and daytime cover being provided by live-in wardens managing paired schemes.
- 4.2 Following the trial period, the final survey results guide the Council towards the delivery model for the future. This could mean that over time staffing levels might reduce to reflect the impact of Central Control and the cover required. Any reductions in cost would be reflected in a reduction of the service charge element of tenant's rent.
- 4.3 Generally speaking, a long-term change to a more modern service delivery model would bring Rochford into line with other local authorities and social housing providers in the County.
- 4.4 One of the emerging issues from Sheltered Housing Tenants was the need for a handyman service. Someone who could help tenants put up a curtain rail,

or light fitting and such like. It is therefore proposed to investigate the possibility of introducing such a service and to include this in the review of deregulated flats associated with sheltered housing. This is due to be considered by Community Overview and Scrutiny Committee in the Summer months.

5 RECOMMENDATION

5.1 It is proposed that the Committee **RESOLVES**

- (1) That scheme managers work a 37-hour week supervising paired schemes during the day time.
- (2) That 'Out of hours' calls continue to be referred to Basildon Careline.
- (3) That new working arrangements and rotas be adopted as soon as practically possible

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Background Papers:

Tenant satisfaction survey.

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