

APPENDIX 5

Sheltered Housing Review – formal tenant consultation results

Tenants and equity sharers living in sheltered housing have been consulted throughout this review, initially with a survey, followed by a week of discussion groups and at the end of September they were formally invited to comment on the five key proposals for the restructuring of the sheltered housing service. The five areas are:

- Out of hours response
- 9am – 5pm on site scheme managers
- Smaller teams – more familiar faces
- Communal activities
- Emergency response

Comments were required by Monday 17 October and the table below indicates from where in the district responses were received.

Scheme	Village	Number of responses
Clifden Close	Arrington	2
The Limes	Bassingbourn	1
Hall Close & Church Street	Bourn	2
Chaplins Close	Fulbourn	8
St Vigors	Fulbourn	1
Avenalls Way	Gamlingay	1
Grain Close	Great Shelford	1
Queens Close	Harston	3
Wisbey's Yard	Haslingfield	2
Kay Hitch Way	Histon	1
Homefield Close	Impington	4
Vicarage Close	Melbourn	4
John Impey Way	Melbourn	2
Lordship Close	Orwell	2
The Close	Papworth Everard	1
Uffen Way	Sawston	1
Thistle Green	Swavesey	1
Denson Close	Waterbeach	3
Orchard Close	Girton	Residents meeting – 15 tenants, 2 relatives and 1 carer
Mays Avenue	Balsham	Petition – 10 residents
Vicarage Close	Melbourn	Petition – 21 residents + 10 others from addresses in the village
Knutsford Road & Spring Lane	Bassingbourn	Petition – 33 residents

All three petitions are requesting that they keep their current scheme managers, are praising them for the work they do, the activities they organise and that they would like them to remain living on site.

The comments from the residents meeting included a wish for the scheme manager to remain living on site as this had been one of their main reasons for moving into

sheltered housing, a concern about the response time to an out of hours call, would like visits at weekends reinstated and the wish to have a regular scheme manager visiting them.

The comments from the individual responses have been grouped and are presented in the table below. Of the 1,369 households living in sheltered housing we received 40 individual responses, which equates to a 2.92% response rate. Of those who responded 16 are tenants, 6 are equity sharers and 18 did not provide any details. Please note that some of the residents gave multiple comments.

Comments/Concerns	Total	Of which, are:		
		Tenants	Equity Sharers	No details
Acknowledgement that changes have to be made	7	4	1	2
Positive response to all proposals	5	2	1	2
Concern that scheme managers will no longer be living on site	20	5	3	12
Positive comments about their current scheme manager	12	5	2	5
Charges to be reduced if scheme manager not on site	2			2
Will service charges increase to meet the budget reductions	1		1	
A concern as to what will happen to the scheme managers properties/who will we be re-housing in them	6	3	1	2
How will the teams work – will see more faces than they do now, (there has been a misinterpretation of this paragraph in that many think that 8 scheme managers will be visiting one after the other)	5	2	1	2
Positive response to communal activities and involving older people in surrounding areas	4	2	2	
Communal activities – not sure how residents will be involved in the organisation of them or the involvement of those from outside the scheme – who pays for this?	5		1	4
Will they still have events if a scheme manager is covering more than one site	1			1
Response times to out of hours calls	2	1	1	
Unhappy about using the PCT to provide the response service after 5pm	1	1		
Return of weekend visits	4	1	1	2