



PRCC.55 14/15

Prosperous Communities
Committee

24 March 2015

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Subject: Survey Results from supported Housing Residents

Report by:

Chief Operating Officer

Contact Officer:

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Purpose / Summary:

Following the resolution of the Council on 28 April 2014 to update members on the progress made investigating how the change from resident wardens in Acis sheltered accommodation in the District to travelling Housing Support Assistants has affected residents and to assess whether there is a role for West Lindsey District Council in augmenting this provision.

RECOMMENDATION(S):

That members note the survey results and agree the following: -

- To Share the results of the survey with the service providers.
- To Continue to work together for those residents who live in West Lindsey – 6 monthly review meetings between ACIS, the Wellbeing Service, Lincolnshire County Council and West Lindsey
- That Members feed any issues to officers to ensure that the message is received and rectification is put in place

- That Challenge and Improvement Committee are asked to consider including a workshop on this topic in their work plan for the coming year

IMPLICATIONS

Legal: None

Financial : None – FIN REF 145 /15

Staffing : None

Equality and Diversity including Human Rights :
NB: Please explain how you have considered the policy’s impact on different groups (for example: young people, elderly, ethnic minorities, LGBT community, rural residents, disabled, others).

Risk Assessment :

Climate Related Risks and Opportunities :

Title and Location of any Background Papers used in the preparation of this report:
 Changes to Warden Services report 2nd September 2014

Call in and Urgency:

Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

Key Decision:

A matter which affects two or more wards, or has significant financial implications

Yes

No

1 Introduction

- 1.1 On 28th April 2014, at Full Council, Members requested that officers prepare a report for the Prosperous Communities Committee on the experiences of residents of sheltered accommodation following the removal of the Warden Service in nine Housing schemes across the District. The specific resolution was “that *options the council has around the changes to the provision of wardens at the ACIS sheltered housing sites (including any link to the supporting people programme) be considered by the Prosperous Communities Committee and the Policy and Resources Committee and the conclusions be reported back to Council*”
- 1.2 On 2nd September 2014 members of this committee received a report on the introduction of the Wellbeing Service. Committee resolved to “That further information on the service provided for residents in ACIS sheltered housing be gathered through a structured letter sent to all residents of the schemes and a report to be brought back to the Prosperous Communities Committee within six months outlining the options available”

2 Stakeholder Meetings

- 2.1 Following on from the committee meeting Councillors arranged a number of meeting with District Council members, Key West Lindsey and Lincolnshire County Council Officers, representatives of ACIS, representatives of the Wellbeing Service and some members of the public representing the residents. These meetings were well attended and provide useful information to all about the service and the impact on residents

3 Awareness Sessions

- 3.1 Awareness sessions were carried out by the Wellbeing Service in the Autumn of 2014. These were used to increase the understanding and take up of the service. The meetings of the stakeholders had concluded that understanding was an issue for residents.

4. Survey of residents

- 4.1 In accordance with the resolution of the Committee a survey was issued to all properties in ACIS sheltered housing schemes. 226 issued surveys resulted in 74 responses (Response rate of almost 34%).
- 4.2 The results of the survey are included in appendix A
- 4.3 Across all four questions there was an average of 65% respondents who expressed satisfaction with the service whilst 35% expressed dissatisfaction with the current arrangements.

5 ACIS survey

- 5.1 ACIS also carried out a survey in late summer of 2014. details of the results are attached for information. These are broadly positive and do not highlight particular concerns.

6 Recommended actions

- 6.1 Following the surveys and the meetings which have taken place since this matter was at committee in September 2014 the following actions are recommended to the committee: -
- Share the results with the service providers.
 - Continue to work together for those residents who live in West Lindsey – 6 monthly review meetings between ACIS, the Wellbeing Service, Lincolnshire County Council and West Lindsey
 - Members feed any issues to officers to ensure that the message is received and rectification is put in place
 - That Challenge and Improvement Committee are asked to consider including a workshop on this topic in their work plan for the coming year.

West Lindsey District Council Residents Survey 2014

74 responses received.

1. On a scale of 1 to 10, how satisfied are you with the arrangements your landlord/housing provider has in place to support you?

| | | | |
|------------|--|------------|---------------------|
| 17 (23.3%) | 1 - Not at all satisfied | 3 (4.1%) | 6 |
| 2 (2.7%) | 2 | 3 (4.1%) | 7 |
| 3 (4.1%) | 3 | 8 (11.0%) | 8 |
| 0 (0.0%) | 4 | 10 (13.7%) | 9 |
| 12 (16.4%) | 5 - Neither satisfied nor dissatisfied | 15 (20.5%) | 10 - Very satisfied |

2. If you answered 8 or lower to question 1 please state what would change this response to a 10?

37 responses received:

- 1: My reason for a lower score is in need of a wetroom for medical reasons and been told I'm not eligible for one until 2017. I upgraded bathroom myself in 2010 and it was suitable at the time for me but I since broke my hip.
- 2: Having a permanent site manager
- 3: Never seen anyone from Well Begin service
- 4: At the beginning of the year I had a review and was asked if I wanted a lifeline installing and orange cord emergency line taking out but it's now Dec and I have heard nothing.
- 7: They have nothing in place, I am 95 years old and I feel so let down with the lack of support, Acis were full of what they would do but they didn't keep to their promise.
- 8: We do not have the same communication as to what is going on in the building e.g. workmen. In and out. Changes to the building.
- 9: There is no support! They want to start, begin afresh!
- 10: To have a warden to call in every day. Not just 2 hrs on a Thurs
- 12: Having the warden back e.g. every day

- 14: This is supposed to be sheltered accommodation Two hours a week is not very caring
- 15: Lifeline support was not connected until about a month ago and I didn't know until I tried to use it,
- 20: A warden on site.
- 22: Having a warden back.
- 25: Wardens on site
- 28: More care of outside maintenance
- 29: Bring back full time scheme manager (warden)
- 30: There is no area for my scooter to be parked and charged. They keep changing where I can leave it and this is confusing.
- 32: A full time manager, back to Oaklands We do have the emergency pull cords... but that is all.
- 33: The warden service was very reassuring. A physical presence every day made you feel safe and you knew someone was on site if you had any problems.
- 36: I was moved into Pillard House on the understanding a warden would reside
- 40: If the wardens were re-installed
- 41: Miss one to one contact to a person, phoning for us older ones is too difficult, we know money's short, but building needs looking after. Laundry machines need to be industrial strength with all use and higher off floor. When reported often weeks before its done, if ever. Kitchen equipment not up to scratch. Electric kettle, part broken.
- 44: No support since warden was taken away, thus tenants feel insecure and vulnerable
- 46: If Acis had kept the warden, instead of replacing with a staff member on Monday's for 2hrs, this is an insult, 2hrs per week.
- 47: Reproduce an onsite warden The electronic systems are a very poor substitute and are not suited to older people
- 49: I would like clarification on the red emergency button. Nobody seems able to advise when and if we are to start paying for this. Otherwise satisfactory.

- 50: I have opted out of the wellbeing service and receive no support from Acis Housing.
- 55: There is nothing in place
- 61: To have a warden returned
- 64: To go back to on site warden
- 65: I have a moderate learning disability and taking away the previous warden has had an impact on me.
- 66: I feel there would advantage of day visit to Oaklands other than once a week which is a Friday. Sometimes we are not able to do this i.e. and cover calls - this can be a problem - although we have life lines but a person each day on site would be better.
- 67: Bring back our warden
- 68: Bring back the warden system. That is (underlined) the reason we all came to live here, because there was a warden!!! Is it legal to remove them from sheltered housing??
- 69: Return to warden cover
- 72: Heating
- 74: Quicker response to repairs

3. On a scale of 1 to 10, how well did your landlord/housing provider communicate with you about the recent changes to their arrangements to provide support for you in your home/neighbourhood?

| | | | |
|------------|--------------------------|------------|----------------|
| 11 (15.1%) | 1 - Not at all well | 3 (4.1%) | 6 |
| 3 (4.1%) | 2 | 2 (2.7%) | 7 |
| 3 (4.1%) | 3 | 11 (15.1%) | 8 |
| 2 (2.7%) | 4 | 14 (19.2%) | 9 |
| 11 (15.1%) | 5 - Neither well nor bad | 13 (17.8%) | 10 - Very well |

4. If you answered 8 or lower to question 3 please state what would change this response to a 10?

25 responses received

- 1: Communication via letter but would of been nice to have seen a personal basic
- 7: I have had 2 brochure's regarding well being service which in itself is a nightmare to obtain, I am now served by Mears, for my pull cords.

- 8: Well being service in place since April 1st. Still not known or had any payment bills for this service.
- 9: Letter's that fail to state anything or what is to happen!
- 14: To have contact with someone
- 15: More contact needed (personal)
- 22: Not enough information.
- 24: When changes made, nobody came to see me, they made arrangements then cancelled at the last minute, nobody has been since
- 25: Being prepared to listen to residents
- 29: Too late - changes have gone ahead - one meeting was held prior to changes
- 32: (Informed by letter - Acis) (Visits from well being) Again a full time manager to run the complex
- 36: I was moved into Pillard House on the understanding a warden would reside
- 40: We did not know anything about the wardens leaving until 4 weeks before they went
- 44: Tenants were not given a chance to vote on this Deal was done when tenants were "told" Re-instate warden
- 46: Some hand out leaflets A meeting with LCC which came up with no answers to my questions
- 47: Face to face - too many letters - plus the demonstrators/information providers need to be of an age to relate to end users (not young girls) Andy fully conversant with equipment demonstrated
- 55: Return things as they were
- 61: To have a warden
- 64: Visit to the house instead of meetings as I need one to one.
- 65: To have a warden back.
- 66: We were told about the changes - but it was a surprise when the service manager mentioned they were leaving. This is why my answer to the previous question arises - e.g. no-one on site.

- 67: I used to get help everyday with letters but Acis took our support away
- 68: No discussion was available as it was [u]already decided[/u] to remove wardens.
- 69: Resident omitted from all discussions until the last week of advising warden cover to be abolished
- 74: Consider people with learning difficulties

5. On a scale of 1 to 10, how satisfied are you with the arrangements your landlord/housing provider has put in place for you to contact them if you should need to?

| | | | |
|-----------|--|------------|---------------------|
| 6 (8.2%) | 1 - Not at all satisfied | 1 (1.4%) | 6 |
| 3 (4.1%) | 2 | 1 (1.4%) | 7 |
| 1 (1.4%) | 3 | 8 (11.0%) | 8 |
| 3 (4.1%) | 4 | 23 (31.5%) | 9 |
| 9 (12.3%) | 5 - Neither satisfied nor dissatisfied | 18 (24.7%) | 10 - Very satisfied |

6. If you answered 8 or lower to question 5 please state what would change this response to a 10?

16 responses received

- 4: As I am housebound I have to rely on my daughter to contact them
- 7: It would have to be like the service they got rid of, i.e. resident warden who visited every day, then I would give a 10.
- 9: As all councils/landlords/housing provider they would love to help but it is nothing to do with them!
- 14: To be able to contact you at all times
- 25: Someone about to talk not only 1 hour once a week some one a warden to look after us
- 33: I have a number to call them on but response is very slow.
- 36: For a person of 94 yrs it is hard to arrange assistance.
- 40: You ring up and there is never anybody there. When you speak to reception they say someone will ring back but they never do
- 44: Out of hour contact is an answering machine

- 46: They should have had things in place in April as promised, full of promises they don't keep.
- 47: Reproduce an onsite warden The electronic systems are a very poor substitute and are not suited to older people
- 50: An Acis representative is only present for 3 hrs per week. So any contact has to be by phone
- 55: Return things to what they were
- 64: I need something on a card I can keep near my machine or phone.
- 67: We see no-one at our homes we now only get 2 hours support to report repairs
- 69: Office hours provide minimal cover and delayed response 24 hour local support required

7. If you needed to contact your landlord/housing provider, do you have a landline phone to be able to do this?

- 61 (84.7%) Yes
- 4 (5.6%) No - but I can use someone else's
- 7 (9.7%) No - and I can't use anyone else's

8. Have the recent changes had a positive or negative effect on the quality of your life?

- 20 (35.1%) Positive
- 37 (64.9%) Negative

9. Please explain your answer to question 8:

33 responses received

- 1: Taken warden away which is why I moved, I moved here knowing I would have communication with someone everyday other than my family.
- 2: The lifeline seems to be better than the previous system - so far!
- 4: Negative effect as stated am housebound and have no contact with Acis representative as I cannot get to lower floor so no contact
- 7: Neither positive nor negative except I am now considering going into care, with much regret.
- 8: Very different.
- 9: Because of disability's I am unable to hold/dial/use any form of phone, i.e. landline's/mobile

- 12: The warden would come round everyday to check all was well, also the warden arranged activities and lunches so everyone mixed more now its very isolated and people don't mix like they used to.
- 14: You can not speak to anyone
- 15: With no warden I have days where I don't see anyone, feels lonely at times at least with warden I saw someone every day.
- 18: I do have a land line phone to get in touch
- 20: No different
- 25: No call on pull cord or a warden to call to know about our health
- 29: No longer have a personal contact - do not have the same assurity about the estate
- 30: I receive a call every day from the well-being service which I am very happy with, and I still have my lifeline
- 32: Only the 1 phone call a week Not worth paying the 3 month rental charge from BT Which I believe has gone up I have a mobile on a £10/month bundle 100 mins talk time
- 37: The wardens were helpful and supportive. This has been a sad loss to our community.
- 40: We cant get things done anymore we have to wait weeks, three weeks I had to wait for them to fit a light outside my flat it was only when I fell over that they came to fix it. The lights in the car park and communal area have been out months. They don't come and fix them as long as there getting rent. There not bothered about the elderly.
- 42: As before we had a warden coming round most days, witch was a lot better, now we don't get one at all.
- 44: I am disabled and my mobility and independence is being compromised
- 47: Not about to use phone due disability
- 50: Neither, nothing has changed.
- 51: The every day living was more organised when we had the warden. The place has gone down hill.
- 55: If it weren't for 2 volunteer people the common room would not be used. We would have no social activity's

- 56: The removal of the warden
- 57: I do not have a problem with Acis (underlined), but I do think the every day running has gone down without the warden. Ye the laundry is in a mess, faeces found in washing machine soiled clothes should be soaked off first. A carer puts washing in, then you have to wait for next carer to empty machine or family. Laundry open 8-5pm Resident doesn't want this job anymore?!!
- 61: The warden would have phoned for me
- 63: Just to know its there if I need them
- 64: Neither just as normal.
- 65: The warden gave me reassurance when I needed it.
- 66: The quality of my life has changed since these arrangement i.e. there is not quite so much going on in Oaklands - coffee morning each week but no-one to organise other things. Even the windows need cleaning because of mould on the frames.
- 67: I miss daily contact with a friendly face. I used to get to talk about things but now I feel isolated.
- 68: You should already know I have a landline or how would telecare operate!! I am now told that the original call system [u]is staying[/u]. I hope I am not paying for that as well as telecare.
- 69: It is not interested in residents welfare, but great spending on bricks and mortar, but improvements in feats promised in 2006 not carried out.

Contact details

10. In response to your answers above if you are happy for an officer of West Lindsey District Council to contact you please insert a landline number here:

30 contact details supplied