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Date: 13th May 2015

Dear Sir/Madam,

A meeting of the **Caerphilly Homes Task Group** will be held in the **Sirhowy Room, Penallta House, Tredomen, Ystrad Mynach** on **Thursday, 21st May, 2015** at **5.00 pm** to consider the matters contained in the following agenda.

Yours faithfully,

A handwritten signature in blue ink that reads 'Chris Burns'.

Chris Burns
INTERIM CHIEF EXECUTIVE

AGENDA

	Pages
1 To receive apologies for absence.	
2 Declarations of interest.	
Councillors and Officers are reminded of their personal responsibility to declare any personal and/or prejudicial interest(s) in respect of any item of business on this agenda in accordance with the Local Government Act 2000, the Council's Constitution and the Code of Conduct for both Councillors and Officers.	
To approve and sign the following minutes: -	
3 Caerphilly Homes Task Group (WHQS) held on 2nd April 2015 (Minute nos. 1 - 9).	1 - 6
To receive and note reports subject of Officer delegated decision but referred to CHTG for consultation:	

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4	Community Improvement Fund.	7 - 10
To receive and note the following information items: -		
5	WHQS Compliance.	11 - 14
6	Housing Repair Operations Annual Performance Update.	15 - 22
7	Older Persons Housing - Full Year Progress Report.	23 - 68
8	To receive any requests for an item to be included in the next available agenda.	

Circulation:

Task Group Members: Mrs D. Moore, Mrs G. Atkins, Mr M. McDermott, L. Ackerman, Mr C. Davies (Vice Chair), K. James, Mrs B. A. Jones, G. Jones, Ms S. Jones, Miss A. Lewis, C.P. Mann, Mr J. Moore and Mrs D. Price (Chair), (unless otherwise amended at the AGM)

And Appropriate Officers



CAERPHILLY HOMES TASK GROUP (WELSH HOUSING QUALITY STANDARD)

MINUTES OF THE MEETING HELD AT PENALLTA HOUSE, YSTRAD MYNACH
(SIRHOWY ROOM) ON THURSDAY, 2ND APRIL 2015 AT 5.00 P.M.

PRESENT:

C. Davies- Vice Chair (Presiding)

Task Group Members:

Ms L. Ackerman, R.T. Davies, K. James, Mrs B. Jones, G. Jones, Mrs S. Jones, Miss A. Lewis, M. McDermott, Mrs D. Moore and J. Moore.

S. Couzens (Chief Housing Officer), P. Davy (Head of Programmes), J. Roberts-Waite (Strategic Co-ordination Manager) and C. Evans (Democratic Services Officer).

1. APOLOGIES

Apologies for absence were received from Miss G. Green, C. Mann and Mrs D. Price.

2. DECLARATIONS OF INTEREST

Miss A. Lewis, Mr C. Davies, Mrs B. Jones, Mrs S. Jones, Mr M. McDermott, Mrs D. Moore and Mr J. Moore as Council Tenants declared a personal but not prejudicial interest in all agenda items.

3. MINUTES – 19TH FEBRUARY 2015.

RESOLVED that the minutes of the meeting held on the 19th February 2015 be approved as a correct record and signed by the Chair.

4. WHQS AND SHELTERED HOUSING COMPLEXES.

The report sought the views of the Task Group on changes to the WHQS programme delivery relating to the sheltered housing complexes, prior to consideration by Policy and Resources Scrutiny Committee and presentation to Cabinet for decision.

Arising from a number of setbacks, the WHQS Programme is under severe pressure to complete by 2020. Additional measures are under active investigation to expand the capacity to cope with the volume of work. The report advocates an alternative approach to implement the WHQS programme in relation to the sheltered complexes. In summary the management and delivery of the WHQS works on the sheltered schemes could be out sourced to a suitable multi disciplinary consultancy leaving just the client role in house.

1. In view of the pressures on the WHQS programme the CHTG recommend to the Policy and Resources Scrutiny Committee and Cabinet that the sheltered complexes are packaged into a separate programme and the management and delivery is outsourced to a suitable multi disciplinary consultancy, including the option of tenant liaison.
2. The 6 complexes identified in the report where future remodelling or redevelopment is under consideration be taken out for the WHQS Programme in the period to 2020 and dealt with once decisions have been made about the long term future of these properties.

The Task Group expressed their disappointment that such measures were seen to be essential. Concerns were raised for the high targets for completion and Members sought reassurance that the programme was realistic and achievable. Officers agreed with concerns, however, assured the Task Group that additional arrangements are being put in place to increase the capacity to deliver WHQS by 2020. Consultation would be conducted with the affected tenants where remodelling is a potential option.

Members sought clarification on the suggestion to outsource Tenant Liaison. Officers highlighted that due to the increased pressure on staff, it was suggested that outsourcing would relieve pressure on the existing teams; however, tenants were assured that, the Client role would remain with the Council.

Budget provision and the impact of outsourcing was discussed in detail, Officers explained that fees were estimated at 10-12% of the Capital cost. It was noted that there is a risk that the cost of completing WHQS could increase and spending may be in excess of budget provision.

Following consideration and discussion, it was moved and seconded that the recommendation in 9.1 of the report be supported. By a show of hands (and in noting that there was one abstention) this was agreed by the majority present.

RESOLVED that for the reasons contained in the officer's report and in view of the pressures on the WHQS programme the CHTG recommend to the Policy and Resources Scrutiny Committee and Cabinet that the sheltered complexes are packaged into a separate programme and the management and delivery is outsourced to a suitable multi disciplinary consultancy, including the option of tenant liaison.

Following consideration and discussion, it was moved and seconded that the recommendation in 9.2 of the report be supported. By a show of hands (and in noting that there were 4 in favour, 5 against and one abstention) this motion was lost.

RESOLVED that, the proposal that the 6 complexes identified in the report where future remodelling or redevelopment is under consideration be taken out for the WHQS Programme in the period to 2020 and dealt with once decisions have been made about the long term future of these properties, be not supported.

5. LOCAL EMPLOYMENT FUND – SUPPORTING LIFT.

The report, which was deferred at the last meeting, sought the approval of the Task Group to allocate the annual Local Employment Fund budget to Communities First in order to add value and enhance the Welsh Government's LIFT programme.

During Summer 2014 the Welsh Government announced the introduction of the Lift Programme designed to support its Tackling Poverty agenda through providing training and employment opportunities for people in workless households. The programme is aimed at supporting people who have spent more than 6 months out of work and who face the greatest barriers to becoming employable. For example:

- Young single parent households
- Households in which adults have few or no formal qualifications
- People with weak employment records
- Individuals with disabilities

Originally the Welsh Government advised that in Caerphilly County Borough the LIFT programme would only be piloted in the Caerphilly Basin Cluster (including Lansbury Park) however, they have recently approved an expansion of the project to the upper Rhymney Valley Cluster area (including the Twyn Carno ward) hence the request to allocate the funds to enhance and support the delivery of the recently announced wider programme.

The Chair thanked the Officer for the report and the Task Group noted the apologies for T. McMahon (Community Regeneration Manager) for the presentation of the report.

A Task Group Member sought further information on the targets set and whether the programme was specifically for Council Tenants. The Officer explained the scheme was not specifically aimed at tenants only and that the annual target was set at 60 people taking up the scheme, providing a variety of tailored training to meet the needs of individuals.

The Task Group discussed placement and sought further information on whether external organisations can use the funds to provide employment opportunities. Officers clarified that this could not be done for commercial organisations, only third sector and internal opportunities.

Having fully considered the information provided, the Caerphilly Homes Task Group supported the proposal outlined in the report in respect of the Local Employment Fund.

6. HRA GARAGES UPDATE.

The report, which was requested by the Policy and Resources Scrutiny Committee, was presented to the Caerphilly Homes Task Group for consideration and consultation.

A major review of the stock of HRA garages was considered by the Caerphilly Homes Task Group and the Cabinet Sub Committee in December 2012. A strategy was agreed to rationalize the portfolio, reduce the size of the stock through selective demolition of poor condition garages on low demand sites, repair and improve the stock, and to market the garages as part of the HRA assets. Specific proposals were made for every HRA garage block in the County Borough and all relevant ward Members were consulted. A budget of £1.5m was agreed as part of the WHQS Programme to implement the proposals. Since that time, commitments have been made within the Eastern Valleys, which was agreed as the priority area and contracts are at various stages. In due course, the programme will be extended to implement the approved strategy for the garages in the Upper Rhymney Valley and the Lower Rhymney Valley.

The Task Group thanked the Officer for the report and sought further information on the impact the improvements to the Garages have made to vacancies and whether the demolition has resulted in a reduction of Anti-Social Behaviour. Officers highlighted that the improved garages have made a positive impact on the aesthetics, however, there is low demand for the garages in some areas and further work is required to advertise their availability. As the work has recently been conducted, it is too early to determine any trends, but the Task Group were assured that information would be provided when available.

Having fully considered the information provided, the Caerphilly Homes Task Group noted the report.

7. PONTLLANFRAITH HOUSE

The report, which was considered by the Policy and Resources Scrutiny Committee on the 8th December and 20th January 2015 and approved by Full Council on 25th February 2015, provided information on the closure of Ty Pontllanfraith, the associated financial implications, impact on Council services, employment issues and equality implications.

The Task Group noted that, in relation to Housing Services, staff currently based at Ty Pontllanfraith, with the exception of the Eastern Valley Housing Office, are to be re-located to Tredomen Business Park, subject to confirmation of availability of sufficient office space. The accommodation being considered is fit for purpose, accessible for the public with good transport links, is DDA compliant and will provide an improved working environment for staff.

Alternative premises are currently being considered to accommodate the Eastern Valley Housing Office, with the intention to retain this service within the Blackwood Town Centre. This again would improve access and maintain a presence in the area for which the service is responsible.

Whilst the financial implications are highlighted within the reports, there is likely to be an additional cost for the Housing Revenue Account (HRA), but this is affordable within the Business Plan. The HRA would have also been liable for a proportion of the costs for rectifying the defects a Ty Pontllanfraith House if approval had not been given for its closure.

The Task Group thanked the Officer for the report and sought further information on the relocation of the Eastern Valley Housing Office, expressing concerns for accessibility. Officers highlighted that consideration has been given to the area office being located within the former Customer First Base in Blackwood.

Concerns were raised around the cost of moving all staff from Ty Pontllanfraith and further information was sought on the impact to jobs. Officers clarified that there are considerable expenses associated with the maintenance of Ty Pontllanfraith, which are considerably higher than relocating staff. Further reassurance was provided to the Task Group that there would be no job losses as a result of the relocation of staff.

Having consideration the reports, the Caerphilly Homes Task Group noted the report.

8. IMPACT OF CAERPHILLY HOMES TASK GROUP.

The report, which was requested at a previous meeting of the Caerphilly Homes Task Group (CHTG), highlighted the effectiveness and impact, background information to the establishment of the Caerphilly Homes Task Group and activity undertaken.

The CHTG was established with seven Councillors and seven tenants, to focus on the WHQS Programme and the public sector housing service, with the overall objective to be involved in the transformation of the Council's housing estates. Within the terms of the Council's Constitution it was recognised that the CHTG could not be a decision making body and originally recommendations were made to a Cabinet Sub-Committee.

Since the CHTG was formed in September 2012 it has met on 20 separate occasions. Consideration has been given to 69 information reports. The CHTG has debated 39 reports with recommendations, where Cabinet decisions have been required and has been able to offer opinions and amendments to the recommendations. This has included some major issues such as the investment strategy for the WHQS Programme, the Sheltered Housing Service Review, the Tenant Participation Strategy, the Charter for Trust, the Repairs Policy, Rowan Place, and the HRA Garages. In addition, there have been a number of presentations made at the CHTG.

The Task Group thanked the Officer for the report and discussed the split between information and recommendatory items. It was noted that the reports brought to the Committee are often on request for information or with recommendations for consideration under officer delegation or consideration at Scrutiny or Cabinet. The Task Group is established as a consultative group.

The Task Group discussed the impact they have had on decisions and monitoring the programme. A number of suggestions were discussed and debated it was noted that there is no formal process for monitoring the impact of the Task Group itself. Officers suggested that it was for the members of the task group to determine whether they consider the CHTG is effective in the role and an Away Day was agreed in order to consider Performance and Effectiveness of the Group and a Forward Work Programme.

Having fully considered the report, the Task Group unanimously noted the report.

9. TO RECEIVE ANY REQUESTS FOR AN ITEM TO BE INCLUDED ON THE NEXT AVAILABLE AGENDA

The following requests were received:-

1. Miss A. Lewis requested a report on the support provided by CCBC to Council tenants on the changes in universal credits
2. Miss L. Ackerman requested a report on the progress with the WHQS Programme.
3. Miss L. Ackerman requested a report on the current IT packages in use to support WHQS, effectiveness and whether they are fit for purpose.

The meeting closed at 6.59 p.m.

Approved as a correct record subject to any amendments or corrections agreed and recorded in the minutes of the meeting held on 21st May 2015.

CHAIRMAN

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CAERPHILLY HOMES TASK GROUP – 21ST MAY 2015

SUBJECT: COMMUNITY IMPROVEMENT FUND

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report has been drafted for consultation purposes. Members of the Caerphilly Homes Task Group are requested to note the contents of the report and provide any comments or observations they may have to the report author / Head of Programmes (WHQS).
- 1.2 Funding decisions relating to the Community Improvement Fund will be made under delegated powers to the Head of Programmes (WHQS).

2. SUMMARY

- 2.1 Following the ballot in February 2012, the Council agreed that it would deliver the promises made in its Offer Document to tenants and deliver WHQS by 2019/2020. It also gave a commitment to delivering numerous additional benefits which were also outlined in the Offer Document, which would add value to the WHQS programme and help deliver the Council's ambition of using the £210 million WHQS investment as a catalyst to Transform Homes, Lives and Communities.
- 2.2 These additional benefits include the creation of a Community Improvement Fund that has been designed specifically to foster community development and cohesion by enabling community groups to bid for funding to support local initiatives and projects. It will fund projects that directly contribute towards the Council's aim of Transforming Homes, Lives and Communities and to one or more of the following Communities First priorities; developing prosperous communities, learning communities and healthier communities.
- 2.3 The Community Improvement Fund will provide a capital grant of up to £5,000 per project proposal. The grant must be spent within one year of the approval.
- 2.4 A maximum of £50,000 will be approved annually for multiple projects.
- 2.5 The Fund is intended to benefit community groups based within Caerphilly county borough and provide direct benefits to tenants and residents of the county borough.
- 2.6 Groups wishing to apply for funding need to be constituted and have a group bank account. New or emerging community groups need to partner with a constituted group / organisation who can apply for and administer any grant awarded on their behalf.
- 2.7 Groups also need to demonstrate that they have consulted with and engaged the local community in developing their project. The Community Improvement Fund will not support groups / projects that do not have the support of the community and will not benefit the wider community.

2.8 Grant funding awarded from the Community Improvement Fund can be used to improve the general appearance of estates, to provide new or improved parking, better lighting, planting, landscaping, or play areas. It could also be used by the local community to better increase their understanding of the needs of their area and to encourage greater participation in community activities.

2.9 Funding from the Community Improvement Fund is sought by Pen Y Dre Tenants and Residents Association.

3. LINKS TO STRATEGY

3.1 The Welsh Housing Quality Standard (WHQS) is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.

3.2 The Council is committed to ensuring that the WHQS investment transforms not only homes but also lives and communities.

3.3 Relevant policy documents include the National Housing Strategy "Sustainable Homes" WAG; the Council's Community Strategy; Corporate Improvement Plan; Safer Caerphilly Community Safety Plan; Regeneration Strategy; Children and Young People's Plan; Tackling Poverty Action Plan 2012-2016 and Building Resilient Communities.

3.4 The Council's Local Housing Strategy "People, Property, and Places" has the following aim:

"To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations."

4. THE REPORT

4.1 The CHTG is asked to consider an application to the Community Improvement Fund by Pen Y Dre Tenants and Residents Association.

4.2 The Pen Y Dre Tenants and Residents Association are a constituted organisation with the aim of improving housing conditions, the environment and amenities within the ward of Twyn Carno. A copy of the constitution has been provided with the documents submitted.

4.3 The organisation consists of 10 consistent volunteers who have built excellent relationships with the local policing team, community support wardens, departments of Caerphilly Council, Flying Start and Communities First.

4.4 The Association are seeking funding from the Community Improvement Fund to help finance the cost associated with installing a play facility within the local community.

4.5 The total cost of the project is estimated to be £89,052.00 (VAT component £14,842.00).

4.6 Two quotes for the entire project have been submitted by the Association. A letter will be sent to the association requesting that they specify which products / materials of those listed will be funded by the Community Improvement Fund.

4.7 The Association have secured £4,500 from other sources and intend to submit an application for the majority of the costs involved to the Community Regeneration Fund and the Welsh Government's Community Facilities Programme (CFAP).

4.8 A total of £5,000 is requested by the Association from the Community Improvement Fund.

- 4.9 The Association have consulted with the local community and have enclosed letters of support from the Upper Rhymney Valley CF Cluster Board, Gwent Association of Voluntary Organisations (GAVO), Caerphilly Youth Service and Councillor David Poole.
- 4.10 Letters of support from the CF Cluster Board and GAVO make reference to the fact that there are limited play facilities available to families and children within the local community. They suggest that the proposal submitted by the Pen Y Dre Tenants and Residents Association will provide a valuable community resource.
- 4.11 The Council have awarded planning permission (with conditions) to the Association to install a fixed and informal play facility. A copy of the permission has been provided as part of the grant application.
- 4.12 The Council have agreed to a 25 year lease for the land on which the play area is to be built to the Pen Y Dre Tenants and Residents Association (a copy of a letter confirming the lease (dated 6.2.2013 written on behalf of Colin Jones) has been provided as part of the documentary evidence submitted.
- 4.13 The Association has confirmed that the Council has agreed to finance the costs associated with any on-going maintenance of the area. However due to the pressure on the MTFP revenue costs can only be guaranteed for 2015/16 for maintenance. The Association will need contingency arrangements for further maintenance and will have to provide their own insurance cover.
- 4.14 The project is coterminous with the aims, objectives and award criteria of the Community Improvement Fund. Tenants living within the adjacent housing areas will benefit from the play area provided as a result of the contribution from the Community Improvement Fund.

5. EQUALITIES IMPLICATIONS

- 5.1 An EqIA screening will be completed in accordance with the Council's Equalities Consultation and Monitoring Guidance and no potential for unlawful discrimination and for low level or minor negative impact have been identified, therefore a full EqIA has not been carried out.

6. FINANCIAL IMPLICATIONS

- 6.1 The Community Improvement Fund provides a capital grant to community groups of up to £5,000 to support community projects that meet one or more of the Communities First priorities and add value to the WHQS programme through improving the appearance of communities, amenities within communities and / or increasing participation by communities throughout the county borough.
- 6.2 An annual budget of £50,000 per annum is available.
- 6.3 Pen Y Dre tenants and Residents Association are seeking a grant of £5,000.00 from the Community Improvement Fund.
- 6.4 Payments are made in arrears upon receipt of invoices.

7. PERSONNEL IMPLICATIONS

- 7.1 There are no personnel implications arising from the report.

8. CONSULTATIONS

8.1 Comments received have been incorporated in the report.

9. RECOMMENDATIONS

9.1 The proposal submitted by the Pen Y Dre Tenants and Residents Association is needed within this area of Rhymney and has the support of many local groups and organisations.

9.2 It is recommended that the CTHG support the application which will have a positive impact on tenants living within the adjacent housing areas subject to the following:

- Confirmation of what products / materials will be financed via the CIF.
- The award of additional funding from the CFP (WG Communities Facilities Programme) and the Community Regeneration Fund (approval letters to be provided).
- The Association is advised there is no guaranteed maintenance funding beyond 2015/16 and they should make contingency arrangements, including appropriate insurance cover.

10. REASON FOR RECOMMENDATIONS

10.1 To deliver and meet the aims and objectives of the WHQS Programme.

11. STATUTORY POWER

11.1 Housing Acts and Local Government Acts.

Author: Jane Roberts-Waite, Strategic Coordination Manager
Email: roberj2@caerphilly.gov.uk
Tel: 01443 864340

Consultees: Cllr. Gerald Jones, Deputy Leader & Cabinet Member for Housing
Cllr Cuss, Ward Member
Phil Davy, Head of Programmes
Tina McMahon, Community Regeneration Manager
Shaun Couzens, Chief Housing Officer
Nicole Scammell, Acting Director of Corporate Services & S151 Officer
Debbie Bishop, Area Housing Officer
Lesley Allen, Principal Accountant
Derek Price, Parks and Outdoor Facilities Manager
Colin Jones, Head of Performance and Property Services



CAERPHILLY HOMES TASK GROUP – 21ST MAY 2015

SUBJECT: WHQS COMPLIANCE

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To advise CHTG on new requirements from Welsh Government in relation to verification and maintenance of the Welsh housing Quality Standard.

2. SUMMARY

- 2.1 Social housing landlords are required to put in place a Compliance Policy by 1st April 2016 and review it annually. The Compliance Policy is intended to provide the Welsh Government, tenants and the Council with assurance that WHQS will be achieved and maintained. The Policy will form the basis for an independent verification process. The report outlines the Welsh Government requirements, sets out the timetable and consultation arrangements.

3. LINKS TO STRATEGY

- 3.1 The Welsh Housing Quality Standard is intended to ensure that all local authority and housing association homes are improved and maintained to achieve specified standards.
- 3.2 The Single Integrated Plan 2013-2017 has a priority to “improve standards of housing and communities, giving appropriate access to services across the County Borough”.
- 3.3 The Council’s Local Housing Strategy “People, Property, and Places” has the following aims:
“To provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.”

4. THE REPORT

- 4.1 *Background and Welsh Government Requirements*

During 2014 Welsh Government commissioned research about how landlords judge and communicate they are implementing or have implemented WHQS, how landlords are independently verifying compliance and the extent to which community benefits have been achieved by the WHQS improvement programme.

- 4.2 The key recommendations that followed this research were:

The Welsh Government should:

- Remind landlords of the necessity of collecting both primary and secondary data
- Require each landlord to produce a WHQS Compliance Policy which contains a brief specification that accurately expresses and clarifies their interpretation of the WHQS guidance
- Agree a definition of “independent verification” with the housing sector

Landlords should:

- Use the draft Compliance Policy as part of a consultation process involving tenants groups, Project Board, CHTG, P&R Scrutiny, and Cabinet
- Be able to answer tenant enquiries on compliance and provide indicative dates for works programmes
- Use the Value Wales Measurement Tool to capture community benefits of all investment

4.3 The Welsh Government has decided to take these recommendations forward and has requested all social landlords to put a Compliance Policy in place by 1st April 2016 and review it annually. The Compliance Policy will become part of the business planning process and will be a requirement to support the application for Major Repairs Allowance (MRA).

4.4 The main elements to be included in the Policy will be:

- Interpretation of WHQS, reflecting resources and circumstances
- Interpretation and recording of acceptable fails
- Data collection
- Data storage
- WHQS progress and reporting
- Independent verification
- Summary of annual financial investment in the stock
- Consistent with WG statistical return
- Interpretation and recording of community benefits

4.5 The Policy must clearly articulate the landlord’s approach to meeting WHQS for the whole stock and on a component basis. It also needs to cover what resources are available within the organisation to meet and maintain the stock to the standard, in the immediate future and longer term. Each landlord must set out in their Policy what community benefit targets have been set by the organisation and the way these will be reported annually. The Policy should allow for the transparent monitoring of investment in the stock and WHQS compliance, and set out the arrangements for independent assessment.

4.6 *Implementation and Timetable*

A small officer working group will be established reporting to the Project Board with responsibility for assembling and collating the information required by the Compliance Policy.

The indicative timetable is:

Establish officer working group	April 2015
Assemble information	May /June 2015
Prepare first draft	July / August 2015
Report to Project Board	September 2015
Consult with tenants R&I Group	October 2015
Amend and finalise draft	November 2015
Consult with CHTG	December 2015
Consult with P &R Scrutiny	January 2016
Policy approved by Cabinet (Council)	February 2016
Publish approved Compliance Policy	March 2016

5. EQUALITIES IMPLICATIONS

5.1 An EqIA has not been undertaken as the report is for information.

6. FINANCIAL IMPLICATIONS

6.1 There are no financial implications arising from this report. However the implementation of the Compliance Policy will have major financial commitments.

7. PERSONNEL IMPLICATIONS

7.1 The preparation of the Compliance Policy will impose a time commitment on staff resources that are already under pressure due to the volume of work involved in delivering the WHQS Programme by 2020.

8. CONSULTATIONS

8.1 No comments have been received from the consultees.

9. RECOMMENDATIONS

9.1 The report is for information.

10. REASONS FOR THE RECOMMENDATIONS

10.1 To advise the CHTG of the requirement to prepare a WHQS Compliance Policy.

11. STATUTORY POWER

11.1 Housing (Wales) Act 2014.

Author: P G Davy, Head of Programmes
Email: davypg@caerphilly.gov.uk, Tel: 01443 8664208

Consultees: Cllr G Jones - Deputy Leader and Executive Member for Housing
C Burns - Interim Chief Executive
N Scammell - Acting Director of Corporate Services and S151 Officer
S Couzens - Head of Housing

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CAERPHILLY HOMES TASK GROUP – 21ST MAY 2015

SUBJECT: HOUSING REPAIR OPERATIONS ANNUAL PERFORMANCE UPDATE

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 This report is submitted to provide Caerphilly Homes Task Group with an update on the annual performance of the Housing Response Repair Service commissioned by the newly formed Housing Repairs Operations (HRO) Team.

2. SUMMARY

- 2.1 This report aims to provide information on the performance achieved against each of the Response repair categories in order to deliver the housing repairs service.
- 2.2 The report also provides information on the levels of customer satisfaction obtained following the introduction of telephone and face to face customer satisfaction surveys.
- 2.3 This report also compliments some of the other achievements that have been made working in close partnership with the Repairs & Improvement Group, these include the Relet standard, Recharge policy, Tenant maintenance responsibilities, Joint maintenance responsibilities, handyman service, landlord consents, damp/condensation leaflet and web link.

3. LINKS TO STRATEGY

- 3.1 **National Housing Strategy:** The Welsh Assembly Government's National Housing Strategy 'Better Homes for People in Wales' (2001) has key themes of quality and choice. The WAG vision for housing "*wants everyone in Wales to have the opportunity to live in good quality, affordable housing*".
- 3.2 **The Single Integrated Plan 2013-2017:** has a priority to: "Improve standards of housing and communities giving appropriate access to services across the county borough".
- 3.3 **Local Housing Strategy:** Property Theme: "*Providing the opportunity for everyone to live in affordable, sustainable, good quality housing, regardless of tenure.*"
And links specifically to Strategic Aim 6: Housing Management, "*To provide good quality, well-managed homes in communities where people want to live, and offer people housing choices which meet their needs and aspirations.*"

4. THE REPORT

- 4.1 Following the successful introduction of mobile working, Housing Repair Operations (HRO) has been able to make further improvements on how the repairs service is delivered to tenants. This has resulted in significant cost savings through better productivity, multi skilling

of operatives, reduced travelling, administration and overhead costs; it has also improved repair performance and customer satisfaction.

- 4.2 The in-house workforce have adapted well and embraced the new technology and the changes in working practices that this has resulted in and feedback from operatives and tenants generally have been extremely positive
- 4.3 Productivity, quality and Customer satisfaction are key performance indicators (KPI's) that HRO monitor throughout the year. These KPI's are used on the Ffynnon score card to Benchmark against other service providers within other authorities also the Association for Public Service Excellence (APSE) who work with around 300 councils throughout the UK promoting excellence in public services.
- 4.4 The list of tables below have been set up to monitor performance in line with the KPI's that have been agreed for HRO which are also in line with benchmarking reports set by both Ffynnon and APSE.

4.5 Performance

4.5.1 The tables below highlight the annual performance achieved for 2014/15. In view that that this is the first year that the tables have been created, the report will not be able to compare against previous years, however it will provide an indication of how HRO is performing and to benchmark year on year. The data will however be submitted to APSE in October 2015 in order that HRO's performance can be compared with other authorities throughout the UK.

- The first table details the repair priorities including definitions and the total number of repairs reported for each category.

PRIORITY CODE	CATEGORY	TARGET TIME FOR COMPLETION	TOTAL NUMBER OF REPAIRS REPORTED
02	EMERGENCY WORKS COMPLETED WITHIN NORMAL WORKING HOURS	24 HOURS	6335
03	APPOINTMENT – SMALL REPAIR UP TO 4 HRS WORK	25DAYS	18989
04	APPOINTMENT – GAS CAP OFF AND LOCK CHANGES – VOID PROPERTIES	2 DAYS	1025
05	APPOINTMENT – LARGE REPAIR UP TO 1 DAYS WORK	50 DAYS	1673
08	APPOINTMENT – LARGER REPAIR WORKS OVER 1 DAY TO COMPLETE	66 DAYS	2047

- The second table details the performance achieved for response repair appointments completed on the first visit. (First time fix) Repairs that are impractical to complete on one visit have been removed from this report, these include glazing and wet trade works also works that require scaffolding.

FIRST FIX ANALYSIS BETWEEN 01/04/2014 AND 31/03/2015			
REPORT PRODUCED 13/04/2015 10:31:32			
TOTAL	VISITS		FIRST FIX
TRADE	TOTAL VISITS FOR PERIOD 12586		90.73 %
☒ 03	FIRST TIME FIX 11084	JOBS COMPLETED 12143	91.28 %
☒ 05	FIRST TIME FIX 335	JOBS COMPLETED 443	75.62 %

- The third table details the performance achieved for the number of response repairs appointed by priority. These figures will never be identical to the number of repairs received as all pre-inspected repairs are not appointed on the day they are reported. In addition performance was affected when the new IGel computer software was installed which resulted in a number of repair categories not being able to be appointed on the repairs system 'Total' however they were appointed manually but not recorded electronically. This also created a small discrepancy on the total number of repairs that were appointed over a three week period and although some repairs were not appointed they were all completed.

HRO REPAIRS APPOINTED BETWEEN 01/04/2014 AND 31/03/2015			
REPORT CREATED 17/04/2015 09:46:25			
PTY	Total Received	Total Appointed	Percent Appointed
OVERALL	23734	23178	97.66 %
⊕ 03	18989	18851	99.27 %
⊕ 04	1025	1004	97.95 %
⊕ 05	1673	1527	91.27 %
⊕ 08	2047	1796	87.74 %

- The forth table highlights the average number of days it takes to complete appointments against each of the repair priorities.

AVERAGE WORKING DAYS TO COMPLETE BETWEEN 01/04/2014 AND 31/03/2015				
REPORT CREATED 17/04/2015 11:00:12				
PTY	JOB COUNT	AVE DAYS	+/- TARGET DAYS	TARGET DAYS
OVERALL	30069	11.71		
02	6335	0.96	-0.04	1.00
03	18989	11.18	-13.82	25.00
04	1025	1.64	-0.36	2.00
05	1673	27.96	-22.04	50.00
08	2047	41.68	-24.32	66.00

- The fifth table highlights the percentage of repairs completed within target.

PERCENTAGE OF REPAIR PRIORITIES COMPLETED ON MOBILE WORKING WITHIN TARGET - BETWEEN 01/04/2014 - 31/03/2015			
REPORT CREATED 10:56:28 on 17 April 2015			
PRIORITY	IN	OUT	JOBS
TOTAL	98.45 %	1.55 %	30,069
02	100.00 %	0.00 %	6,335
03	98.94 %	1.06 %	18,989
04	99.61 %	0.39 %	1,025
05	92.05 %	7.95 %	1,673
08	93.75 %	6.25 %	2,047

- The sixth table confirms the outstanding response repair analysis.

CURRENT BACKLOG @ 13 April 2015	
REPORT CREATED 13/04/2015 11:23:06	
CONTRACT	COUNT
<input checked="" type="checkbox"/> HCS	1089
02	21
03	639
04	4
05	96
08	329

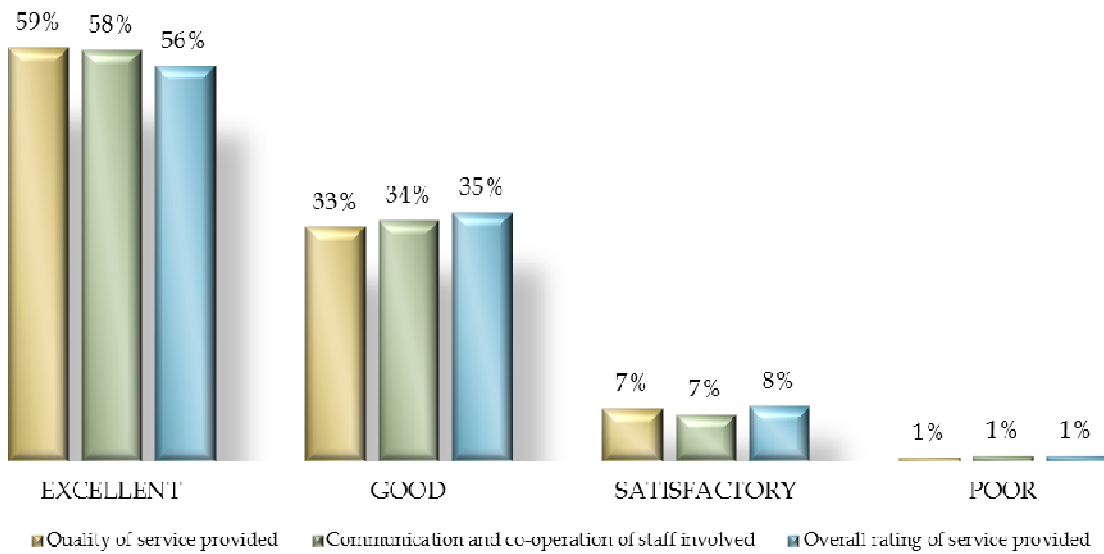
4.6. Customer Satisfaction

4.6.1 The final table's highlight the Satisfaction Survey Results following the introduction of telephone and face to face customer satisfaction questionnaires completed.

4.6.2 Telephone Satisfaction Surveys

The first report highlights the satisfaction results for telephone customer surveys completed to 20% of all response repairs completed each day without the work being pre-inspected. Tenants are contacted by phone within minutes of the repair being completed so that we obtain accurate, timely feedback on individual repairs.

Satisfaction Survey Results Summary 2014 -15

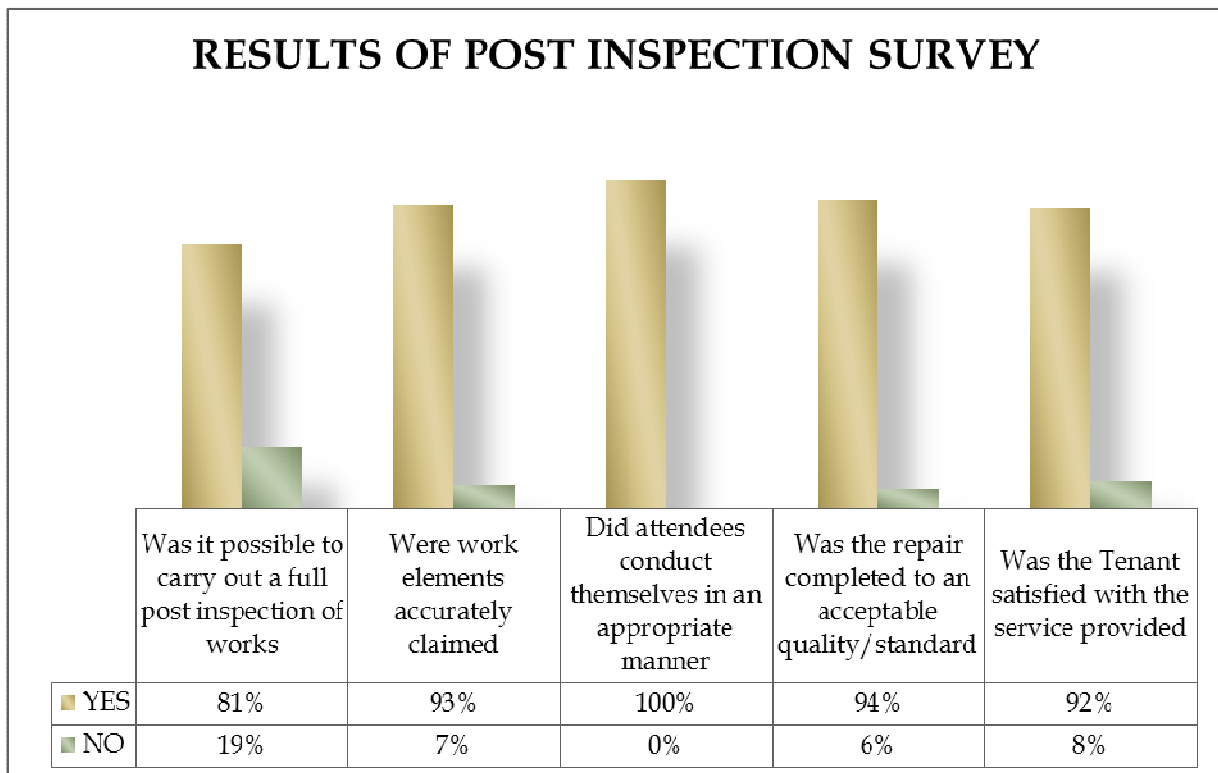


4.7 Face to Face Satisfaction Surveys

4.7.1 The second report highlights the face to face satisfaction surveys completed for Priority 05 and 08 by Housing Surveyors to 100% of all pre-inspected work reported. This measure was initially piloted in the Eastern Valley area in April 2014 and went live in September 2014 in all areas. The survey also includes a section to ensure that work is claimed correctly by the operative.

Results for 2014/15

RESULTS OF POST INSPECTION SURVEY



4.7.2 The table below confirms the total number of post inspection completed since the commencement of the post inspection pilot.

TOTAL NUMBER OF POST INSPECTIONS COMPLETED BETWEEN 01/04/2014 AND 31/03/2015	
PRIORITY	NUMBER OF POST INSPECTIONS
05	823
08	1095
TOTAL	1918

4.7.3 The high levels of performance and customer satisfaction evidenced is a testament of the hard work and commitment of the staff and workforce working together in order to create an effective and efficient response repairs service. Where dissatisfaction is reported by either telephone or face to face surveys, a process is in place where all issues are forwarded to either the housing surveyor or the area foreman in order to investigate and resolve the matter with the tenant. We will also learn from this process and where necessary amend our working procedures in order to achieve continuous improvement

5. EQUALITIES IMPLICATIONS

5.1 This is an information report therefore there are no potential equality implications and no requirement to complete a full Equalities Impact Questionnaire.

6. FINANCIAL IMPLICATIONS

6.1 The Response maintenance budget over the past 3 years (2011-14) was set at £7.8m. The budget for 2014/15 was reduced by £600k to reflect that priority 8 historically included works that was WHQS related and should therefore be carried out under the Welsh Housing Quality Standard (WHQS) programme.

6.2 An arrangement is in place to complete WHQS works that cannot wait for the internal or external programme by HRO. These costs are reclaimed from the WHQS budget at the end of the financial year.

6.3 Due to the volatile nature of the Response maintenance budget which is difficult to predict, actual expenditure has tended to be about 10% over budget each year, however for 2014/15 the budget is balanced following the credit from the WHQS works. It is not the intention to increase the budget to reflect the actual spend from previous years, but rather to make improvements such as those reflected in this report to make the service more efficient going forward.

6.4 In April 2013 the Building Maintenance Direct Labour Organisation (DLO) ceased operating as a trading account and merged with its main client in the Housing Revenue Account (HRA). This decision was taken to streamline operations in order to achieve the WHQS. As part of the process, it was necessary to split the former operations of the BM DLO into (1) Response and (2) WHQS with new budgets allocated in the HRA for both.

7. PERSONNEL IMPLICATIONS

7.1 As part of the merger to the HRA and in order to maintain an acceptable level of performance, the two operations (HRO & WHQS) each retained 50% of the total workforce; however the number of operatives is regularly reviewed and adjusted in order to meet demand.

8. CONSULTATIONS

- 8.1 Comments received following consultations during the course of preparing this report have been reflected within the content.
- 8.2 As part of ongoing consultation and tenant involvement in the improvement of housing services, regular meetings are held with the Repairs and Improvement Group which consists of tenant representatives and key officers. This group is continuously reviewing the response repairs service which covers performance, quality, customer satisfaction, tenant inspections as well as reviewing policies and procedures, and identifying areas for further improvements.

9. RECOMMENDATIONS

- 9.1 This report is for information purposes only and provides members of the Caerphilly Homes Task Group with an update on the progress of the housing response repair service.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To inform members of Caerphilly Homes Task Group on the improvements in performance and customer satisfaction to the repairs service within Caerphilly County Borough Council.

11. STATUTORY POWER

- 11.1 Local Government Acts 1972 and 2000 and Housing Act 1985.

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WHQS Project Board
Trade Union Shop Stewards

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CAERPHILLY HOMES TASK GROUP – 21ST MAY 2015

SUBJECT: OLDER PERSONS HOUSING – FULL YEAR PROGRESS REPORT

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To update on the progress made by the Older Persons Housing Team through the implementation of the new service model. This report highlights the positive changes made in relation to the development of this service area.

2. SUMMARY

- 2.1 Since the commencement of the new service generally people are happy with the service being delivered (81%) in sheltered housing schemes. We continue to listen to tenants through tenant meetings and the tenant's satisfaction survey. Where we can make reasonable adjustments to improve the experiences of tenants we will endeavour to do so.
- 2.2 Significant changes have been made to the former sheltered housing service to encompass the housing related support needs of older people across the stock within Caerphilly Homes.
- 2.3 In response to feedback from tenants we have introduced a notice board on the office door of all Sheltered Schemes with the name of the covering officer and their times at the scheme. We are investigating reassurance calls being implemented in schemes and will pilot in three areas to consider whether these can be rolled out to all tenants interested in opting into this service.
- 2.4 The newly established Floating Support service has resulted in positive outcomes for older people living in council properties. Feedback from the survey was very good and our aim for this service is to market ourselves further to ensure we reach more people that need our services.
- 2.5 We recognise the health and wellbeing of tenants impact on how happy they are and that a person that is socially isolated is more likely to suffer effects of depression and poor mental and physical health. The introduction of an Activities Coordinator since the beginning of January 2015 has seen an increase in people engaging in activities and interested in getting involved with future opportunities.

3. LINKS TO STRATEGY

- 3.1 This report continues from the progress report of 18th September 2014 and meets the aims of local, regional and national strategy to enable older people to live well and independently for as long as possible.

3.2 The documents, plans and strategies that drive the strategic direction for the new service and/or which supports the aims of the new service delivery are:

- Single Integrated Plan
- The National Housing Strategy
- The Local Housing Strategy
- Health, Social Care and Wellbeing Strategy
- Corporate Improvement Plan
- Strategic Equality Plan – Objectives 3,4 and 5
- Welsh Housing Strategy – April 2010
- The Older Persons Strategy
- Supporting People Programme Grant Guidance – July 2012
- Supporting People Caerphilly – Planning for the future, 2013- 2015
- In One Place – Aneurin Bevan Health Board/Five Local Authorities, 2013.

4. THE REPORT

4.1 Background

4.1.1 Caerphilly Homes Task Group have requested further progress reports on Older Person's Housing and Support Services in Caerphilly borough to encapsulate the views of tenants since the implementation of the new service.

4.1.2 The changes in service were put into place to meet local and national guidance from Supporting People; to ensure that housing related support services is provided to people who require support and is not funding generic services for people who do not need this help. An extensive consultation was carried out that sought the views of all tenants in Sheltered Housing and the new model aims to understand the needs of the tenants residing in these schemes and provide services to support them based on their individual circumstances.

4.1.3 Whilst future funding threats from Supporting People drove the need to change the service, we also received feedback from tenants that they did not welcome daily interference from staff and therefore, a service tailored to individual tenants was seen as a progressive move in providing excellent services to those that need it. Also, it meant that that tenants paid (via Supporting People funding) only for the level of support they require.

4.1.4 The new service includes:

- A new model of service delivery in sheltered housing; providing support to tenants as they require it through a banding system, whilst maintaining a daily presence (Monday to Friday) at the sheltered scheme.
- A Floating Support Team providing housing related support to tenants over the age of 55, living in any council accommodation.
- An Activities Coordinator developing, in conjunction with Older Person's Housing staff, a range of activities, events and well-being opportunities for all older tenants.
- A continuation of focussed care and support through Tredegar Court, Extra Care Scheme
- Development of 24/7 emergency alarm system to ensure it meets the needs of tenants in sheltered and extra care schemes.

4.1.5 The Older Person's Working Group ended at Christmas 2014 as the working group successfully completed its task and had seen through the implementation of the new service model. However, the group expressed their interest in being available for any future tenant involvement activity for Older Person's Services.

4.2 Sheltered Housing

- 4.2.1 Support has continued to be provided in sheltered housing through a banded service based on an individual's needs and risk assessment, and delivered through a tailored support plan. Assessments are completed by Sheltered Housing Officers, with tenants, every six months unless a significant change has occurred which requires a re-assessment.
- 4.2.2 Tenants are working closer with Sheltered Housing Officers and tenants meetings were introduced to feedback sheltered housing matters to tenants and to hear views from tenants on changes required to schemes. Frequency of meetings is dependent on the scheme, with some schemes welcoming monthly meetings and others preferring bi-monthly or quarterly meetings. Attendance at the meetings is also dependent on the type of scheme, with higher attendance in schemes where there are on-going issues such as parking or where community spirit is high within a scheme.
- 4.2.3 There have been episodes of long term sick throughout 2014 which has plagued the Sheltered Housing Officer teams and this has continued into the first quarter of 2015. We are managing this closely and looking at increasing the number of Sheltered Housing Officers from 16.5 to 19 full time equivalent posts to cover periods of sickness, leave and training. This is a move away from the recommendations of the consultant's report which have proven over the past twelve months to leave tenants feeling that there is insufficient cover at schemes.
- 4.2.4 As the service is moving to be focussed on individual's needs so the staff need to ensure they can assess accurately and support appropriately. Staff were consulted on a revised assessment and support plan form which has reduced the administrative burden and been easier for tenants and staff to follow.
- 4.2.5 Sheltered Housing Officers and Floating Support Officers have developed their skills and attended basic skills courses in literacy and IT to ensure that minutes of tenant meetings are captured accurately. Courses have been attended on nutrition, first aid and record keeping. Officers have faced individual challenges in some schemes and knowledge of hoarding, mental wellbeing and bereavement have been explored to develop skills to meet these support needs.
- 4.2.6 *Sheltered Housing Survey*
- 4.2.7 All 942 tenants were sent a survey (appendix 1) through the post that they could send back using the stamped addressed envelope or give back to the Sheltered Housing Officer to return. Only one tenant asked to be seen face to face to complete the survey. The survey allowed tenants to keep their anonymity if they wished to. The results of the survey can be seen in Appendix 2.
- 4.2.8 333 people responded to the questionnaire (35%) which is expected of a postal survey, with lowest results from Waunfawr House (10%), Prospect Place (17%) and Ty Isaf (18%). There does not appear to be any collective reason why these schemes are particularly low but we will be looking at ways in which we can engage further with the schemes we have had least returns from to understand whether there is any specific reason for lack of response. The highest percentage respondents were from St Gwladys Court (79%), Britannia (62%) and St Peter's Close (56%).
- 4.2.9 *Key Results*

Survey question

- I attended a 'meet and greet' meeting and was introduced to the team in my cluster.
- I know who my regular Sheltered Housing Officer is.

	Yes	No
• I attended a 'meet and greet' meeting and was introduced to the team in my cluster.	65%	36%
• I know who my regular Sheltered Housing Officer is.	91%	9%

4.2.10 Not all tenants that completed the survey attended the original 'meet and greet' meeting. These were held in the spring of 2014 to introduce all staff, including the Sheltered Housing Officers working in that cluster, the Sheltered Housing Team Leader and the Older Person's Housing Manager. Most sessions were well attended. We recognised that some tenants were unable to attend due to other commitments or health restrictions but all tenants were introduced to the Sheltered Housing Officer in their scheme and should be familiar with them. As a result of this survey, we have asked all Sheltered Housing Officers to make sure they have made themselves known to all tenants. Any new tenants are introduced to their Sheltered Housing Officer in their welcome visit.

Survey Question

- I have pulled my cord/pressed my pendant in an emergency in the last year.
- I have had a response to a call within one minute.

YES	NO
45%	55%
66%	34%

4.2.11 Less than half of respondents have needed to call for assistance in the past year and the majority report that they have received a response within a minute. However, records from the monitoring centre confirm that over 98% of emergency calls are answered within one minute, so the response above may be due to perception.

Survey Question

- I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service.
- I know who the Sheltered Housing Officer is at my scheme.
- The Sheltered Housing Officer is helpful.
- The Sheltered Housing Officer is professional in their appearance.
- The Sheltered Housing Officer is professional in their attitude.
- I am confident that I can get help from the Sheltered Housing Officer when I need it.
- I am aware of the regular Tenants meetings.
- I choose to attend Tenants meetings.
- Tenants meetings are useful and informative.
- I feel safe in my own home.
- I feel I have an opportunity to join in communal events.
- I am happy with the Sheltered Housing Service.

Always	Sometimes	Never
91%	6%	4%
82%	8%	10%
88%	6%	5%
90%	5%	5%
88%	6%	6%
87%	5%	8%
87%	7%	5%
70%	14%	17%
73%	15%	12%
94%	2%	4%
85%	8%	7%
81%	10%	9%

4.2.12 Based on the results, an unacceptable percentage of tenants appear not to know when the Sheltered Housing Officer is at the scheme. As a result of this we have purchased and are installing notice boards on the office door of a scheme with the name of the Sheltered Housing Officer covering and the times they will be on site for the week ahead. We are also going to pilot in a couple of schemes, a call through the speech module informing tenants that request this service, that we are on site. Tenants are reminded that whilst officers are on site they will be visiting tenants as part of the support service and will not always be at their desk. However, if an emergency occurs a tenant is able to call for assistance via their cord/pendant and a Sheltered Housing Officer will assist them. Whilst the support we would give to those

that need it would not change, these additional reassurance calls may give tenants some security and comfort that they have felt has been missing since the changes were implemented.

4.2.13 *Comments received from survey*

4.2.14 Quantitative information informs generally of the way tenants feel about living in sheltered accommodation and the service they are receiving. However, more detailed information can be achieved through individual's responses, therefore as part of the survey, tenants were asked for comments.

- A high proportion of these were in relation to specific scheme issues such as car parking, laundry, fencing, window cleaning, etc. Where the tenant has informed us of their name and address, we will discuss this directly with them or discuss it at a future tenant's meeting.
- Five people mentioned activities and section 4.4 of this report explains the progress we are making with regard to activities on scheme.
- Three people commented that meetings are not progressing as they would like. All tenant meetings are written up and a copy provided to anyone that requests it. Tenant meetings are dependent on the input of residents and our ability to progress on matters of concern. In some cases, issues are unable to be resolved for many different reasons and we believe this has been a source of frustration in some areas (for example, car parking issues).
- Four people in the Caerphilly area commented on change of Sheltered Housing Officers. This has been due to a change of staff and we are going to be consulting with tenants regarding rotating staff in this area.
- 18 respondents identified that they preferred the previous service of a warden on site visiting everyone daily, and two tenants specifically mentioned their displeasure with the bronze, silver and gold banding service.
- 19 people stated that they were happy with service being delivered, the staff member supporting them and/or their happiness in living in the current circumstances.

Comments are available in appendix 3 and have only been altered to protect anonymity.

4.2.15 Whilst 18 of the comments related to the previous service being preferred, this needs to be balanced with a similar number of tenants stating they were happy with the service. Overall, tenants appear to be satisfied with the new service (81%) and it is understandable that a few tenants will find the change difficult. However, the new service provided is focussed specifically on the individual needs of a tenant and resources are now aimed at supporting tenants that need assistance.

4.2.16 It was anticipated that 10% of tenants would need Gold level support and 30% would need a silver level. This has been realised as less than 3% (26 tenants) needing Gold level support and 21% needing silver. This suggests that the housing related support needs of tenants in Sheltered is not as significant as anticipated and that the loss of a full time warden to a part time Sheltered Housing Officer concentrating on tenants that need support is an improved, more efficient service which is providing better value for money.

4.3 Floating Support

4.3.1 The Floating Support Team consists of a Senior Floating Support Officer and three Floating Support Officers. The team has been in place since October 2014 and over this time has concentrated on building their client list. Marketing of the service has been through regular reminders to other Housing teams, social services, local surgeries, other support providers and Supporting People. Direct mailing to tenants has achieved a number of new referrals and direct tenant referrals are also accepted.

4.3.2 As at 27th March 2015, Floating Support had an active caseload of 77 clients. A small number of these are from the four declassified schemes, and all 133 tenants of these schemes will still receive an annual assessment.

4.3.3 In October 2014, Floating Support became available free to anyone who met the criteria. Supporting People Guidance, 2012, identified that all floating support services should be free at the point of contact for anyone across Wales requiring the service and we were very pleased to ensure this was implemented in Caerphilly.

4.3.4 The team has developed close working relationships with a number of different teams across Housing and achieved significant results. Examples of this include:

- A male tenant was assisted to access reading and writing classes resulting initially in the tenant being able to send the Floating Support Officer a Christmas card. The tenant continues with his studies and is making steady progress.
- A tenant that had previously been house bound was supported to get a ramp to her property installed. The tenant can now exit her property with the assistance of a wheel chair and attend a local community group.
- A couple of female tenants were introduced to each other, as they were new to the area and now they socialise together. They state that it has made a huge difference to their lives.

4.3.5 *Floating Support Satisfaction Survey*

4.3.6 The Floating Support Team handed out surveys to all their clients and the tenant was able to hand back to the Floating Support Officer or post back using the supplied stamped addressed envelope. 61% of the 77 clients responded, which we feel is a very positive response to a survey.

4.3.7 The survey can be found in Appendix 4. The response was as follows:

Question	Percentage stating they agreed* with statement
I knew about the Floating Support Service before they visited me.	38%
It was easy to access the service.	74%
Someone rang me /sent letter before they came to my property.	83%
I always see the same Floating Support Officer.	100%
I always know when the Floating Support Officer is coming.	100%
The Floating Support Officer comes at a time that suits me.	100%
The Floating Support officer is helpful.	100%
The Floating Support Officer is professional	98%
The Floating Support officer is respectful.	100%
The Floating Support Officer is professional in her appearance.	91%
The Floating Support Officer is rushed.	77%
The Floating Support officer spends sufficient time with me.	96%
I am always told of changes to my service from the Floating Support Services.	96%
I know who to contact if I need to get a message to the Floating Support Officer.	96%
The support has made a difference to my life.	98%

I am happy with the service provided by the Floating Support Officer.	100%
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*agreed. Those clients indicating they strongly agreed or agreed with the statement.

4.3.8 As with the sheltered survey, the floating support survey asked for individual comments from clients. 22 comments were received and they all highly praised the service and the staff. These comments can be found in Appendix 5.

4.4 Wellbeing of Older People

4.4.1 An Activities Coordinator was due to start in the autumn of 2014 but unfortunately due to personal issues had to give notice on the position and therefore the job was re-advertised and a new person was appointed to the post in January 2015. Since this date the Activities Coordinator has been to visit all schemes to gain the thoughts and feelings of residents to current activities and their ideas and wishes for future activities. Over this period the coordinator has spoken to over 200 tenants.

4.4.2 From the resident meetings the following ideas have been most popular:

- Possibility of Xtend (gentle exercise)
- Golden oldies taster session (Group singing)
- Possibility of I.T courses
- Working alongside volunteers from the Royal Voluntary Service
- Short bus trips
- Longer bus trips when the summer months arrive
- Hair and beauty treatments
- Arts + Crafts

4.4.3 From these meetings a range of activities is being developed in schemes that have shown most interest. A number of Golden Oldies sessions have taken place and tenants have responded positively to the events. Staff have contacted Crosskeys College and beauty treatments are being offered in schemes. The first event took place on 26th March 2015 at St Mary's Sheltered Housing Scheme and this proved very popular with tenants and students. Similar events are being planned for the near future.

4.4.4 The Activities Coordinator is also working with our Communities First Team and Older Persons Services have supported them to provide mental wellbeing, computers and cookery activities across sheltered schemes in the borough.

4.4.5 The development of the Activities Coordinator post is very much in its infancy and initial response has been very positive. In the future we are expecting to develop further connections with other community groups, develop tenant involvement in befriending services and look at all opportunities to work with other groups to reduce social isolation of older people in Caerphilly Homes properties.

5. EQUALITIES IMPLICATIONS

5.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 There are no immediate concerns regarding Older Person's Housing Services although changes in Support People funding arrangements are continually monitored for risks and threats to the future of the service.

7. PERSONNEL IMPLICATIONS

- 7.1 Since the 18th September 2014 report, recruitment into the new team has included Floating Support Officer and Activities Coordinator. The team is now fully in place.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

- 9.1 To note the positive progress made to date in the development of Older Persons Services within Caerphilly Homes and note any areas that the team will be developing further.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure the Caerphilly Homes Task Group is satisfied with the progress made by Caerphilly Homes in implementing the outcome of the review of Sheltered Housing.
- 10.2 To provide a fair, consistent and improved service to older persons within sheltered and other housing across Caerphilly Homes.

11. STATUTORY POWER

- 11.1 Housing Acts and Local Government Acts, This is a Cabinet Sub-Committee function.

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Mandy Betts – Tenant and Community Involvement Manager
Julie Reynolds – Area Housing Manager
Debbie Bishop – Area Housing Manager
Malcolm Topping – Supporting People Manager
Lesley Allen - Group Accountant (Housing)
David A Thomas - Senior Policy Officer (Equalities and Welsh Language)

Background Papers:

Older Person's Housing – Progress Report, Caerphilly Homes Task Group – 18th September 2014

Appendices:

1. Sheltered Housing Survey
2. Sheltered Housing Returns - key results
3. Sheltered Housing – list of properties
4. Sheltered Housing Returns – comments
5. Floating Support Survey
6. Floating Support Returns - comments

Sheltered Housing Support Service SATISFACTION SURVEY






Your views on the Sheltered Housing Support Service are really important to us to ensure we can continually improve services. It has been nearly a year since we made changes to the service and we are keen to find out how the changes to the service have affected you.






SCHEME (optional).....
 NAME (optional).....
 ADDRESS (optional).....

Please tick yes or no.

	YES	NO	COMMENTS
I attended a 'meet and greet' meeting and was introduced to the team in my cluster.			
I know who my regular Sheltered Housing Officer (SHO) is.			
I have pulled my cord/ pressed my pendant in an emergency in the last twelve months.			
I have had a response to a call through my alarm within one minute.			

Please tick how you feel about the sheltered housing support service using a scale from strongly agree to strongly disagree.

					
I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service.					
I know when the Sheltered Housing Officer is at my scheme.					
The Sheltered Housing Officer is helpful.					
The Sheltered Housing Officer is professional in their appearance.					
The Sheltered Housing Officer is professional in their attitude.					

					
I am confident that I can get help from the Sheltered Housing Team when I need it.					
I am aware of the regular Tenants meetings.					
I choose to attend Tenants meetings.					
Tenants meetings are useful and informative.					
I feel safe in my home.					
I feel I have an opportunity to join in communal events.					
I am happy with the Sheltered Housing Service.					

Do you feel that your experience in dealing with Sheltered Housing was different in any way because of who you are, or are perceived to be? (e.g. because of anything that makes you an individual)?

If you would like to make any comments about the current service or changes you might like to see in the future please use the following space.

THANK YOU FOR COMPLETING THE SURVEY.

Please return in reply envelope by post or hand to Sheltered Housing Officer. You do not need a stamp.



Appendix 2 Results of Sheltered Housing Survey

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
no	1	5	4	3	4	2
yes	5	10	8	4	7	11
Grand Total	6	15	12	7	11	13
No	17%	33%	33%	43%	36%	15%
Yes	83%	67%	67%	57%	64%	85%

I know who my regular Sheltered Housing Officer is.

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No		2	1			2
Yes	6	13	11	8	11	10
Grand Total	6	15	12	8	11	12
No	0%	13%	8%	0%	0%	17%
Yes	100%	87%	92%	100%	100%	83%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No	2	3	6	3	8	6
Yes	4	12	5	6	3	5
Grand Total	6	15	11	9	11	11
No	33%	20%	55%	33%	73%	55%
Yes	67%	80%	45%	67%	27%	45%

I have had a response to a call within one minute

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
No		2	2	3	3	2
Yes	4	12	7	5	5	5
Grand Total	4	14	9	8	8	7
No	0%	14%	22%	38%	38%	29%
Yes	100%	86%	78%	63%	63%	71%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	10	11	8	7	7
2		1	0	1	2	
3		2	0			1
4			0			1
5			0		2	
Grand Total	5	13	11	9	11	9
good	100%	85%	100%	100%	82%	78%
average	0%	15%	0%	0%	0%	11%
poor	0%	0%	0%	0%	18%	11%

I know when the Sheltered Housing Officer is at my scheme

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	6	8	9	7	7
2		2	3	0	1	2
3		3	1		1	1
4			0			
5		1	0		2	1
Grand Total	6	12	12	9	11	11
good	100%	67%	92%	100%	73%	82%
average	0%	25%	8%	0%	9%	9%
poor	0%	8%	0%	0%	18%	9%

The Sheltered Housing Officer is helpful

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	9	9	8	7	9
2		1	2	1	1	2
3		2	0		1	
4			1			
5			0		2	1
Grand Total	6	12	12	9	11	12
good	100%	83%	92%	100%	73%	92%
average	0%	17%	0%	0%	9%	0%
poor	0%	0%	8%	0%	18%	8%

The Sheltered Housing Officer is professional in their appearance

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	6	6	7	8	7	9
2			3		1	2
3		1	1	1	2	
4		3	1			1
5			0		1	
Grand Total	6	10	12	9	11	12
good	100%	60%	83%	89%	73%	92%
average	0%	10%	8%	11%	18%	0%
poor	0%	30%	8%	0%	9%	8%

The Sheltered Housing Officer is professional in their attitude

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	7	8	8	6	8
2	1	2	2		1	3
3		1	0	1	2	1
4		2	0		1	
5			2		1	
Grand Total	6	12	12	9	11	12
good	100%	75%	83%	89%	64%	92%
average	0%	8%	0%	11%	18%	8%
poor	0%	17%	17%	0%	18%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	9	8	7	8	7
2	1	2	2	1		2
3		2	2		1	
4			0			3
5			0		1	
Grand Total	5	13	12	8	10	12
good	100%	85%	83%	100%	80%	75%
average	0%	15%	17%	0%	10%	0%
poor	0%	0%	0%	0%	10%	25%

I am aware of the regular Tenants meetings

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	8	12	6	8	7
2			0	1	1	2
3		3	0		1	
4			0			
5			0			2
Grand Total	5	11	12	7	10	11
good	100%	73%	100%	100%	90%	82%
average	0%	27%	0%	0%	10%	0%
poor	0%	0%	0%	0%	0%	18%

I choose to attend Tenants meetings

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	3	7	5	3	5	5
2		1	1			5
3	2	1	2		2	
4		1	0		1	
5			1		1	1
Grand Total	5	10	9	3	9	11
good	60%	80%	67%	100%	56%	91%
average	40%	10%	22%	0%	22%	0%
poor	0%	10%	11%	0%	22%	9%

Tenants meetings are useful and informative

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	5	4	4	6	6
2			2	1		2
3	1	2	4		2	
4		3	0			1
5			0		1	1
Grand Total	5	10	10	5	9	10
good	80%	50%	60%	100%	67%	80%
average	20%	20%	40%	0%	22%	0%
poor	0%	30%	0%	0%	11%	20%

I feel safe in my own home

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	4	10	9	6	9	8
2	1	2	1	1	1	2
3			1			
4			0			
5			1			1
Grand Total	5	12	12	7	10	11
good	100%	100%	83%	100%	100%	91%
average	0%	0%	8%	0%	0%	0%
poor	0%	0%	8%	0%	0%	9%

I feel I have an opportunity to join in communal events

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	5	9	9	5	6	7
2		2	1	1	2	2
3		1	2			
4			0		1	
5			0		1	2
Grand Total	5	12	12	6	10	11
good	100%	92%	83%	100%	80%	82%
average	0%	8%	17%	0%	0%	0%
poor	0%	0%	0%	0%	20%	18%

I am happy with the Sheltered Housing Service

	ALEXANDRA COURT	BRITANNIA CLOSE	CASTLE COURT	BRYN ROAD	GLYN DERW	GLYNSYFI
1	3	7	7	7	5	6
2	1	3	2	0	1	2
3	1	3	2	1	2	2
4			0			1
5			1		1	1
Grand Total	5	13	12	8	9	12
good	80%	77%	75%	88%	67%	67%
average	20%	23%	17%	13%	22%	17%
poor	0%	0%	8%	0%	11%	17%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
no	5	9	3	5	3	1
yes	7	13	10	1	7	4
Grand Total	12	22	13	6	10	5
No	42%	41%	23%	83%	30%	20%
Yes	58%	59%	77%	17%	70%	80%

I know who my regular Sheltered Housing Officer is.

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No			2		2	
Yes	10	21	11	5	9	5
Grand Total	10	21	13	5	11	5
No	0%	0%	15%	0%	18%	0%
Yes	100%	100%	85%	100%	82%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No	6	15	7	4	8	5
Yes	6	6	6	2	3	1
Grand Total	12	21	13	6	11	6
No	50%	71%	54%	67%	73%	83%
Yes	50%	29%	46%	33%	27%	17%

I have had a response to a call within one minute

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
No	5	5	2	4	3	3
Yes	5	9	7	2	4	1
Grand Total	10	14	9	6	7	4
No	50%	36%	22%	67%	43%	75%
Yes	50%	64%	78%	33%	57%	25%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	12	11	4	5	1
2	1	8	1	1		1
3		1	0	1	2	
4	1		0			
5	1		0			
Grand Total	9	21	12	6	7	2
good	78%	95%	100%	83%	71%	100%
average	0%	5%	0%	17%	29%	0%
poor	22%	0%	0%	0%	0%	0%

I know when the Sheltered Housing Officer is at my scheme

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	8	15	10	5	5	3
2		5	1		1	1
3		1	1	1	2	1
4		1	0			
5	3	1	1		2	
Grand Total	11	23	13	6	10	5
good	73%	87%	85%	83%	60%	80%
average	0%	4%	8%	17%	20%	20%
poor	27%	9%	8%	0%	20%	0%

The Sheltered Housing Officer is helpful

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	18	11	4	5	2
2		4	0		2	2
3	1	1	0		2	1
4			0	1		
5	2		1	1	1	
Grand Total	12	23	12	6	10	5
good	75%	96%	92%	67%	70%	80%
average	8%	4%	0%	0%	20%	20%
poor	17%	0%	8%	33%	10%	0%

The Sheltered Housing Officer is professional in their appearance

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	10	18	13	4	4	2
2		3	0		4	3
3		1	0		1	
4	1		0			
5		1	1	2		
Grand Total	11	23	14	6	9	5
good	91%	91%	93%	67%	89%	100%
average	0%	4%	0%	0%	11%	0%
poor	9%	4%	7%	33%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	10	18	12	3	5	1
2		4	0	1	3	3
3	1	1	0		1	1
4	1		1			
5			1	2		
Grand Total	12	23	14	6	9	5
good	83%	96%	86%	67%	89%	80%
average	8%	4%	0%	0%	11%	20%
poor	8%	0%	14%	33%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	7	15	10	3	4	4
2		4	1		4	2
3		2	0	1		
4	1	1	0	2		
5	2		1		2	
Grand Total	10	22	12	6	10	6
good	70%	86%	92%	50%	80%	100%
average	0%	9%	0%	17%	0%	0%
poor	30%	5%	8%	33%	20%	0%

I am aware of the regular Tenants meetings

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	18	10	2	5	5
2		2	0	1	2	1
3	1	2	2	1	2	
4			0	1		
5			1	1	2	
Grand Total	10	22	13	6	11	6
good	90%	91%	77%	50%	64%	100%
average	10%	9%	15%	17%	18%	0%
poor	0%	0%	8%	33%	18%	0%

I choose to attend Tenants meetings

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	11	7	2	3	5
2		4	1		3	1
3	1		1		1	
4	1	2	0	1		
5		2	3	3	2	
Grand Total	8	19	12	6	9	6
good	75%	79%	67%	33%	67%	100%
average	13%	0%	8%	0%	11%	0%
poor	13%	21%	25%	67%	22%	0%

Tenants meetings are useful and informative

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	10	7	2	3	5
2		2	1			1
3	1	7	2		3	
4	1	1	0	1	1	
5			1	3	1	
Grand Total	8	20	11	6	8	6
good	75%	60%	73%	33%	38%	100%
average	13%	35%	18%	0%	38%	0%
poor	13%	5%	9%	67%	25%	0%

I feel safe in my own home

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	9	17	11	4	9	5
2	1	3	0		1	1
3	1		0			
4			0	1		
5		1	0	1		
Grand Total	11	21	11	6	10	6
good	91%	95%	100%	67%	100%	100%
average	9%	0%	0%	0%	0%	0%
poor	0%	5%	0%	33%	0%	0%

I feel I have an opportunity to join in communal events

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	6	14	10	3	6	5
2		5	0		1	1
3	2	2	0	1	1	
4			0	1		
5	1		2		1	
Grand Total	9	21	12	5	9	6
good	67%	90%	83%	60%	78%	100%
average	22%	10%	0%	20%	11%	0%
poor	11%	0%	17%	20%	11%	0%

I am happy with the Sheltered Housing Service

	GREENACRE DRIVE	GROVE ESTATE	GWYDDON COURT	HAFOD Y BRYN	HEOL ISLWYN	HIGHFIELD COURT
1	8	11	10	4	6	2
2		8	1			1
3		2	2	1	2	
4	1	1	0		1	
5	3	1	0	1	1	
Grand Total	12	23	13	6	10	3
good	67%	83%	85%	67%	60%	100%
average	0%	9%	15%	17%	20%	0%
poor	33%	9%	0%	17%	20%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
no	2	2	6	4	3	3
yes	3	7	2	9	1	4
Grand Total	5	9	8	13	4	7
No	40%	22%	75%	31%	75%	43%
Yes	60%	78%	25%	69%	25%	57%

I know who my regular Sheltered Housing Officer is.

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No	1		2	3	2	
Yes	4	9	6	8	3	8
Grand Total	5	9	8	11	5	8
No	20%	0%	25%	27%	40%	0%
Yes	80%	100%	75%	73%	60%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No		4	6	8	2	4
Yes	4	5	3	5	3	5
Grand Total	4	9	9	13	5	9
No	0%	44%	67%	62%	40%	44%
Yes	100%	56%	33%	38%	60%	56%

I have had a response to a call within one minute

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
No		1	2	4	3	2
Yes	5	6	4	6	2	4
Grand Total	5	7	6	10	5	6
No	0%	14%	33%	40%	60%	33%
Yes	100%	86%	67%	60%	40%	67%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	8	7	6	3	5
2	2			1		1
3				1		2
4						
5			1	1	1	1
Grand Total	5	8	8	9	4	9
good	100%	100%	88%	78%	75%	67%
average	0%	0%	0%	11%	0%	22%
poor	0%	0%	13%	11%	25%	11%

I know when the Sheltered Housing Officer is at my scheme

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	2	8	6	6	2	5
2	2	1		1	1	3
3						1
4				3	1	
5	1		1	1		
Grand Total	5	9	7	11	4	9
good	80%	100%	86%	64%	75%	89%
average	0%	0%	0%	0%	0%	11%
poor	20%	0%	14%	36%	25%	0%

The Sheltered Housing Officer is helpful

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	9	8	5	3	5
2	1			1		2
3				2		1
4					1	
5	1		1			
Grand Total	5	9	9	8	4	8
good	80%	100%	89%	75%	75%	88%
average	0%	0%	0%	25%	0%	13%
poor	20%	0%	11%	0%	25%	0%

The Sheltered Housing Officer is professional in their appearance

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	8	3	6
2				1		2
3				1	1	1
4						
5	1		1	1		
Grand Total	5	9	9	11	4	9
good	80%	100%	89%	82%	75%	89%
average	0%	0%	0%	9%	25%	11%
poor	20%	0%	11%	9%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	8	3	6
2				1	1	2
3				1		1
4						
5	1		1	1		
Grand Total	5	9	9	11	4	9
good	80%	100%	89%	82%	100%	89%
average	0%	0%	0%	9%	0%	11%
poor	20%	0%	11%	9%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	9	8	6	1	6
2				1	1	2
3				2		1
4				1		
5	1		1	2	1	
Grand Total	5	9	9	12	3	9
good	80%	100%	89%	58%	67%	89%
average	0%	0%	0%	17%	0%	11%
poor	20%	0%	11%	25%	33%	0%

I am aware of the regular Tenants meetings

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	5	8	7	10	2	5
2				2	1	1
3				1		2
4						
5			2			
Grand Total	5	8	9	13	3	8
good	100%	100%	78%	92%	100%	75%
average	0%	0%	0%	8%	0%	25%
poor	0%	0%	22%	0%	0%	0%

I choose to attend Tenants meetings

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	3	6	3	6		5
2	1	1				
3			1	1	1	1
4				1		
5	1		2	1	1	1
Grand Total	5	7	6	9	2	7
good	80%	100%	50%	67%	0%	71%
average	0%	0%	17%	11%	50%	14%
poor	20%	0%	33%	22%	50%	14%

Tenants meetings are useful and informative

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	2	5	5	4		6
2			1	1	1	
3		1		3		
4						
5	1		1	2	1	1
Grand Total	3	6	7	10	2	7
good	67%	83%	86%	50%	50%	86%
average	0%	17%	0%	30%	0%	0%
poor	33%	0%	14%	20%	50%	14%

I feel safe in my own home

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	7	8	9	3	5
2				1		1
3		1				1
4			1	1		1
5				2		1
Grand Total	4	8	9	13	3	9
good	100%	88%	89%	77%	100%	67%
average	0%	13%	0%	0%	0%	11%
poor	0%	0%	11%	23%	0%	22%

I feel I have an opportunity to join in communal events

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	6	4	8	1	6
2		2	1	3		
3			1	2	1	1
4					1	
5	1		1	2		1
Grand Total	5	8	7	15	3	8
good	80%	100%	71%	73%	33%	75%
average	0%	0%	14%	13%	33%	13%
poor	20%	0%	14%	13%	33%	13%

I am happy with the Sheltered Housing Service

	HOREB COURT	MAESTEG	OAKLANDS	PLEASANT PLACE	PROSPECT PLACE	ST CLARES
1	4	8	7	7	2	6
2		1				2
3			1			1
4					1	
5	1		1	8		
Grand Total	5	9	9	15	3	9
good	80%	100%	78%	47%	67%	89%
average	0%	0%	11%	0%	0%	11%
poor	20%	0%	11%	53%	33%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
no	3	5	6	5	1	
yes	11	7	7	2	9	2
Grand Total	14	12	13	7	10	2
No	21%	42%	46%	71%	10%	0%
Yes	79%	58%	54%	29%	90%	100%

I know who my regular Sheltered Housing Officer is.

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	1	1	1	1	1	1
Yes	14	12	12	6	9	1
Grand Total	15	13	13	7	10	2
No	7%	8%	8%	14%	10%	50%
Yes	93%	92%	92%	86%	90%	50%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	3	11	8	6	7	2
Yes	11	1	5		2	
Grand Total	14	12	13	6	9	2
No	21%	92%	62%	100%	78%	100%
Yes	79%	8%	38%	0%	22%	0%

I have had a response to a call within one minute

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
No	3	7	6	2	3	1
Yes	10	4	5	1	4	
Grand Total	13	11	11	3	7	1
No	23%	64%	55%	67%	43%	100%
Yes	77%	36%	45%	33%	57%	0%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	2	8	1
2	1	1	1	2		
3			1	1		
4			1		1	
5			0			
Grand Total	15	13	13	5	9	1
good	100%	100%	85%	80%	89%	100%
average	0%	0%	8%	20%	0%	0%
poor	0%	0%	8%	0%	11%	0%

I know when the Sheltered Housing Officer is at my scheme

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	3	7	1
2	1		1	2		
3	1	1	0	2	1	
4			1			
5			1		1	
Grand Total	15	13	13	7	9	1
good	93%	92%	85%	71%	78%	100%
average	7%	8%	0%	29%	11%	0%
poor	0%	0%	15%	0%	11%	0%

The Sheltered Housing Officer is helpful

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	3	7	1
2	1	1	2	3		
3			1	1	1	
4			0			
5			0		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	92%	86%	78%	100%
average	0%	0%	8%	14%	11%	0%
poor	0%	0%	0%	0%	11%	0%

The Sheltered Housing Officer is professional in their appearance

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	3	7	1
2		1	3	3		
3			0	1	1	
4			0			
5			0		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	100%	86%	78%	100%
average	0%	0%	0%	14%	11%	0%
poor	0%	0%	0%	0%	11%	0%

The Sheltered Housing Officer is professional in their attitude

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	12	10	3	7	1
2		1	2	3		
3			0	1		
4			0		1	
5			1		1	
Grand Total	14	13	13	7	9	1
good	100%	100%	92%	86%	78%	100%
average	0%	0%	0%	14%	0%	0%
poor	0%	0%	8%	0%	22%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	13	12	10	5	9	1
2	2	1	2	1		1
3			1	1		
4			1	1	1	
5			0			
Grand Total	15	13	14	8	10	2
good	100%	100%	86%	75%	90%	100%
average	0%	0%	7%	13%	0%	0%
poor	0%	0%	7%	13%	10%	0%

I am aware of the regular Tenants meetings

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	14	13	11	5	10	2
2	1		2	1		
3			1	1		
4			0	1		
5			0			
Grand Total	15	13	14	8	10	2
good	100%	100%	93%	75%	100%	100%
average	0%	0%	7%	13%	0%	0%
poor	0%	0%	0%	13%	0%	0%

I choose to attend Tenants meetings

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	10	9	6	4	9	1
2	2		1			
3	2	3	3			
4			0	2		
5			3		1	1
Grand Total	14	12	13	6	10	2
good	86%	75%	54%	67%	90%	50%
average	14%	25%	23%	0%	0%	0%
poor	0%	0%	23%	33%	10%	50%

Tenants meetings are useful and informative

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELTTY	TY ISAF COMPLEX
1	12	9	6	4	10	
2	1	1	3			
3	2	2	1	1		
4			0			
5			0			2
Grand Total	15	12	10	5	10	2
good	87%	83%	90%	80%	100%	0%
average	13%	17%	10%	20%	0%	0%
poor	0%	0%	0%	0%	0%	100%

I feel safe in my own home

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	14	12	11	7	10	2
2		1	1	1		
3			2			
4			0			
5			0			
Grand Total	14	13	14	8	10	2
good	100%	100%	86%	100%	100%	100%
average	0%	0%	14%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

I feel I have an opportunity to join in communal events

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	12	12	10	5	9	1
2	2	1	2	1		
3	1		1	1	1	1
4			0			
5			1			
Grand Total	15	13	14	7	10	2
good	93%	100%	86%	86%	90%	50%
average	7%	0%	7%	14%	10%	50%
poor	0%	0%	7%	0%	0%	0%

I am happy with the Sheltered Housing Service

	ST GWLADYS COURT	ST MARYS COURT	ST PETERS CLOSE	THE WILLOWS	TY BEDWELLY	TY ISAF COMPLEX
1	13	12	11	6	8	1
2	2	1	1	1		
3			1	1	2	1
4			0			
5			1			
Grand Total	15	13	14	8	10	2
good	100%	100%	86%	88%	80%	50%
average	0%	0%	7%	13%	20%	50%
poor	0%	0%	7%	0%	0%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
no	3	2	2		2	4
yes	11	8	8	2	2	9
Grand Total	14	10	10	2	4	13
No	21%	20%	20%	0%	50%	31%
Yes	79%	80%	80%	100%	50%	69%

I know who my regular Sheltered Housing Officer is.

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No		1	3		1	
Yes	14	9	8	2	3	14
Grand Total	14	10	11	2	4	14
No	0%	10%	27%	0%	25%	0%
Yes	100%	90%	73%	100%	75%	100%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No	8	5	5	2	3	6
Yes	6	4	6			8
Grand Total	14	9	11	2	3	14
No	57%	56%	45%	100%	100%	43%
Yes	43%	44%	55%	0%	0%	57%

I have had a response to a call within one minute

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
No	2	2	2	2	2	5
Yes	8	6	8		2	9
Grand Total	10	8	10	2	4	14
No	20%	25%	20%	100%	50%	36%
Yes	80%	75%	80%	0%	50%	64%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	9	9	1	4	10
2	1	1		1		1
3	1		1			1
4						
5						
Grand Total	13	10	10	2	4	12
good	92%	100%	90%	100%	100%	92%
average	8%	0%	10%	0%	0%	8%
poor	0%	0%	0%	0%	0%	0%

I know when the Sheltered Housing Officer is at my scheme

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	7	7	1	3	10
2	2	1	1	1		1
3		1	1			2
4					1	
5	2		2			
Grand Total	14	9	11	2	4	13
good	86%	89%	73%	100%	75%	85%
average	0%	11%	9%	0%	0%	15%
poor	14%	0%	18%	0%	25%	0%

The Sheltered Housing Officer is helpful

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	8	1	4	12
2	1	1	1			1
3	2	1		1		
4						
5			1			
Grand Total	14	9	10	2	4	13
good	86%	89%	90%	50%	100%	100%
average	14%	11%	0%	50%	0%	0%
poor	0%	0%	10%	0%	0%	0%

The Sheltered Housing Officer is professional in their appearance

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	9	1	4	11
2	2	2	1	1		2
3	1					
4						
5						
Grand Total	14	9	10	2	4	13
good	93%	100%	100%	100%	100%	100%
average	7%	0%	0%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

The Sheltered Housing Officer is professional in their attitude

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	12	7	9	1	4	11
2	1			1		2
3	1	2	1			
4						
5						
Grand Total	14	9	10	2	4	13
good	93%	78%	90%	100%	100%	100%
average	7%	22%	10%	0%	0%	0%
poor	0%	0%	0%	0%	0%	0%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	11	7	8	1	3	11
2	2	2	2	1		2
3						
4						
5			1			
Grand Total	13	9	11	2	3	13
good	100%	100%	91%	100%	100%	100%
average	0%	0%	0%	0%	0%	0%
poor	0%	0%	9%	0%	0%	0%

I am aware of the regular Tenants meetings

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	12	7	7	1	3	10
2		1	2	1		1
3	1	1				1
4						
5			2			
Grand Total	13	9	11	2	3	12
good	92%	89%	82%	100%	100%	92%
average	8%	11%	0%	0%	0%	8%
poor	0%	0%	18%	0%	0%	0%

I choose to attend Tenants meetings

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	8	3	6	1	2	6
2	2	2				1
3	2	2	2	1		1
4		1				
5			2			2
Grand Total	12	8	10	2	2	10
good	83%	63%	60%	50%	100%	70%
average	17%	25%	20%	50%	0%	10%
poor	0%	13%	20%	0%	0%	20%

Tenants meetings are useful and informative

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	8	3	7		3	3
2	1	3		1		5
3	1	1	1	1		1
4	2	1	1			
5			1			
Grand Total	12	8	10	2	3	9
good	75%	75%	70%	50%	100%	89%
average	8%	13%	10%	50%	0%	11%
poor	17%	13%	20%	0%	0%	0%

I feel safe in my own home

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	13	7	9	1	4	12
2		1	1	1		
3						
4						
5			1			
Grand Total	13	8	11	2	4	12
good	100%	100%	91%	100%	100%	100%
average	0%	0%	0%	0%	0%	0%
poor	0%	0%	9%	0%	0%	0%

I feel I have an opportunity to join in communal events

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	6	8	2	3	11
2	2	2			1	1
3	1	1				1
4						
5			2			
Grand Total	13	9	10	2	4	13
good	92%	89%	80%	100%	100%	92%
average	8%	11%	0%	0%	0%	8%
poor	0%	0%	20%	0%	0%	0%

I am happy with the Sheltered Housing Service

	TY MELIN	TY MYNYDDISLWYN	WAUN RHYDD	WAUNFAWR HOUSE	WOODLAND VIEW	Y GLYN
1	10	6	7	1	3	11
2	1	2	1	1	1	1
3	1	1	1			1
4	1					
5			1			
Grand Total	13	9	10	2	4	13
good	85%	89%	80%	100%	100%	92%
average	8%	11%	10%	0%	0%	8%
poor	8%	0%	10%	0%	0%	0%

I attended a 'meet and greet' meeting and was introduced to the team in my cluster

	YNYSWEN	YSGWYDDGWYN	Grand Total
no	1	3	107
yes	3	4	201
Grand Total	4	7	308
No	25%	43%	35%
Yes	75%	57%	65%

I know who my regular Sheltered Housing Officer is.

	YNYSWEN	YSGWYDDGWYN	Grand Total
No			29
Yes	5	7	282
Grand Total	5	7	311
No	0%	0%	9%
Yes	100%	100%	91%

I have pulled my cord/pressed my pendant in an emergency in the last year.

	YNYSWEN	YSGWYDDGWYN	Grand Total
No	2	3	172
Yes	3	3	138
Grand Total	5	6	310
No	40%	50%	55%
Yes	60%	50%	45%

I have had a response to a call within one minute

	YNYSWEN	YSGWYDDGWYN	Grand Total
No			84
Yes	4	3	162
Grand Total	4	3	246
No	0%	0%	34%
Yes	100%	100%	66%

I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	4	5	227
2		1	31
3	1		16
4			4
5			7
Grand Total	5	6	285
good	80%	100%	91%
average	20%	0%	6%
poor	0%	0%	4%

I know when the Sheltered Housing Officer is at my scheme

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	2	4	213
2	1	1	37
3		2	25
4	1		8
5			21
Grand Total	4	7	304
good	75%	71%	82%
average	0%	29%	8%
poor	25%	0%	10%

The Sheltered Housing Officer is helpful

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	6	236
2	1	1	32
3			19
4	1		4
5			12
Grand Total	5	7	303
good	80%	100%	88%
average	0%	0%	6%
poor	20%	0%	5%

The Sheltered Housing Officer is professional in their appearance

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	238
2	1	1	36
3		1	15
4	1		7
5			9
Grand Total	5	7	305
good	80%	86%	90%
average	0%	14%	5%
poor	20%	0%	5%

The Sheltered Housing Officer is professional in their attitude

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	236
2		1	35
3	1		18
4	2		8
5			11
Grand Total	6	6	308
good	50%	100%	88%
average	17%	0%	6%
poor	33%	0%	6%

I am confident that I can get help from the Sheltered Housing Officer when I need it

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	6	226
2		1	41
3	1		15
4	1		12
5			12
Grand Total	5	7	306
good	60%	100%	87%
average	20%	0%	5%
poor	20%	0%	8%

I am aware of the regular Tenants meetings

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	238
2	1	1	26
3	1	1	22
4			3
5			13
Grand Total	5	7	302
good	80%	86%	87%
average	20%	14%	7%
poor	0%	0%	5%

I choose to attend Tenants meetings

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	2	4	156
2	1		29
3	2	2	37
4		1	12
5			32
Grand Total	5	7	266
good	60%	57%	70%
average	40%	29%	14%
poor	0%	14%	17%

Tenants meetings are useful and informative

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	3	156
2		2	32
3		1	39
4	1		14
5			17
Grand Total	4	6	258
good	75%	83%	73%
average	0%	17%	15%
poor	25%	0%	12%

I feel safe in my own home

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	5	6	257
2	1	1	25
3			7
4			4
5			8
Grand Total	6	7	301
good	100%	100%	94%
average	0%	0%	2%
poor	0%	0%	4%

I feel I have an opportunity to join in communal events

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	3	212
2	1	2	37
3		1	24
4			4
5	1		17
Grand Total	5	6	294
good	80%	83%	85%
average	0%	17%	8%
poor	20%	0%	7%

I am happy with the Sheltered Housing Service

	YNYSWEN	YSGWYDDGWYN	Grand Total
1	3	5	213
2	1	2	39
3	1		30
4	1		7
5			21
Grand Total	6	7	310
good	67%	100%	81%
average	17%	0%	10%
poor	17%	0%	9%

KEY

- 1 Strongly agree
- 2 Agree
- 3 Neither agree or disagree
- 4 Disagree
- 5 Strongly disagree

good -Strongly agree and agree as a percentage of total
 average -'neither agree or disagree' as a percentage of total
 poor -Disagree and strongly disagree as a percentage of total

Appendix 3

SHELTERED HOUSING/ EXTRA CARE SCHEME PROPERTIES

SCHEME	ADDRESS AND POST CODE	TEL NO	<u>NO OF UNITS</u>
ALEXANDRA COURT	Alexandra road, ynysddu, NP11 7JF	01495 201494	19
BRITANNIA COURT	Maryland Rd, Risca, NP11 6BL	01633 613620	30
BRYN ROAD	Palmer Place. Blackwood NP12 1WN	01495 225950	37
CASTLE COURT	Silver Street, Pontywaun, NP11 7DY	01495 271273	56
GLYNDERW	Churchill Park, Caerphilly, CF83 3EZ	02920 851217	32
GLYNSFI	Elliotstown, New Tredegar, NP24 6DE	01443 875079	32
GREENACRES	Greenacre Drive, Bedwas, Nr Newport, CF83 8HG	02920 851556	31
GROVE 1	Grove est, Trethomas, CF83 8DH	02920 851794	26
GROVE 11	Grove est, Trethomas, CF83 8DH	02920 851366	36
GWYDDON COURT	The Square, Abercarn, NP11 5GW	01495 248700	36
HAFOD-Y-BRYN	Lower Wyndham Terrace, Risca, NP11 6QR	01633 612796	29
HEOL ISLWYN	Nelson Treharris CF46 6HG	01443 450066	32
HIGHFIELD HOUSE	High St, Newbridge, NP11 4GS	01495 248008	20
HOREB COURT	Pentwyn Rd, Trinant NP11 3HZ	01495 214498	20
MAESTEG	Edmunds Place Pentwynmawr NP11 4HH	01495 245939	27
OAKLANDS	Gilfach, Bargoed, CF81 8QE	01443 875971	31
PLEASANT PLACE	Penyrheol, Caerphilly, CF83 2NX	02920 851315	31
PROSPECT PLACE	Abertysswg, Rhymney, NP22 5AB	01685 841818	30
ST CLARE'S	Lower Rhmney, NP22 5JH	01685 841182	31
ST GWLADYS COURT	Bargoed, CF81 8UG	01443 875757	21
ST MARYS COURT	Exchange Rd, Risca, NP11 4HB	01633 612121	33
ST PETER'S CLOSE	Pantside, Newbridge, NP11 5GF	01495 243969	29
THE WILLOWS	Bedwas, Nr Newport. CF83 8BB	02920 851933	29
TREDEGAR STREET	Tredegar St. Crosskeys, NP11 7QA	01495 271732	12
TY BEDWELLY	Bryn Rd, Cefn Fforest, NP12 3JJ	01443 835889	25
TY ISAF	Ty Isaf Park Ave, Pntymister. NP11 3BX	01633 613995	12
TY MELIN	Croespenmaen, NP11 3BX	01495 247454	33
TY MYNYDDISLWYN	Gelligroes Rd, Pontllanfraith, NP12 2JE	01495 229404	28

WAUNRHYDD	Gelligaer CF82 8HY	01443 875096	31
WAUNFAWR	Crosskeys, NP11 7AN	01495 270994	22
WOODLAND VIEW	Islwyn Rd, Wattsville, NP11 7QE	01495 270263	21
Y GLYN	Maesycwmmmer, Hengoed, CF82 7PY	01443 813706	37
YNYSWEN	Sirhowy View, Springfield, NP12 2GW	01495 223044	19
YSGWYDDGWYN	Deri, Bargoed, CF81 9HY	01443 875051	24
TOTAL NO OF UNITS			962

TREDEGAR COURT	Tredegar St, Crosskeys, NP11 7QA	01495 271732	25 extra care
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Appendix 4

Sheltered Survey - Comments

- 1) We never know when the SHO is here. 2) We have to make our own communal activities. 3) People cannot find us in (scheme name removed)
- We need a few ground rules so some members won't forget to consider other members in (scheme name removed).
- A lack of confidentiality is an issue here tenants personal details are discussed to other tenants by the SHO and are made common knowledge.
- Although the warden is good her restricted hours are not good.
- At present we are happy with the service provided. We can't see any need of change but it depends on what the future holds for us regarding health issues.
- Because the SHO is here for 4 hours a day (Mon - Fri) I fail to understand why his visits to Tenants are limited to one per week.
- Completely unhappy with this service since the changeover.
- Complex Needs Updating
- Could the wardens if possible give a knock to check they are ok?
- Current service - unsatisfactory, current system - not working, SHO - no longer able to commit to proper attendance, alarm - not good, support - not confident of getting
- Currently happy with the service provided.
- During the past year I feel dissatisfied about the amount of care I have been allocated. I feel it should have been discussed prior to assessment with my family.
- For the past 16 years I have been complaining about the parking at (scheme name removed). Despite a clear worded sign indicating that parking is for residents only it is still being used.
- I am living on the top floor and unable to get a window cleaner to reach this height. I have repeatedly asked at meetings for the council to arrange something.
- I am not happy with the bronze, silver and gold scheme - I'm on silver. As due to my medical conditions only seeing our SHO face to face once a weekend talk to me on Careline voice box once a week. I no longer feel safe regards to being checked on.
- I am really concerned about the security at our scheme, the outside boundaries should be more secure, I often see people with hoddies at the rear of the bungalow inside the fence.
- I am told by emergency services to contact either my son or daughter.
- I am very confident their presence gives good support to many people in this complex.
- I am very happy with all the service.
- I am very happy with the SHO in my complex I live in. She is very helpful when I need help and advice.
- I am writing on behalf of my father. I am his daughter and I am pleased with his Sheltered Housing Support - he can not attend meetings but I am informed about them on his behalf.
- I have been here for two years and only in the last 2 weeks bingo has started. I don't play bingo. More needs to be done for everyone living here.
- I do feel sometimes that we are not allowed to live our lives with so many rules.
- I do not wish to participate in questionnaire as this is no longer Sheltered
- I have asked about a bracket to be put on my bedroom window as I like the window open a little bit but there is no bracket so therefore it opened right out and anybody can get in.
- I have had to press the call the alarm service many times because of an unwanted

visitor to my door. I get so frightened. Electric gates would make my well being so much better.

- I like having warden and if I need help I will get it.
- I personally am pleased with the services as they are and the security that living in sheltered accommodation offers and the support offered if required as circumstances change. So the infrastructure of sheltered accommodation is good. Although some more immobile and even less immobile tenants may feel and experience the loss of daily contact with the sheltered housing officer. I am very happy with the service as an individual.
- I think everyone who is ill for more than 3 days should have a visit from a warden to make sure they are alright.
- I think the hall that they are doing up should be for everyone and not one or two that think they are special that haven't lived here long enough they invite all out siders and the residents are not asked. The outsiders know more than the residents.
- I think the service charge (Management) service charge (support) is a lot of money compared to the amount of benefit some tenants get from it.
- I think the Sheltered Housing Officer should be here for longer than a few hours.
- I think there should be a warden on call 24 / 7 like the council have for emergency repairs. A floater of some sort.
- I was very disappointed our warden was not replaced only a part time one which is not working for us. Everybody needs a call every morning. It should not be based on gold, silver etc.
- I would constantly like to see the service vastly improve.
- I would like the day trips out in the nicer weather but it would involve a special vehicle for my push chair and some one to push me.
- I would like to know when the warden is on duty.
- I would like to say how delighted I am with my Sheltered Housing Officer. She is always helpful and there if I and when needed. She is excellent at her job.
- I would like to see a tidy place to park our car. I had my name down for a garage but I gave up waiting.
- I would like to see cameras put up on the centre. Also I think all residents should have key for laundry gate.
- I would like to see more activities organised such as exercises to music.
- I would like to see security cameras on each quad, as we still have problems with youths and youngsters hanging around. It's very intimidating as they have always got hoods on.
- I would like to see the warden call more often or buzz through to ask if everything is ok. I know that I am bronze but it is most reassuring to hear from someone everyday if only for a minute or two.
- I would prefer my warden to stay on one shift whatever that is and to be the same person not change as this is confusing me and I don't know who's knocking my door.
- It is a good service as there is someone on the other end when required. I do feel safe here but if people are upstairs they keep knocking the door to let them in and it is annoying.
- It is difficult to lift the bin lids in order to dispose of household rubbish. I am 89 years old.
- It would be better if wooden fence was taken down and iron one put up and keys for the gate and to be put around the back of flat.
- It would be nice to keep to the same warden.
- It would be nice to see Joanne or Ben in a meeting every six months.

- It would make me and others down here feel safe if you take that wooden fence down and put iron fencing up with keys for the gate.
- Laundry Service is good.
- Meetings cancelled at the last min, re arranged and no one turns up, as we were available for initial meeting. Notice of meeting put up in the hall, yet less than 50% of residents use the hall. Hall locked at all times even when warden is in, we no longer socialise like we used to. It was always open from 9.00am and we could pop in and have a chat. It doesn't happen now so we are all getting more isolated.
- More activities for semi disabled people on site.
- More repairs done outside.
- My mother finds it difficult to mix with the other residents. The warden is excellent with my mother, he does all he can to help her where he can.
- No assistance required
- People who are immobile could do with a warden calling daily.
- Quite content with the service
- Really could do with more bins for rubbish.
- Replies and follow ups from previous meetings, appear to be taking a long time for any result. Some still outstanding from the first meeting at our scheme.
- Small hedge out at bottom of garden on grass.
- Stop changing wardens who are settled in. We don't like constant change, we like continuity.
- Stop non residents parking here.
- Table and chairs available to all residents and not locked up. All residents should be aware what goes on in dayroom and not used for the favourite few. Washing rota must be used only by tenant whose name was shown and not attended by other tenant's only warden.
- The changes I would like to happen are as follows improving the path way leading to my flat as I have fallen twice in the past year; the warden has ensured me this problem is going to be addressed in the near future.
- The children that hang around are intimidating
- The meetings here are a complete waste of time, promises, promises not a thing is done that's why people don't attend the meetings because they get fed up. Rubbish!
- The new service is not as good as when we had a warden. This has been a great place to be these last 15 years but now with all new regulations it is no longer the same. The room we were promised for a hairdresser is still empty. Six months ago the officer on duty told us it was imminent. It's still an empty room.
- The people who have stood in for the SHO have been very helpful and friendly and always cheerful.
- The services are fine.
- The two ladies that I met to assess me were very nice. Thank you.
- The warden can not call on me because she has too many other places to service. You need more wardens.
- The warden is lovely but they are not here as much. I feel quite lonely for much of the time. There have been no opportunities for trips and no regular bus service close by. I worry that I will become more isolated as my walking becomes more difficult.
- The whole structure needs a very good shake up. These places were built to accommodate the elderly. To give people confidence. I am sorry to say you might as well close the whole system down because that is what it is coming to.
- To see who is coming in on telecom. This scheme is only for women and not for men.

- Very happy with current service and I feel 100% secure in my flat because of the support I receive.
- Very happy with the current service. Help available when needed.
- Warden no longer comes to check on resident on a daily basis (this was done by previous warden) No weekend contact with warden / control centre. Residents without families could be left vulnerable over weekend (has happened recently when resident died)
- We are very happy with our sheltered housing officer, he is always happy in his job and his attitude is great but we think sometimes he has to go to other complexes perhaps its two hours here and so for what we think it is so unfair on him and us.
- We have been tenants since 2006 and in the last year the service as for as we are concerned has gone downhill and we are expected to pay more for it. The gold, silver and bronze categories should be scrapped.
- We have been promised a room for hair and nails and it is still empty.
- We have meetings but when we raise concerns nothing gets done.
- We would prefer to have a regular warden.
- When are we going to see some improvements in the bungalow?
- When the vote was taken to stay with the council we were promised retention of the warden service, instead we have got this SHO system (even worse on a revolving system). The TV licences are even messed up.
- Where I am seems the minority decide over the majority even with total opposition e.g. doors etc.
- Why is there no warden control on the property? The elderly should be seen twice a day to see if nothing has happened to them.
- Would be a good idea to put notice on office door to say when sheltered housing officer is in scheme. Would be a good idea if she could do mornings sometimes as this is the busiest time.
- Would like help to get the outside window cleaned
- Would like to see a lift installed.
- Would like to see more activities going on here, more things to do like having help to go out and about.
- Would like to see the warden everyday.
- Yes as stated I would like to go back to one warden. We were without cover for some time.
- You can't make it any better unless the warden is living on site.

Appendix 5
Floating Support Service – SATISFACTION SURVEY






Your views on the Floating Support Service are really important to us to ensure we can continually improve services.

Please tick which number represents how you feel about the floating support service using a scale of 1 to 5, with the following meaning

- 1 completely agree
- 2 mostly agree
- 3 neither agree nor disagree
- 4 mostly disagree
- 5 completely disagree

NAME (optional).....

ADDRESS (optional).....

					
	1	2	3	4	5
I knew about the Floating Support Service before they visited me.					
It was easy to access the service.					
Someone rang me/sent letter before they came to my property.					
I always see the same Floating Support Officer.					
I always know when the Floating Support Officer is coming.					
The Floating Support Officer comes at a time that suits me.					
The Floating Support Officer is helpful.					
The Floating Support Officer is professional.					
The Floating Support Officer is respectful					

The Floating Support Officer is professional in her appearance.					
The Floating Support Officer is rushed.					
The Floating Support Officer spends sufficient time with me.					
I am always told of changes to my service from the Floating Support Services (such as another person will be visited).					
I know who to contact if I need to get a message to the Floating Support Officer.					
The support has made a difference to my life.					
I am happy with the service provided by the Floating Support Officer.					

If you would like to make any comments about the current service or changes you might like to see in the future please use the following space.

THANK YOU FOR COMPLETING THE SURVEY.

Appendix 6

Floating Support Survey – Comments

- Would like you to come for as long as possible - greatly appreciate service provided.
- Excellent service, people need help but don't always know here to go to for it.
- Gives more confidence of having someone to speak to
- Good service, something that should of happened a long time ago.
- Grateful of help received
- Happy with service.
- I am really satisfied with the service, she brightens up my day
- I am very happy with my support worker. I am very relaxed with her and understand everything she says to me. (Name removed) is so easy to listen to and very helpful. Thank you.
- I find the Floating Support Officer has been very helpful especially in the last few weeks where we have had problems regarding our property. I cannot fault her at all.
- I have been very grateful for all the help and support I have been offered from my support officer .
- I would just like to say (name removed) is so helpful and understanding it's a pleasure to see her coming.
- It's a lovely service that provides a bit more support to those who need it.
- More than satisfied with all she has done and is doing for me.
- My Floating Support Officer made me feel more confident - I was very mixed up and confused and she sorted things out for me I was very glad. I know now that I can call for help when needed.
- Quite happy with service receiving
- The Floating Support is very helpful and we are very pleased with the service.
- The Floating Support Officer has been helping us sort out repairs , we have had our path repaired and a street light which had not worked for over six months. She has given us lots of advice on all manner of things. Her support has made a big difference for us. We are very happy with the service provided for us.
- This service has been like a life line to me, especially (name removed) who has been very helpful. She is such a lovely person who does her job very well.

- Very happy
- Very Satisfied
- Very Satisfied wouldn't want to lose (name removed).