

Appendix E Consultation

Tenant consultation

Tenants were consulted through tenant meetings on the following dates.

2nd June 2015 – St Mary's, Castle Court and Britannia Court

4th June 2015 – Ty Melin, Waunfawr House and Ynyswen

Between 10 and 25 people attending each of the meetings, engagement was very good and tenants were willing to share their thoughts on the scheme in which they lived.

The following captures an overview of the discussion from each of the schemes.

St Mary's Court

- Bedsits suitable for many residents
- Bedsits not suitable for couples
- Guest bedroom not used as facilities poor and too expensive
- The scheme needs a lift
- Externally paths needs improving
- External signage needs improving

Castle Court

- Communal lounge and kitchen needs improving
- Scooter store required.
- Additional parking required.
- External improvements needed.
- Guest bedroom needs updating
- Tenants were generally concerned about what minor works could be done now rather than as part of the remodelling. Views included that they had little interest in five years time as they did not plan that far in advance.

Britannia Court

- Insufficient space in kitchen for fridge in some properties
- Would like more storage in all accommodation
- Scooter store required
- Accessible, automatically opening communal front door required. The current high slope to the scheme means that some tenants cannot leave the scheme independently.

Ty Melin

- Property described as a 'wendy house'
- Need a lift to all floors
- Improved ventilation throughout the scheme
- External improvements required
- Access for communal front door needs improving. Tenants and visitors to the scheme currently get soaked waiting for door to be opened.
- Would like CCTV

Waunfawr House

- Decorative improvements to communal lounge and hallways required.
- Bedsits are generally ok but desire larger kitchens.
- CCTV necessary
- External decorative improvements required.
- Hallway lights need to be on sensors and improved lux levels.

Ynyswen

- Change two bedsits into one flat
- Only remove communal bathroom if improvements to properties are made.
- Would prefer laundry facilities in flats.
- Guest bedroom is currently inadequate.
- External improvements required.
- Scooter store desired
- Communal front door heavy and difficulty in manoeuvring around scheme with mobility problems.

This was followed up with individual questionnaires to each of the schemes. The response rate was very positive with the following results

St Marys Court – 21 responses – 21. 5 identified that their property did not meet their needs.

Britannia Court – 15 responses. 2 felt their property did not meet their needs.

Castle Court – 13 responses. 4 felt their property did not meet their needs.

Waunfawr House – 17 responses. All respondees felt their property met their needs.

Ty Melin – 25 responses. 4 tenants reported that their homes did not meet their needs.

Ynyswen – 15 responses. 8 felt that their property did not meet their needs.

Detailed breakdowns are available on request but generally tenants felt that they chose sheltered housing for safety and security; to be near family and to get support from the Sheltered Housing Officer.

The most popular internal improvements requested were updated kitchens and bathrooms, improved doors and windows that are lighter and easier to use and space for a washing machine.

In the communal internal areas tenants wanted scooter storage, automatically opening communal front door and CCTV.

Externally tenants wanted CCTV, more presentable and safer paths and gardens and some garden furniture.

There were some scheme specific requests such as a lift at St Mary's Court.

Ward member consultation

Ward members were consulted on the proposals and the outcomes of the discussion with tenants. All councillors were given an opportunity to attend and express their views of the proposals. Councillors Adams and Gordon agreed to feedback to Councillor Kirby.

Consultation	Ward Member	Sheltered Scheme
7 th July	Cllr. Lewis and Cllr. Lloyd	Ty Melin
8 th July 2015	Cllr. Griffiths	Britannia Court and St Mary's Court
13 th July 2015	Cllr. Adams and Cllr. Gordon	Ynyswen
20 th July 2015	Cllr. Rees	Britannia Court and St Mary's Court
20 th August 2015	Cllr. Symonds	Waunfawr House and Castle Court

Staff consultation

Sheltered and Estate Management staff working in the six schemes were informed of the proposals and asked their views. Staff felt that voids were often difficult to turnaround and there are rarely? applicants on the list looking for this type of accommodation. Staff were very positive about the proposed changes as it would provide modern suitable accommodation for older people.

Consultation	Staff group
19 th May 2015	Sheltered Housing working in Cluster 1 and 2
3 rd June 2015	Eastern Valley EMO's

Social services were asked their views on the current position of older person's housing and they are currently undertaking their own research in this area. Currently there are growing demands and pressures on particular client groups. This includes people with dementia and older adults with learning and physical disabilities. Accommodation that enables people to maintain their independence would assist social care and health services to provide other options to the people they support. In turn, this may alleviate some of the pressures on this service area.

Other research

Housing providers across Wales have, or are in the process of reviewing their sheltered housing provision to ensure it meets the changing needs of the client group and also meets local and national guidance and legislation, such as Supporting People. A number of housing providers in the locality have made improvements to their stock. These include RCT Homes, V2C Homes and Monmouthshire Housing. Feedback from these providers suggest that previously unpopular, unsuitable stock has seen a robust remodelling programme resulting in no long term voids and very positive feedback from tenants. It is recommended that tenants affected by remodelling are assisted through a comprehensive decant process to ensure they are fully supported while the works are being undertaken. The experience of RCT Homes was written up as a Case Study in the Housing and Learning Network. (www.housinglin.org.uk)

A number of housing providers across the UK have established standards for new build developments and these include minimum space requirements and other sheltered specific requirements to ensure that the property offer to older people encompasses the principles of homes that help people to be healthy and live well into the older age.