

Aberdeen City Council

Housing for Varying Needs Review



Images from our Sheltered Housing Forum meetings 2011

A Strategic Review of our Sheltered and Very Sheltered Housing

December 2011



ABERDEEN
CITY COUNCIL

CONTENTS
**Page
Numbers**

1	Introduction	2 – 4
2	Executive summary	5 – 6
3	Strategic context	7 – 8
4	Legislative and policy background	8 – 10
5	Audit of demand and current provision	10 - 14
6	Understanding our assets	14 - 16
7	Modernising our Services	16 – 18
8	Charging Policy and Funding Mechanisms	18 – 21
9	Guest Room Facilities at Sheltered and Very Sheltered Housing Developments	21 – 22
10	Review of Scheme of Allocations	22 – 23
11	Telecare	23 – 24
12	Conclusions and Recommendations	25
13	Appendix 1 – Stock Profile Sheets (Example)	26 – 30
14	Appendix 2 – Terms of Reference	
	2(a) Sheltered Housing Review Group	31 – 32
	2(b) Asset Management & Voids Sub Group	33 – 34
	2(c) Charging & Allocations Sub Group	35 – 36
15	Appendix 3 – Definition of Amenity, Sheltered and Very Sheltered housing (Scottish Government)	37
16	Appendix 4 – Summary of Legislative Framework	38 – 30
17	Appendix 5 – List of ACC developments (age, type, number of units)	40 – 41
17	Appendix 6 –Overview/Background information for ACC developments	42 – 67
18	Appendix 7 - Customer Satisfaction Survey	68 – 95
19	Appendix 8 – Scoring Matrix	96 – 97
20	Appendix 9 – What Your Senior Carer Will Do For You	98 – 99
21	Appendix 10 - Prescribed Housing Support Tasks	100 - 101
22	Appendix 11 – Quad of Aims and attendees for Charging Policy Workshop	102 – 103
23	References	104

1. Introduction

1.1. In November 2009, the Council Housing and Environment Committee agreed to undertake a review of its Housing for Varying Needs stock, which includes sheltered and very sheltered housing (the Review). There were a number of reasons for undertaking this review:

- Demographic projections of a significant increase in the older population.
- Local and national policies and priorities.
- A need to ensure our stock is fit for the future and meets the needs and aspirations of our tenants.
- A need to review the housing support services provided in our sheltered and very sheltered housing to ensure they provide value for money and can be sustained in the future.

1.2. The Aberdeen City and Aberdeenshire Housing Needs and Demand Assessment, published in 2010, highlighted the demographic projections that predict a marked increase in the number of older people coupled with the projected a significant reduction in the working population in Aberdeen City. This profile is even more marked in our neighbouring authority, Aberdeenshire as can be seen in Table 1.

Table 1: Population aged 50 years and above

Population aged 50+	2008	2033	Increase
Aberdeen City	69,639	82,874	13,235
% of total population	33%	35%	19%
Aberdeenshire	89,600	128,505	38,905
% of total population	33%	49%	30%
Aberdeen city and Aberdeenshire population	159,239	211,379	52,140
% of total of Aberdeen City and Aberdeenshire population	35%	42%	33%

Source: Aberdeen City and Shire HNDA, 2010

1.3. The Scottish Government has a longstanding policy of 'shifting the balance of care'. This means supporting people to remain at home for as long as possible, rather than in care homes or hospitals. This is supported by the introduction of the Reshaping Care for Older People Programme, which embraces the role that housing plays in people's health and wellbeing.

1.4. The Council's Business Plan, "The Next Five Years" introduced Priority Based Budgeting (PBB). Included within this is a proposal to move towards an arms-length organisation for the delivery of older peoples services through the mechanism of a Local Authority Trading Company (LATC). This will not impact on the direct service provision and fits with

the strategic direction for modernising sheltered and very sheltered housing service.

1.5. The current priorities and drivers for change include:

- Increasing levels of demand and complexity of need
- Severe constraints in public sector finance
- Increased cost of care and support delivery
- Maintaining the commitment to personalisation and choice
- Drive to improve outcomes and quality of service
- The opportunity to develop new models of service delivery
- Recruiting, training and shaping the required workforce

1.6. In order to meet these pressures we have acknowledged the need to modernise the Council's sheltered housing accommodation and service, in line with these policy trends and demographics to ensure that it is fit for the future.

1.7. A scoping document was produced, to inform the structure and content of the Review. The main themes were identified as:

- **Audit of current provision** – an asset profile sheet has been completed for each of the Council's sheltered housing developments. The profile sheet provides an overview of the development and information on:
 - Sustainability,
 - financial status,
 - planned maintenance and improvements,
 - views of Housing and Environment and Social Care and Wellbeing staff,
 - tenants views,
 - conclusion and an
 - action plan.

An example is attached at Appendix 1.

- **Assessment of current and future needs** – an analysis of demographic projections, waiting lists for sheltered and very sheltered housing; a review of current provision and a review of allocations policy.
- **Define a model for the future provision of housing and support services for older people** – development and analysis of a range

of service delivery models that can enable us to meet projected increased demands and acknowledges the important links between sheltered housing and other models of accommodation and support provision.

- **Costs and implementation options** – examination of the financial implications of any change to current accommodation and services to meet the future role of sheltered housing.
- 1.8. A project team and associated sub-groups were formed to agree the scope and carry out the work associated with the Review.
 - 1.9. The Terms of Reference (ToRs) for the Review Group and its sub-groups: Asset Management and Voids and Charging Policy and Allocations were agreed and are attached as Appendix 2.

2 Housing for Varying Needs – Executive Summary

2.1 Over the past 12 months the Review has been taken forward by senior staff from the Housing and Social Care and Wellbeing services and stage one of this review is nearing completion. The report highlights the need for Aberdeen City Council (ACC) to modernise the way that it responds to the needs of individual tenants.

2.2 The review has looked in detail at the following

- 2.2.1 The changing demographics that are likely to impact on the service demand over the next 25 years.
- 2.2.2 The Review has considered trends for demand for sheltered accommodation and very sheltered accommodation within Aberdeen City and has sought to benchmark this against other local authorities.
- 2.2.3 The Review has given careful consideration to the quality and quantity of the existing provision of sheltered and very sheltered housing with particular regard to its type, condition, suitability and also user feedback from tenants and also ACC staff.
- 2.2.4 The Review has considered the way costs for Housing Supports have been met as introduced by ACC, over the past decade, which took account of the introduction of and subsequent changes to the Supporting People (SP) funding regime. The report will recommend that stage two of the review brings forward specific funding arrangements to meet a more flexible housing support provision. Any changes to services and charging policy will impact on both ACC and Registered Social Landlord (RSL) tenants.

2.3 Findings-

The key findings were

- Demand for sheltered housing is falling,
- A potential increase in demand for very sheltered housing,
- There is a need/opportunity to review investment in and use of individual developments.
- The current charging policy urgently needs to be reviewed,
- Charges need to reflect the individual needs of tenants,
- Current charging policy has little support from tenants,
- The need to develop a more person centred approach to support.

2.4 Recommendations –

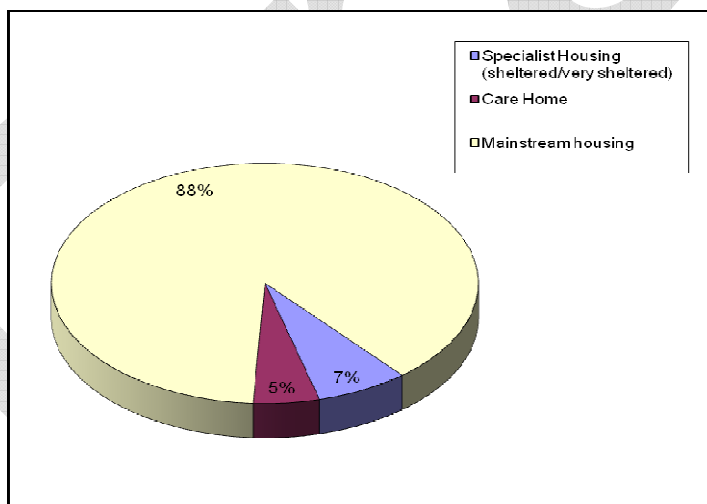
The Review will recommend the following –

- That Council agree to continue with the current integrated service approach to the delivery of support for our tenants
- That Council agree to develop a four tier model of service provision to ensure more person centred approach to housing support, which reflects the needs of the individuals and not necessarily where they live.
- That Housing and Environment and Social Care and Wellbeing should develop an implementation plan designed to make maximum use of our housing existing stock and develop a more person centred approach to housing support.
- Decisions concerning the future use of individual properties/developments will be submitted to the Housing and Environment Committee for agreement.
- That officers enter into discussions with RSL's to ensure an equitable and consistent approach to housing and service provision.

3. Strategic context

- 3.1 Sheltered and very sheltered housing provide part of a wide spectrum of accommodation options for people in need of care and support. Over the last few years there has been a strong national policy trend to move away from some of the more institutional types of care setting, for example nursing homes or long stay hospital beds, to services available to support people in their own homes.
- 3.2 The Scottish Government's key policy priority is to support people to remain at home for as long as possible, rather than in care homes or hospital settings. This is known as 'shifting the balance of care'. It is reflected in the national indicator to increase the percentage of people aged 65 and over with high levels of care needs who are cared for at home.
- 3.3 In Scotland, 90% of older people live in mainstream accommodation, 5% in care homes and 5% in some form of specialist housing. This is broadly similar to the profiles in Aberdeen with only 7% of older people living in specialist housing such as sheltered or very sheltered housing as illustrated in Figure 1 below:

Figure 1: Living arrangements of older people in Aberdeen



Source: Census 2001

- 3.4 In order to consider options for the future strategic direction of housing for older people, it is important to try to map out needs. It should be noted that there is actually very little in the way of reliable methodology to allow this needs projection to be made accurately. In 1997, The Scottish Office published guidance on the prevalence method of estimating housing and community care needs within a population. This was used in the preparation of the HNDA.

- 3.5 The demographic pressures facing Scotland as a whole are well documented; an increase in the ageing population combined with the challenge of a reduction in the number of people of working age will undoubtedly increase the pressures on the public sector.
- 3.6 The overall age structure for Aberdeen City highlights a slower rate of growth in the working population when compared with the 65+ population. A particular concern is the forecasted rise in the 85+ population of 109.8% by 2033. Table 2 below shows the projected population trends from 2008 to 2033.

Table 2: Projected population trends 2008-2033

Age Structure – All ages			
	2008	2033	% Change
All Ages	210,400	233,796	11%
0-15	33,100	37,812	14.2%
16-24	28,732	28,734	0%
25-29	18,801	18,189	-3.3%
30-34	14,808	16,555	11.8%
35-49	45,320	49,634	9.5%
50-64	37,444	37,450	0%
65-74	16,566	21,803	31.6%
75-84	11,712	15,404	31.5%
85+	3,917	8,217	109.8%

Source: HNDA 2010

- 3.7 Within these projections, it is also anticipated that there will be an increase in the number of older people with dementia. Research by Alzheimer’s International suggests the prevalence rates in the cohort aged 85 years plus is 23.6%. Based on the projected population increase of 109.8% this would mean a 91.6%, (826 people) increase in those with dementia.
- 3.8 There is evidence to suggest that whilst an increasing number of people with dementia and those with long-term life limiting conditions are surviving for longer they are less well and will have more complex needs that require a personalised service to meet their support needs.
- 3.9 The Scottish Government has recently concluded a consultation exercise on “Age, Home and Community” their draft national strategy for housing for older people, 2012-2021. We now await the finalisation of

the strategy but have taken account of this key document in developing this internal review of the provision of housing for older people within the city of Aberdeen.

4 Legislative and Policy Background

- 4.1 The local policy decision to undertake the Review was the subject of a report to the Housing and Environment Committee on 19 November 2009. The Committee resolved:

“ to authorise officers to undertake a review of existing provision, in terms of quality and quantity, and prepare a Housing Need and Demand Analysis to identify the future requirements for the provision of extra care housing

Subsequent update reports were submitted on 25 May 2010 (Bulletin report), 26 October 2010, 12 January 2011, 25 August 2011 and 1 November 2011, with a final report to Council on 14 December 2011.

- 4.2 Appendix 3 provides the current definition of amenity, sheltered and very sheltered used by The Scottish Government, which is fairly technical, and focuses quite heavily on the physical design of the property.
- 4.3 The legislative framework around the provision of sheltered housing, covers a period primarily between 1990 and 2000, and is urgently in need of updating.
- 4.4 Indeed the only guidance currently active regarding the scale of provision of sheltered housing to be provided within a local authority area, was issued by the Scottish Office in 1991 and clearly with the development of the shifting the balance of care agenda this scale of provision may no longer appropriate (for every 1000 people aged 65 or over there should be 20 very sheltered, 46 sheltered and 80 “medium dependency” dwellings). Table 3 below shows how this compares with the current provision in Aberdeen:

Table 3: Rates of provision per 1000 population in Aberdeen City:

	Sheltered Housing		Very Sheltered housing		Amenity (Medium dependency)	
	Number	Rate per 1000 population	Number	Rate per 1000 population	Number	Rate per 1000 population
Council housing provision	2163	67.4	110	3.4	1673	52.1
Council and RSL provision	2598	80.9	211	6.6	1939	60.4
Suggested provision	-	46	-	20	-	80

Based on GRO 2011 mid-year estimated population of 32,105

- 4.5 This suggests an over provision of sheltered housing provision with an under provision in both very sheltered and amenity housing.
- 4.6 A summary of the key legislative and main policy drivers relating to this Review is attached as Appendix 4.

5 Audit of Current Demand and Provision

- 5.1 The Review of Sheltered Housing in Scotland carried out by York Health Economic Consortium (YHEC) on behalf of the Scottish Government in 2008, identified problems arising from the age and quality of some sheltered housing stock, which no longer meets accessibility requirements, is poorly located and has poor space standards.
- 5.2 The national review acknowledged that it has also become increasingly difficult to maintain the traditional model of warden services, with overnight cover, in sheltered housing for a number of reasons, most prominently the requirements of the EU Working Time Directive and availability of funding for housing support
- 5.3 This section of the Review looks at the sheltered, and very sheltered, housing that is available in the City. Whilst the Review has concentrated predominately on Council provision, the role of RSLs has also been considered.
- 5.4 The design and type of sheltered housing differs across the city including purpose built developments, low rise flatted developments, multi storey flats and cottages. . A list ACC stock, showing the area, property type, age and number of units is attached as Appendix 5.

- 5.5 The facilities provided also vary from development to development. A warden call and/or Telecare system is provided in all of the Council's sheltered housing developments. Many of these have been in place for a considerable period of time and a significant number require upgrading to ensure they are fit for the future and compatible with current technology and expectation
- 5.6 ACC has a total of 2163 sheltered houses and 110 very sheltered homes throughout the city. We also have 1,673 amenity properties that are suitable for older people (aged 55 plus) or people with a disability. Details are given at Table 4 below.

Table 4: ACC stock suitable for older people or people with a disability

Housing Type	Cottage	Flat	Multi	Total stock (as at October 2011)
Very Sheltered Housing/Extra Care*	Nil	110	Nil	110
Sheltered	212	803	1148	2163
Amenity	1425	116	132	1673

*Extra care properties are located at Coronation Court where a 24 hour service similar to very sheltered housing is provided.

- 5.7 ACC is the largest provider of sheltered and very sheltered housing but the RSL and private sector also plays an important role.
- 5.8 Castlehill Housing Association, Hanover Housing Association, Tenants First Housing Co-operative and VSA (Agecare) provide a further 13 developments providing 439 sheltered housing units. The RSL sector also has 266 amenity style properties. Table 5 illustrates provision:

Table 5: RSL Provision

Provider	Blocks	Units
Castlehill HA	7	151
Hanover HA	2	118
Tenants first HC	3	150
VSA (Agecare)	1	20
Total	13	439

- 5.9 There is a small but growing amount of sheltered (or retirement) housing available for owner occupation in Aberdeen. The Scottish Governments "house key" website identifies eight developments providing 322 houses.

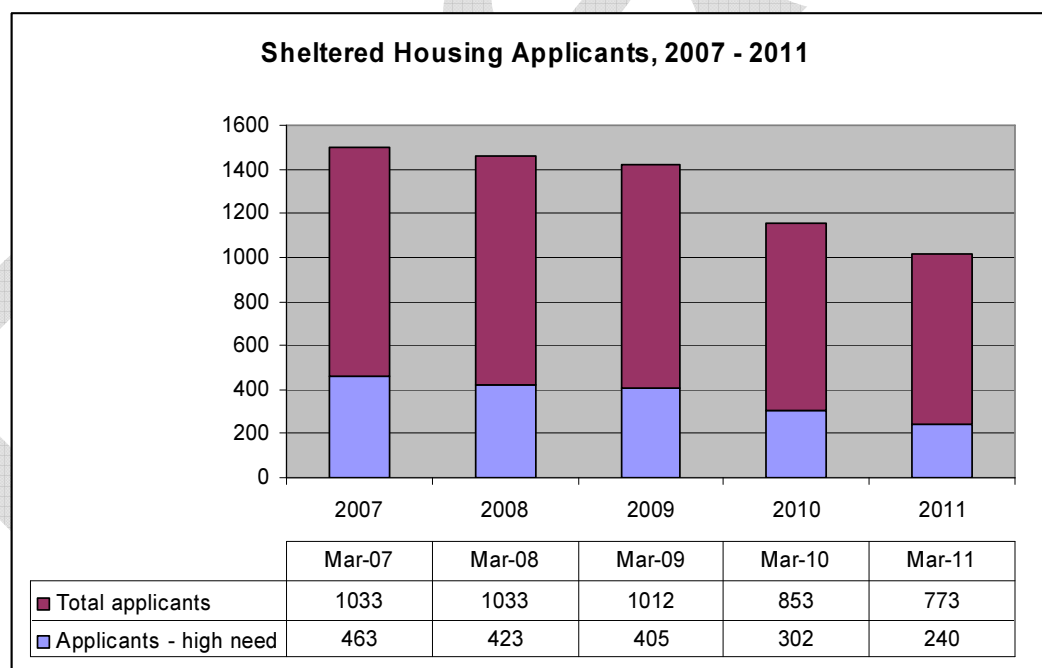
5.10 There are relatively low numbers of very sheltered houses in the city, provided either by ACC or the RSL or voluntary sector. Table 6 below provides details of these:

Table 6: Very Sheltered Housing provision

Housing Provider	No of developments	No. Of units
Aberdeen City Council – Very Sheltered/Extra Care	3	110
Castlehill Housing Association	2	89
VSA (Agecare)	2	81
Total	7	280

5.11 Demand for sheltered housing is influenced by a number of factors. Table 7 below shows that there has been a slow but steady decline in the number of people on ACC waiting list for sheltered housing in Aberdeen over the last five years.

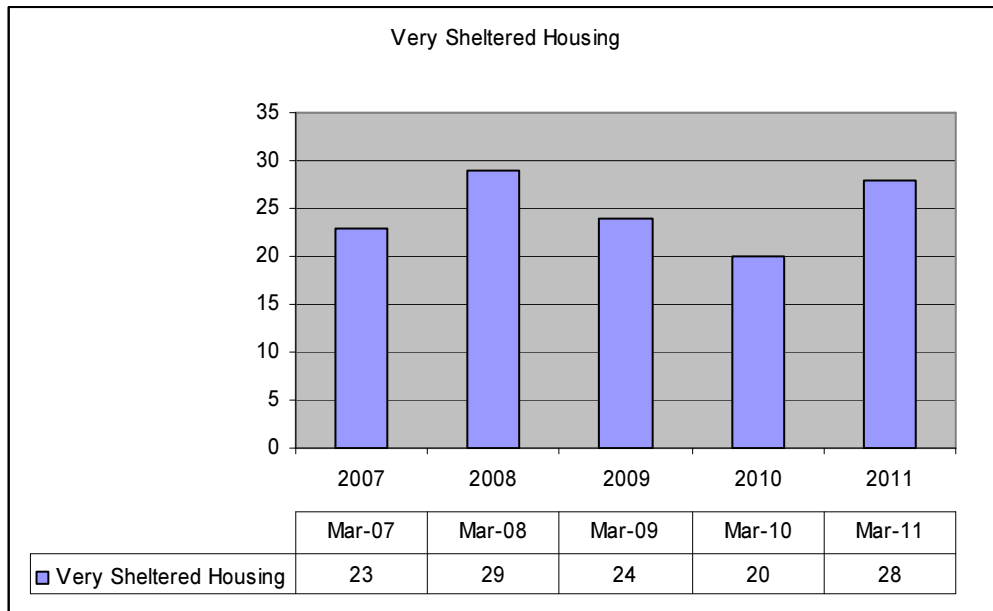
Table 7: Demand for ACC Sheltered Housing as at 31 March 2007-2011:



5.12 This may at first appear incongruous with the ageing population but when you consider the demographic profile coupled with the increased number of owner occupiers (7 out of 10 older people own their own property) together with the success of our policies around shifting the balance of care in keeping people in their own homes for longer this trend is understandable and potentially likely to continue.

5.13 The demand for very sheltered housing has remained relatively stable over this time as can be seen Table 8:

Table 8: Demand for ACC very sheltered housing as at 31 March 2007-2011:



5.14 Despite there being continuing demand for sheltered housing, albeit fewer applications in recent years, some of our developments can still be designated as hard to let. Table 9 below gives the breakdown of the 670 properties that we have identified as hard to let.

Table 9: ACC low demand stock

Stock	Cottage	Flat	Multi	Total (Oct 2011)
Low demand sheltered properties	11	76	594	670

5.15 The reasons why some properties are hard to let varies but is usually reflective of the property type, particularly multi storey flats, the area of the city, or the general condition or amenities within the particular development. Bed-sit type accommodation is particularly unpopular.

5.16 As a consequence many of our “hard to let” sheltered houses have been allocated to individuals who perhaps could not be considered as requiring sheltered accommodation and its associated support packages and charges. This has led to management difficulties where perhaps inappropriate allocations have been made.

5.17 Benchmarking

5.17.1 A benchmarking exercise was carried out to compare provision and demand in other Scottish Cities. The results are given below. Table 10

shows that although Aberdeen has the highest number of properties (1673) this forms only 9.5% of the total stock. Dundee has the highest portion, with 16% of their stock designated as sheltered housing, although it should be noted that they are currently reducing the levels of provision as part of their sheltered housing review. Glasgow Housing Association provides the lowest level of specialist housing for older people, however this should be viewed with caution as their stock transfer programme may have seen this transferred to other providers.

Table 10: Stock levels as at 1 April 2011

	Stock	Sheltered	% of Stock	Very Sheltered	% of Stock	Amenity	% of Stock
Aberdeen	22704	2163	9.5	110	0.5	1673	7.4
Edinburgh	20910	1118	5.3	0	0.0	1715	8.2
Dundee	13379	2115	15.8	73	0.5	61	0.5
Glasgow HA	59181	823	1.4	187	0.3	0	0.0

5.17.2 In terms of demand the other authorities seem to be experiencing a similar, slow but steady trend of reducing numbers of applicants.

5.18 Table 11: Levels of demand for sheltered housing:

Number of applicants	Mar-07	Mar-08	Mar-09	Mar-10	Mar-11
Aberdeen City	1033	1033	1012	853	773
Aberdeenshire	734	804	791	748	736
Dundee	1145	1076	845	n/a	n/a
Edinburgh	n/a	n/a	n/a	n/a	n/a
Glasgow HA	n/a	n/a	1491	1474	1250

[Notes: (1) Glasgow HA advises that the reduction 2011 is linked to transfer of stock as part of the 2nd stage transfer. (2) Aberdeenshire advises reduction in past two years is in marked contrast to the continued increase of the general housing waiting list in Aberdeenshire. (3) Dundee is unable to provide figures for 2010/11. Dundee City Council has reduced its stock by 929 units between 2001- 2009 and has seen a reduction in demand.]

6 Understanding our assets

6.1 In order to understand our asset base we have compiled Asset Profile sheets for each our sheltered and very sheltered housing developments.

6.2 The asset profile sheets capture information on:

- **Overview/Background** – this section provides a brief overview of the features of the development: location, type, age, support provided, charges applicable and a summary of social activities,

guest accommodation and alternative provision in the letting area. Attached as Appendix 6.

- **Sustainability** – documents the demand, summary of recent lettings, which gives an indication of how many offers, priority of the new tenants at time of offer and the number of void days.
- **Financial Position** – provides a summary of rental income, void rent loss, housing support costs, cleaning and heating costs
- **Planned Maintenance and Improvements** – provides an indication of the cost to maintain the build and any planned improvements.
- **Housing and Environment/Social Care and Wellbeing Overview** – provides the views of area housing teams, occupational therapy staff and Senior Personal Carers and on-site care team.
- **Tenants Views** – provides a summary of the responses that were returned by tenants in response to the Customer Satisfaction Survey carried out in May 2010. A copy of the survey sent to sheltered housing tenants is attached as Appendix 7.
- **Conclusion** – based on the information collated above, members of the review team met to apply the factors to a scoring matrix. This section provides a summary of the outcome.
- **Action** – indicates the next steps to be taken forward in stage two of the Review.

6.3 The information collected formed the basis for developing a scoring matrix to capture the key information and rank the developments to enable us to make recommendations relating to future use.

6.4 The scoring matrix employs a weighting scheme, factors are given in Table 12:

Table 12: Scoring Matrix

Factor	Factors considered	Weighting
Physical condition	type, age, remaining life of accommodation	20%
Financial viability	energy efficiency, rental income, void rent loss, support costs	10%
Fit & appropriate for service	potential of building to meet current needs, style of the building, ease of providing support and care, staff and tenants views	25%
Location and amenity	capacity for improvement, demand from applicants, accessibility to outside amenities, tenants views	20%
Future potential	demand, applicants priority, building costs, potential for meeting higher level needs, alternative provision	25%

- 6.5 The factors are not mutually exclusive and some factors will be considered in more than one element where appropriate
- 6.6 The assessments were carried out by a panel of project staff from housing management, allocations, housing strategy, asset policy/management and older people and rehabilitation services.
- 6.7 The weighted scores were classified A – C based on a rating of:
- A – developments scoring 8 – 10
 - B – developments scoring 5.6 – 7.9
 - C – developments scoring 0 – 5.5
- 6.8 The panel discussed each factor and then attributed a score to each element, which resulted in an overall classification for each development. The outcome of the assessments is attached as Appendix 8.
- 6.9 This matrix, as developed will facilitate decisions over coming years regarding investment and the need for both redevelopment and potential change in management arrangements for each individual sheltered housing development.
- 6.10 Clearly producing information in this format is sensitive and requires to be treated with caution, particularly as it may cause concern for existing

residents and staff. However, the purpose of the “rating” is to help us to prioritise future decisions.

- 6.11 This will provide the basis for consideration as to the future use for each property, and will enable us to take a more strategic look at how we tackle the issue of low demand in some of our existing sheltered housing blocks, when we are faced with high demand for general needs social housing across the city.

7 Modernising our Services

- 7.1 In 2007, through the Transformation of Adult Services, Aberdeen City Council made the decision to integrate the former Sheltered Housing Warden Service and the Home Care Service. This allowed us to maximise resources and provided a framework for improving services delivered to the people who used them.
- 7.2 Housing support services are provided by senior personal carers who provide on site services from 8 am – 6 pm. The out of hours service 6 pm – 8 am is provided by a mobile warden service who will respond to emergencies, illness and some security issues overnight. Our very sheltered housing services have 24 hour on-site waking-night staff. Appendix 9 provides information on the role of the Senior Personal Carer.
- 7.3 Housing Support services involves one or more of 21 specified tasks that are collectively designed to enable someone to maintain their tenancy. A list of the prescribed tasks is attached as Appendix 10.
- 7.4 During the last 4 years, this new model of combining housing with high levels of care have been developed in the City, has offered a real alternative to residential care homes.
- 7.5 Implementation has reduced duplication and costs, increased understanding between the housing and social care services and has opened up opportunities for shared learning across health, housing and social work services in the design of services to meet the needs of people who use services.
- 7.6 The introduction of small dedicated Care and Support teams in each of our sheltered housing complexes has provided flexible and responsive services which have been beneficial to many of our tenants and supporting the changing the balance of care agenda. Flexible care and support has been shown to support;
- Timely hospital discharge
 - Fewer people moving to care homes

- Unpaid carers supported to continue their vital caring role
 - Best value
 - Balancing security and risk
- 7.7 Discussions with Social Care and Wellbeing and the results of our tenants survey would suggest that changes to the current provision are required.
- 7.8 The review highlights that we appear to have an overprovision of sheltered housing, with some of our stock designated as “low-demand” whilst other developments would appear to lend themselves to a different model of housing, either very sheltered or amenity.
- 7.9 It is proposed that to ensure that we have a flexible model of support that will meet the needs of individuals now and in the future we develop a four tier model of service provision:
- 7.10 The indicative four-tier model of service provision would include:
- Level 1 – amenity or mainstream housing with option of community alarm/telecare. Response services would be provided by unpaid Carers generally family or friends. This service is currently available through Community Alarm and the charge is currently set at £1.36 per week.
 - Level 2 – Amenity⁺ housing with community alarm/telecare services with emergency response provided through a peripatetic, mobile responder service - charge to be determined.
 - Level 3 – Sheltered housing with on-site Integrated Care at Home Service and 24 hours responder service. This may be on site full time or with resources shared between a number of sites where appropriate. The current charge for service in sheltered housing is currently £19.70 per week with any revised level to be determined.
 - Level 4 – Very sheltered housing with on-site support and care provided 24:7 and meals service provided by our Integrated Care at Home Service. The current level of charge is £29.26 per week, revised level to be determined.

8 Charging Policy and Funding Mechanisms

- 8.1 The Charges applicable to tenants living in sheltered and very sheltered housing include
- Rent
 - Housing Support Charge (Senior Personal Carers, former warden service)

- Meals provision applicable only in very sheltered housing complexes
- Heating Charge
- A charge may be applied to tenants under 65 for personal care, which is subject to financial assessment.
- Personal care is provided without charge for those aged 65 and over.
- Council Tax
- Electricity for domestic use

8.2 The funding of and current charging policy for the housing support service (warden service) is complex and dependent on the tenancy start date.

- The introduction of the Supporting People (SP) programme on 1 April 2003 saw the services provided by wardens in sheltered and very sheltered housing classified and registered as a housing support service.
- Prior to 1 April 2003, these services were funded from the rent pool and general fund. Tenants whose tenancy started before this date are currently protected tenants and are exempt from charges for the duration of their tenancy.
- The sum of c£400k is paid from the Housing Revenue Account to cover these costs.
- Tenancies created between 1 April 2003 and 31 March 2006 where the tenant was in receipt of Housing Benefit were passported and are exempt from charging for the duration of their tenancy or where they had no Housing Benefit entitlement they were subject to the charge subject to a financial assessment.
- ACC made the decision to defer charging for all housing support services including warden service until 2 May 2005.
- COSLA provided guidance on charging for these services which they revised on the 1 April 2006.
- The current charge of £19.70 for sheltered and £29.26 for very sheltered housing support charges was implemented from 1 April 2006 following the revised COSLA guidance and has not been increased since that date.
- Tenancies from 1 April 2006 are subject to financial assessment irrespective of entitlement to Housing Benefit.
- If the tenant(s) declines a financial assessment then the full charge is applied.
- In 2009/10, COSLA revised their guidance on the removal of the passport protection and indicated that it should only apply to new recipients of a service.
- Further revision in 2011/12 (see below).

8.3 The charges to tenants for housing support services in Aberdeen City have not been increased since April 2006. Charges for other non-

residential care services provided by ACC have been uplifted year on year.

8.4 The Senior Personal Carer costs for 2010/2011 were £3.57 million across 49 sites. (This includes some non-recurring costs associated with additional staff to support tenants where housing improvements were being undertaken).

8.5 Funding sources currently are:

Supporting People Budget £1.97 million

Housing General Fund £1.6 million

Income from Tenants for 2010/11 from SP charges £426,034.

8.6 The Housing Revenue Account contribution for “protected tenants” is circa £400k.

8.7 A snap shot taken in October 2011 gives an indication the current charges made and received by the City Council. The key figures are as follows:

- 907 financial assessments processed.

Full Charge	482
Partial charge	73
Nil Charge	352

- 1050 protected up to 31 March 2006.

8.8 COSLA has decided that the passporting of tenants in receipt of housing benefit had created an anomaly and inequality for tenants in the system.

8.9 The 2011/12 Guidance states: “Over the past two years, the COSLA policy has been that the removal of the passport protection should only apply to **new** recipients of a service. It is now suggested that it should open to councils to choose whether or not to remove the protection for **all** clients”.

A Copy of the Guidance is available online at <http://www.ccpScotland.org/assets/files/hseu/information/consultations/COSLA%20Charging%20Guidance%202011.doc> .

8.10 This has led to a number of local authorities taking the decision to remove the protection for all tenants.

- 8.11 It is worth noting at this stage that the greatest area of contention with our tenants is the apparent inconsistency of charging for housing support services where neighbours in similar financial circumstances are charged, or not, different sums of money depending on when their tenancy began.
- 8.12 In response to the Customer Satisfaction Survey carried out in May 2010, 67.2% of tenants who responded indicated they disagreed or strongly disagreed with the statement "The current system of only some tenants paying for the support service is fair".
- 8.13 In June 2011, a two day workshop was held to reach agreement on the principles and framework that will inform the policy for charging for services in Aberdeen City Council's sheltered housing.
- 8.14 The workshop involved staff, tenants and representatives from RSLs who discussed a variety of topics. Appendix 11 shows the "Quad of Aims" and the attendees.
- 8.15 The feedback from this workshop has informed the content of the Review to date and the outcomes will be incorporated into the implementation/action plan to be developed further in stage two of the Review.

9 Guest Room Facilities at Sheltered and Very Sheltered Housing Developments

- 9.1 Guest facilities for overnight stays are provided at forty of Aberdeen City Council's forty nine sheltered/very sheltered housing developments.
- 9.2 The facilities in our guest rooms range from "hostel" style to "hotel" standard. Whilst some accommodation has been purpose built and offer guests exclusive use; other guests access a room within a flat and share bathroom and/or kitchen facilities potentially with other guests who are not known to them.
- 9.3 At twenty two multi storey blocks, the properties were formerly let as flats and have been adapted to provide guest accommodation. Purpose built guest rooms are provided at seventeen developments which are mainly located in low rise, newer developments. Linens and towels are provided at all locations and the provision of tea/coffee making facilities is selective and has usually been supplied by the tenants group.
- 9.4 The charge for a pre booked stay is £15.30 per person per night, across all forty nine developments. Where a visit is made for a medical emergency or bereavement, on site staff may use their discretion in applying the charge.

- 9.5 A “snap shot” of annual payments indicates that occupancy rates have ranged from no occupancy at one development to 115 nights at another. From June 2010 to July 2011, total guest room payments provided an income of £27,690 which is equivalent to 2116 nights or 8% of capacity.
- 9.6 A recent benchmarking exercise showed that the majority of other Local Authorities and Registered Social Landlord’s who were consulted, charge a similar amount to Aberdeen City Council on a per room per night basis. Where a, per person per night charge is made, the cost is approximately 50% of Aberdeen City Councils current charge.
- 9.7 Feedback from tenants and on-site staff, although anecdotal, strongly indicates that current charges are excessive in some instances, particularly where facilities are shared.
- 9.8 A formal consultation exercise with stakeholders is required so that options can be considered in relation to the future use of and charging policy for guest accommodation at sheltered housing development. This will be taken forward as part of the implementation/action plan for stage two of the Review.

10 Review of Allocations Policy

- 10.1 The Council has introduced a new allocations policy that was approved by H&E committee in May 2011.
- 10.2 Officers are working to implement the outcomes and the project’s estimated “go-live” date is July 2012.
- 10.3 The new allocation policy has been designed to comply with current legislation and Scottish Government guidelines in order to meet the following aims.
- To be open, fair, transparent and consistent in allocating our council houses
 - To house those in greatest need
 - To make sure that we offer accommodation that meets the needs of applicants
 - To make best use of our council houses
 - To provide clear and regular information on the allocations made
 - To provide applicants with an easily understood policy
 - To meet standards of good practice
 - To be more customer focused
 - To meet the conditions of all relevant legislation
- 10.4 A key element of this policy is to provide a more holistic approach to assessing medical and care and support needs. To support this aim we will introduce new Housing Need Assessment Team.

- 10.5 This new team's remit will be to assess applicants for medical priority, care and/or support needs, engaging with other professionals such as occupational therapists, GPs and care managers who can provide relevant information as required.
- 10.6 This approach will provide a clear picture of an applicants needs that will enable us to allocate the right type of accommodation to suit their needs.
- 10.7 A team of Housing Needs Assessors will be established to assess application where the applicant has indicated they have a housing and support need. The development of an in-house assessment team using a Single Shared Assessment model will:
- Provide a "Holistic" approach to medical assessment and will provide a consistent approach in prioritising housing need.
 - Make best use of diminishing housing resource.
 - Ensure the right person gets the right house.
 - Assist the Shifting the Balance of Care agenda.
 - May produce revenue savings in terms of Social Work care packages.
 - Provide a more accurate picture of assessed demand for Housing with Care which will assist in planning future provision.
 - Improve customer service.
 - May assist people to remain in their own homes for longer.
 - Improved advice and options to service users.
 - Provide an opportunity for early identification of cases who may benefit from the use of adaptations or Telecare.

11 Telecare

- 11.1 Telecare is the remote monitoring of a persons health and wellbeing with the use of information and communication technology, within their own home, using a variety of unobtrusive sensors and detectors.
- 11.2 Telecare is a service that enables people, especially older and vulnerable people, to continue to live independently in their own homes.
- 11.3 It can be used by all age groups, however, is predominately used to assist older people and vulnerable groups to remain within their own homes for as long as possible.
- 11.4 It has been found to be particularly useful for:
- people who are becoming increasingly frail and are at risk of falling.
 - people who have little support and may need the reassurances the service provides; are struggling to cope at home, and may be regularly admitted to hospital.

- people who need support when dealing with environmental risks in the home such as fire or flood.
 - people with special needs such as learning difficulties.
 - people with cognitive difficulties such as failing memory.
 - those who need links to other agencies.
- 11.5 Telecare can support people at home, providing an enhanced feeling of safety and security for both the user and their carer as well as providing a response in an emergency 24 hours a day.
- 11.6 Many telecare packages are linked to the community alarm system or warden call systems.
- 11.7 Telecare equipment can vary from a simple stand alone alert to a complex combination of sensors connected through a community alarm lifeline unit.
- 11.8 There is a vast range of telecare equipment and sensors available. The following are just some examples:
- Bed Sensor
 - Epilepsy Sensor
 - Enuresis Sensor
 - Fall Detector
 - Flood detector
 - Magiplug (releases water from sinks/baths to avoid flooding)
 - Property Exit Sensor and/or “Wandering” alert
 - Smoke Detector
 - Extreme Heat detector
 - Carbon Monoxide detector
 - Gas shut-off valves
 - Pillow Alert
 - Pressure Mat
 - Passive Infrared monitor (PIR) (activity and non-activity monitors)
 - Medication management
 - Bogus caller alerts
 - GPS system
- 11.9 Developing the infrastructure and services required to maximise the potential use of telecare to support tenants to remain independent for as long possible will be considered in stage two of the Review.

12 Conclusions and Recommendations

- 12.1 In drawing up this Review consideration has been given to the work carried out recently in connection with the Housing Revenue Account Business Plan, the potential development of an LATC within Social Care and Wellbeing, and also additional work being carried out currently on

the asset management requirements of the multi storey properties throughout Aberdeen city.

- 12.2 Opportunities clearly exist for the development of more flexible support packages for tenants, which reflect their individual needs. Support packages targeted at individuals rather than the designation of the building within which they live will be recommended as an approach to be adopted in the future, which is consistent with good practice guidance on the personalisation agenda.
- 12.3 This will provide an opportunity for the LATC to develop its market, particularly beyond the social sector as well as within it. This will not however be applicable to those developments that continue to be designed as sheltered and very sheltered developments.
- 12.4 To that end therefore stage one of the Review in providing the strategic information in which decisions can be taken will recommend that Social Care and Wellbeing working together with Housing and Environment will look to develop and recommend more flexible housing support packages, together with a different charging regime which should more accurately reflect the needs of individuals.

SHELTERED HOUSING REVIEW (example)



ABERDEEN COURT, MURPHY STREET, ABERDEEN

OVERVIEW/BACKGROUND

Aberdeen Court is a modern low rise sheltered housing development completed in 1985 providing thirty four one bedroom flats and four two bedroom flats. The development has a residents lounge, hobby room, guest accommodation and off street parking. Accommodation is spread between three floors and is “barrier free” as all flats can be accessed by lift. Four of the flats have been adapted to suit the needs of tenants who require wheelchair access.

A Senior Personal Carer provides a housing support service to tenants and a pull cord system linked to a regional call centre provides emergency assistance at all times. A personal care plan has been developed for each tenant and seven of the tenants are in receipt of personal care. A team of carers is based in the complex during the day to provide personal care.

Social events at Aberdeen Court are arranged by a tenants group and include an art group, games afternoon, bingo evening, themed evening meals, lunch club and a monthly church service.

Summary of Weekly Charges:

Size	Rent	Heat with Rent	Housing Support
1 bedroom	£63.00	£8.35	£19.70
2 bedroom	£72.00	£8.95	£19.70

Aberdeen Court is located in the popular Meadow area where residents enjoy access to shops, public park, medical services and public transport into the city centre.

Guest Accommodation:



Guest accommodation at Aberdeen Court is located on the third floor level providing a twin room with en suite shower room. Tea/coffee making facilities are provided along with towels and linens. The charge per person per night for the use of this facility is £15.30.

Alternative Provision:

There is no alternative provision of sheltered housing in the Meadow letting area.

SUSTAINABILITY

There is high demand for this development there are currently thirty applications registered on the waiting list. Recent letting have been made to applicants with the highest priority of medical and social need.

Summary of Recent Lettings:

There have been four vacant flats at this complex in the past year.

Void	Termination Reason	No of Offers	Medical Priority	Social Need	Void Days
1	Deceased	1	15	15	14
2	Deceased	2	14	15	35
3	Home/Hospital	1	15	14	21
4	Home/Hospital	2	15	15	14

Refusal reasons for the multiple offers above have included; “not able to move at present” and “not interested in area”.

FINANCIAL POSITION

The various aspects contributing to the financial health at this complex are as follows:

Rental Income:

Maximum potential rental income for 2011/12 is as follows:

34 X one bedroom flats @ £63.00 X 48 weeks	=	£102,816
4 X two bedroom flats @ £72.00 X 48 weeks	=	<u>£ 13,824</u>
	=	£116,640

Void Rent Loss:

Annual void rent loss at this complex is £1,400 (1.3%).

Housing Support:

Four tenants do not pay this charge due to the start date of their tenancy, five tenants are protected from the charge due to their housing benefit status and twenty three tenants have been financially assessed for the charge.

Information received from Social Care and Wellbeing indicates that the housing support costs at Aberdeen Court for 2011/12 are £23,000.

Cleaning:

A domestic assistant is employed at any complex for two hours each day at an annual cost of £5,000.

Heat with Rent Income:

34 X £8.35 X 48 weeks	=	£13,627
4 X £8.95 X 48 weeks	=	<u>£ 1,718</u>
		£15,345

Information provided by the senior accountant indicates the cost of electricity at the Aberdeen Court for 2011/12 is estimated at £16,699.

PLANNED MAINTENANCE AND IMPROVEMENTS

The block has benefitted from £250,000 investment in kitchen and bathroom upgrades and further investment is planned next year on roof replacement.

Void relet costs have totalled £6,600 for 2011 and response repairs were £1,400.

HOUSING AND ENVIRONMENT/SOCIAL CARE AND WELL BEING OVERVIEW

Comments from the Area Housing Assistant:

Aberdeen Court is a well designed development providing excellent accommodation to tenants. The social scene is active and tenants are encouraged to attend activities.

Comments from Housing Occupational Therapist:

Many of the flats have walk in showers. The adapted properties provide a good standard of space for turning.

Comments from On Site Team:

Aberdeen Court is a happy building and the team all enjoy working here. The care needs of tenants vary from very little to double up care for three clients.

TENANTS VIEW FROM 2010 SURVEY

A Tenant Survey was issued in 2010, a summary of responses follows:

Twenty tenant surveys were returned from Aberdeen Court. Thirteen tenants said that they had benefited from the integrated home care and sheltered housing warden service; nineteen said that they had not. The majority of tenants who responded are satisfied or very satisfied with the facilities and services at Aberdeen Court.

Positive comments were made regarding social activities at the complex and the majority of respondents said that they lived independently in warm, well designed accommodation and that rent costs were reasonable.

Eight respondents indicated that the current system where only some tenants paid for housing support services was fair and twelve disagreed. Ten respondents indicated that the housing support charge should be applied to all those who could pay and eight disagreed.

Doubts were expressed regarding the use of sheltered housing for people with dementia or confusion but tenants said they would not mind if their complex was used to provide day care services.

In conclusion, the majority of respondents stated that sheltered housing and the support provided is a good service which works best for older people who are in relatively good health and who are able to live quite active lives. Since moving to sheltered housing, they have found it easier to get other social care and health services if needed and twenty tenants said that they wished they had moved sooner.

CONCLUSION

Development assessed at a meeting in Meeting Room MC-2-W-02, Marischal College on 7 November 2011.

Present:

Housing Manager, Housing and Environment
 Service Manager (Resources), Social Care and Wellbeing
 Community Care Strategy Officer, Housing and Environment
 Selections Coordinator, Housing and Environment
 New Projects Officer, Housing and Environment
 Senior Housing Assistant, Housing and Environment

Physical Condition	Financial Viability	Fit & Appropriate for Service	Location & Amenity	Future Potential	Weighted Total	Lead Score
20%	10%	25%	20%	25%	Out of 10	A,B,C
9	7	7	7	6	8.8	A

ACTION

- The development has good sustainability factors and is fit for purpose. It may be suitable for upgrading to provide a very sheltered housing service. This should be considered as stage two of the Review.

APPENDIX 2 (a)

Sheltered Housing Review Group: terms of reference**1. Background and Context**

The current projections relating to the ageing populations and the forecast reduction in working age population present us with multiple challenges. In response to these issues, three main themes are emerging from the national and local policy context:

- Shifting the balance of care agenda, moving further towards independent living for older people, focusing on low-level preventative services, such as the introduction of telecare and occupational therapy services;
- Creating more flexible housing and support options that give older people a greater choice;
- Developing integrated care at home service, which are responsive to meet the needs of older people.

Good quality housing, in particular sheltered and very sheltered housing plays an important role in supporting people to live independently. It is vital that we ensure that our housing is fit for purpose.

2. Purpose

The purpose of this review is to undertake a series of work-streams related to the Council's existing portfolio of sheltered and very sheltered housing to ascertain its fit for purpose and provides suitable housing, which meets the needs and aspirations for both existing and new tenants.

The final report shall consider the role of other landlords and private ownership models play in meeting the overall needs.

3. Objectives

The review will also be taken forward in the context of the following objectives:

- To review the adequacy and standards of existing accommodation for older people.
- To evaluate and consider future demands for sheltered and very sheltered housing.
- To review the support services provided by the council in sheltered and very sheltered housing services.
- To review the future use of hard to let sheltered housing.
- To review the allocations and charging policy for sheltered and very housing.
- To analyse the impact of changes to the scheme of allocations.
- To take account of the views of tenants.

4. Scope

The review will:

- Assess the current needs and demand and availability of sheltered and very sheltered housing.
- Analyse the outcome of consultation with tenants and incorporate the findings within the main work of the review.
- Establish a sub-group to lead on issues relating to charging policy and allocations policy. (remit to follow)
- Establish a sub-group to lead on issues relating to the asset review. (remit to follow)
- Prepare a report on the outcome of the review.
- Develop an implementation plan for its recommendations.

The review will **not** consider in full:

- Private sheltered housing stock
- RSL sheltered housing stock

However, the review will take cognisance of the important role that this tenure plays in meeting the overall needs and demand.

5. Governance and Management

The Head of Service for Housing and Community Safety will lead the Review Group.

Sub groups will be established to take forward specific pieces of work. A lead officer will be appointed who will be responsible for providing regular updates to the Review Group.

Reports will be submitted to the Housing and Environment Committee for approval at appropriate intervals.

6. Constraints

- Difficulty in existing methods for assessment of needs at local level, in particular weaknesses in relation to prevalence rate information.
- Potential to raise concerns of tenants should the outcome result in a change to current provision, eligibility or charging policy.
- Lead in times and resource issues in relation both capital and revenue implications, which are unknown at the outset of the project.
- The review must be complete by summer 2011

Sheltered Housing Review

Asset Management & Voids Sub Group: terms of reference

1. Background and Context

As Asset Management Review of housing for varying needs stock was carried out in 2008. The study provided baseline information on stock condition and sustainability. The Housing for Varying Needs Review has identified a requirement to build upon the work previously done to establish the long term suitability and viability of our stock.

2. Purpose

The Review Group agreed to establish an Asset Management and Voids Sub-Group with a remit to build on the previous work and to undertake a review of the Council's existing portfolio of sheltered and very sheltered housing to establish its long term sustainability and future use.

3. Objectives

The objective of the sub-group is to carry out an appraisal of the current condition of the Council's sheltered and very sheltered housing and produce a report provide a scheme by scheme assessment of condition and future sustainability.

4. Scope

The scope of the appraisal should give consideration to the potential options for each site. The assessment should consider the following factors:

- layout of the site/scheme
- general site constraints and opportunities
- capacity, including long term voids
- adaptability and flexibility
- appropriateness of design for existing and potential user requirements
- user "friendliness"
- future maintenance
- access for people with disabilities
- parking and vehicle circulation
- energy efficiency
- progress towards meeting the SHQS Targets

The sub-group will provide a report for the Review Group and develop an implementation plan for its recommendations.

5. Governance and Management

The sub-group will be led by Area Housing Manager and have representation from Asset Management staff, area housing teams and Social Care and Wellbeing.

The lead officer is responsible for providing regular updates to the Review Group.

Lead officers: Graeme Souter (Housing & Environment)
 Nicola Dinnie (Social Care & Wellbeing)

Draft

Sheltered Housing Review

Charging and Allocations Policy Sub Group: terms of reference

1. Background and Context

The move from a “traditional” warden service to an integrated care at home service has seen no change to the charges applied. A summary of the current position is that:

- Charging is currently capped at 75%, maximum charge for sheltered £19.70, which is subject to a financial assessment.
- Supporting People was introduced in 2003, no charges were applied.
- In 2005, charges were applied. Those in receipt of housing benefit were “pass-ported” through with no charge.
- From 1 April 2006 it was agreed that COSLAs guidance on charging policy would be implemented and we adopted a policy of financially assessing new tenants. This guidance was review in 2009.

The Council made a commitment to tenants via the Sheltered Housing Forum (also known as Extra Care Housing Forum) to undertake a review of its charging policy for sheltered and very sheltered housing.

2. Purpose

The sub group will review charging and allocation policy for care at home/housing support services in sheltered and very sheltered housing, in response to the issues raised following the move from a warden service to an integrated care at home service

3. Objectives

The objective of the sub-group is to carry out a review of the current policy for charging and allocations and report back to the Review group giving costed options and provide recommendations on future policy.

4. Scope

The scope of the subgroup’s work should include:

- review of current charging policy
- review of allocation policy
- review the meals provision charge in very sheltered housing
- establish a framework for future service provision giving consideration for move towards alternative service delivery models, for example amenity plus telecare with mobile response service.
- provide a clear, costed programme giving consideration to capital and revenue costs and showing a breakdown of current and proposed costs to both services (Social Care and Wellbeing and Housing and Environment.
- the review should incorporate the views of tenants

The sub-group will provide a report for the Review Group and develop an implementation plan for its recommendations.

5. Governance and Management

The sub-group will be led by Graeme Stuart, Strategist, Planning & Policy Housing supported by Garry Brown, Supporting People Coordinator and Heather Stadames, Service Manager (Operations) and include representation from finance (Paul Dixon and Helen Sherritt), area housing teams, TPOs and Social Care and Wellbeing.

The lead officer will be responsible for providing regular updates to the Review Group.

Draft

APPENDIX 3

THE DEFINITION OF SHELTERED, AND VERY SHELTERED, HOUSING

The Scottish Government collect information annually on the amount of housing that is provided for 'special needs'. This annual S1B return includes information on amenity, sheltered, and very sheltered housing. The definitions used by the Scottish Government are as follows:

Amenity housing - the design is based on the standards of general needs housing, with the addition of those features listed in 1 to 9 of the sheltered housing definition below. There is no warden, and a community alarm may or may not be fitted.

Sheltered housing - the design is based on the standards for general needs housing with the addition of the following features:

1. Housing should be provided at ground or first floor level, or in blocks over two storeys high served by at least one lift.
2. Space standards should be the same as for one or two person general needs houses.
3. Handrails should be provided on both sides of all common access stairs, and on at least one side of all common access areas and passages.
4. Bathroom doors should be either sliding or capable of opening outwards, and fitted with locks operable from the outside.
5. Bathroom floors should have a non-slip finish.
6. Handrails should be fitted beside the WC and bath/shower.
7. A space heating system must be provided which is capable of maintaining a temperature of 21C when the outside temperature is - 1C in the following parts of the house: living area, sleeping area, kitchen, bathroom, hallway.
8. Light switches arranged to line horizontally with door handles.
9. Socket outlets fixed at a height of at least 500mm above the floor.
10. A warden service should be provided.
11. An emergency call service should be provided connecting each house to a warden system.

Very sheltered housing - this form of housing (sometimes known as 'care' and 'extra care' housing) generally has all the features listed for sheltered housing, but will usually have special bathroom facilities. In addition, a greater level of care and support is offered through the service of extra wardens, full-time carers or domiciliary assistance, and the provision of meals.

Summary of Key Legislative Framework:

- **National Health Service and Community Care Act 1990** – this Act aimed to oversee the policy aim of shifting the balance of care from hospitals and institutions to community based settings. It was also an attempt to bridge the gaps in community care law and to reduce DHSS expenditure on residential care. It placed a duty on local authorities to assess the need for ‘community care services’ and enhanced their duty to secure the provision of welfare services within a ‘mixed economy of care’.
- **Modernising Community Care: An Action Plan** (Scottish Office, 1998) – published in response to concerns about the way services were being managed, delivered, and whether, in fact, they were the services people really required. It moved the focus of community care towards a partnership approach, and recognised that the successful delivery of community care depended on the ability of key agencies to work together, and with others. The main aims were: Better and faster results for people by focusing on them and their needs. More effective and efficient joint working, based on partnerships.
- **Modernising Community Care: The Housing Contribution** (Scottish Executive, 1999) – recognised Housing’s essential role in achieving community care objectives, and was published to be read alongside Modernising Community Care : An Action Plan. Set out guidance for housing providers on general principles of good practice. The guidance covered: Strategic planning Local planning and joint working
Translating strategic objectives into actual outcomes in local areas
The development of joint and shared assessments
Hospital discharge procedures
Options for a home based care and support solution for individuals
Housing management, including housing support functions
Monitoring and evaluation
- **Community Care : A Joint Future** (Scottish Executive, 2000) – The Joint Future Group was established by the Scottish Executive in response to a view that the vision of joint working laid out in Modernising Community Care : An Action Plan had not been realised. The group was tasked with identifying ways of improving joint working among statutory agencies involved in delivering community care. The report that was published focused on achieving better outcomes for people, through: Better use of resources, with shared priorities
Better management, with single management arrangements
Less bureaucracy and duplication
Quicker and easier access to services
The report contained 19 detailed recommendations, including recommendations intended to assist with the shift of the balance of care (from institutional care to care at home). The Scottish Executive

established the Joint Future Unit, to oversee the implementation of the recommendations contained in the report.

- **Supporting People** (Scottish Executive, 2000) – policy and funding framework implemented across the UK for people in supported accommodation, or in receipt of floating housing support formed part of the Housing (Scotland) Act 2001. The programme went live in April 2003 in order to support vulnerable people in different types of accommodation and tenure in ways responsive to their needs. The aim is to provide good range of quality services, focusing provision on local need more geared to the need of those receiving support and a greater degree of flexibility in service delivery. The budget was ring-fenced until April 2010 with all authorities received funding to establish administration of Supporting People with a view to the integration of support within wider local strategies, particularly Social Work and Housing departments, and Health Services.
- **Community Care and Health (Scotland) Act 2002** – this Act introduced free personal care for the elderly, and the regulation of charging for home care services. It enabled a number of schemes to promote choice in care provision, and included measures to enable greater joint working between the NHS and local authorities. It also gave local authorities a duty to identify, as well as inform, carers of their right to a needs assessment, independent of the person being cared for.
- **The Regulation of Care (Scotland) Act 2001 and National care standards: Housing support services' [eg sheltered housing]**
The regulations set out requirements which must be complied with by providers of care services under the Regulation of Care Act. The national care standards describe what each individual person can expect from the service provider. They focus on the quality of life that the person using the service actually experiences. The services are regulated and inspected by the Care Inspectorate (SCSWIS), formerly the Care Commission.

APPENDIX 5

Name of Development	Letting Area	Property type	Year of Construction	No. of Low-rise Units
Ashgrove Court	Ashgrove	Multi	1961	48
Balmoral Court	Holburn Street	Multi	1969	53
Balnagask Place	Torry	Linked cottages	1961	5
Bede house Court	Old Aberdeen	Low rise	1963	24
Berrymoss Court	Dyce	Low rise	1976 refurbished 2009	21
Brimmond Court	East Balnagask	Multi	1970	48
Castleton Court	Stockethill	Multi	1969	70
Charlie Devine Court	Middleton	Low-rise	1988	48
Clifton Court	Woodside	Multi	1973	56
Constitution Court/Lane/Street	King Street	Low-rise	1982	34+8+8
Coronation Court (Extra Care)	Peterculter	Low-rise	2008	33
Craigton Park	Mannofield	Low-rise	1990	36
Denmore Court	Denmore	Linked cottages	1997	12
Denmore Court-VSH	Denmore	Low-rise	1997	37
Denseat Court	Hazlehead	Low-rise	1984	46
Dominies Court	Rosehill	Low-rise	1984	32
Donview House	Seaton	Multi	1974	57
Fairley Den	Bucksburn	Low-rise	1977 phase 2 - 1993	37
Fullerton Court	Woodside	Low-rise	1977	55
Gairn Court	Holburn Street	Low-rise	1979	55
Granitehill House	Northfield	Low-rise	1977	54
Gray Court	Summerhill	Low-rise	1983	41
Hamewith	Balgownie	Low-rise	1975 phase 2 - 1995	50
Hilton Court	Hilton	Multi	1979	53
Janesfield Manor	Garthdee	Low-rise	1992	56
Kingswood Court-VSH	Mastrick	Low-rise	2002	40
Lewis Court	South Sheddocksley	Low-rise	1984	49

Loch Court	Gallowgate	Low-rise	1993	48
Lord Hays Court	Seaton	Multi	1971	92
Margaret Clyne Court	Kincorth	Low-rise	1996	55
Mark Bush Court	Kincorth	Low-rise	1989	51
Meadow Court	Tillydrone	Multi	1971	53
Murray Court	Woodside	Multi	1977	56
North Balnagask Road	Torry	Linked cottages		9
Parkhill Court	Dyce	Low-rise	1975 refurbished - 2010	20
Provost Hogg Court	Torry	Low-rise	1978	53
Quarryhill Court	Mastrick	Low-rise	1989	32
Regensburg Court	Sheddocksley	Multi	1968	52
Seaton House	Seaton	Multi	1974	56
Seaview House	Seaton	Multi	1974	54
Short Loanings	Rosemount	Low-rise	1987	38
Smithfield Court	Middlefield	Multi	1973	54
St Clements Court	King Street	Multi	1985	56
Stewart Park Court	Hilton	Multi	1980	56
Stocket Grange	Stockethill	Low-rise	1990	59
Taransay Court	South Sheddocksley	Low-rise	1982	42
Thorngrove Court	Mannofield	Linked cottages	1963	12
Woodhill Court	Stockethill	Multi	1970	71

**ABERDEEN CITY COUNCIL'S
HOUSING FOR VARYING NEEDS**

Tenants in sheltered housing developments receive a housing support service which is co-ordinated by the on site Senior Personal Carer from 08:00–18:00 each day. A pull cord and pendant emergency service is linked to the Regional Control Centre at Woodhill House at all other times, with a mobile responder service available from 18:00 to 08:00 each evening. A personal care plan is developed for each tenant that identifies their housing support and personal care needs. Personal care is provided by carers in the tenants home.

Very sheltered/extra care housing is provided at three sites, Coronation Court, Denmore Court and Kingswood Court. The Integrated housing support and care service is provided on site 24 hours, 7 days per week. A meals service is also provided.

**ASHGROVE COURT, CASTLETON DRIVE,
63-77 GILLESPIE CRESCENT**



Ashgrove Court is a multi storey block built in 1961 and originally let as mainstream accommodation. The main block was upgraded to sheltered housing in 1998 and some neighbouring cottages were linked at the same time. The main block is arranged over 9 floors and has 38 two bedroom flats, two bedsits and eight one bedroom linked cottages at 63 - 77 Gillespie Crescent. The block has a common room with kitchen, laundry and off street parking.

BALMORAL COURT, HOLBURN STREET



Balmoral Court is a multi storey block built in 1969; the accommodation is arranged over nine floors and comprises 53 one bedroom flats and one two bedroom flat which was formerly warden accommodation. The complex benefits from a common room with kitchen, laundry, hobby room, library, guest rooms and off street parking.

BALMORAL COURT, HOLBURN STREET



Balnagask Place is a row of five cottages built in 1963; the cottages are close to the sheltered housing development at Provost Hogg Court. There are 4 bedsit cottages and 1 one bedroom cottage. Balnagask Place is located close to public transport and shops. Pets are permitted at this type of sheltered property.

**BEDE HOUSE COURT, ST MACHAR DRIVE,
11, 12, 13, 14 DUNBAR STREET**



Bede House Court/Dunbar Street is a low rise complex built in 1963. The total number of units at this complex is 24; 22 one bedroom cottages, one bedsit cottage and one two bedroom cottage. The complex is beautifully kept and there are grassed areas around the accommodation. The property is close to public transport links to the city centre and within easy access to shops and medical facilities.

BERRYMOSS COURT, NETHERVIEW AVENUE, DYCE



Berry Moss Court is a small low rise sheltered housing complex built in 1976. The complex was refurbished in 2007/08 and all former bedsit property was converted to small one bedroom units. The accommodation is spread between three floors. There are 21 units including 11 one bedroom/two person flats, nine one bedroom/one person flats and one three bedroom flat. The facilities at Berry Moss Court include social lounge with kitchen, laundry facilities, garden and there is a small designated car park at the front of the building. There are no guest facilities at Berry Moss Court but guests are welcome to use the facilities at Parkhill Court. Social activities are organised by a tenants committee and include coffee mornings, a fortnightly lunch club, dominoes, cards and entertainment evenings, e.g., Burns Supper. Berry Moss Court is located close to public transport and with easy access to local shops including the Asda shopping centre in Dyce. A GP and dental surgery are located close to the complex.

BRIMMOND COURT BALNAGASK AVENUE



Brimmond Court is a large multi storey block built in 1970 and originally let as mainstream family housing. The block was converted to sheltered housing in December 1994. The block benefits from a common room, laundry, guest accommodation and limited off street parking. The block is located close to public transport and shops and other amenities. The accommodation in this block is arranged over 13 floors with 48 two bedroom sheltered flats in floors 1 - 12. Accommodation on the 13th floor includes the guest room, 2 two bedroom flats and a one bedroom flat which is let as mainstream accommodation. The lift does not connect to this floor. The residents lounge has recently been refurbished and social events include regular bingo sessions. There is currently no tenants association at this complex.

CASTLETON COURT, CASTLETON WAY



Castleton Court is a large multi storey block which was originally built in 1968 and converted to sheltered housing in 1992. The 71 two bedroom flats are arranged from floor one to floor eighteen. The complex benefits from a common room with kitchen, laundry, drying room, guest accommodation and off street parking. The block is located close to public transport into the city centre and there are local shops in the area. There are many social activities organised at the complex including pool, darts, dominoes, bingo, coffee mornings, quizzes, a discussion group, table top bowls and occasional bus outings.

CHARLIE DEVINE COURT, WHITESTRIPES WAY, MIDDLETON



Charlie Devine Court is a low rise modern complex of 50 units built in 1988. It is set out over two floors and comprises 35 one bedroom flats, 2 two bedroom flats, 1 three bedroom flat and 12 one bedroom cottages. The cottages are located at 1-10, 12 and 49; the remainder of the accommodation is within the main complex. The complex benefits from a common room, laundry, hobby room, quiet room, guest room and off street parking. Each flat has gas fired central heating. The interior decoration of the complex is bright and well maintained. Internal corridors and stair ways are wide and there is a feeling of space and light around the building. The complex is located close to good road and public transport links to the city centre, shops and a major supermarket is also close by. There is also a medical practice and dentist within easy reach. Social events are organised at the complex including a fish supper night, church services, afternoon tea and residents from outside the complex are invited to the weekly bingo afternoon.

CLASHIEKNOWE, SCOTSTOWN ROAD, BALGOWNIE



Clashieknowe is a low rise sheltered housing complex constructed in 1971. It occupies an elevated site in the Balgownie letting area in the Bridge of Don. The complex comprises twelve bedsit flats, six one bedroom flats and two unoccupied 3 bedroom former warden flats. Seventeen flats are currently occupied. The facilities at Clashieknowe include guest accommodation, social lounge and laundry facilities. Daily social events are well attended. Local amenities in the area include a doctor's surgery; dentist, chemist, local shops and public transport links to the city centre are only a short distance away. The complex has lift access to the first floor. There is a small car parking area for resident's use but this is also being used by other local householders. There is a small outside courtyard area in the centre of the building with benches and a table.

CLIFTON COURT, GREAT NORTHERN ROAD



Clifton Court is a multi storey block constructed in 1975, the 55 one bedroom flats and one two bedroom flat are arranged over nine floors. The complex benefits from a common room with kitchen, laundry, guest accommodation and a small off street parking area. Social activities are arranged by the tenants committee. The block is located close to public transport and shops and although the area has a poor reputation for crime and anti social behaviour, the majority of tenants who responded to the survey issued to tenants in 2010, indicated that they felt safe in their complex and the area around it.

CONSTITUTION COURT, CONSTITUTION STREET



Constitution Court is a low rise complex which was constructed in 1982. The accommodation is spread over two floors and includes 31 one bed flats, 2 two bed flats and 1 three bed flat. Facilities include a resident's lounge with kitchen area, guest room, hobby room and off street parking. Social events are organised by two separate tenants groups at Constitution Court and the nearby complex at South Constitution Street. Events include morning coffee/afternoon tea, lunches and bingo. The development is located within easy reach of the city centre.

CORONATION COURT, SCHOOL ROAD, PETERCULTER



Coronation Court is an extra care housing development. It was completed in 2009 and provides modern supported accommodation and is a new design concept, 'housing for varying needs' where, both tenants and local residents can interact with each other. There are 33 units in the main complex and a further 11 cottages at Hillside Place and Hillside Crescent have been adapted to sheltered housing cottages and included in the development. A further 10 cottages at this location will be adapted as they are vacated over time. Tenants benefit from the presence of an onsite multi disciplinary care team who are present at the complex at all times.

CRAIGTON PARK, CRAIGTON ROAD, MANNOFIELD



Craigton Park is a modern low rise complex built in 1990; the accommodation is a cluster of blocks with all accommodation either at ground floor or first floor level. There are 24 one bedroom flats, one two bedroom flat and there are two one bedroom flats in a cottage building on Craigton Road. Twelve of the flats are on the first floor level and fourteen are on the ground floor level. The complex benefits from a common room with kitchen, guest accommodation and off street parking. The block is located in a desirable west end location close to public transport and shops. There has been a recent kitchen and bathroom upgrade at the complex and bathrooms are now "wet rooms". Social events are organised by a small tenants group and these include a regular coffee morning and entertainment evenings and the senior personal carer provides an entertainment evening at Christmas.

DENMORE COURT, PROVOST MITCHELL CIRCLE, DENMORE



The 12 sheltered housing cottages at 39-50 Denmore Court are located within the grounds of the very sheltered complex. They were built in 1997. Tenants at the cottages are free to use most of the facilities at the main complex and are included in social events. Each cottage has independent gas central heating. Tenants benefit from the presence of an onsite senior carer and can use their button alarm to summon the multi disciplinary care team who are present at the main complex at all times, including overnight. A bus stop is close by the complex but the town service runs only every half hour.

DENMORE COURT, PROVOST MITCHELL CIRCLE, DENMORE



Denmore Court is a low rise modern complex built in 1997. The main complex is set out over two floors and comprises 35 one bedroom flats and 3 two bedroom flats (nos 1-38) which are classed as very sheltered housing and there are 12 one bedroom cottages (nos 39-50) within the grounds of the development which are let as sheltered housing. The complex benefits from a well equipped common room, hobby room laundry, guest rooms and off street parking. The interior decoration of the complex is bright and well maintained. Internal corridors and stair ways are wide and there is a feeling of space and light around the building. The building is in a good state of repair inside and out.

DENSEAT COURT, SKENE ROAD, ABERDEEN



Densat Court is a modern complex built in 1984; the 48 accommodation units are arranged over three floors. The complex has 43 one bedroom flats and five two bedroom flats. Densat Court benefits from a social lounge with kitchen, laundry, guest accommodation, large hobby room and off street parking. The block is located in a quiet, desirable location close to public transport and a public park. An active social calendar is organised by a committee and include, concerts, beetle drive, quiz night, Burns Supper and bus tours.

DOMINIES COURT, DOMINIES ROAD, ROSEHILL



Dominies Court is a low rise complex built in 1984 and is arranged over three floors. There are 31 one bedroom flats and one three bedroom former warden flat which is currently off charge pending options into its future use as sheltered housing. There is a common room, laundry, large garden, hobby room, guest accommodation and off street parking area. The block is located close to shops. Social activities at this complex include coffee/tea in the common room each day, bingo twice a week, a monthly concert, fish and chip night and outings.

DONVIEW HOUSE, SEATON CRESCENT, SEATON, ABERDEEN



Donview House is a multi storey block constructed in 1974, the 57 flats are arranged over 9 floors and consists of 55 one bedroom flats, one two bedroom flat and a bedsit flat. The complex benefits from a common room, laundry, off street parking and guest accommodation. The block is close to public transport and services and the upper floors have incredible sea or city views. At present there is no tenants association but plans are in place for one to be created with a plan to boost social activities at this complex. Bingo is a well attended social activity at Donview House and the residents lounge is used by a local church for their meetings

FAIRLEY DEN, BUCKSBURN



Fairley Den is a low rise complex completed in 1977 as a twenty unit complex. A further wing was added in 1993 providing a further seventeen flats. It is arranged over three floors. There are three bedsit flats, 29 one bedroom flats, four two bedroom flats and one three bedroom flat. Facilities include a central glass covered courtyard (which is used as the residents lounge), a hobby room, outside garden area, a laundry, ample parking and 3 guest rooms. It is located close to public transport, local shops and a community centre. Activities and entertainment are arranged by a tenants association at this complex. All tenants are members of the association and the residents lounge is well used for both formal and informal tea/coffee get togethers, games and puzzles. Bingo evenings are a regular entry on entertainment calendar and tenants are free to invite guests (non tenants) for "special" bingo evenings. The local church provides a monthly church service and organise occasional bus runs for residents.

FULLERTON COURT, GREAT NORTHERN ROAD



[Fullerton Court](#) is a multi storey block constructed in 1977. The accommodation is arranged over nine floors; 54 one bedroom flats and 1 two bedroom flat. It has a resident's lounge with kitchen, laundry, guest accommodation and a small off street parking area. The block is located close to public transport and shops. Social activities are organised by a tenants committee and include bingo, bowling, singing class, parties and bus outings.

GAIRN COURT, HARDGATE



Gairn Court was built as a sheltered housing multi storey block in 1979. The 56 units of accommodation are arranged over nine floors and there are 54 one bedroom flats and 2 two bedroom flats. The flats are spacious and modern with ample cupboard space. The complex benefits from a common room with kitchen, laundry, library and off street parking. There is a mini recycling scheme in operation at the complex with waste bins for plastics and paper in the bin room. A bin for the recycling of glass is located in the car park. The block is located in a quiet street in a popular area close to public transport and shops. The building is in excellent condition and is well maintained. A tenants association arranges social activities at Gairn Court including bingo, informal coffee afternoons, raffles and occasional evening entertainment. A new chairman has recently taken over the running of the association and there are plans to extend the social activities at the complex. Some social activities, e.g. bingo and bus runs, are shared with tenants at Balmoral Court.

GRANITEHILL HOUSE, MARCHBURN DRIVE ABERDEEN



[Granitehill House](#) is a multi storey block completed in 1978; the accommodation is arranged over nine floors and comprises 53 one bedroom flats and two, two bedroom flats. The complex has a residents lounge with kitchen, laundry, guest accommodation, a further general purpose room and off street parking. Social events are organised by a tenants group and these include bingo and computer classes. The block is located close to public transport and shops. A new tenant's group has recent been formed and more social events at this development will now be arranged.

GRAY COURT, EDAY ROAD, ABERDEEN



[Gray Court](#) is a low rise modern complex block completed in 1984, the accommodation is arranged over 2 floors and comprises 38 one bedroom flats, and seven one bedroom cottages. The complex benefits from a common room with kitchen, laundry, guest accommodation and off street parking. The block is located in a quite location close to public transport and shops. Social events are arranged by a tenants group include bingo, bonus ball draw and summer day trips.

HAMEWITH, HAREHILL ROAD, BALGOWNIE



Hamewith is a low rise complex originally built in 1975 as a 20 flat development. A second wing added in 1996 provided a further 32 flats and a hobby room. Hamewith is situated within the popular residential area, Balgownie, Bridge of Don. The accommodation is spread between the ground and first floors and comprises 52 flats - five bedsit flats, forty four 1 bedroom flats and three 2 bedroom flats. The interior decoration of the complex is bright and well maintained. Internal corridors and stair ways are wide and there is a feeling of space and light around the building. The building is in a good state of repair inside and out. The facilities at Hamewith include guest accommodation, social. Modern wet rooms located off the common areas facilitate assisted bathing. Tenants, organise a busy social calendar and events are well attended. Such events include carpet bowls, bingo, a regular monthly fish and chip evening and entertainment evenings are provided by members of the local church. A mobile hairdresser visits the complex on a regular basis.

HILTON COURT, STEWART PARK PLACE, ABERDEEN



Hilton Court is a multi storey block constructed in 1979. It is arranged over nine floors and comprises 52 one bedroom flats, 2 two bedroom flats. It has a common room with kitchen, laundry, guest accommodation and off street parking area. The block is located close to public transport and shops. Social events at the complex are arranged by the Tenant's Association and include bus outings, beetle drive, cards, bingo and a party at Christmas. A hairdresser visits the complex on a fortnightly basis and the on site carers like to arrange tea and a chat in the residents lounge when possible. A rota system is in operation at the laundry.

JANESFIELD MANOR, AUCHINYELL ROAD, ABERDEEN



[Janesfield Manor](#) is a modern low rise complex built in 1992. The main development is arranged over two floors and cottage type accommodation is built around the main building. The 57 accommodation units include 37 one bedroom flats, 3 two bedroom flats, 1 three bedroom flat, 15 one bedroom cottages and 1 two bedroom cottage. The complex benefits from a common room with kitchen, laundry, guest accommodation, hobby room, off street parking and garden area. The block is located in a quiet, sought after location close to public transport and shops. The tenant group organise the social calendar. Events include games in the residents lounge several times a week, bingo and summer outings. A mobile hairdresser regularly visits the complex and the senior personal carers cook lunch for residents every other Thursday. There are grassed areas in front of the cottages and some of these tenants have planted bedding plants in borders or tubs.

COTTAGES AT KINGSWOOD COURT, INVERCAULD ROAD, MASTRICK



The 15 sheltered housing cottages at 41-55 Kingswood Court are located within the grounds of the very sheltered complex. They were built in 2002. Tenants at the cottages are free to use most of the facilities at the main complex and are included in social events.

KINGSWOOD COURT, INVERCAULD ROAD, MASTRICK



Kingswood Court is an extra care/very sheltered housing development located in Mastrick. The development was completed in 2002 and provides forty flats. There are also fifteen linked cottages which are let as sheltered housing. Bingo is a regular feature on the social calendar and there is also a regular sing-along event in the residents lounge. There is no official tenants association at this complex but the care staff have organised “free” entertainment and encourage afternoon tea in the residents lounge.

LEWIS COURT, ARRAN AVENUE



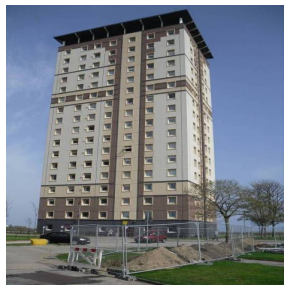
[Lewis Court](#) is a low rise modern sheltered housing complex built in 1983. The 34 flats in the main complex are arranged over two floors and there are 15 linked cottages. The complex has a common room with kitchen, laundry, guest flat and off street parking. Social events at the complex include bingo and tenants regularly meet in the common room for tea and a chat. There is a large snooker table in the hobby room where tenants have a few drinks and nibbles whilst enjoying a game of snooker.

LOCH COURT, LOCH STREET, ABERDEEN



Loch Court is a low rise modern complex of 48 flats which was constructed in 1993. The main building is arranged over three floors and consists of 34 one bedroom flats and 2 two bedroom flats. There is also a small annexe building with 12 flats. There is a common room, hobby room, laundry and two guest flats together with off street parking. The complex is centrally located and close to all amenities. The majority of tenants are members of the tenants association and social events are partly funded by a weekly bonus ball draw. These include social evenings, entertainment, bingo and a drive in the summer. The hobby room on the first floor has a pool table, darts, small library and a kitchen area.

LORD HAY'S COURT, SEATON, ABERDEEN



Lord Hay's Court is a multi storey block constructed in 1971; it is arranged over 16 floors and has 95 one bedroom flats. The block benefits from a common room, laundry, off street parking and lift. The property has had a recent "makeover" and is a splendid looking tower block. It is close to transport links to the city and many of the flats have a sea view. Social events include coffee mornings, evening bingo and the local church visits once a month.

MARGARET CLYNE COURT, KINCORTH CIRCLE, ABERDEEN



Margaret Clyne Court is a large, modern, low rise complex, built in 1996; the 55 homes are arranged over 2 floors. There are 41 flats and 14 cottages. The cottages are located at 42–55 Margaret Clyne Court. One of the cottages has two bedrooms, the remainder have one bedroom. Three of the flats have two bedrooms and the rest have one bedroom. The complex benefits from a common room, laundry, guest accommodation, off street parking and a fabulous terrace with views over the City. The block is located in a popular area and is close to public transport, shops and other amenities. Social activities are organised by a tenants association and include bingo, quiz night, crafts, entertainment and themed evening meals.

MARK BUSH COURT, ABBOTSWELL DRIVE, ABERDEEN



Mark Bush Court is a modern low rise complex, built in 1989, the accommodation is arranged over three floors and comprises 45 one bedroom flats, 3 two bedroom flats and 3 one bedroom flats with doors opening onto the garden are which are described as “cottages”. The complex benefits from a common room, laundry, guest accommodation and off street parking. The block is located in a popular area and is close to public transport and shops and other amenities. Social activities are organised by a tenants association and the schedule of events is widely advertised within the complex. This includes chocolate bingo, games afternoon, quiz afternoon, stovies for lunch, line dancing, crafts, musical entertainment and themed evening meals.

MEADOW COURT, AUCHINLECK ROAD, TILLYDRONE



[Meadow Court](#) is a multi storey block constructed in 1971; it is arranged over nine floors and has 54 flats (53 one bedroom, one two bedroom). The block benefits from a common room, laundry, guest accommodation and off street parking. The block is located in a pleasant area close to the River Don. There are flower pots and seating areas outside the building. Social activities at Meadow Court are currently under review. A hairdresser visits the block each Thursday.

MURRAY COURT, GREAT NORTHERN ROAD, ABERDEEN



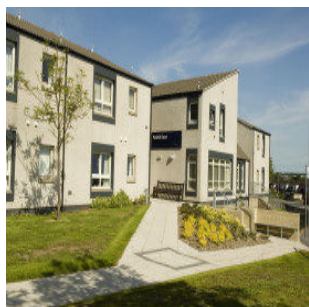
[Murray Court](#) is a multi storey block constructed in 1977. The 56 flats are arranged over nine floors. There are 55 one bedroom flats and a two bedroom flat. The complex has a common room, laundry and a small off street parking area. The block is located close to public transport and shops. Social events at this complex include bingo, bowling, informal coffee get togethers, board games, Saturday evening social and bus outings.

NORTH BALNAGASK ROAD, ABERDEEN



[North Balnagask Road](#) is a row of 9 cottages; (183, 185, 187, 201, 203, 205, 207, 209, 211) North Balnagask Road. The cottages were built in 1963. Five are bedsit/one person accommodation and four are one bedroom/2person accommodation. Balnagask Place is located close to public transport and shops.

PARKHILL COURT, BALLOCH WAY, DYCE



Parkhill Court is a low rise sheltered housing complex built in 1976. The complex was refurbished in 2009/10 and all former bedsit property was converted to small one bedroom units. During the refurbishment, many tenants decanted to Berrymoss Court and then returned to Parkhill Court on the completion of the refurbishment. A similar situation occurred when Berrymoss Court was being refurbished. The accommodation is spread between three floors. There are 20 units including 9 one bedroom/two person flats, 9 one bedroom/one person flats and 2 two bedroom flats.

PROVOST HOGG COURT, VICTORIA ROAD



[Provost Hogg Court](#) is a low rise complex built in 1978. The accommodation is arranged over 3 floors and comprises 35 one bedroom flats, 4 bedsit flats and 16 one bedroom cottages. The complex benefits from a friendship room, hobbies room, laundry, guest accommodation and off street parking. The block is located close to public transport and shops and other amenities. Social activities are organised by a tenants association which has more than 30 members. Activities include cards, scrabble, bingo, social evenings and there is a pool table and darts board in the hobbies room.

QUARRYHILL COURT, STOCKET PARADE, ABERDEEN



[Quarryhill Court](#) is a low rise modern complex block built in 1989. The accommodation is arranged over two floors and comprises 30 flats and four cottages. Two of the flats have three bedrooms; one of these is occupied by a senior personal carer and the other is off charge pending investigation into future use. The remainder of the flatted accommodation at this complex is one bedroom. One of the cottages has two bedrooms and three of the cottages have one bedroom. The complex benefits from a common room, laundry, guest accommodation and off street parking. The block is located in a quite location close to public transport.

REGENSBURG COURT, SPRINGHILL ROAD, ABERDEEN



Regensburg Court is a multi storey block built in 1968, it is arranged over nine floors and has 53 one bedroom flats and one two bedroom flat. The block has a common room, laundry, guest accommodation and off street parking. The block is conveniently located close to public transport, shops and medical facilities. Social events at the complex are organised by a tenants group and include bingo, entertainment evenings, party at Christmas and bus runs in the summer.

SEATON HOUSE, SCHOOL ROAD, ABERDEEN



[Seaton House](#) is a multi storey block constructed in 1973; the 56 flats are arranged over nine floors. There are 55 one bedroom flats and one two bedroom flat. The block benefits from a common room with kitchen area, hobby room, laundry, guest room and off street parking. Social events at this complex include a regular coffee morning, weekly lunch club and bingo. Facilities at the residents lounge are regularly used on an informal basis for a cup of tea and a chat. The mobile library van visits this complex.

Housing for Varying Needs Review

SEAVIEW HOUSE, SEATON CRESCENT, SEATON, ABERDEEN



[Seaview House](#) is a multi storey block constructed in 1973; the 54 flats are arranged over nine floors. There are 53 one bedroom flats and one two bedroom flat. The block benefits from a common room with kitchen, laundry and off street parking. Some flats in the block have added desirability based on their view of the sea, the city or Pittodrie Stadium. Social Events at Seaview House include bingo and morning tea. Guests from other complexes are welcomed to the bingo. There is currently no tenants association at Seaview House.

SHORT LOANINGS/ RICHMOND WALK/EDEN PLACE, ROSEMOUNT



Short Loanings is a modern low rise complex offering 23 one bedroom flats and 4 two bedroom flats. Linked to this complex are 8 one bedroom flats at Eden Place and 4 two bedroom flats at Richmond Walk making the total number of flats at this development, 39. The accommodation is spread over 9 separate blocks with flats at ground, first and second floor level. Facilities include a common room with patio entrance, guest flat, laundry and off street parking. It is close to public transport and city centre shops and facilities. Social events are organised by a small tenant committee and include bowling, arts and crafts, basic computing, bingo and organised bus travel to a supermarket. There are also weekly visits from the fruit and vegetable van and the fish van.

SMITHFIELD COURT, FOWLER AVENUE, ABERDEEN



[Smithfield Court](#) is a multi storey block built in 1973; the accommodation is arranged over 9 floors and comprises 54 one bedroom flats and 1 two bedroom flats. The block benefits from a common room with kitchen area, laundry, guest accommodation and off street parking. The block is located close to public transport. Social events at Smithfield Court include Bingo and informal gatherings in the common room for coffee/tea and a chat.

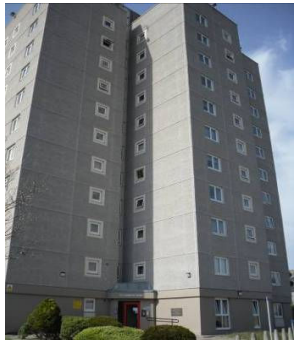
In September 2002 the Community Services Committee approved the development of a pilot intermediate care facility at Smithfield Court. The initiative opened in January 2003 providing 18 fully equipped modern apartments for older people who required a temporary period of rehabilitation. The aim of the Smithfield Court project is to speed up hospital discharge and provide short-term intensive rehabilitation followed by co-ordinated service upon returning home. The pilot is funded jointly by Aberdeen City Council and NHS Grampian. The Smithfield Project now rent 26 flats at Smithfield Court on a non secure agency lease arrangement at the normal rent level.

**SOUTH CONSTITUTION STREET,
CONSTITUTION LANE & CONSTITUTION STREET**



South Constitution Street is a modern low rise complex built in 1985; the accommodation is a cluster of blocks with 20 one bedroom flats and 4 two bedroom flats. Two further blocks at Constitution Lane and Constitution Street provide a further 16 flats. The accommodation is either at ground floor or first floor level. Tenants at these locations can take part in social events at the residents lounge at Constitution Court. The block is located in a desirable central location close to the city centre.

ST CLEMENTS COURT, JASMINE PLACE



St Clements Court is a multi storey complex which was purpose built in 1985. There are 56 one bedroom flats and 2 two bedroom flats arranged over eleven floors in the block. The complex benefits from a common room with kitchen and two further hobby/activities rooms. There is also a laundry, off street parking and a guest flats. The complex is conveniently situated close to public transport and shops including a large supermarket, Morrison's, which is only a short distance away on King Street. A tenants association organise social events including social evenings, keep fit, lunch club, video night, bowling, bingo, and a church service. Regular visitors to the complex include a hairdresser, fish man and fruit and vegetable van.

STEWART PARK COURT, STEWART PARK PLACE, ABERDEEN



[Stewart Park Court](#) is a multi storey block constructed in 1980 and is arranged over nine floors and comprises 55 one bedroom flats and 2 two bedroom flats. It has a large residents lounge with kitchen area, laundry and off street parking. Social events are organised by a tenants association and include bus outings in the summer, entertainment, bingo, whist and a weekly get together on Friday afternoon.

STOCKET GRANGE, STOCKETHILL CRESCENT, ABERDEEN



[Stocket Grange](#) is a modern low rise complex of 61 units built in 1990. It is arranged over two floors and the accommodation includes 41 one bedroom flats, 1 two bedroom flat, 17 one bedroom cottages and 2 two bedroom cottages. There is a common room with kitchen, laundry, guest accommodation, an area of garden and off street parking. The block is located close to public transport and local shops. Social events at the complex include bingo, community group meetings, fish supper night, weekly bus trip to a supermarket and Tai-chi. There is also a church service conducted at the complex on the third Sunday of each month.

TARANSAY COURT, LEWIS ROAD, ABERDEEN



[Taransay Court](#) is a low rise modern complex built in 1982; it is arranged over two floors and comprises 40 one bedroom flats and two, two bedroom flats. The complex has a common room with kitchen, laundry, guest flat, garden, off street parking and four garages. The complex is close to public transport and shops.

Social events at this complex are arranged by a tenants committee, assisted by the Senior Personal Carers. Events include bingo, quiz night, whist, keep fit, tenant's meetings and concerts. Tenants employ the services of outside caterers when organising evening events such as Burns Supper

THORNGROVE COURT, GREAT WESTERN ROAD



Thorngrove Court is a cluster of 12 one bedroom cottages built in 1964. Tenants have access to a central garden where benches are located.

The cottages were linked to Thorngrove Home but this building was sold by the Council in 2002/2003 and has been developed as a private facility for elderly residents providing 55 flats. The new development is called Thorngrove House and is managed by Trinity Factoring Services, a company which is based in Edinburgh. The company has erected a small boundary fence formally separating their land and Thorngrove Court. Both complexes share the main access road from Great Western Road.

There is a row of shops opposite the complex with a supermarket, bank, pharmacy/chemist, hairdresser, off licence, pizza take away and gift shop. A variety of bus services stop outside the complex at Great Western Road and a church is close by. There is restricted car access to cottages 2 – 5 with no parking available. There is a small car park at the back of the complex but this is for the areas general use including the residents of the surrounding tenement flats.

WOODHILL COURT, CASTLETON DRIVE



Woodhill Court is a large multi storey block built in 1970. It is arranged over 18 floors and comprises 71 two bedroom flats. The block has a common room with kitchen, laundry, guest flat and off street parking. It is close to public transport and shops.

A tenants group organise social events at the block including tea/coffee get togethers.

Sheltered Housing
Service

Customer Survey 2010

Acknowledgements –

We would like to thank all respondents who took part in this survey. The time you have taken to complete this questionnaire is much appreciated and any improvements you experience in the service you receive in the future will be a direct result of your valuable contribution.

Many thanks also to everyone who assisted in devising the questionnaire, particularly the tenants of the Sheltered Housing Tenants Sub Committee.

If you have questions or queries in regards to any aspect of this research report, please do not hesitate to contact Heather Stadames, Service Manager (Resources), Social Care and Wellbeing, Aberdeen City Council

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Table of Contents	Page
Introduction	3
Methodology and data limitations	3
Summary of Survey Results	4 - 7
Conclusion	7
Results	
<ul style="list-style-type: none"> ▪ Question 1: What is the name of your sheltered housing complex? 8 ▪ Question 2: What facilities does your sheltered housing complex provide? 9 ▪ Question 3: Thinking about the options you ticked in Question 2, how satisfied are you with these facilities? Question 4: If your complex has a guest room, do you want the current charge to be reviewed? 10 ▪ Question 5: Have you or your spouse/partner benefitted from this enhanced onsite service? 12 ▪ Question 6: If you answered yes to question 5, how satisfied were you with the service you received? 13 ▪ Question 7: Sheltered Housing provides a variety of services to tenants. How important are the following support services provided by your senior personal carers in making it a good place for you to live in. 14 ▪ Question 8: Thinking about the options you ticked in Question 7, how satisfied are you with any of the services you have received in the past 6 months? 15 ▪ Question 9: Have you ever needed to call for help between 6.00pm and 8.00am? 16 ▪ Question 10: If you answered yes to question 9 and thinking about the last time you called for help between 6.00pm and 8.00am, how satisfied were you with the response you received? 17 ▪ Question 11: Please provide information about social activities in your sheltered housing complex? 18 ▪ Question 12: How strongly do you agree or disagree with the following statements about living in your sheltered housing complex? 19 ▪ Question 13: If you said 'strongly disagree' to any part of Question 12, can you tell us why that is? 19 ▪ Question 14: Please tick the answers that best describe your views 20 - 21 ▪ Question 15: If you said 'strongly disagree' to any part of question 14, can you tell us why that is? 21 ▪ Question 16: How did you make the decision to move into sheltered housing? Please tick the box that best describes your decision to move: 22 ▪ Question 17: Can you please tell us your 3 main reasons for moving into sheltered housing? 23 ▪ Question 18: Do you feel safe in and around your sheltered housing complex? 23 ▪ Question 19: Do you know how to make a complaint about the services you receive? 24 ▪ Question 20: Have you ever complained about any aspect of your sheltered housing or your housing support service? 25 ▪ Question 21: If you answered yes to question 20, how satisfied were you with the way your complaint was handled? 25 ▪ Question 22: Below is a list of general statements about sheltered housing. We are interested in finding out whether you agree or disagree with the following statements. 26 ▪ Question 23: Do you have any further comments you wish to make in regards to sheltered housing and housing support services in the city? 26 	

Introduction

Aberdeen City Council currently provides sheltered housing to approximately 2300 residents in Aberdeen City. The sheltered housing service aims to provide older people with a high quality of accommodation and support services, to meet a wide range of needs, thus enabling residents to live independently, safely and in comfort.

In May 2010, Aberdeen City Council carried out a customer survey with sheltered housing residents. The survey was designed primarily to gauge current levels of satisfaction with sheltered housing facilities and the services they receive but also asked residents their views about the charging system, complaints handling and their reasons for living in sheltered housing. Surveys were completed anonymously as the service was keen for residents to respond honestly and openly. To ensure service improvements could be directed quickly to those complexes where they were most needed and to identify areas of good practice from which we could learn for the whole population of sheltered housing residents, we asked respondents to tell us which sheltered housing facility they lived in.

The information provided will be used as part of the Housing for Varying Needs Review and to inform future policy on the development of high quality accommodation, care and housing support services that meet the needs and expectations of residents as efficiently and effectively as possible. We wanted to understand what we are doing right, and what we need to improve.

Methodology and data limitations

The survey questionnaire was designed to provide Aberdeen City Council with some general information about the experience of residents receiving these services. It was not designed as an in-depth or 'group specific' exercise, but instead to provide some baseline satisfaction data that can be used to monitor and track satisfaction levels as services develop.

At the end of April and the beginning of May 2010, questionnaires were distributed to 2147 sheltered housing residents through the managers and team leaders of their support service. Residents were invited to a pre-survey meeting, held in their sheltered housing complexes, where the aims of the survey were explained and sources of support for completion of the questionnaire were provided. It is important to note that Senior Personal Carers were not involved in the meetings, completion of the questionnaires or analysis of the results. We received a total return of 1492 surveys. This equates to 69.5% of the questionnaires distributed.

The questionnaire was intended to be 'live' for 3 weeks but this was extended by a further 2 weeks to ensure residents who were absent had the chance to respond. As well as the questionnaire, a cover letter and pre-paid envelope were also included.

Responses were inputted into a data base by external staff and analysis was undertaken by a Research Analyst from Corporate Governance to ensure transparency and objectivity.

Summary of Survey Results

The survey had 23 questions with tick boxes for most responses. Questions 13, 15 and 23 gave residents an opportunity to provide further information or comments. These are currently being analysed but due to Data Protection issues they are not included at this point in the report.

Some of the results have to be read with caution as a number of respondents to some questions ticked more than the one box requested. In general terms the levels of satisfaction were high with more positive responses than negative.

Facilities

In terms of which facilities were provided within the complexes the top three answers were:

1. A lounge/common room (98%)
2. Laundry facilities (95%)
3. A nearby car park (90%)

The lowest three answers were:

1. Storage for mobility scooters and recharging of batteries (15%)
2. Access to a garden (43%)
3. Communal kitchen facilities (72%)

Satisfaction levels with the facilities provided are high, whilst the two facilities with greatest dissatisfaction are access to a garden and storage for a mobility scooter.

Guest Rooms:

When asked if they wanted charges for the guest rooms to be reviewed 61% of respondents said no.

Extra Care

When asked if they had benefitted from the integrated care at home and sheltered housing warden service, 42% of respondents to this question or 588 residents said they had.

Services provided on site had high satisfaction ratings from those residents who answered that they had used them. 550 or 94% of respondents stated they were very satisfied or satisfied with the service they had received. Disappointingly 38 or 6% of residents stated they were dissatisfied or very dissatisfied with the service they had received.

When comparing respondents replies regarding the importance of activities undertaken by Senior Personal Carers the top “very important” activities indicated are “assistance from staff in emergencies” (63% or 843), “knowing a senior personal carer is available if needed” (60% or 828), “knowing personal care is on hand” (59% or 798) and “ensuring communal areas are kept clean and tidy” (59% or 790).

Significantly the 3 tasks deemed least important were all housing support type tasks, “Support with letters and filling out forms” 31% or 372, “help or support to organise social activities” 29% or 336 and “help with relationships and neighbours” 28% or 333.

When asked about how satisfied or very satisfied they were with any of the 12 listed services provided by Senior Personal Carers in the last 6 months, respondents to these options scored between 91% and 96% for 11 of the tasks. The lowest scoring task being “help or support to organise social activities”, which scored only 85% in the combined satisfied/very satisfied categories. This said, 75% of all respondents to the questionnaire said that there are activities and entertainment in their complexes with 68% stating there were social events e.g. coffee mornings. 29% stated they have exercise sessions and receive information about keeping well.

Out of Hours Service

In terms of out of hours support (between 6pm and 8am) one third of the 1384 respondents indicated they had needed to use this service in the past 6 months or to put it the other way round, two thirds of respondents have not needed to access this service. 83% of those respondents using the out of hours service were either very satisfied or satisfied with the response they had received when they last used the service, and the remaining 17% were either dissatisfied (12%) or very dissatisfied (5%).

The survey also asked residents to strongly agree, agree, disagree or strongly disagree with statements relating to **independence, safety, privacy, design of property, heating, rent costs and isolation.**

Respondents' combined agreed or strongly agreed answers were;

1. My privacy is respected (98.4%) - 1392
2. I can be independent (98%) - 1373
3. My home is warm enough (95.7%) - 1392
4. Help is close by should I need it (93.8%) – 1355
5. My home is well designed (90.2%) - 1335
6. There is always someone to talk to if I feel lonely (85.4%) - 1266
7. My rent costs are reasonable (78%) - 1313

Those who strongly disagreed with the statements were then asked to tell us why. Although the questionnaire was anonymous, respondents were asked to state which sheltered housing complex they were resident in so it is possible to extract complex specific issues and where appropriate remedial action will be taken. The comments around isolation also need further examination and action.

The decision and reasons for moving to sheltered housing

When asked why they had decided to move to sheltered housing, respondents were asked to choose from a list of seven options. 497 (23%) of residents stated it was solely their decision to move into sheltered housing and 99 residents (5%) stated it was more the decision of their families.

The top three reasons for moving to sheltered housing were staying independent for as long as possible with some help (771), wanting to feel safe (658) and needing to live somewhere that was designed to meet their needs (544).

Feeling safe

In terms of feeling safe 99% of respondents felt safe within their accommodation (their own flat), 96% felt safe within the complex and 94% felt safe at night. However, only 82% of tenants stated they felt safe in the area around their complex.

Housing Support Charges

In 2005, Aberdeen City Council introduced charging for any future resident moving into sheltered accommodation. This was due to legislation contained within the Housing (Scotland) Act 2001 and changes in Housing Benefit legislation. Anyone moving in is offered a financial assessment to clarify what, if any contribution they are required to make towards the cost of service. The current system of charging for housing support service applies only to residents taking up occupancy after March 2005.

The question relating to charging asked whether respondents agreed or disagreed that the current system of only some tenants paying for the housing support service was fair. 67.2% of respondents to this question either disagreed or strongly disagreed.

The second part of this question asked respondents to agree, disagree or strongly disagree that the Council should consider widening the current system to financially assess all tenants in sheltered housing, on their ability to pay for support services, regardless of when they moved in. Just over 57% agreed with this statement and 43% strongly disagreed or disagreed. This group of 43% were then invited to say why. 523 separate comments were received. Further analysis of the comments to extract the common themes will be undertaken, and also to group the comments in terms of the complexes as a number of the comments relate to whether or not the service is value for money, and this may be complex specific. The issue of charging clearly needs to be addressed as this has created anger and anxiety for residents during the past 12 months.

Complaints

When asked if they knew how to make a complaint 966 (70%) respondents said they did. 1208 respondents said they had not complained about the services they had received whilst 208 said they had. The results of the next question are skewed because 185 (59%) of respondents commented they were either satisfied or very satisfied and 119 (39%) were either dissatisfied or very dissatisfied with the way their complaints were handled. (304 responses). This is a very disappointing result but one where action has already been taken to improve the responses to complaints.

Positively, 98% of respondents agreed that Sheltered Housing and the support provided is a good service for older people, but only 47% thought sheltered housing could be used for residents other than older people. 48% of respondents would not mind if non residents visited their complexes for day care or other services.

The last question asked for further general comments and all of the individual responses are collated. Some positive and some negative. Again further analysis to extract common themes and identify whether or not they are complex specific will be undertaken.

Conclusion

From the responses it is fair to suggest that the majority of tenants are satisfied with the facilities provided and the services they receive in Aberdeen City Councils sheltered and very sheltered housing.

In terms of development and service improvement, there are a number of areas that need to be analysed and considered. Where residents have identified issues which are specific to their accommodation, these will be investigated and appropriate action will be taken. There is a rolling programme aimed at improving Council property but it may be that some properties need to be improved sooner rather than later.

With only a third of respondents having used the out of hours service in the past 6 months, it is imperative that we go back and ask what kind of assistance was required during this time i.e. was this about care needs or was this about security or property type issues.

The results have raised more questions, and the answers received so far have provided us with the information required to devise an action plan for improvements and development. This will be devised and implemented with residents support and guidance.

If 87% of respondents believe that sheltered housing works best for older people who are in relatively good health and who are able to live quite active lives, do we have the criteria for applications right?

In terms of designing the care at home services within sheltered housing complexes and to provide a supported housing model, do we need to have a one size fits all model?

Do we need to focus more on the care and support needs of individuals who apply rather than on housing needs?

Should we develop a “housing for varying needs” definition which would reflect the variety of needs that residents have and then resource the complexes accordingly? In some instances this may mean using telecare and other technology solutions to ensure that residents feel safe and can access support remotely rather than having staff on site?

Are we heading in the right direction when considering the development of very local, community hubs in some complexes?

The findings of this review will inform the overarching Housing for Varying needs review. It has been a helpful start from which to benchmark the future development, improvements, efficiency and effectiveness of our supported accommodation.

Question 1 – What is the name of your sheltered housing complex?

The table below tells us where respondents live and the number of respondents as a percentage of total respondents.

Figure 1: Sheltered Housing respondents (by complex)

Sheltered Housing	Number of respondents	% of total respondents
ASHGROVE COURT	32	2.1
BALMORAL COURT	37	2.5
BEDE HOUSE COURT	16	1.1
BERRYMOSS COURT	17	1.1
BRIMMOND COURT	45	3.0
CASTLETON COURT	62	4.2
CHARLIE DEVINE COURT	30	2.0
CLASHIEKNOWE	15	1.0
CLIFTON COURT	20	1.3
CLIFTON ROAD	2	0.1
CONSTITUTION COURT	23	1.5
CORONATION COURT	14	0.9
CRAIGTON PARK	10	0.7
DENMORE COURT	35	2.3
DENSEAT COURT	26	1.7
DOMINIES COURT	26	1.7
DONVIEW HOUSE	35	2.3
FAIRLEY DEN	24	1.6
FULLERTON COURT	35	2.3
GAIRN COURT	44	3.0
GRANITEHILL HOUSE	30	2.0
GRAY COURT	30	2.0
HAMEWITH	38	2.5
HILTON COURT	41	2.7
JANESFIELD MANOR	43	2.9
KINGSWOOD COURT	29	1.9
LEWIS COURT	35	2.3
LOCH COURT	31	2.1
LORD HAYS COURT	53	3.6
MARGARET CLYNE COURT	48	3.2
MARK BUSH COURT	41	2.7
MEADOW COURT	28	1.9
MURRAY COURT	41	2.7
PARKHILL COURT	17	1.1
PROVOST HOGG COURT	35	2.3
QUARRYHILL COURT	23	1.5
REGENSBURG COURT	36	2.4
SEATON HOUSE	32	2.1

SEAVIEW HOUSE	30	2.0
SHORT LOANINGS	25	1.7
SMITHFIELD COURT	17	1.1
SOUTH CONSTITUTION STREET	19	1.3
ST CLEMENTS COURT	38	2.5
STEWART PARK COURT	52	3.5
STOCKET GRANGE	43	2.9
TARANSAY COURT	34	2.3
WOODHILL COURT	54	3.6
TOTAL	1491	100%

Figure 1 tells us that respondents from a total of 43 sheltered and 4 very sheltered housing complexes responded to the survey. The highest percentage of respondents (4.2%) came from Castleton Court. 100% of complexes had some respondents.

Question 2 – What facilities does your sheltered housing complex provide?

Figure 2

Facility	Yes	% of total
a) A lounge/ common room	1454	98%
b) Guest room(s)	1256	84%
c) Laundry facilities	1411	95%
d) Communal kitchen facilities for tenants use.	1077	72%
e) Access to a garden	648	43%
f) Storage for Mobility Scooters and re-charging of batteries	220	15%
g) A nearby car park	1349	90%
h) Other (Please specify)	39	3%

Figure 2 tells us that the vast majority of residents have access to a lounge/ common room, laundry facilities, a nearby car park and a guest room(s). Three quarters have access to kitchen facilities and just under half have access to a garden. Currently, only 15% have access to storage of mobility scooters and recharging of batteries.

Other facilities respondents mentioned include a balcony, a drying room, lifts, games room and hobbies/ recreation room. The facility mentioned most often without a lounge/ common room was South Constitution Street. The facilities mentioned most often without laundry facilities are Bede House Court and Short Loaning.

Question 3- Thinking about the options you ticked in Question 2, how satisfied are you with these facilities?Figure 3

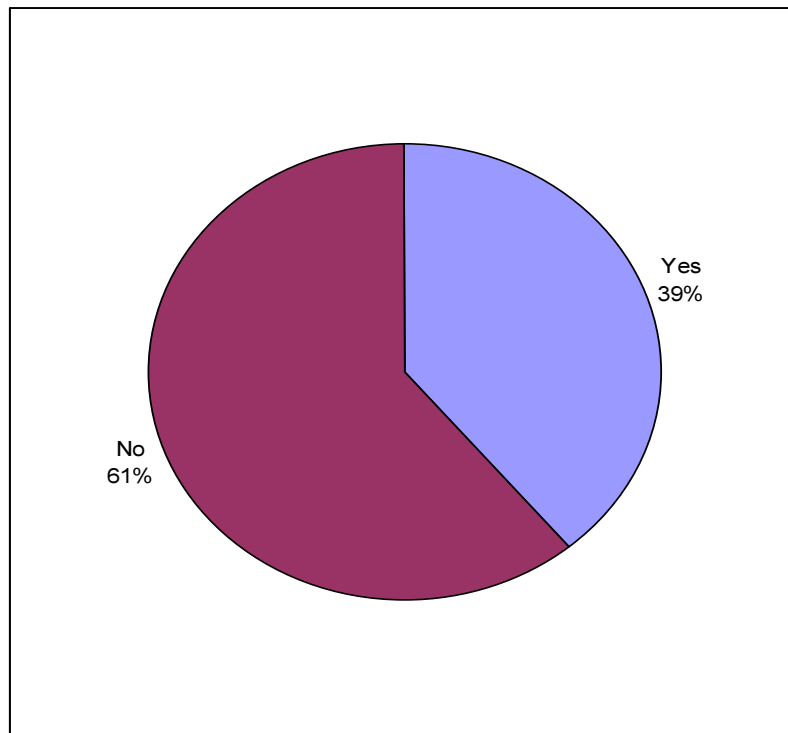
Facility	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
a) A lounge/ common room	515 (36%)	834 (58%)	50 (4%)	25 (2%)	1424 (100%)
b) Guest room(s)	302 (29%)	621 (60%)	76 (7%)	40 (4%)	1039 (100%)
c) Laundry facilities	529 (39%)	763 (57%)	37 (3%)	20 (1%)	1349 (100%)
d) Communal kitchen facilities for tenants use.	318 (31%)	643 (63%)	42 (4%)	24 (2%)	1027 (100%)
e) Access to a garden	222 (33%)	349 (51%)	54 (8%)	51 (8%)	676 (100%)
f) Storage for Mobility Scooters and re-charging...	60 (20%)	120 (41%)	43 (14%)	75 (25%)	298 (100%)
g) A nearby car park	442 (35%)	755 (58%)	54 (4%)	40 (3%)	1291 (100%)
h) Other	21 (37%)	28 (48%)	3 (5%)	6 (10%)	58 (100%)

Figure 3 tells us that generally, satisfaction with facilities is high with over 85% of respondents satisfied or very satisfied with the lounge/common room, guest room, laundry facilities, kitchen and car park facilities. The highest satisfaction is with laundry facilities (96% were either satisfied or very satisfied).

The two facilities with the greatest dissatisfaction levels were access to a garden (with 16% dissatisfied or very dissatisfied) and storage for mobility scooters (with 14% dissatisfied and 25% very dissatisfied). In both instances, more people responded than indicated they had access to this facility in Question 2. This may tell us that respondents who did not have access to these facilities were dissatisfied with the fact that they didn't have access.

Question 4 - If your complex has a guest room, do you want the current charge to be reviewed? Please tick below.

Figure 4



(n=1047 respondents)

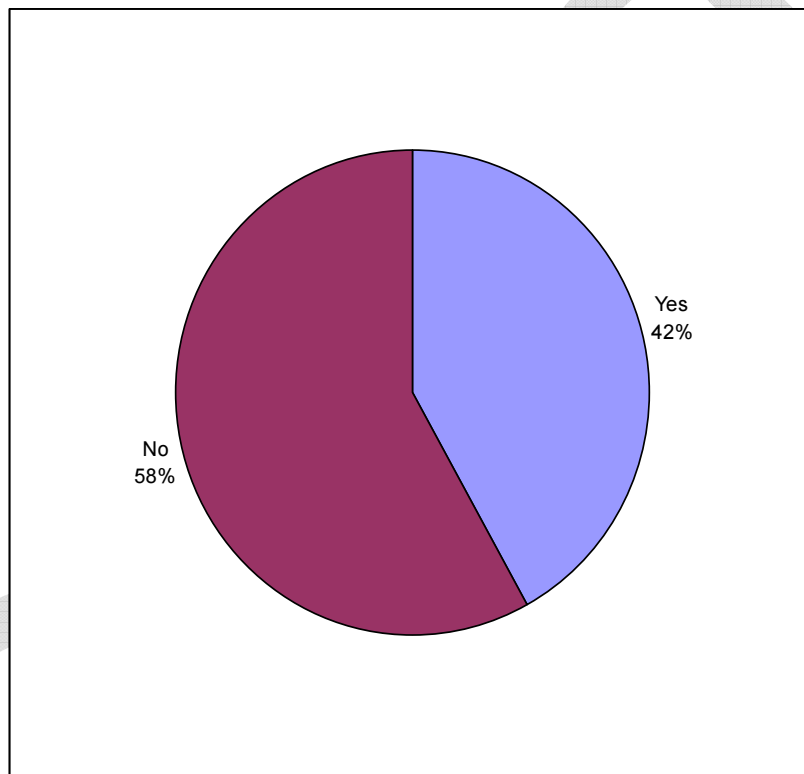
Figure 4 tells us that 61% of respondents do not think the charge for guest rooms should be reviewed whilst 31% think it should.

(Note: Unfortunately, the phrasing of this question does not allow analysis on whether respondents feel the charges should be less or more.)

In 2008/2009 Aberdeen City Council integrated the Home Care and Sheltered Housing Warden Services so that we could provide a quicker and more flexible response to tenants whose care and support needs change. This is known as extra care and describes the function of the integrated service. Importantly this does not change the category of housing residents live in; it remains sheltered or very sheltered housing.

Question 5 - Have you or your spouse/partner benefitted from this enhanced onsite service?

Figure 5



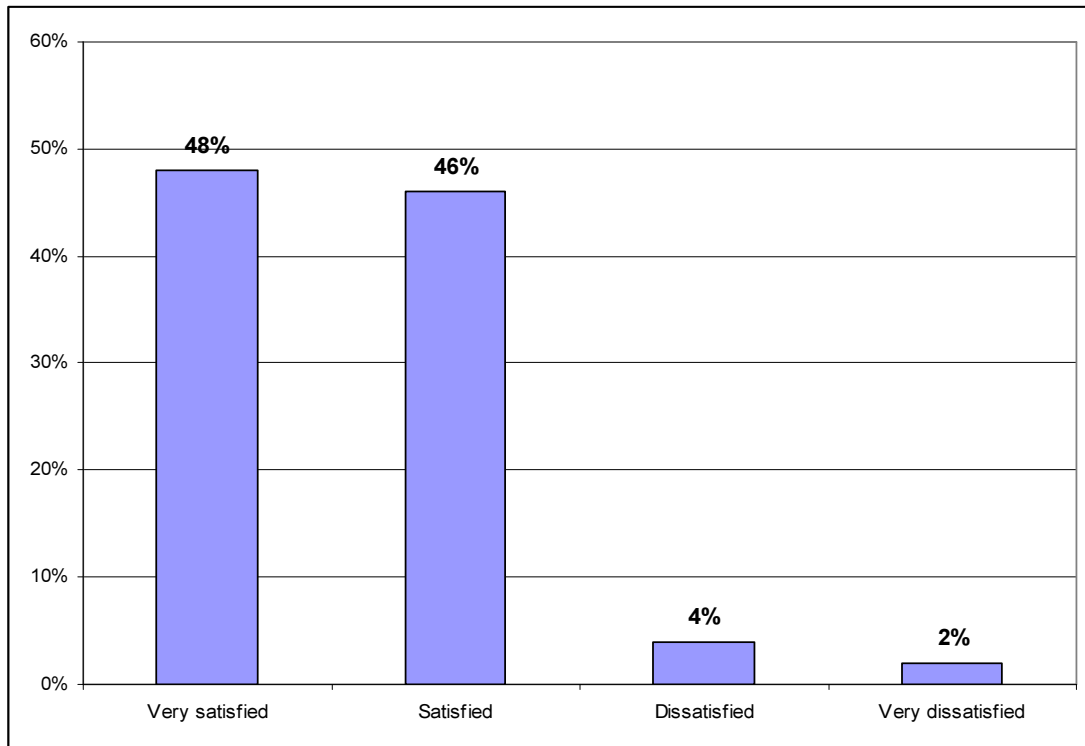
(n=1252 respondents)

Figure 5 tells us that almost 60% of respondents do not think that they or their partners have benefitted from the new service. 42% think they have.

Note; There are problems with this question as firstly, it asks about two separate individuals (you and your spouse) and this may confuses the response i.e.what happens if you feel you have benefitted but your partner hasn't? and secondly, it has been identified as a leading question...using the words 'benefitted' and 'enhanced' means the question is bias, although this was not the intention.

Question 6 - If you answered yes to question 5, how satisfied were you with the service you received?

Figure 6



(n=588 respondents)

Figure 6 tells us that of the 588 respondents who answered this question, 280 were very satisfied with the service they received, 270 were satisfied, 24 were dissatisfied and 14 were very dissatisfied.

Question 7 - Sheltered Housing provides a variety of services to tenants. How important are the following support services provided by your senior personal carers in making it a good place for you to live in. (Please tick below)

Figure 7

Service	Very Important	Important	Not Important	Total
a) A daily call from staff	808 (58%)	428 (30%)	175 (12%)	1411 (100%)
b) Knowing the senior personal carer is available onsite if you need them (8am – 6pm)	828 (60%)	473 (34%)	84 (6%)	1385 (100%)
c) Providing reception and health and safety services	599 (48%)	534 (43%)	112 (9%)	1245 (100%)
d) Assistance from staff in emergencies	843 (63%)	447 (33%)	53 (4%)	1343 (100%)
e) Help or support to organise Social Activities	352 (30%)	485 (41%)	336 (29%)	1173 (100%)
f) Help to access other services e.g. Repairs, medical and other social work services	604 (47%)	547 (43%)	132 (10%)	1283 (100%)
g) Managing appointments, workmen	429 (36%)	576 (47%)	210 (17%)	1215 (100%)
h) Support with letters and filling in forms	354 (30%)	463 (39%)	372 (31%)	1189 (100%)
i) Ensuring communal areas are kept clean and tidy	790 (59%)	513 (38%)	40 (3%)	1343 (100%)
j) Support to maintain your tenancy	520 (43%)	477 (40%)	201 (17%)	1198 (100%)
k) Help with relationships and neighbours	373 (32%)	474 (40%)	333 (28%)	1180 (100%)
l) Knowing personal care is on hand if I need it	798 (59%)	491 (36%)	74 (5%)	1363 (100%)

Figure 7 tells us which activities provided by senior personal carers are rated as 'most important' by respondents. When comparing percentages of total respondents answering each question, the top 'very important' activities are 'assistance from staff in an emergencies' (63%) 'knowing a senior personal carer is available if needed' (60%) and 'knowing personal care is on hand' / 'ensuring communal areas and kept clean and tidy' (59%).

When combining the 'very important' and 'important' categories, 97% of respondents to the question thought that 'ensuring communal areas are kept clean and tidy' was important, 96% said that 'assistance from staff in emergencies' was important and 95% agreed that 'knowing personal care is on hand' was important.

The top 3 activities rated as 'not important' were 'support with letters and filling in forms' (31% not important), 'help or support to organise social activities' (29%) and 'help with relationships with neighbours' (28%)

Question 8 - Thinking about the options you ticked in Question 7, how satisfied are you with any of the services you have received in the past 6 months?

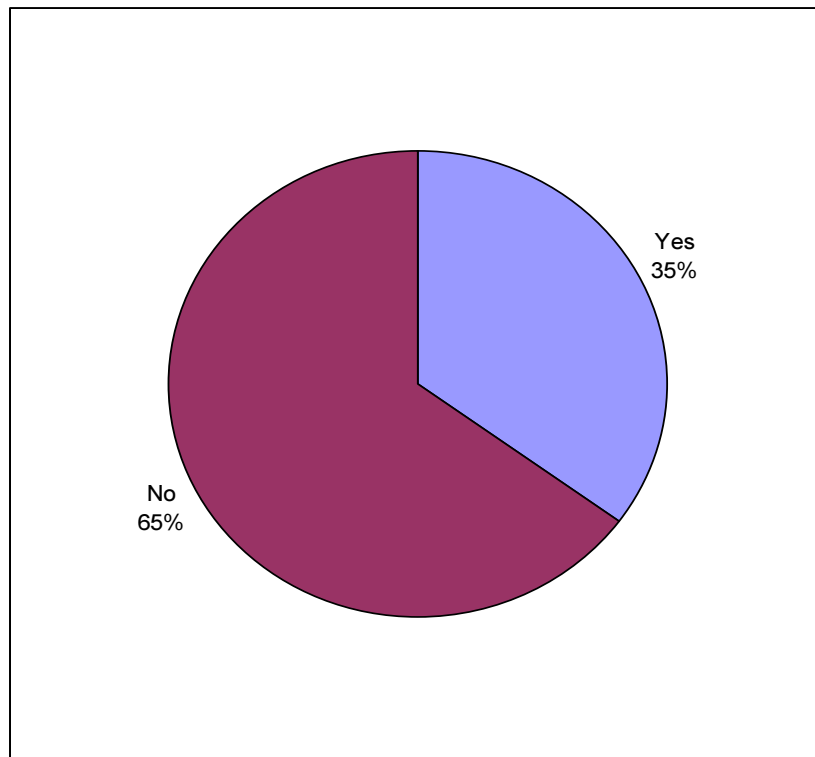
Figure 8

Service	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Total
a) A daily call from staff	675 (50%)	616 (46%)	42 (3%)	11 (1%)	1344 (100%)
b) Senior personal carer being available 8am – 6pm	583 (46%)	593 (47%)	58 (5%)	21 (2%)	1255 (100%)
c) Reception and health and safety services	393 (38%)	589 (56%)	46 (4%)	20 (2%)	1048 (100%)
d) Assistance from staff in emergencies	545 (47%)	538 (47%)	46 (4%)	19 (2%)	1148 (100%)
e) Help or support to organise Social Activities	261 (28%)	519 (57%)	93 (10%)	48 (5%)	921 (100%)
f) Help to access other services e.g. repairs, health and other social work services	362 (35%)	600 (57%)	66 (6%)	20 (2%)	1048 (100%)
g) Managing appointments, workmen	291 (30%)	610 (61%)	65 (7%)	16 (2%)	982 (100%)
h) Support with letters and filling in forms	267 (31%)	512 (60%)	58 (7%)	21 (2%)	858 (100%)
i) Ensuring communal areas are kept clean and tidy	490 (41%)	582 (50%)	71 (6%)	38 (3%)	1181 (100%)
j) Support to maintain your tenancy	336 (36%)	538 (58%)	33 (4%)	16 (2%)	923 (100%)
k) Help with relationships and neighbours	267 (30%)	545 (62%)	48 (5%)	25 (3%)	885 (100%)
l) Personal care	383 (43%)	451 (51%)	39 (4%)	22 (2%)	895 (100%)

Figure 8 tells us how satisfied respondents are with the services provided by senior personal carers in the last 6 months. When comparing percentages of total respondents answering each question, highest satisfaction levels can be found in 'a daily call from staff' and 'assistance from staff in an emergency'. When combining the 'very satisfied' and 'satisfied' categories, the figures tell us that with the exception of 'help or support to organise social activities' all other categories have over 90% satisfaction rates.

Question 9 - Have you ever needed to call for help between 6.00pm and 8.00am?

Figure 9

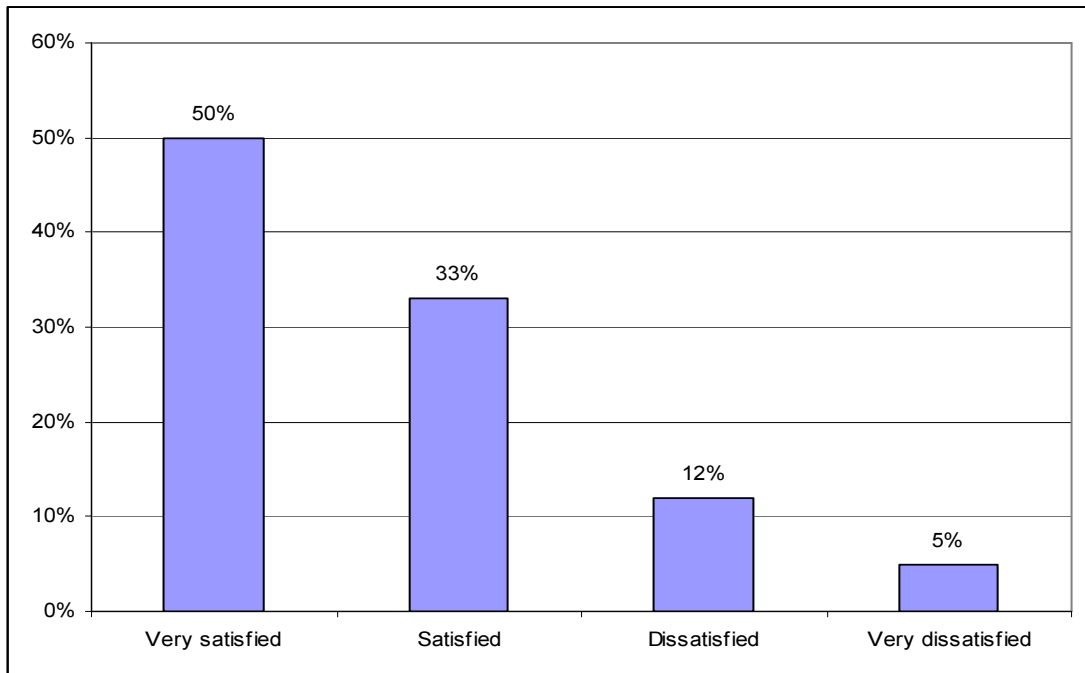


N=1384

Figure 9 tells us that just over a third (35%) of respondents have needed to call for help between 6pm and 8am and two thirds (65%) of respondents have not.

Question 10 - If you answered yes to question 9 and thinking about the last time you called for help between 6.00pm and 8.00am, how satisfied were you with the response you received?

Figure 10



N=524

Figure 10 tells us that half of the 524 respondents were very satisfied with the service they received when they last needed to call for assistance between 6pm and 8am. A further third of respondents were satisfied with the service. It should be noted here that a total of 524 respondents answered this question even though only 490 said they had used the out of hour's service in Question 9.

Question 11 - Please provide information about social activities in your sheltered housing complex?

Figure 11

Social Activity	No.	As a % of total respondents
a) We have social get togethers. E.g. morning coffee, afternoon tea	1016	68%
b) There are activities and entertainment organised in the complex	1113	75%
c) We have exercise sessions and receive information about keeping well	436	29%
d) If social activities are provided, I am encouraged and supported to attend	792	53%
e) There is a tenants group operating in my sheltered housing complex	824	55%

N= total respondents 1491

Respondents were asked to tell us about the social activities that took place in their sheltered housing complex. Figure 11 shows the number of respondents that indicated that these activities did take place and the final column shows this number as a percentage of the total respondents answering the survey. Three quarters of respondents say there are activities and entertainment organised in the complex and 68% say there are opportunities for social get togethers. Less than a third of respondents say that exercise sessions take place.

Respondents were also asked to tell us what 'other' social activities were offered. The main response given was bingo with 75 respondents mentioned it. Other social activities included games (pool, darts, scrabble, cards, table bowls), art and crafts, church, fish suppers, quiz nights, bus trips and special dinners for Christmas, Hogmanay etc.

A few respondents mentioned that social activities were organised by the tenants committee rather than the local authority.

Question 12 - How strongly do you agree or disagree with the following statements about living in your sheltered housing complex?

Figure 12

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total
a) I can be independent	680 (49.5%)	666 (48.5%)	23 (1.6%)	4 (0.4%)	1373 (100%)
b) My privacy is respected	702 (50.4%)	669 (48%)	17 (1.3%)	4 (0.3%)	1392 (100%)
c) My home is well designed	526 (39.4%)	678 (50.8%)	103 (7.7%)	28 (2.1%)	1335 (100%)
d) My home is warm enough	660 (47.4%)	672 (48.3%)	47 (3.4%)	13 (0.9%)	1392 (100%)
e) Help is close by should I need it	594 (43.8%)	704 (52%)	51 (3.8%)	6 (0.4%)	1355 (100%)
f) My rent costs are reasonable	316 (24%)	705 (54%)	195 (14.8%)	97 (7.2%)	1313 (100%)
g) There is always someone to talk to if I feel lonely	343 (27%)	738 (58.4%)	146 (11.6%)	39 (3.0)	1266 (100%)

Respondents were asked to tell us how strongly they agreed or disagreed with a series of statements. The statement respondents' most strongly agreed with was that 'my privacy is respected' (50.4%). This was followed very closely by 'I can be independent' (49.5%). The strongest disagreement related to the statement 'my rent costs are reasonable' (7.2%). Generally, agreement with the statements was strong with only options f) and g) attracting less than 90% agreement when combining the 'strongly agree' and 'agree' columns.

Question 13 - If you said 'strongly disagree' to any part of Question 12, can you tell us why that is? (Responses have been grouped and are currently being analysed).

In 2005, Aberdeen City Council introduced charging for any future resident moving into sheltered accommodation. This was due to legislation contained within the Housing (Scotland) Act 2001 and changes in Housing Benefit legislation. Anyone moving in is offered a financial assessment to clarify what, if any contribution they are required to make towards the cost of service. The current system of charging for housing support service applies only to residents taking up occupancy after March 2005.

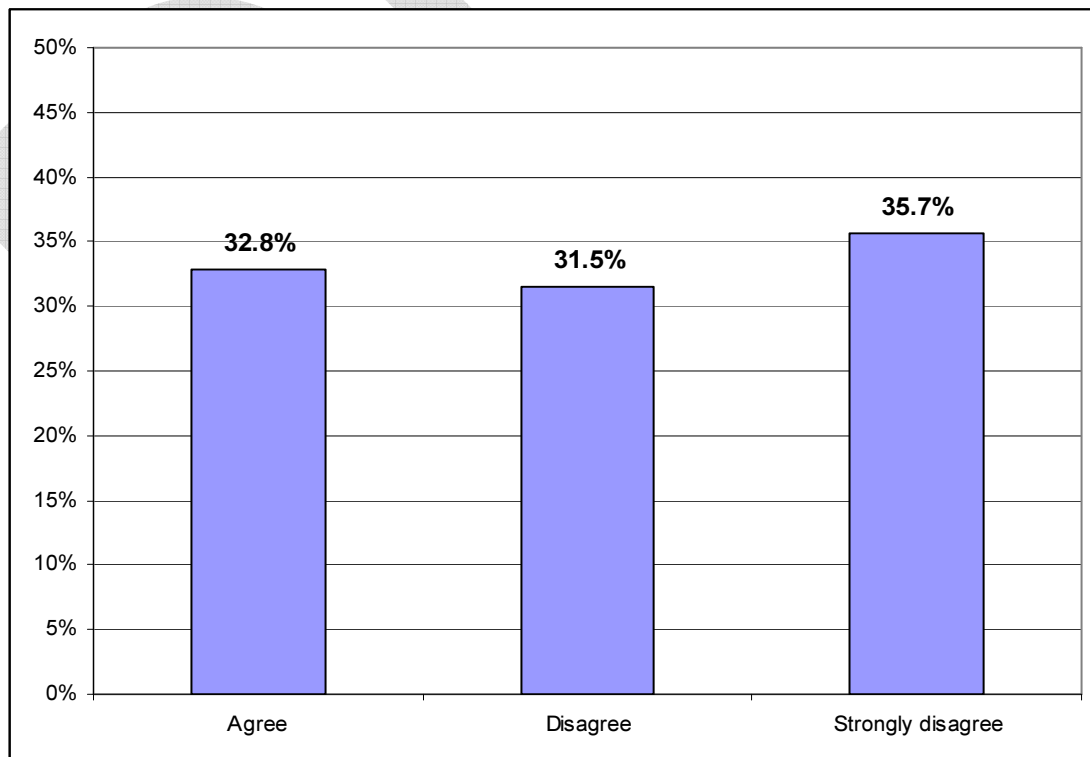
Question 14 - Please tick the answers that best describe your views

Figure 14

	Agree	Disagree	Strongly Disagree	Total
a) The current system of only some tenants paying for the support service is fair	395 (32.8%)	380 (31.5%)	430 (35.7%)	1205 (100%)
b) The Council should consider widening the current system to financially assess all tenants in sheltered housing, on their ability to pay for support services, regardless of their date of occupation	671 (57.2%)	209 (17.8%)	294 (25%)	1174 (100%)

a) The current system of only some tenants paying for the support service is fair.

Figure 15

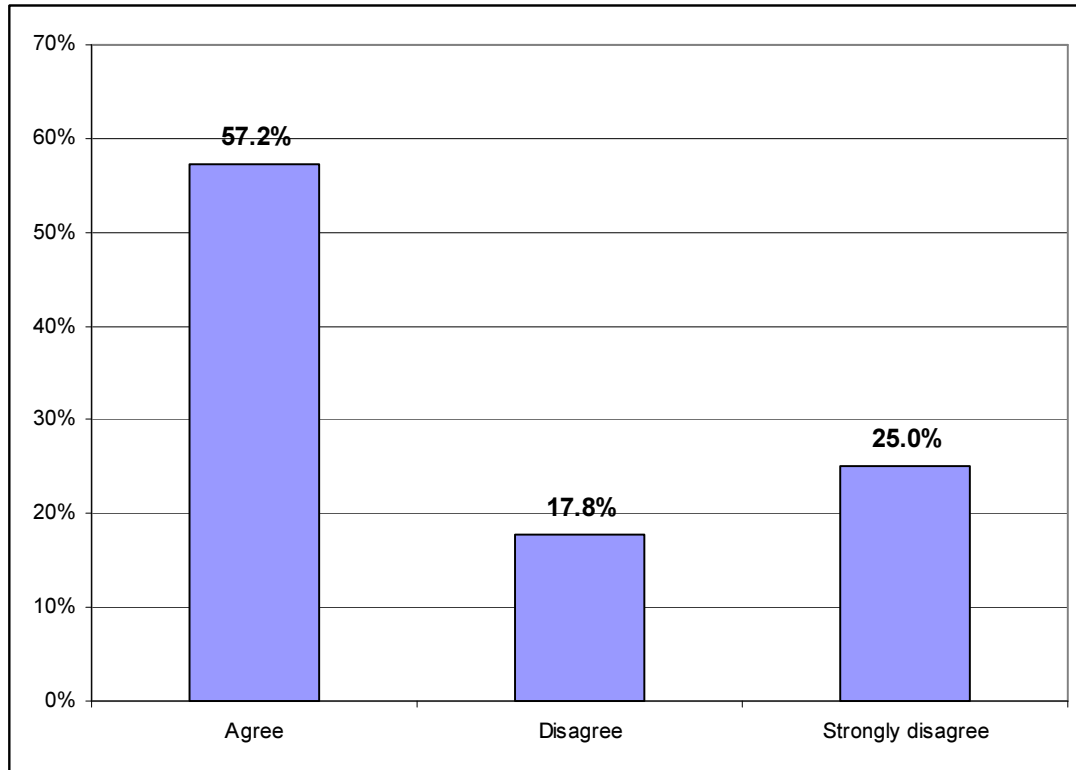


N=1205

Figure 15 tells us 67% of respondents disagree or strongly disagree with this statement. Approximately one third agree.

b) The Council should consider widening the current system to financially assess all tenants in sheltered housing, on their ability to pay for support services, regardless of their date of occupation

Figure 16



N= 1174

Figure 16 tells us that 57% of respondents agree with statement b) and 43% disagree or strongly disagree.

Question 15 - If you said 'strongly disagree' to any part of question 14, can you tell us why that is?

Responses to Q 15 have been grouped and are currently being analysed).

**Question 16 - How did you make the decision to move into sheltered housing?
Please tick the box that best describes your decision to move:**

Figure 18

	No. of responses	% of responses
a) It was solely my decision to move	497	23%
b) While other people/professionals were involved, I took the decision myself	304	14%
c) It was a joint decision between myself and my family	476	22%
d) It was more the decision of my family than myself that I should move	99	5%
e) It was more the decision of doctors/social services that I should move	383	17%
f) The housing department suggested I move into sheltered housing	184	9%
Other (please specify)	204	10%
TOTAL	2147	100%

Question 16 asked respondents to identify the main reason for moving into sheltered housing. Almost a quarter of responses agreed with statement a) and this was followed very closely by statement c). Please note, respondents were asked to 'tick the box that best described their decision to move'. This question received 2147 responses from 1491 respondents so it is possible that 656 respondents ticked more than one box. As this is the case, these results may be skewed and should be used with this caveat attached.

Question 17 - Can you please tell us your 3 main reasons for moving into sheltered housing? (Please tick up to 3 options)

Figure 19

	No. of responses
a) I was worried about my health and needed a support service	445
b) I needed somewhere to live that was designed for to meet my needs	544
c) I wanted to downsize my home as the upkeep of my previous home was getting too much for me to manage	296
d) I wanted to feel safer	658
e) I needed somewhere warmer/in better condition than my previous home	272
f) I was lonely and wanted the company of people my own age	185
g) Even though I might need some help, I want to stay independent for as long as possible	771
h) I decided to move now rather than face upheaval in later years	413
i) I wanted to live closer to my relatives/friends	242
j) My relatives/friends wanted me to live in a supported environment	264
k) I moved to sheltered housing because my spouse/partner needed the support provided	318

Respondents were asked to identify up to three main reasons for moving into sheltered housing. The most popular response with 771 responses was g) 'even though I might need some help, I want to stay independent for as long as possible'. This was followed by d) 'I wanted to feel safer' with 658 responses and b) 'I needed to live somewhere that was designed to meet my needs'. The option least likely to get ticked was option f) 'I was lonely and wanted the company of people my own age'.

Question 18 - Do you feel safe in and around your sheltered housing complex?

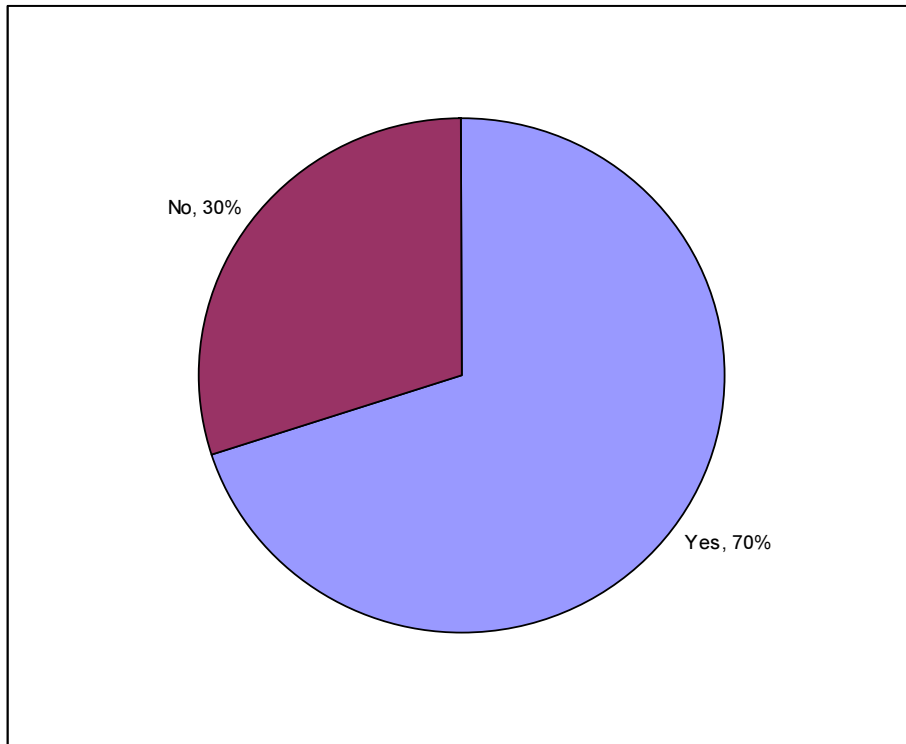
Figure 20

	Yes	No	Total
a) I feel safe inside my accommodation	1317 (99%)	14 (1%)	1331 (100%)
b) I feel safe inside my sheltered housing complex	1207 (96%)	49 (4%)	1256 (100%)
c) I feel safe in the area around my sheltered housing complex	993 (82%)	211 (18%)	1204 (100%)
d) I feel safe at night in my sheltered housing complex	1209 (94%)	76 (6%)	1285 (100%)

Respondents were asked how safe they felt in and around their sheltered housing complex. Figure 20 tells us that the vast majority of respondents in every case say they feel safe.

Question 19 - Do you know how to make a complaint about the services you receive?

Figure 21

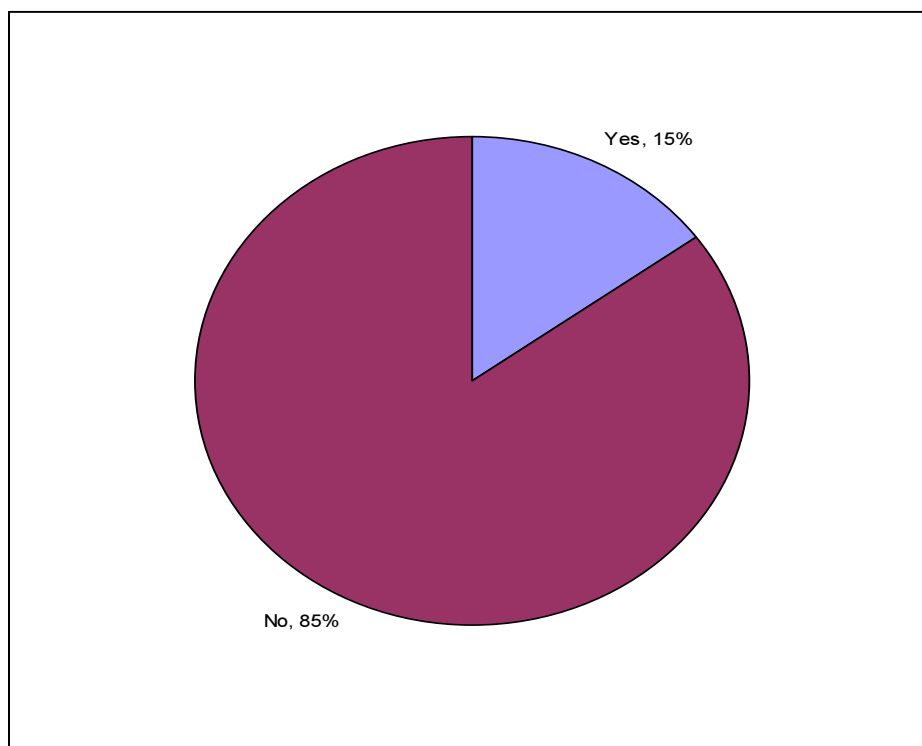


N=1389

Figure 21 tells us that 966 respondents (70%) knew how to make a complaint about a service they receive and 423 (30%) did not.

Question 20 - Have you ever complained about any aspect of your sheltered housing or your housing support service?

Figure 22



N=1412

Figure 21 tells us that 1204 (85%) respondents had not complained about any aspect of their sheltered housing or housing support service and 208 (15%) had complained.

Question 21 – If you answered yes to question 20, how satisfied were you with the way your complaint was handled?

Figure 23

	Total responses	% of responses
a) Very satisfied	60	18%
b) Satisfied	125	41%
c) Dissatisfied	64	21%
d) Very dissatisfied	55	18%
TOTAL	304	100%

Respondents who had indicated they had complained in Question 20, were asked how satisfied they were with the way their complaint was handled. 59% were satisfied or very satisfied compared with 39% who were either dissatisfied or very dissatisfied. Please note, only 208 respondents had indicated they had complained in Question 20 but there are 304 responses to Question 21. As this is the case, these results may be skewed and should be used with this caveat attached.

Question 22 - Below is a list of general statements about sheltered housing. We are interested in finding out whether you agree or disagree with the following statements.

Figure 24

	Agree	Disagree	Total
a) Sheltered housing and the support provided is a good service for older people	1380 (98%)	26 (2%)	1406 (100%)
b) Sheltered housing could be used for residents other than older people, such as younger people with disabilities	612 (47%)	691 (53%)	1303 (100%)
c) Since moving to sheltered housing, I find it easier to get other social care and health services if I need them	906 (78%)	245 (22%)	1151 (100%)
d) I would find it difficult to share sheltered housing with people with dementia or confusion	584 (47%)	661 (53%)	1245 (100%)
e) I would not mind if non residents came into my sheltered complex to receive day care/other services	615 (48%)	660 (52%)	1275 (100%)
f) Sheltered housing works best for older people who are in relatively good health and who are able to live quite active lives	1182 (87%)	179 (12%)	1361 (100%)
g) I wish I had moved into sheltered housing earlier than I did	712 (62%)	441 (38%)	1153 (100%)

Question 22 asked respondents whether they agreed or disagreed with a series of statements. The results varied with the highest agreement given to a) sheltered housing and the support provided is a good service for older people (98%) and f) Sheltered housing works best for older people who are in relatively good health and who are able to live quite active lives (87%). The highest disagreement was seen in b) Sheltered housing could be used for residents other than older people such as younger people with disabilities (53%) , d) I would find it difficult to share sheltered housing with people with dementia or confusion (53%) and e) I would not mind if non residents came into my sheltered complex to receive day care/ other services (52%).

Question 23 – Do you have any further comments you wish to make in regards to sheltered housing and housing support services in the city? Responses to question 23 have been grouped and analysed and considered within the Reivew Report.

APPENDIX 8

Lead Scoring Criteria						Lead Score	
	Physical Condition	Financial Viability	Fit & Appropriate for Service	Location & Amenity	Future Potential	Weight	Lead Score
Weighting Scale	20%	10%	25%	20%	25%	Out of 10	A,B,C
Ashgrove Court	6	7	7	7	4	6.1	B
Balmoral Court	7	8	4	6	4	5.4	C
Balnagask Place	7	7	7	8	3	6.2	B
Bede House Court	6	2	2	4	2	3.2	C
Berrymoss Court	9	3	4	7	4	5.5	C
Brimmond Court	5	4	4	5	2	3.9	C
Castleton Court	7	8	5	6	4	5.7	B
Charlie Devine Court	10	10	10	10	10	10.0	A
Clashieknowe	1	2	2	6	1	2.4	C
Clifton Court	4	2	2	5	1	2.8	C
Constitution Court	9	9	8	8	8	8.3	A
Coronation Court	9	10	10	10	10	9.8	A
Craigton Park	8	5	3	7	2	4.8	C
Denmore Court (cottages and VS main complex)	9	9	10	8	9	9.1	A
Denseat Court	10	9	9	8	8	8.8	A
Dominies Court	9	9	9	8	9	8.8	A
Donview House	8	6	5	6	3	5.4	C
Fairley Den	8	9	9	10	9	9.0	A
Fullerton Court	6	5	5	4	4	4.8	C
Gairn Court	7	8	5	6	4	5.7	B
Granitehill House	6	6	2	4	2	3.6	C
Gray Court	8	9	8	8	8	8.1	A
Hamewith	9	9	8	9	9	8.8	A
Hilton Court	6	5	5	5	4	5.0	C
Janesfield Manor	10	10	10	10	10	10.0	A
Kingswood court Cottages	10	10	10	10	10	10.0	A
Kingswood Court VSH	9	10	9	10	9	9.3	A
Lewis Court	8	9	8	8	8	8.1	A
Loch Court	8	9	8	9	9	8.6	A
Lord Hay's Court	8	8	6	6	5	6.4	B
Margaret Clyne Court	10	10	10	9	10	9.8	A
Mark Bush Court	10	10	10	9	10	9.8	A
Meadow Court	6	2	5	2	3	3.8	C
Murray Court	6	5	5	4	4	4.8	C
North Balnagask Road	7	7	5	8	3	5.7	B
Parkhill Court	9	3	4	7	4	5.5	C
Provost Hogg Court	9	8	9	8	9	8.7	A
Quarryhill Court	9	10	9	9	9	9.1	A
Regensburg Court	6	8	6	4	4	5.3	C

Seaton House	8	5	5	6	3	5.3	C
Seaview House	8	5	5	6	3	5.3	C
Short Loanings	10	7	3	5	2	5.0	C
Smithfield Court	5	2	4	2	2	3.1	C
South Constitution Street	9	9	6	6	6	6.9	B
St Clement's Court	6	7	6	6	4	5.6	B
Stewart Park Court	6	5	5	5	4	5.0	C
Stocket Grange	9	10	9	9	9	9.1	A
Taransay Court	8	8	8	9	8	8.2	A
Thorngrove Court	8	8	2	6	4	5.1	C
Woodhill Court	7	8	5	6	4	5.7	B

Draft



Sheltered Housing Service

What Your Senior Carer Will Do For You

- Provide an effective care and housing support services within the complex and ensure the effective day to day running of the complex
- Ensure your needs are met in a caring and competent way at the same time encouraging you to live independently in your own home
- Co-ordinate the care within the complex ensuring all assessed care needs are met
- Participate in the direct provision of effective care and support for you
- Contact you via the call system every morning to ensure you are well
- Ensure effective communication and monitoring systems are in place
- Develop and work to care plans and support programmes with individuals and to assist with their regular reviews
- Ensure high standards of service delivery and monitor staff practice to ensure that expected standards of practice and conduct are maintained
- Utilise links with social work teams and other partners in order to provide the best possible care and support to you
- Support and work with your carers/relatives/friends in meeting your needs
- Ensure that the service is part of the local community, and that the community is involved in the provision of the service wherever possible
- Promote and encourage you to organise and participate in social and learning activities
- Ensure that all health and safety regulations are adhered to, including carrying out risk assessments, fire safety checks and alarm testing on a weekly basis so that a safe and secure environment is provided at all times

- Undertake caretaking duties to ensure communal areas are maintained in a clean and tidy condition (e.g. clearing snow at entrances & communal footpaths and mopping up any spillages)
- Prevent unauthorised persons entry to the complex where possible
- Gain access to your property in the case of an emergency and contact the appropriate emergency service(s)
- Contact your G.P. and/or relatives should you become ill or have an accident
- Be available to answer any queries you may have or issues which are causing you concern, particularly in relation to fault reporting etc.
- Ensure the Guest-Room is in readiness to receive guests at all times
- Ensure that all relevant standards are monitored and met within services

Supporting People - List of Housing Support Tasks:

The guidance on the application of the Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002 sets out a list of 21 prescribed housing support tasks that are eligible for Supporting People Funding.

Prescribed tasks:

- 1 General counseling and support including befriending, advising on food preparation, reminding and non-specialist counseling where this does not overlap with similar services provided as personal care or personal support.
- 2 Assisting with the security of the dwelling required because of the needs of the service user.
- 3 Assisting with the maintenance of the safety of the dwelling.
- 4 Advising and supervising service users on the use of domestic equipment and appliances.
- 5 Assisting with arranging minor repairs to and servicing of a service user's own domestic equipment and appliances.
- 6 Providing life skills training in maintaining the dwelling and curtilage in appropriate condition.
- 7 Assisting the service user to engage with individuals, professionals and other bodies with an interest in the welfare of the service user.
- 8 Arranging adaptations to enable the service user to cope with disability.
- 9 Advising or assisting the service user with personal budgeting and debt counselling.
- 10 Advising or assisting the service user in dealing with relationships and disputes with neighbours.
- 11 Advising or assisting the service user in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the dwelling.

- 12 Advising or assisting with resettlement of the service user.
- 13 Advising or assisting the service user to enable him or her to move on to accommodation where less intense support is required.
- 14 Assisting with shopping and errands where this does not overlap with similar services provided as personal care or personal support.
- 15 Providing and maintaining emergency alarm and call systems in accommodation designed or adapted for and occupied by elderly, sick or disabled people.
- 16 Responding to emergency alarm calls where such calls relate to any of the housing support services prescribed in the Regulations, in accommodation designed or adapted for and occupied by elderly, sick or disabled people.
- 17 Controlling access to individual service users' rooms
- 18 Cleaning of service users' own rooms and windows.
- 19 Providing for the costs of resettlement services.
- 20 Encouraging social intercourse and welfare checks for residents of accommodation supported by either a resident warden or a non-resident warden with a system for calling that warden where this does not overlap with similar services provided as personal care or personal support.
- 21 Arranging social events for residents of accommodation supported by either a resident warden or a non-resident warden with a system for calling that warden.

QUAD OF AIMS FOR THE TWO-DAY WORKSHOP SHELTERED HOUSING CHARGING POLICY

<p>Purpose:</p> <p>To reach agreement on the principles and framework that will inform the policy for charging for services in Aberdeen City Council's sheltered housing. This includes:</p> <ul style="list-style-type: none"> • Integrated care at home (housing support and care services); • meal charge in very sheltered housing • guest room charges 	<p>Stakeholders and Benefits:</p> <ul style="list-style-type: none"> • Aberdeen City Council <ul style="list-style-type: none"> ○ Housing & Environment ○ Social Care & Wellbeing • Sheltered housing tenants • Registered Social Landlords (RSLs) • Service users and carers
<p>Deliverables:</p> <p>At the end of the workshop, the following end results will have been achieved:</p> <ul style="list-style-type: none"> • Agree framework for the policy for charging for Integrated care at home/housing support service. • Agree policy for charging for meal services in very sheltered housing • Agree policy for charging for guest rooms in sheltered housing • Agree scope of charge in light of COSLA guidance relating to those previously exempted (protected tenants) i.e. universal charge or status quo. • Agreement on scope of tasks relating to housing support, housing management and free personal care 	<p>Measures of Success:</p> <ul style="list-style-type: none"> • Report to Housing and Environment and Social Care & Wellbeing Committees showing impact for service (or Council). • Implementation plan for setting level of charge. • Implementation of new policy. • Tenant Satisfaction.

Membership/Attendees:

Sponsor: Donald Urquhart, Head of Service, Housing and Environment
Liz Taylor, Head of Service, Social Care & Wellbeing

Core Group Membership

Core Participants (members of Charging Policy Sub Group):

Graeme Stuart, Strategist, Housing & Environment
Heather Stadames, Team Manager, Social Care & Wellbeing
Garry Brown, Supporting People Coordinator
Paul Dixon, Finance (Day 1)
Helen Sherrit, Finance (Day 2)
Dorothy Askew
Joanna Caie
Fiona Tyrie
Jim Currie

Visitors:

Day one:

Tenant representatives:

Alice Brebber, Lewis Court
Margaret Sergeant, Lewis Court
Jim & Doreen Milne, Quarryhill Court
Bill Pinkerton, Loch Court
Muriel Beaton, Denseat Court
Trudie Duff, Denseat Court
Carol Hannaford, Tenant Participation Officer
Caroline Souter, Tenant Participation Officer

Day two:

Housing & Social Care & Wellbeing:

Area Housing Team – Alan Cowie, Senior Housing Assistant
Graeme Carle, Senior Housing Assistant
Isobel Paterson, Housing Assistant
Vivien Milne, Neighbourhood Manager, Social Care & Wellbeing

RSL Partner Organisations:

Graeme Watson, Tenants First Housing Cooperative
Mandy Rae, Castlehill Housing Association
Andy Reeves, Hanover Housing Association
Yvonne Sharp, Hanover Housing Association

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