

ABERDEEN CITY COUNCIL

COMMITTEE:	Communities, Housing and Infrastructure Committee
DATE:	18 March 2015
DIRECTOR:	Pete Leonard
TITLE OF REPORT:	Update of the Housing for Varying Needs Review
REPORT NUMBER:	CHI/15/096
CHECKLIST RECEIVED:	Yes

1. PURPOSE OF REPORT

The purpose of this report is to update elected members of the progress of the Review of Housing for Varying Needs – A Strategic Review of our Sheltered and Very Sheltered Housing (December 2011) and the associated work streams. The report will update committee of the progress of changes being introduced in the first operational phase of the review which has progressed from 2013 and request approval for further proposals in relation to the wider review.

2. RECOMMENDATION(S)

It is recommended that committee note the progress of:

- 2.1 the implementation of amenity housing at former sheltered housing developments;
- 2.2 the telecare upgrade programme at our amenity (transitional developments), sheltered, very sheltered and extra care housing developments;
- 2.3 the decommissioning of Smithfield Court as sheltered housing, associated costs, the refurbishment of the building and proposals for relet initiatives;
- 2.4 the work to convert Provost Hogg Court from sheltered housing to very sheltered housing;
- 2.5 the work to combine the service at Berry Moss Court and Parkhill Court to operate as sheltered housing as per the recommendation of the Housing and Environment Committee of August 2014.

It is recommended that committee approve the following:

- 2.6 the recommendations in Appendix 1 of this report which details a review of previous decisions in relation to the developments in transition from sheltered housing to amenity housing and further proposals to assist in this transition;
- 2.7 that tenants living in the transitional developments, changing from sheltered to amenity housing are offered, as a minimum, an amenity with community alarm service where family members respond with the future option to upgrade to amenity+ where the responder is a staff member;
- 2.8 that the charge for amenity with community alarm service is set in-line with the traditional community alarm service charge, currently £1.35 per week and that the amenity+ charge of £5 per week as approved in the budget report considered on 5 February 2015.
- 2.9 That officers are given discretion to apply a sensitive allocation policy (detailed in Appendix 2) in cases where the assessed list of applicants for sheltered housing and amenity housing has been exhausted.

3. FINANCIAL IMPLICATIONS

- 3.1 Physical alterations to buildings are being funded from the housing capital programme.
- 3.2 Upgrades to the telecare systems recently fitted by Tunstall at amenity (transitional developments), sheltered housing and very sheltered and extra care housing are being funded from the housing revenue account, with a contribution from the Change Fund.
- 3.3 Some of the transitional developments are now fully Telecare enabled. Currently tenants are offered the choice to opt in or opt out of service provision. However in order to facilitate this, the equipment needs to be reconfigured for each change of use (switched on/switched off). This requires an engineer visit to connect/disconnect the system, which currently bears a cost of c£186 per visit.
- 3.4 The outcomes of the Review are intrinsically linked to the proposals put forward within the 5 year Corporate Business Plan and the HRA Business Plan.

4. OTHER IMPLICATIONS

- 4.1 Any changes to staffing levels, their remits, roles and responsibilities will be undertaken in full consultation with staff and their Trade Unions.
- 4.2 Communication with tenants has been on-going throughout this review with regular updates being provided to the Sheltered Housing Network/Forum, tenant publication – Tenant/Sheltered Matters and updates to the web pages of Aberdeen City Council's site. Where appropriate, officers continue to visit developments and consult with tenants directly.

5. BACKGROUND/MAIN ISSUES

Sheltered to Amenity - Developments in Transition:

The following developments are in transition from sheltered housing to amenity housing as per the recommendation approved by the Housing and Environment Committee of January 2013. All tenants were consulted with a series of tenant meetings at the developments prior to the recommendations. Existing sheltered housing tenants can request that on site staff assess their suitability to change their housing support level from the sheltered level to the amenity level. Void property is let to applicants who have been assessed as requiring amenity housing and our recommendation is that all amenity tenants should be included in the basic community alarm service.

It is anticipated that the recently approved charges for housing support and, in particular the removal of the exemption for some tenants in sheltered housing, may have an impact on the number of requests that are received from current tenants who wish to be assessed for the amenity housing support service. There is no "closing date" for these assessments and existing tenants within developments in transition are free to request that on site staff arrange an assessment of needs at any time.

The following is an extract from the Budget Speech delivered by Councillor Laing on 5th February 2015

"The issue of inequality in relation to the charges for housing support services in Sheltered Housing has been resolved as part of this budget. To bring equity to the situation the former exemption has been removed and a charge will be phased in. During this transition the subsidy to all tenants will be increased to 50% (up from 25%)."

Development Name	House Type	Size of development	Number of sheltered tenants	Number of amenity tenants	Number of voids	% Amenity
Balmoral Court	Multi storey	55	37	13	5	32.7%
Bede House Court	Cottage	24	13	10	1	45.8%
Constitution Lane	Flatted	8	4	4	0	50%
Constitution Street	Flatted	8	6	1	1	25%

Craigton Park	Flatted/ cottage	26	15	10	1	42.3%
Meadow Court	Multi Storey	55	35	12	8	36.3%
Regensburg Court	Multi Storey	55	30	22	3	45.4%
Seaview House	Multi Storey	55	31	22	2	43.6%
South Constitution Street	Flatted	24	15	7	2	37.5%
Thorngrove Court	Cottage	12	6	6	0	50%

Forty seven existing sheltered housing tenants have changed from sheltered to an amenity housing service. The remainder are new allocations made to applicants who had an assessed need for amenity housing.

Telecare Upgrades:

A programme of telecare upgrades is progressing at most sheltered housing developments and those in transition from sheltered to amenity housing. Installation of the new equipment has been completed at the following developments:

- Balmoral Court
- Bede House
- Constitution Court,
- Constitution Street
- Constitution Lane
- Craigton Park
- Provost Hogg Court
- Margaret Clyne Court
- Regensburg Court

Installation is ongoing at the following sites:

- Charlie Devine Court
- Fairley Den.

The contract for this upgrade was awarded to Tunstall; funding was secured from the Change Fund and the remainder was funded from the Capital Programme. The implementation of the programme provides a new fully Telecare enabled system for current sheltered housing tenants. Where amenity tenants are concerned, the new system has been fitted but not made "live". It was anticipated that this would enable us to react to tenant's future changing needs. However, the cost implications of having a system that gets switched on and off throughout existing and new tenancies is cost prohibitive so our proposal is that the systems will remain live throughout with all tenants

having at least a basic community alarm system where the details of family members is provided so that they can act as responders.

The impact of the implementation of service changes is being closely monitored and has raised some key issues. Whilst the opt in/opt out approach provides a level of flexibility each change of service will require a Tunstall engineer to visit. The standard charge for a Tunstall engineer to visit each site is currently £186.80 plus VAT. This charge would be met from the housing revenue account and could be substantial. As an example of how this charge could impact on this service; one of the first developments to have the new Tunstall system fitted was Balmoral Court. This block has had

During the upgrade process, whilst systems were switched on, we found evidence that suggests that there have been a number of instances where tenants who had opted out of the service experienced an emergency and pulled their cords for a response. Senior personal carers or Regional Control Centre staff provided a response but did not have access to full next of kin or medical information details, which is far from ideal.

Given these issues, we propose that the minimum level of service in the transitional developments should be “amenity with community alarm” with the option to upgrade to amenity+.

There would be no additional infrastructure costs as upgraded Telecare systems are fitted in all transition blocks providing the functionality that is required. It is proposed that the charge for the basic service will be in line with the community alarm service. The current weekly charge is £1.35. This charge will be reviewed annually as part of the budget setting process.

It is proposed that, at offer stage, all new tenants are advised that the properties have been designated as “amenity with community alarm” and they will be liable to pay a charge for this service. They must provide next of kin and responder details.

For existing tenants who have opted out of the service, the cost of service will be covered from the housing revenue account for the duration of their tenancy or until they request to upgrade to amenity+ service.

Smithfield Court:

In August 2013, the Housing and Environment Committee agreed the recommendation for Smithfield Court to be changed from sheltered to mainstream housing. From October 2013 – October 2014, nineteen tenants transferred from Smithfield Court. The majority of tenants were transferred to an alternative sheltered or amenity property based within areas of their own choice.

During 2014, the Smithfield Project vacated twenty six flats and relocated to a new site at Clashieknowe which was formerly utilised as a sheltered housing development.

The average cost of relocation per tenant who transferred to an alternative Aberdeen City Council property was £2,729. This will provide an estimate for future proposals under this review when consideration is being given to complete a similar exercise to empty an entire development and relocate tenants.

The equivalent void rent loss from the date that the instruction to vacate the building and suspend lettings until the date of the final tenant moving out of Smithfield Court is: £151,398.00.

This multi storey block is the subject of a separate report to this committee (Author Kevin Kelly) which proposes letting part of this block to key workers employed by the public sector.

Provost Hogg Court:

The change from sheltered housing to very sheltered housing will be introduced at Provost Hogg Court once the refurbishment of the space formerly utilised by the day centre has been completed. Plans for refurbishment include a full preparation kitchen and restaurant style dining room. This project is being delivered with the partnership assistance of the Accord Card facility; "My Choice". This facility allows tenants to order and pay for meals using a mix of wall mounted monitors and hand held devices. Space for the extra staff required to manage the care and domestic services required at a very sheltered housing development is being developed. The budget for this development has been committed from the Housing Capital Programme for the financial year 2015/2016. The client brief has been negotiated and work is expected to commence after April 2015.

Further consultation with existing tenants will continue regarding the delivery of this project.

Berrymoss Court and Parkhill Court:

The recommendation approved by the Housing and Environment Committee of January 2013 in relation to Berrymoss Court and Parkhill Court was that they should change from sheltered housing to amenity housing. A further recommendation was approved in relation to these developments by the Housing and Environment Committee of August 2014. This recommendation was that the future use of these developments should be as sheltered housing with the senior personal care role operating between the two developments.

A consultation exercise was completed with tenants and staff at these developments and an option has been agreed for the delivery model for housing support. The Senior Personal Care role will be based at

one development in the morning and the other in the afternoon. The telecare solution to this model is being developed and the Tunstall link will enable staff to move between both buildings.

It is anticipated that this new housing support delivery model will have been tested for one month and fully implemented by May 2015.

6. IMPACT

The community plan sets out our vision for the future of the City – an even better place to live and work, where people can expect high quality services to meet their needs.

This project meets the following objectives:

- Homes challenge – improve the quality of housing and environment for individuals and the community
- Adopt and implement strategies to support independent living for people with special needs.

It also meets the objectives in the policy document “Aberdeen – the Smarter City”:

- Smarter living – we will enhance the physical and emotional wellbeing of all our citizens by offering support and activities which promote independence, resilience, confidence and self esteem.

The contents of this report will treat citizens equally in terms of race, gender, LGBT, older people and people with disabilities.

7. MANAGEMENT OF RISK

None

8. BACKGROUND PAPERS

- The Aberdeen City and Aberdeenshire Housing Needs & Demand Assessment 2010
- Housing Statistics for Scotland 2011: Key Trends Summary 2011, Scottish Government
- All our futures - Planning for a Scotland with an ageing population, Scottish Government
- The Reshaping Care for Older People: A Programme for Change 2011-2021, Scottish Government
- Age, Home and Community: Strategy for Housing for Scotland's Older People: 2012-2021, Scottish Government
- The Review of Sheltered Housing in Scotland, York Health Economic Consortium (YHEC) on behalf of Scottish Government, 2008
- Shifting the Balance of Care, NHS Scotland
- National Telecare Development Programme Scotland

- Welfare Reform Act 2012

9. REPORT AUTHOR DETAILS

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DATE: 18 March 2015

DIRECTOR: Pete Leonard

TITLE OF REPORT: Update of the Housing for Varying Needs Review

REPORT NUMBER: CHI/15/096

Recommendations were made to the Housing and Environment Committee of January 2013 for the council's entire stock of sheltered and very sheltered and extra care housing. These recommendations were based on assessments completed by a multi agency Asset Management and voids Sub-Group which included colleagues from different sectors of housing and colleagues from social care and wellbeing. Changes to several developments were implemented in the first operational phase of this review and these developments are in transition from;

- sheltered housing to very sheltered housing (Provost Hogg Court)
- sheltered housing to mainstream housing (Smithfield Court)

A progress update on the above developments has been included in the main part of this report.

The recommendation approved by the Housing and Environment Committee of January 2013 in relation to Berrymoss Court and Parkhill Court was that they should change from sheltered housing to amenity housing. A further recommendation was approved in relation to these developments by the Housing and Environment Committee of August 2014. This recommendation was that the future use of these developments should be as sheltered housing with the senior personal care role operating between the two developments.

This appendix will report on the progress of the implementation where developments are changing from sheltered housing to amenity housing. We will further review current decisions, recommendations and updates.

The developments included in this part of the review are:

- Balmoral Court
- Bede House Court
- Constitution Lane/Street/South Constitution Street
- Craigton Park
- Meadow Court
- Regensburg Court
- Seaview House
- Thorngrove Court

SHELTERED HOUSING REVIEW – FEBRUARY 2015



BALMORAL COURT, HOLBURN STREET, AB10 7GW

OVERVIEW/BACKGROUND

Balmoral Court is a multi storey block built in 1969; the accommodation is arranged over nine floors and comprises 54 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 and off street parking.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Two sheltered housing tenants have been assessed for amenity housing. The make up of the development at this time is as follows:

Sheltered Housing Flats:	Amenity Housing Flats
37	17

The former guest flat at this development is due to be refurbished and returned to housing stock as an amenity flat.

A senior personal carer is on duty from 08:00–18:00 each day for the benefit of the sheltered housing tenants. A care plan has been developed for each of these tenants and 10 are in receipt of personal care. The telecare system at this development was recently upgraded.

Voids and relet times:

This development is being let within average letting times with no particular challenges being identified.

There are currently 22 applications on the amenity housing waiting list for one bedroom multi storey type amenity housing in the Holburn letting area and two applications for the two bedroom option.

The assessment completed in 2013:

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
7	8	4	6	4	5.4	C

The assessment completed in 2015:

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
7	8	4	6	4	5.4	C

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



**BEDE HOUSE COURT, ST MACHAR DRIVE, AB24 1UU
11, 12, 13, 14 DUNBAR STREET, AB24 3UD**

OVERVIEW / BACKGROUND

Bede House Court/Dunbar Street is a low rise complex built in 1963. The total number of houses at this complex is 24; 22 one bedroom cottages, one bedsit cottage and one two bedroom cottage. The complex is close to public transport links to the city centre.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Five existing sheltered housing tenants requested an assessment for the amenity housing service and five voids have been let to applicants from the amenity housing list. The make up of the development once the current void is let will be:

Sheltered Housing Cottages:	Amenity Housing Cottages:
13	11

A senior personal carer is present on site from 08:00–18:00 each day for the benefit of the sheltered housing tenants and two tenants are in receipt of personal care. The telecare system at this development was recently upgraded.

Voids and Relet Times:

This development is not being let within average letting times. Recent offers have been assessed by the housing occupational therapist and one property was refused four times. This has had a negative impact on average relet times at this development and the average letting time for voids in the past year has been 164 days. There are currently 155 applications on the amenity housing waiting list for one bedroom cottage type amenity housing in the Old Aberdeen letting area and twenty six applications for the two bedroom option. There are currently no applicants on the list for a bedsit amenity cottage in the Old Aberdeen letting area but there has been no bedsits void in the date range analysed.

The assessment completed in 2013:

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
6	2	2	4	2	3.2	C

The assessment completed in 2015:

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
6	2	2	4	2	3.2	C

Recommendation:

The recommendation in relation to Bede House Court is that officers should consult with existing sheltered housing tenants and thereafter make changes to the way the housing support service is delivered at this development and that either a remote or part time housing support service delivery should be introduced.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



SOUTH CONSTITUTION STREET, AB24 5HA



CONSTITUTION LANE & CONSTITUTION STREET

OVERVIEW/BACKGROUND

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. Half of the properties are on the first floor level and there is no lift facility.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Seven existing sheltered housing tenants requested an assessment for the amenity housing support service. The make up of these blocks are as follows:

Development	Number of sheltered flats	Number of amenity flats
Constitution Lane	4	4
Constitution Street	6	2
South Constitution Street	15	9

A senior personal carer is on site at Constitution Court from 08:00–18:00 each day and is responsible for delivering a housing support service at Constitution Court and the sheltered housing tenants at these satellite blocks. Three sheltered housing tenants at South Constitution Street are in receipt of personal care. The telecare systems at these flats were recently upgraded.

Voids and Relet Times:

This development is not being let within average letting times and there are several long term voids at this location, particularly on the first floor. The average letting time for voids in the past year has been 164 days and there are four current voids, one of which has been empty for more than one year. There are 100 applications registered for amenity flatted accommodation in the King Street letting area and 22 for the two bedroom option. However, many of these applicants have the recommendation for ground floor accommodation and will therefore not be considered flats on the upper floor level.

The assessment completed in 2013:

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	9	6	6	6	6.9	B

The assessment completed in 2015:

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	9	6	6	6	6.9	B

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

A further recommendation is that officers should consider some of the long term void flats for allocation under the sensitive letting policy (Appendix 2) if this recommendation is approved by this committee.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



CRAIGTON PARK, CRAIGTON ROAD, MANNOFIELD, AB15 7UF

OVERVIEW / BACKGROUND

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 23 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.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Two existing sheltered housing tenants requested an assessment for the amenity housing support service and five were assessed as requiring the amenity+ housing support service. Three voids have been let to applicants from the amenity housing list. The make up of the development once the current void flat has been let will be:

Sheltered Housing Flats/cottages:	Amenity Housing Flats:
15	11

A senior personal carer is present on site from 08:00 – 18:00 each day for the benefit of the sheltered housing tenants and the telecare system at this development has recently been upgraded. Three of the current sheltered housing tenants are in receipt of personal care.

Voids and Relet Times:

This development is not being let within average letting times. The average letting time for the two voids let in the past year has been 87.5 days. Challenges have included the late return of keys in the event of the death of the tenant and a central heating upgrade and an offer refusal. There are currently 59 applications on the amenity housing waiting list for one bedroom flatted type amenity housing in the Mannofield letting area and two applications for the two bedroom option. There are

a further 199 applicants registered for amenity cottage type accommodation in the Mannofield letting area.

The assessment completed in 2013:

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
8	5	3	7	2	4.8	C

The assessment completed in 2015:

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
8	5	3	7	2	4.8	C

Recommendation:

The recommendation in relation to Craigton Park is that officers should consult with existing sheltered housing tenants and thereafter make changes to the way the housing support service is delivered at this development and that either a remote or part time housing support service delivery should be introduced.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



MEADOW COURT, AUCHINLECK ROAD, TILLYDRONE, AB24 2YX

OVERVIEW - BACKGROUND

Meadow Court is a multi storey block constructed in 1971; it is arranged over nine floors and has 55 flats (54 one bedroom, one two bedroom). The block benefits from a common room, laundry and off street parking. The block is located in a pleasant area close to the River Don.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Three existing sheltered housing tenants requested an assessment for the amenity housing support service and one was assessed as requiring the amenity+ housing support service. Seven voids have been let to applicants from the amenity housing list. The make up of the development at this time is as follows:

Sheltered Housing Flats:	Amenity Housing Flats:	Voids:
35	12	8

The former guest flat at this development is due to be refurbished and returned to housing stock as an amenity flat.

A senior personal carer is present on site from 08:00 – 18:00 each day and ten of the sheltered housing tenants are in receipt of personal care.

Voids and Relet Times:

This development is not being let within average letting times and there is a problem with long term voids. The average letting time for voids which have been let is 56 days. At the time of writing this report there were 10 applications on the amenity housing waiting list for one bedroom multi storey flatted type amenity housing in the

Tillydrone letting area and one applications for the two bedroom option. Not all applications on the list will match with the void flats available. Some applicants prefer particular floor levels or aspects of the building and others may be deferred or on offer for other properties and this will prevent them from shortlisting.

Current Voids at February 2015:

Flat Number	Void Date	Number of days void at 03 Feb 2015
47 Meadow Court	14 Dec 2009	1877
29 Meadow Court	30 Jan 2012	1100
56 Meadow Court	25 Mar 2013	680
30 Meadow Court	13 Jan 2014	386
9 Meadow Court	3 Feb 2014	365
10 Meadow Court	21 April 2014	288
53 Meadow Court	18 August 2014	169
34 Meadow Court	11 August 2014	176

At the start of the review, a snapshot of void sheltered housing flats at this development was recorded in 2011 as:

Vacant Flats at Meadow Court 27 September 2011:

Flat No	No of Previous Offers	Current Offer	No of Void Days
30	8	No	764
18	0	No	666
47	0	No	652
14	1	No	647
32	2	No	309
35	0	No	295
11	0	No	204

It would appear that there is little demand for this development either as sheltered housing or amenity housing and there is already a stock of approximately 400 mainstream multi storey flats in the Tillydrone letting area.

The assessment completed in 2013:

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
6	2	5	2	3	3.8	C

The assessment completed in 2015:

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
6	2	5	2	3	3.8	C

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

A further recommendation is that officers should consider some of the long term void flats for allocation under the sensitive letting policy (Appendix 2) if this recommendation is approved by this committee.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



REGENSBURG COURT, SPRINGHILL ROAD, ABERDEEN

OVERVIEW - BACKGROUND

Regensburg Court is a multi storey development built in 1968, it is arranged over nine floors and has 54 one bedroom flats and one two bedroom flat. The block has a common room, laundry, and off street parking. The block is conveniently located close to public transport, shops and medical facilities.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Five existing sheltered housing tenants requested an assessment for the amenity housing support service and four were assessed as requiring the amenity+ housing support service. When the current void is let, the make up of the development will be as follows:

Sheltered Housing Flats:	Amenity Housing Flats
30	24

The former guest flat at this development is due to be refurbished and returned to housing stock as an amenity flat.

A senior personal carer is present on site from 08:00 – 18:00 each day and the telecare system at this development has recently been upgraded. Seven of the current sheltered housing tenants are in receipt of personal care.

Voids and Relet Times:

This development is not being let within average letting times and the average letting time for the past six voids is 78 days. A mix of offer refusals and the clearance time under the death termination process has hindered our letting target. There are currently 16 applicants registered for amenity housing in the Sheddocksley letting area for one bedroom amenity multi storey flats and one for the two bedroom option.

The assessment completed in 2013:

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
6	8	6	4	4	5.3	C

The assessment completed in 2015:

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
6	8	6	4	4	5.3	C

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



SEAVIEW HOUSE, SEATON CRESCENT, SEATON, ABERDEEN

OVERVIEW / BACKGROUND

Seaview House is a multi storey block constructed in 1973; the 55 flats are arranged over nine floors. There are 54 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.

This development is in transition from sheltered housing to amenity housing with all voids being let to applicants from the amenity housing list. Twelve existing sheltered housing tenants requested an assessment for the amenity housing support service. When the current void has been relet, the make up of the development will be as follows:

Sheltered Housing Flats:	Amenity Housing Flats:
31	23

The former guest flat at this development is due to be refurbished and returned to housing stock as an amenity flat and there is currently one void.

A senior personal carer is present on site from 08:00 – 18:00 each day and the telecare system at this development has recently been upgraded. Ten of the sheltered housing tenants are in receipt of personal care.

Voids and Relet Times:

This development is not being let within average letting times and there has been a challenge with long term voids with no active queue. The average letting time for voids which have been let is 319 days. There are currently 12 applications on the amenity housing waiting list for one bedroom multi storey flatted type amenity

housing in the Seaton letting area and one application for the two bedroom option. At this time there is only one void flat at this development.

The assessment completed in 2013:

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
8	5	5	6	3	5.3	C

The assessment completed in 2015:

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
8	5	5	6	3	5.3	C

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

A further recommendation is that officers should consider some of the long term void flats for allocation under the sensitive letting policy (Appendix 2) if this recommendation is approved by this committee.

SHELTERED HOUSING REVIEW – FEBRUARY 2015



Cottages 1 – 5



Showing Thorngrove House

THORNGROVE COURT, GREAT WESTERN ROAD, AB10 6NQ

OVERVIEW/BACKGROUND

Thorngrove Court is a cluster of 12 one bedroom cottages built in 1964. It is located within a peaceful walled compound between Countesswells Road and Thorngrove Avenue. There are no sheltered housing facilities associated with this development, e.g. laundry or common room.

The telecare systems at Thorngrove Court have been upgraded. On site staff at the Craigielea very sheltered housing development provides a basic housing support service remotely to tenants and two of the existing tenants are in receipt of personal care. The make up of the development at this time is as follows:

Sheltered Housing Cottages:	Amenity Housing Cottages:
6	6

Voids and Relet Times:

This development is not being let within average letting times due to the amount of work required to upgrade the telecare system and complete an upgrade to full amenity standard. The average letting time for the last three voids is 476 days. All void property is being let to applicants from the amenity housing list for amenity cottage type property and there are currently 199 applicants on this list. Once the full upgrade has been completed, these cottages will be easily let within normal timescales.

The assessment in 2013:

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
8	8	2	6	4	5.1	C

The assessment in 2015:

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
8	8	2	6	4	5.1	C

Recommendation:

The recommendation is that we progress with the decision of 2013 to change this development to amenity housing.

DATE: 18 March 2015
DIRECTOR: Pete Leonard
TITLE OF REPORT: Update of the Housing for Varying Needs Review
REPORT NUMBER: CHI/15/096

Social Need/Social Inclusion tenants at sheltered housing and amenity housing:

There are currently approximately 100 long term void sheltered and amenity properties for which there are no applicants assessed as requiring supported housing. The majority of these properties are multi storey developments and bedsit properties. Currently amenity housing is normally allocated to applicants who are 55 years of age who are assessed as having health issues which are adversely affected by their current living circumstances and a move to amenity housing would greatly improve their circumstances. Sheltered housing is normally allocated to applicants of a pensionable age who have been assessed as having significant health issues and adverse social circumstances which would be significantly improved by living in this type of housing.

Therefore, the only applicants that would be considered for amenity or sheltered housing are applicants who meet the criteria and have a need for this type of accommodation.

There are, however, other applicants who wish to be considered for this type of accommodation but do not have the assessed need for supported accommodation. Examples of these types of applicants are people that are socially isolated; may have been recently bereaved; or are struggling to heat and/or maintain their present home; these reasons could be described as “social need”.

It is proposed that; where there is demand from applicants for amenity and sheltered housing that such properties are allocated solely to applicants who have been assessed as requiring these types of accommodation. In circumstances where there is no demand from applicants with an assessed need for sheltered or amenity housing, then applicants who do not fulfil the criteria for these types of accommodation but meet the age criteria and would fit well with the tenant profile of the particular sheltered or amenity property are allocated the properties. Prospective tenants being considered under this criteria will be interviewed by the housing officer prior to the offer being made to ensure that they will be suitable for the development for which they are being considered.

Tenants who are selected under these criteria will be connected to the telecare system and will be responsible for the charge for this service which is currently £1.35 per week. The television licence concession scheme at sheltered developments will not apply to social need tenants. Tenants allocated under the social need criteria will not be liable for a housing support charge at this time but should their needs change

in the future then the amenity or sheltered housing support service can be provided to these tenants.