

Sheltered Housing Consultation.

Part One – Feedback



November 2024
Version 2

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Introduction and Purpose of Report

Milton Keynes City Council (MKCC) owns over 10,600 rented properties which include 800 homes for older people, otherwise known as Sheltered Housing.

The last time we reviewed our sheltered housing service was 2017. It is important that we update the services we provide and where necessary make changes to reflect what customers want, new regulatory standards such as Consumer Standards, whilst ensuring value for money.

The purpose of this report is to share feedback about the experience and expectations of Sheltered Housing gathered from the initial consultation held between 14 October and 10 November 2024.

Based on the received feedback we will propose available options for any changes to future services and costs in the second part of our consultation due to start 9th December through to 5th January 2025.

Consultation Process

We wanted to make sure residents' views were considered in our decision making about the sheltered housing services. To achieve this, the feedback was gathered through online and in person methods listed below, resulting in high levels of resident participation and engagement.

- **Two online surveys** were live on our website between 14 October until 10 November. The first one was for wider tenants and other interested parties. The second one for those living in Sheltered Housing, their carers, family, and friends. We have received 645 online forms, which represents a response rate of 5.37%.
- **Consultation sessions** were held at different Sheltered Housing locations across Milton Keynes to make it accessible for residents to share their views, and for us to better understand their needs and concerns. In total, 40% (338) of sheltered tenants, as well as their family, carers, and friends participated.
- **Letters and emails** were received. There were 11 correspondences, 1 of which was on behalf of other residents.

It is important to note that some participants did use more than one medium. Questions on the online form were optional so the total number of respondents per question varies. We will refer to the responders from the first survey as 'wider tenants' and the second as 'sheltered tenants'.

Executive Summary

The consultation process for our sheltered housing service highlighted the importance of security, support, community, affordability, and maintenance.

Key Findings

- **Wider Tenants:** 64% of respondents were over 55 years old, with 71% considering sheltered housing for themselves or family. Top reasons included security, cost, location, support, and community. 58% found community alarms essential, while 75% were unwilling to pay full costs if not subsidised.
- **Sheltered Tenants:** 63% were satisfied with current services. Key reasons for moving included safety, health issues, homelessness, independence with support, and social environment. 75% found community alarms essential, while 70% were unwilling to pay full costs if not subsidised.
- **Common Themes:** High value was placed on security and safety, support services, community and social interaction, affordability, maintenance, and flexibility in services.

Recommendations

- **Access to Sheltered Housing:** Review related housing policies to ensure access to Sheltered Housing is aligned.
- **Enhance Security and Safety:** Review the findings and look for viable options to maintain the assurance and comfort that community alarms and on-site staff presence gives.
- **Support Services:** Consider options for wellbeing check-ins and health-related support.
- **Foster Community and Social Interaction:** Encourage organised social activities and improve communal spaces.
- **Address Affordability Concerns:** Provide support to tenants to ensure they understand what they could be eligible to apply for and be in receipt of. Communicate cost changes clearly.
- **Enhance Maintenance and Upkeep:** Improve efficiency and responsiveness of maintenance services.
- **Improve Communication and Transparency:** Provide regular updates and involve residents in decision-making processes.

By implementing these steps, MKCC can maintain the quality of sheltered housing services, and address residents' concerns.

Wider Tenants Summary

167 wider tenants responded to the online survey. 64% (107) of which were over 55. 71% (117) would consider Sheltered Housing as an option for either themselves or a family member.

Wider Tenants – Those living in other MKCC rented properties and others.

Top 5 reasons Wider Tenants would choose to live in Sheltered Housing:

1. **Security:** Feeling safe, having on-site staff, and emergency support.
2. **Cost:** Affordable rent, covering utilities and repairs, and no need for a large deposit.
3. **Location:** Proximity to shops, medical facilities, and good transport links.
4. **Support:** On-site support from housing officers for daily needs, health concerns, and emergencies.
5. **Community:** Being part of a supportive community with social activities.

Top 5 support expected at Sheltered Housing by Wider Tenants

1. **Security and Safety:**
2. **Cost:**
3. **Location:**
4. **On-site Staff and Support:**
5. **Community and Activities:**

Community Alarms:

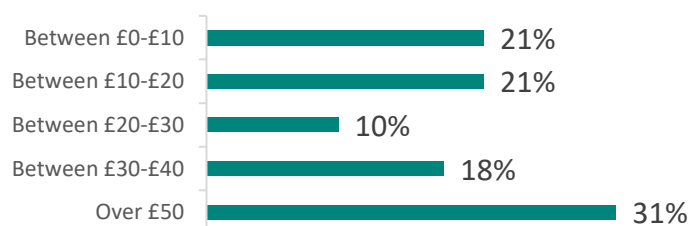


- 58% (98) thought alarms community alarms were essential. The main reason being they have a reputation of being efficient and effective.
- 42% (68) said alarms should be flexible to choose as technology is evolving and there may be alternatives.

Would you/they be prepared to pay the full cost of running the Sheltered Housing service if it was no longer subsidised by MKCC?

No	75%	117
Yes	25%	40

39 respondents shared how much they would be willing to pay:



Sheltered Tenants Summary

478 sheltered tenants responded to the survey. 63% (293) would not change anything about the service. When asked what they would be willing to lose, *nothing* was the most popular response with 77 mentions out of 139.

Sheltered Tenants – Our Sheltered Housing tenants, their carers, friends, and family.

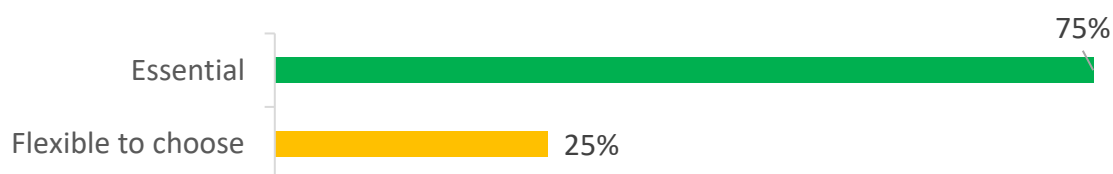
Top 5 reasons why Sheltered Tenants moved to Sheltered Housing:

1. **Safety and Security:** Seeking a safer, more secure environment with emergency support.
2. **Health Issues and Aging:** Needing support and accessible living due to health problems.
3. **Homelessness:** Moving in due to homelessness or risk of it.
4. **Independence with Support:** Wanting independence with available support.
5. **Social Environment and Community:** Valuing social interaction and community.

Top 5 themes that Sheltered Tenants value most about living in Sheltered Housing:

1. **Security:** Feeling safe and secure is a recurring theme.
2. **Support:** The presence and help of the Sheltered Housing Officers (SHO) valued.
3. **Company:** Companionship and community are important for mental well-being.
4. **Independence:** Maintaining independence while having support available.
5. **Peace of Mind:** Knowing that help is available and having an alarm system for reassurance.

Community Alarms

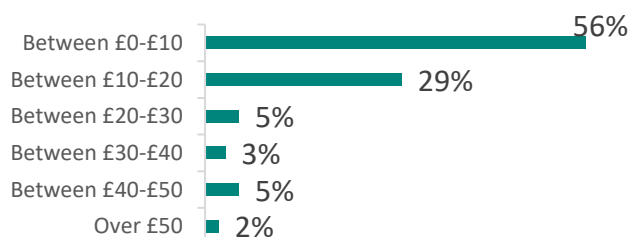


- 75% (339) thought community alarms were essential. The main reason being personal safety and emergency response.
- 25% (111) said alarms should be flexible to choose due to personal reference and usage.

Would you/they be prepared to pay the full cost of running the Sheltered Housing service if it was no longer subsidised by MKCC?

No	70%	303
Yes	30%	128

123 respondents shared how much they would be willing to pay:



Main Findings

Both wider tenants and sheltered tenants share common expectations around security, affordability, support, and community. However, sheltered tenants place a higher emphasis on immediate support and the presence of on-site staff due to their specific needs related to health, aging, and safety.

Wider Tenants

Experience:

- **High Interest in Sheltered Housing:** Wider tenants, who currently live in other MKCC rented properties, interested parties, and those who have not experienced sheltered housing firsthand are considering it for themselves or family members. (Fig 2.)
- **Perception of Benefits:** They perceive sheltered housing as beneficial due to its security, affordability, convenient location, support services, and community environment. (Fig 4 and Fig 5)
- **Concerns and Considerations:** Their considerations include the need for a safe and supportive environment, cost-effectiveness, proximity to essential services, and the availability of social activities.

Expectations:

- **Security and Safety:** High importance on security measures and emergency support systems.
- **Cost:** Expectation of affordable living costs.
- **Location:** Convenient access to essential services and amenities.
- **On-Site Staff and Support:** Availability of staff to assist with various needs.
- **Community and Activities:** Opportunities for social interaction and community engagement.
- **Community Alarms:** 58% consider them essential for safety and peace of mind, while 42% prefer flexibility due to evolving technology. (Fig 6)

Sheltered Tenants

Experience:

- **Safety and Security:** Seeking a safer, more secure environment with on-site emergency support. (Fig 11)
- **Health Issues and Aging:** Needing support and accessible living due to health problems and aging.
- **Homelessness:** Moving in due to homelessness or risk of becoming homeless.
- **Independence with Support:** Maintaining independence while having support available.
- **Social Environment and Community:** Valuing social interaction, companionship, and community.

Expectations:

- **Security:** Feeling safe and secure is a recurring theme.
- **Support:** High value placed on the presence and help of (SHOs).
- **Company:** Importance of companionship and community for mental well-being.
- **Independence:** Maintaining independence while having support available.
- **Peace of Mind:** Knowing that help is available and having an alarm system for reassurance.
- **Community Alarms:** 75% consider them essential for personal safety and emergency response, while 25% prefer flexibility based on personal preference and usage.
(Fig 15)

Outcome from Consultation Sessions

40% (338) of Sheltered Tenants engaged in consultation sessions that took place in various Sheltered Housing schemes.

The consultation meetings highlighted several key themes and concerns among tenants of sheltered housing schemes.

Property repairs and maintenance concerns were frequently mentioned with tenants expressing significant concerns about the condition of the property and the reliability, efficiency and effectiveness of 'Housing' and Mears.

Community alarms have been a topic of concern, as some people have raised issues about the reliability and responsiveness of the Community Alarm Service. However, most tenants praised the alarm service and whilst some people thought they did not need an alarm, most people said they relied on the alarm, and it was essential to have one in sheltered housing.

Financial concerns were also prominent amongst tenants, with worries about the affordability of potential increases in service charges. In a few consultation meetings, tenants raised the concern about the suitability of people coming to live in sheltered housing and the adverse impact some people's behaviour has had on others.

Sheltered Housing Officer role were highly valued by tenants. The presence of the SHO was seen as crucial for safety, support, and fostering a sense of community and safety in the schemes. Some people suggested that SHO's could be shared amongst schemes, and they did not need to do welfare checks in person. However, most tenants said having a 'full time' SHO was essential, and they valued the daily welfare checks. Families of tenants said they felt reassured by having the presence of a SHO in the scheme.

Social benefits and the feeling of 'community' were also highlighted by tenants as positive aspects of living in sheltered housing.

Changes Considered to Sheltered Housing

Both wider tenants and sheltered were reluctant to pay for the full cost of the Sheltered Service (Fig 7 and Fig 14)

Residents have highlighted several key areas to improve their overall living experience. (Fig 12)

- **Maintenance and Repairs:** Improve the quality and timeliness of maintenance services.
- **Upkeep of Communal Areas:** Enhance the upkeep of gardens and shared spaces.
- **Staffing and Support:** Ensure a more consistent presence of Sheltered Housing Officers and improve the vetting process for new tenants.
- **Facilities and Amenities:** Upgrade facilities, including heating systems, kitchen and bathroom facilities, and increase storage space.
- **Social and Recreational Activities:** Provide more organised social and recreational activities.
- **Financial Concerns:** Implement cost-saving measures to keep living expenses manageable.
- **Security and Safety:** Enhance security measures, such as better lighting, security cameras, and improved door systems.
- **Communication and Transparency:** Improve communication and transparency from management regarding changes and maintenance schedules.

Residents have also suggested changes to help manage costs whilst still maintaining essential services. (Fig 13)

- **Community Alarms and Part-Time SHOs:** Some residents are willing to give up community alarms if there are other emergency contact methods. They also suggest having part-time or shared Sheltered Housing Officers (SHOs) to save money.
- **Communal Facilities:** Residents propose reducing communal heating and lighting, especially when these areas are not in use, to lower utility costs.
- **Social Activities:** Some residents are open to having fewer organised social activities and suggest that they could organise their own events to save costs.
- **Additional Services:** A few residents are willing to manage without regular window cleaning and gardening services, taking more responsibility for communal gardens.
- **Flexible Options:** Residents prefer making certain services optional, allowing those who don't need them to opt out and reduce their expenses.

Conclusion

Both wider and sheltered tenants place high value on security and safety, emphasising the need for emergency support and on-site staff, including community alarms. They highlight the importance of community and social interaction for mental well-being and reducing isolation. Affordability is a significant concern, with worries about potential cost increases and the need for financial support. There is also a strong desire for timely repairs and better maintenance of communal areas, along with a preference for flexible services to better manage costs.

Recommendations

- **Access to Sheltered Housing:** Review related housing policies to ensure access to Sheltered Housing is aligned.
- **Enhance Security and Safety:** Review the findings and look for viable options to maintain the assurance and comfort that community alarms and on-site staff presence gives.
- **Support Services:** Consider options for wellbeing check-ins and health-related support.
- **Foster Community and Social Interaction:** Encourage organised social activities and improve communal spaces.
- **Address Affordability Concerns:** Provide support to tenants to ensure they understand what they could be eligible to apply for and be in receipt of. Communicate cost changes clearly.
- **Enhance Maintenance and Upkeep:** Improve efficiency and responsiveness of maintenance services.
- **Improve Communication and Transparency:** Provide regular updates and involve residents in decision-making processes.

Next Steps

- **Sheltered Housing Officer (SHO) Service:** To give tenants options relating to future charges and service levels.
- **Community alarms moving to use of digital units by 2027:** Consider if in the future tenants can have the choice of whether to have an alarm or not in their sheltered properties.
- **Property maintenance and repair concerns:** To work with colleagues to highlight and address concerns raised.
- **Sheltered Housing allocations and tenancies:** To reassure tenants that due process is followed with allocating sheltered housing properties to people.
- **Communicate progress:** Keep residents informed about the progress of any changes and any upcoming developments to maintain transparency and build trust.

Appendix

Here you will find the detail response for all questions.

We received 645 responses to the online survey. Here is the breakdown:

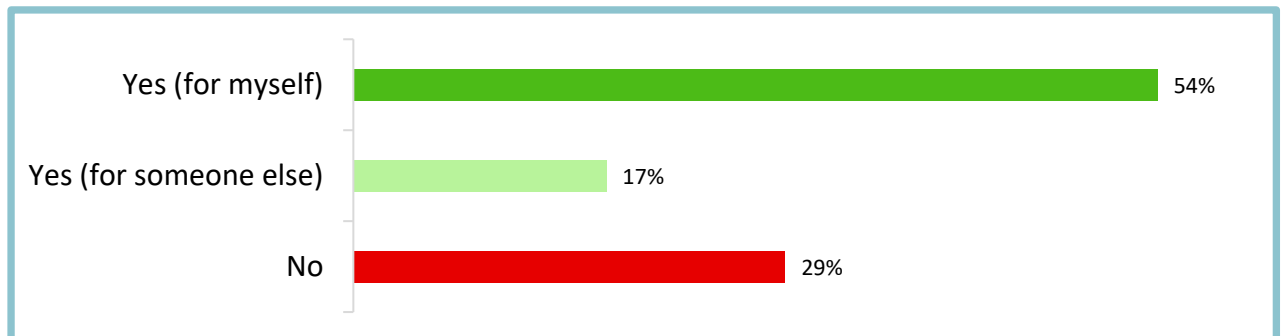
Wider Tenants Survey	Currently living in other MKCC rented properties	16%	103
	Others	10%	64

Sheltered Tenants Survey	Currently living in MKCC Sheltered Housing	64%	411
	A carer/family member of someone living in MKCC Sheltered Housing	10%	67

Source: Q1

Wider Tenant Survey Results

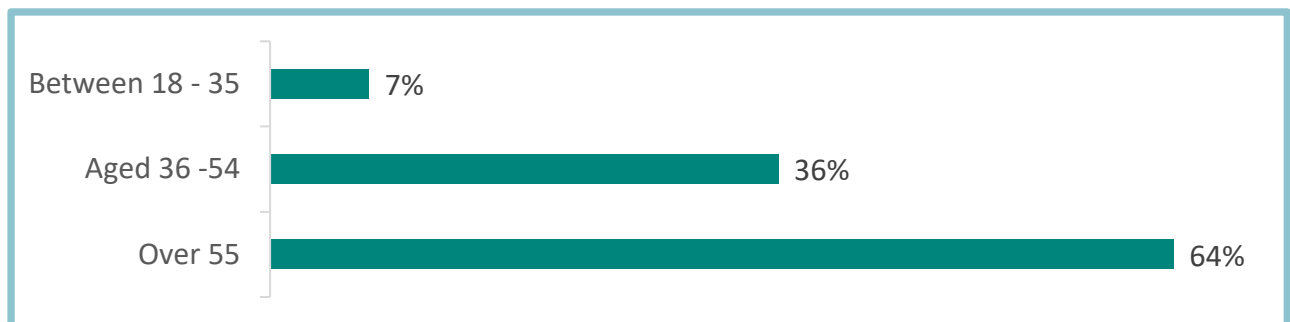
Fig 2. Would you consider moving to Sheltered Housing in the future?



Source: Q2

164 responses of which 71% (117) would consider moving to Sheltered Housing.

Fig 3. Age

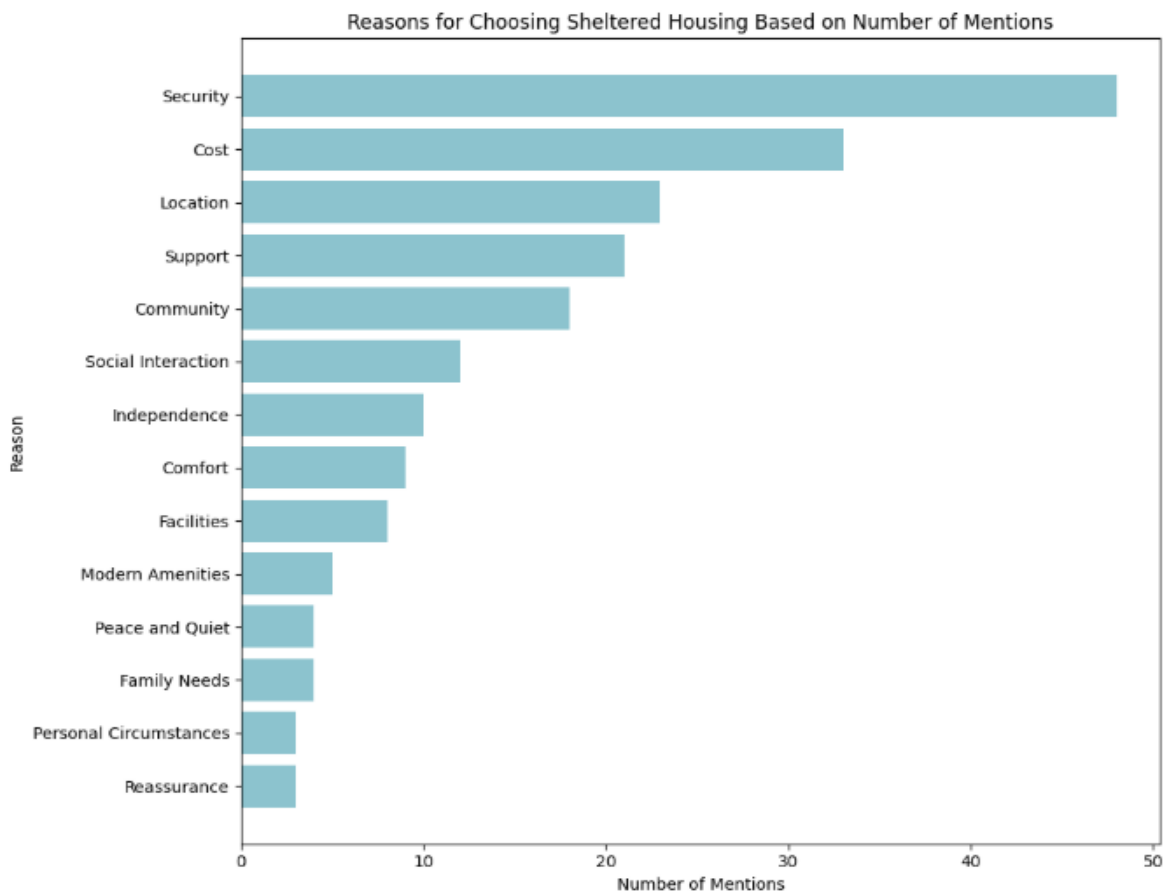


Source: Q3

166 responses. 64% (107) are over 55, the eligible age and 36% (48) are aged 36 to 54.

Fig 4. What would attract you to moving into Sheltered Housing?

159 responses of which security and affordability are the main attraction for considering Sheltered Housing.

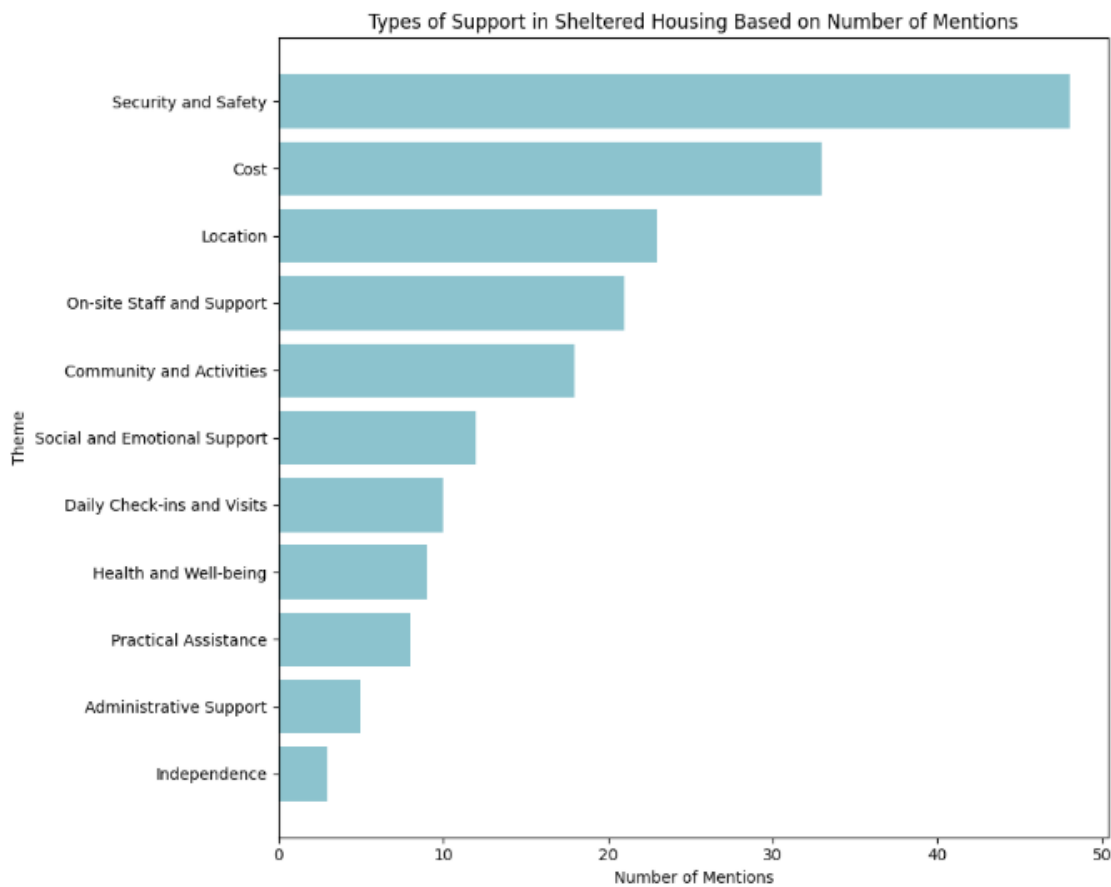


Source: Q4

1. Security: Feeling safe, having on-site staff, and emergency support.	48
2. Cost: Affordable rent, covering utilities and repairs, and no need for a large deposit.	33
3. Location: Proximity to shops, medical facilities, and good transport links.	23
4. Support: On-site support from housing officers for daily needs, health concerns, and emergencies.	21
5. Community: Being part of a supportive community with social activities.	18
6. Social Interaction: Reducing isolation through activities and communal spaces.	12
7. Independence: Maintaining independence while having access to support.	10
8. Comfort: Living with people of a similar age and having daily interactions.	9
9. Facilities: Well-maintained buildings, communal areas, and options for pets or gardens.	8
10. Modern Amenities: Preference for modern, furnished flats with up-to-date features.	5
11. Peace and Quiet: A tranquil environment.	4
12. Family Needs: Adequate space for family visits and accommodating family members.	4
13. Personal Circumstances: Specific needs such as security during a divorce or for health concerns.	3
14. Reassurance: Knowing someone is available in case of emergencies and to support independence.	3

Fig 5. What type of support would you expect if you were living in Sheltered Housing?

138 responses and the main themes with the most amount of mentions are safety, security, and cost. The table below expands on the context.



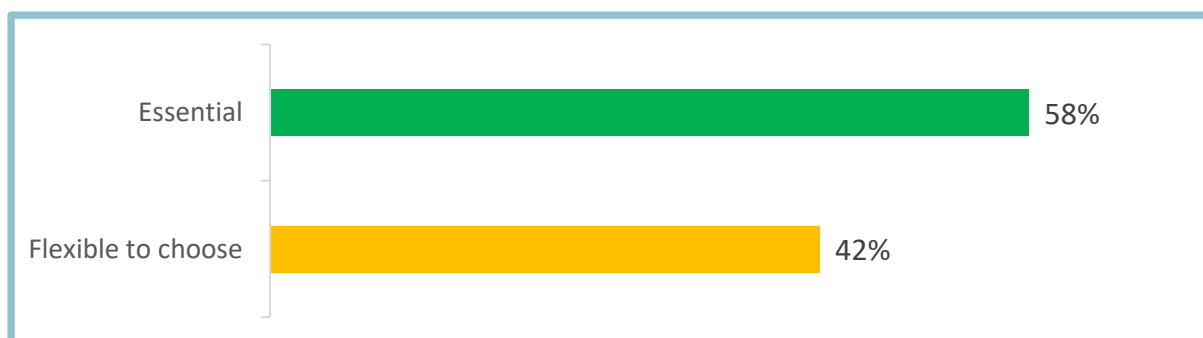
Theme	Types of Support	Mentions
Security and Safety	Security, Alarm/onsite manager, Security and monitoring, Alarm system if person falls, Security cameras, Emergency button, 24/7 access to emergency support, someone on site at all times or contactable during all hours, Alarm direct to a person if/when need help.	48
Cost	Affordable rent, covering utilities and repairs, and no need for a large deposit.	33
Location	Proximity to shops, medical facilities, and good transport links.	23
On-site Staff and Support	Staff on site for enquiries, Onsite warden, Officer on site at all times, On site staff to help in emergencies, Permanent staff in case of issue, Manager and a warden available every day, Knowing a housing officer was there to help, Warden if needed for health reasons.	21
Community and Activities	Community Alarm, activities jointly run by tenants and Sheltered Housing Officer, Organised activities like bingo or	18

	some art, movie time together, Community events, social interaction, Support to encourage socialisation.	
Social and Emotional Support	Someone to talk to, Emotional support, Friendship, Social care support if needed, just to feel safe, Carers, social events, someone to check in that I was ok.	12
Daily Check-ins and Visits	Daily visits, Daily check-ins, Regular check-ins, Daily check-ins and support with bills, Daily visit from someone for advice and help, someone checking up, Warden text check sufficient.	10
Health and Well-being	Help with health needs including medication, Support with accessing medical needs, Health support, Healthy food education, Physical support, Ease of transport for hospital for people suffering from dementia.	9
Practical Assistance	Help with practical things such as maintenance or property, Repair support, Maintenance support, Assistance with shopping, help with shopping and cleaning, Possibly assistance with meals, Help when needed.	8
Administrative Support	Housing officer available in office hours, Letters utility's benefits and 24-7 alarm call system, Support to complete benefit claims, make appointments etc., Advice when needed, Advice, Welfare support.	5
Independence	Support only when needed, General needs assistance, Independence, Self-contained, Reasonably support, At the moment I am managing.	3

Source: Q5

Fig 6. Our Sheltered Housing properties have community alarms which allow residents to call for assistance in an emergency situation; is this something you think is essential or would you prefer this to be a flexible option?

161 responses to whether the community alarms are essential or flexible to choose. 94 respondents went on to leave a comment. The table below shows the main points raised under the same themes.



Essential
Reputation: Has reputation of being efficient and effective.
Personal Experience: My mum lived in sheltered housing and this was extremely useful for her.
Cost and Usage: People don't want to pay extra for CAS but if it is part of the tenancy they will make use of it.
Peace of Mind: Good reassurance in case of falls or other emergency.
Availability: This is absolutely essential in case there is no one about after the 9/5 shift.
Family Reassurance: It gives you reassurance if you have a family member staying in sheltered housing.
Safety and Well-being: This service is vital to the safety and well-being of the residents.
Quick Help: They need a quick way to get help.
24/7 Support: Having 24-7 support when needed in case of emergency.
Sense of Security: Access to the alarm will provide a sense of security knowing somebody is there to help in an emergency.
Desirability: Highly desirable for unforeseen circumstances.
Risk of Falling: The elderly person is more at risk of falling; therefore, I believe the alarms are essential.
Health Monitoring: I currently have a falls watch.
Level of Need: This would depend on the level of need of the individual as this is required.
Aging: As get older a must.
Peace of Mind for Families: It gives both residents and their families peace of mind.
Health Issues: I have health issues sometimes I can't stand or sit.
Flexibility: Essential for someone in sheltered housing.
Life-threatening Conditions: In case of emergency, if no alarm in place I would be concerned it was a matter of life or death.

Flexible
Technology: Technology is evolving so likely to be able to offer more services in near future.
Personal Experience: I am not needing this service at the moment, possibly in the future.
Cost and Usage: I would probably use my mobile phone to call someone if I needed to.
Peace of Mind: Peace of mind, preventative action.
Availability: To be able to choose when wish for one to be activated.
Family Reassurance: I would like to choose should I need it.
Safety and Well-being: You can live somewhere that has that level of monitoring or not.
Quick Help: Not all of us require this.
24/7 Support: I am able-bodied so I can use a cell phone.
Sense of Security: The only thing I have left is a tiny bit of dignity, I would have to be in a situation I see no way out of before I would admit I need help.
Desirability: I don't think everyone needs a community alarm.
Risk of Falling: Some people may be more vulnerable or have medical needs for the community alarms.
Health Monitoring: If I had a health risk, it would be essential, if not I wouldn't choose to have one.
Level of Need: It depends on the individual tenant's needs, but things change so maybe will be needed at a later date.
Aging: I'm very mobile and self-sufficient at present.
Peace of Mind for Families: Help always available especially for people with no family.
Flexibility: If managers are not available at night this is needed as a piece of mind for residents.
Life-threatening Conditions: If family member fell, left alone could result in life-

Independence: It ensures that individuals can continue to live independently.

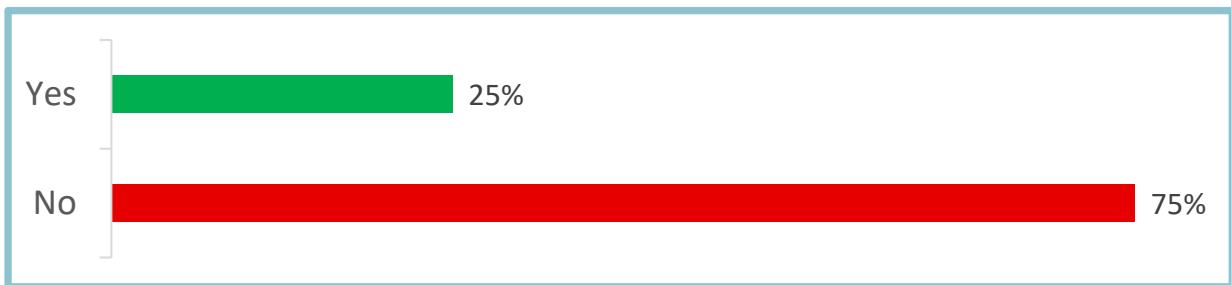
Situations: In case of emergency, it is Emergency essential. Imagine sometime carer late.

Reassurance: Alarms are extremely important, at my age, I need the reassurance.

threatening conditions and could be left for long period if not checked on.

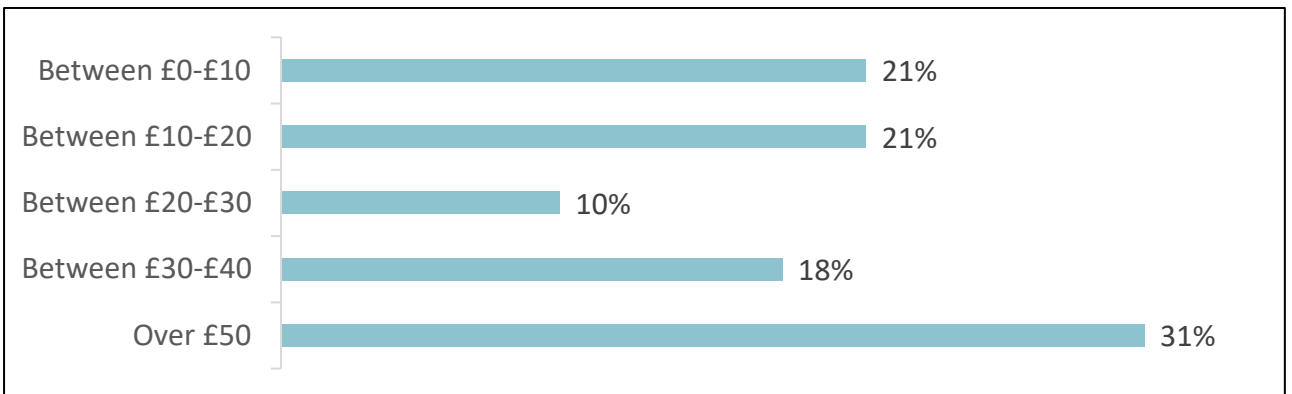
Source: Q6 and 7

Fig 7. Would you be prepared to pay the full cost of running the Sheltered Housing service if it was no longer subsidised by MKCC?



Source: Q8

Out of the 157 that responded 117 would not be prepared to pay for the cost of running the Sheltered Housing Service. 39 respondents went on to share how much they would be willing to pay. The table below shows the percentage and number of people willing to pay.



Number of people willing to pay				
£0-£10	£10-£20	£20-£30	£30-£40	Over £50
8	8	4	7	12

Source: Q9

Fig 9. Any further comments

97 respondents left comments. Here are the main themes,

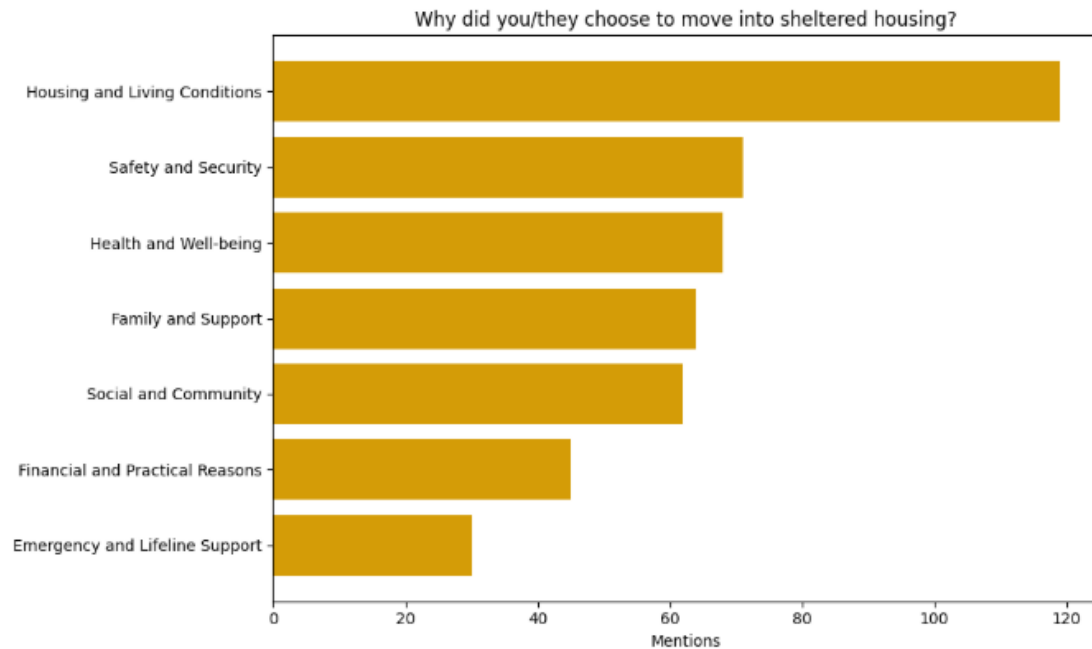
Themes	Comments
Support and Community	<p>The presence of a Sheltered Housing Officer is crucial for providing physical and mental.</p> <ul style="list-style-type: none"> • Reducing social isolation and fostering a sense of community. • Managers and wardens are essential and should not be removed. • Vital for people with disabilities to remain independent.
Affordability	<ul style="list-style-type: none"> • Social housing with lower costs is essential for those who cannot afford private options. • Sheltered housing needs to be affordable for those working part-time and not on housing benefit. • Financial support is crucial for many residents. • The government should ensure that sheltered housing remains affordable and subsidised.
Reputation and Attractiveness	<ul style="list-style-type: none"> • Sheltered housing has a good reputation and offers an appropriate environment for older persons. • It is an attractive choice for those looking to downsize. • It should not be outsourced to profit-driven companies.
Independence and Security	<ul style="list-style-type: none"> • Sheltered housing allows vulnerable individuals to maintain independence while providing a secure environment. • The presence of wardens and community alarms enhances this sense of security. • The sheltered housing should be invested in to keep people independent and safe.
Essential Service	<ul style="list-style-type: none"> • Sheltered housing is viewed as an essential service that provides security, support, and a sense of community for the elderly and vulnerable. • It is seen as a proactive service that can prevent more severe issues and reduce the burden on other social services. • It should always be available and expanded to meet the growing aging population.

Social Interaction	<ul style="list-style-type: none"> • Sheltered housing promotes social interaction and community building, which is vital for the elderly population. • It helps reduce social isolation and encourages residents to engage with one another.
Council Management	<ul style="list-style-type: none"> • There is criticism of council management, particularly regarding funding and resource allocation. • Older people should not be penalised, and better management could prevent cuts to essential services like sheltered housing. • The council should manage its funding better and stop renting properties to problematic tenants.
Housing Quality	<ul style="list-style-type: none"> • There are concerns about the quality of housing, such as the need for new carpets, kitchens, and better maintenance. • The process of downsizing can be challenging without adequate support. • More properties should be available for those who want to downsize, including two-bedroom bungalows.
Alternative Housing Models	<ul style="list-style-type: none"> • There is interest in alternative housing models like cohousing and neighbourhood building, which offer a sense of community and shared living while maintaining independence.
Accessibility and Location	<ul style="list-style-type: none"> • Accessibility and location are important factors. • Properties should be close to shops, doctors, and other amenities. • There is a need for more two-bedroom properties and bungalows to accommodate different needs.
Financial Support	<ul style="list-style-type: none"> • Financial support is crucial for many residents. • The government should ensure that sheltered housing remains affordable and subsidised. • The cost of living in sheltered housing should be transparent and manageable for those on state pensions and benefits.
Need for More Spaces	<ul style="list-style-type: none"> • There is a concern about the lack of spaces for the aging population. • The waiting lists are long, and more facilities are needed to accommodate the growing number of elderly individuals who require support and companionship.

Sheltered Tenant Survey Results

Fig 10. Why did you/they choose to move into Sheltered Housing?

97% (466) responded to this question stating Housing and living conditions as the primary reason with 126 mentions.



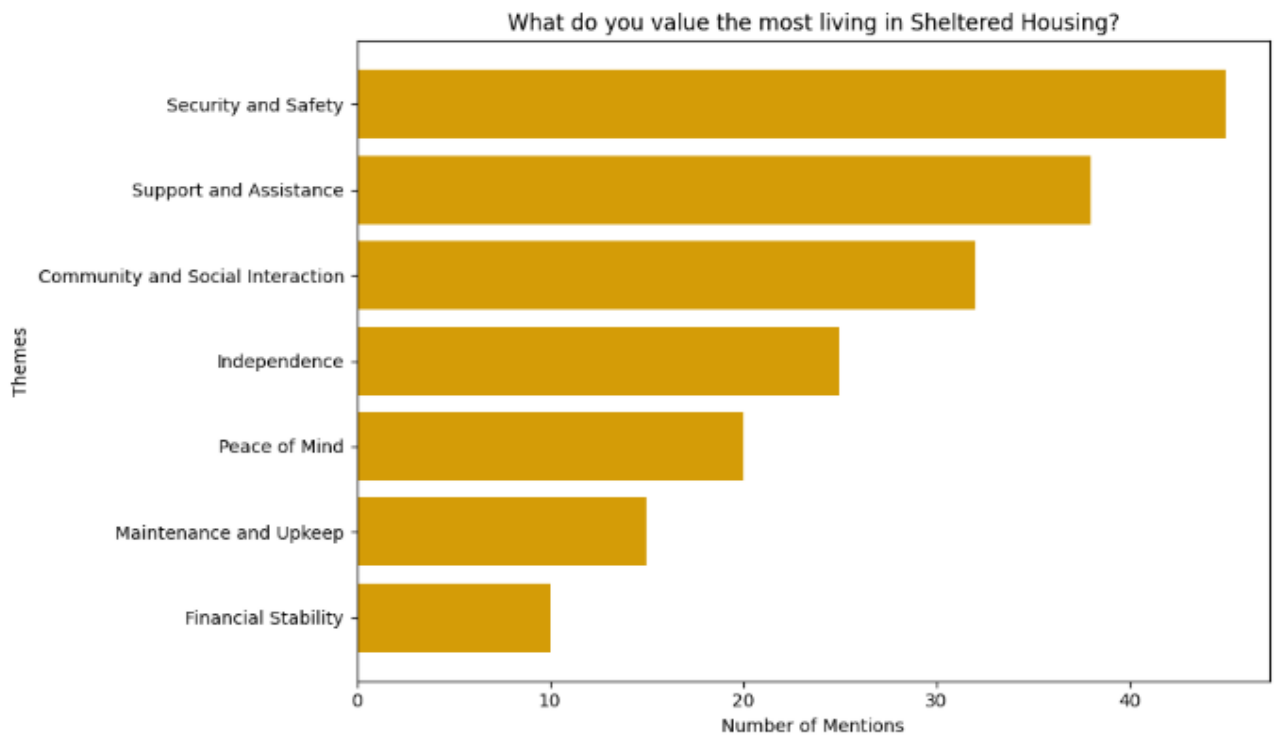
Source: Q11

Reason	Comments	Mentions
Housing and Living Conditions	This category is the most frequently mentioned, highlighting that many people prioritise the quality and suitability of their living environment. Issues like homelessness, the need for accessible housing, and better living conditions are significant drivers. Necessity rather than choice is a recurring theme in this category.	126
Safety and Security	Safety concerns are also highly significant, with many people seeking a secure environment, escaping domestic violence, and valuing on-site security.	71
Health and Well-being	While still a major factor, it is the third most mentioned category. This underscores the importance of health-related issues, including aging, specific health conditions, and mental health support.	68
Social and Community	The need for social connections and avoiding loneliness remains a key reason for choosing sheltered housing. The social environment and companionship provided are important to many.	62
Family and Support	Support from family and proximity to care facilities are crucial considerations, indicating the role of family influence and the need for support during difficult times.	57

Financial and Practical Reasons	Financial difficulties and practical benefits, such as affordability and the inclusion of utilities, are important but slightly less emphasised compared to the top categories	45
Emergency and Lifeline Support	This category, while having fewer mentions, still highlights the importance of emergency support and lifeline facilities	30

Fig.11 What do you/they value the most living in Sheltered Housing?

96% (460) responded. Overall, the key aspects that residents value the most about sheltered housing are the security and safety it provides, the support and assistance from SHOs, the sense of community and social interaction, the ability to live independently, and the peace of mind knowing that help is available in emergencies. Maintenance and financial stability are also important factors for many residents.

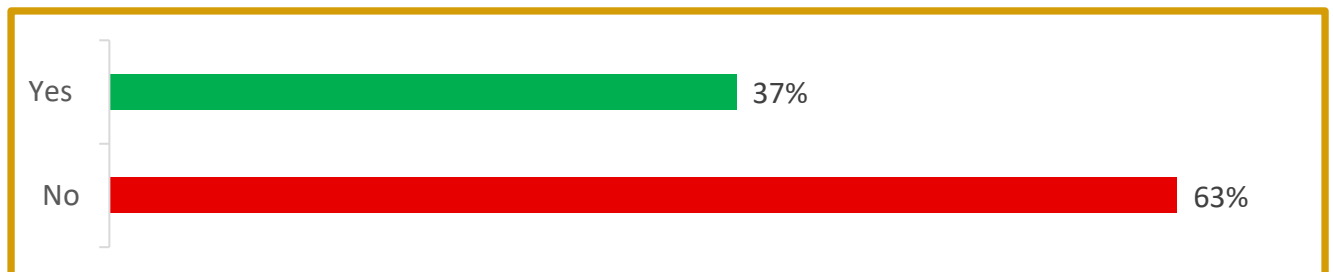


Source: Q12 and Q13

Value	Comments	Mentions
Security and Safety	Residents highly value the sense of security and safety provided by sheltered housing. This includes the presence of Sheltered Housing Officers (SHOs) and community alarm systems that offer peace of mind and immediate assistance in emergencies.	45

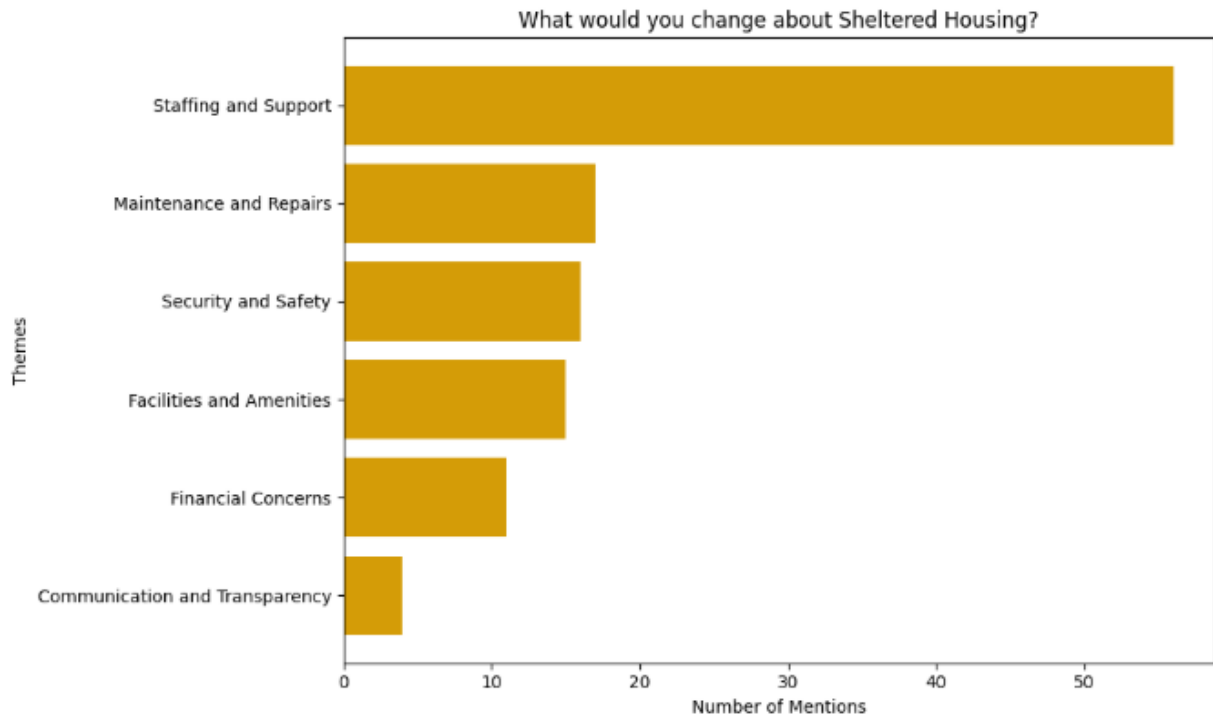
Support and Assistance	The support from SHOs is crucial for many residents. They appreciate the daily check-ins, help with forms, organising activities, and general assistance with various tasks. This support helps residents maintain their independence while having access to help when needed.	38
Community and Social Interaction	Many residents value the sense of community and the opportunity to socialise with others in a similar age group. Organised activities, communal spaces, and the presence of like-minded neighbours help reduce feelings of isolation and loneliness.	32
Independence	Sheltered housing allows residents to live independently while having access to support and assistance when needed. This balance of independence and support is highly valued.	25
Peace of Mind	Knowing that help is available in case of emergencies provides residents with peace of mind. The presence of SHOs and community alarms contributes significantly to this feeling.	20
Maintenance and Upkeep	Some residents appreciate the maintenance and upkeep of the property, which includes repairs and the general condition of communal areas. However, there are also concerns about the quality and timeliness of these services.	15
Financial Stability	The all-inclusive rent payments help residents manage their finances better. Knowing that utilities and other costs are covered in the rent provides financial stability.	10

Fig 12. Is there anything you would change?



Source: Q13

Out of the 465 who responded, 168 said they would change something. The insights from the bar chart and data below suggest that residents of sheltered housing prioritise maintenance and repairs, consistent support from SHOs, upgraded facilities, financial affordability, enhanced security measures, and better communication from management. Addressing these areas could lead to significant improvements in residents' satisfaction and overall quality of life in sheltered housing.

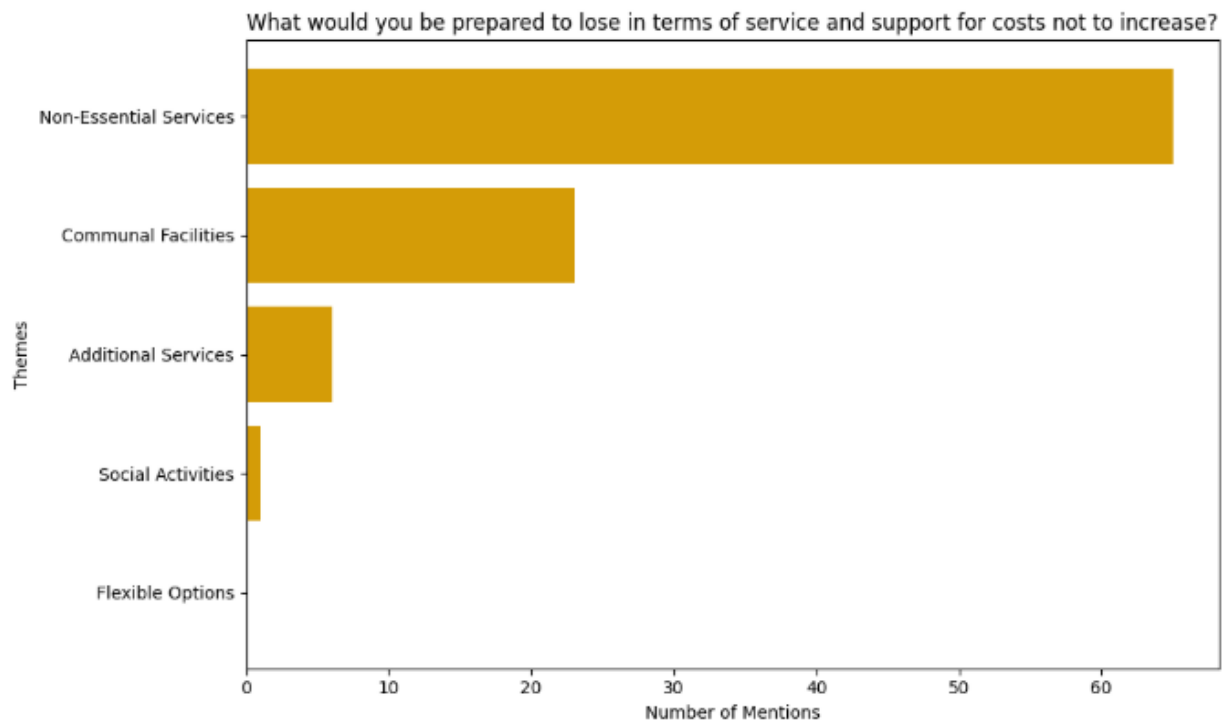


Source:Q14

Changes	Comment	Mentions
Maintenance and Repairs	<p>High Priority: Maintenance and repairs are the most frequently mentioned area for improvement. Residents are concerned about the quality and timeliness of maintenance services. This indicates a need for more efficient and responsive maintenance processes.</p> <p>Upkeep of Communal Areas: There is a significant demand for better upkeep of communal areas, including gardens and shared spaces. Improving these areas could enhance the overall living experience for residents.</p>	45
Staffing and Support	<p>Consistent SHO Presence: Many residents want a more consistent presence of Sheltered Housing Officers (SHOs). Suggestions include having full-time SHOs or ensuring that part-time SHOs are available when needed. This highlights the importance of reliable and accessible support staff for residents' well-being.</p> <p>Improved Vetting of New Tenants: Some residents suggested better vetting of new tenants to ensure they are suitable for sheltered housing. This could help maintain a harmonious living environment and reduce potential conflicts</p>	38

<p>Facilities and Amenities</p>	<p>Upgraded Facilities: Residents expressed a desire for upgraded facilities, such as better heating systems, improved kitchen and bathroom facilities, and more storage space. Investing in these upgrades could significantly improve residents' satisfaction and comfort.</p> <p>Social and Recreational Activities: There is a demand for more organised social and recreational activities. Providing a variety of activities could enhance community interaction and reduce feelings of isolation among residents.</p>	<p>32</p>
<p>Financial Concerns</p>	<p>Cost Management: Affordability is a major concern for residents. They want to keep costs manageable and have suggested specific cost-saving measures, such as reducing communal heating and lighting. Addressing these financial concerns could help alleviate residents' stress and improve their overall satisfaction.</p>	<p>25</p>
<p>Security and Safety</p>	<p>Enhanced Security Measures: Residents suggested enhanced security measures, such as better lighting, security cameras, and improved door systems. These improvements could help residents feel safer and more secure in their living environment.</p>	<p>20</p>
<p>Communication and Transparency</p>	<p>Better Communication from Management: There is a clear need for better communication and transparency from the management regarding changes, maintenance schedules, and other important information. Improving communication could help build trust and ensure residents feel informed and involved in decisions affecting their living conditions.</p>	<p>15</p>

Fig 13. What would you/they be prepared to lose in terms of service and support for costs not to increase?

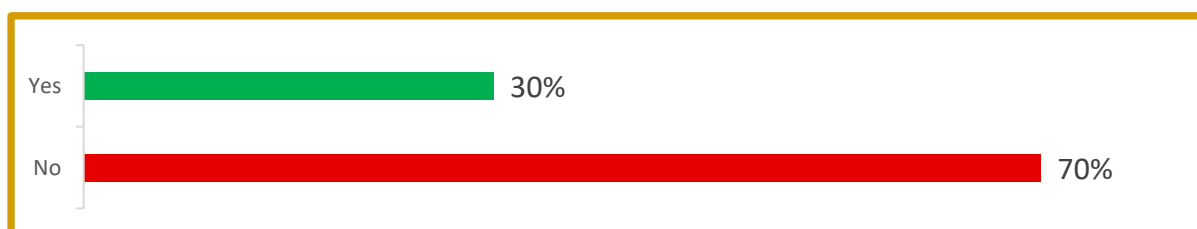


The trends shown in the graph indicate that residents are generally willing to consider losing non-essential services, reducing communal facilities' maintenance, and having fewer organised social activities to prevent cost increases. They also suggested making some services optional to allow for more personalised cost management. However, essential services like emergency support and some level of SHO presence are still highly valued and should be maintained. Addressing these preferences could help balance cost management with maintaining essential support and services for residents. Below are the key insights in more detail.

<p>Non-Essential Services</p>	<p>Community Alarms and Part-Time SHOs: The most frequently mentioned category is non-essential services, including community alarms and the suggestion of part-time or shared Sheltered Housing Officers (SHOs). Some residents feel that they do not use the community alarms and would be willing to lose this service if it helps keep costs down. However, this is often conditional on having alternative emergency contact methods. Similarly, some residents suggested that part-time SHOs or shared SHOs between schemes could be a viable option to reduce costs while still maintaining some level of support.</p>
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Communal Facilities	Heating and Lighting: The second most mentioned category is communal facilities, particularly the reduction of communal heating and lighting. Residents suggested that these could be reduced, especially during times when communal areas are not in use, to help lower utility costs. This indicates a willingness to adjust the use of shared resources to manage expenses better.
Social Activities	Organised Social Activities: Some residents indicated that they would be willing to have fewer organised social activities if it helps keep overall costs down. They suggested that residents could take more responsibility for organizing their own activities. This trend shows a readiness to compromise on social events to maintain essential services.
Additional Services	Window Cleaning and Gardening: A few residents mentioned that they could manage without regular window cleaning services and gardening services provided by the scheme. They suggested that residents could take more responsibility for maintaining communal gardens. This reflects a willingness to reduce or eliminate certain maintenance services to save costs.
Flexible Options	Optional Services: Several residents expressed a preference for making certain services optional, allowing those who do not need or use them to opt out and reduce their costs. This includes services like community alarms and certain maintenance tasks. This trend highlights the desire for more personalised and flexible service options to better manage individual expenses.

Fig 14. Would you be prepared to pay the full cost of running the Sheltered Housing service if it was no longer subsidised by MKCC?



Source: Q16

Out of the 431 that responded, 303 would not be prepared to pay for the cost of running the Sheltered Housing Service. 123 respondents went on to share how much they would be willing to pay. The table below provides the percentage and number of people willing to pay.

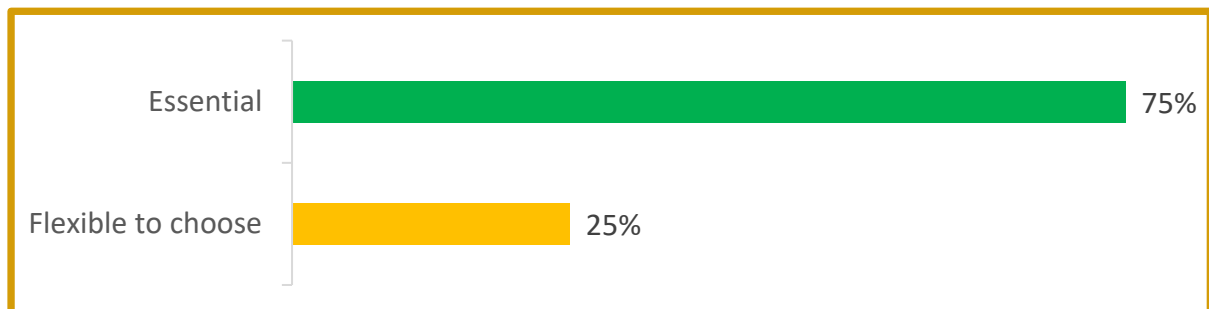


Source: Q17

Fig 15. Our Sheltered Housing properties have community alarms which allow residents to call for assistance in an emergency situation; is this something you think is essential or would you prefer this to be a flexible option?

450 responses to whether the community alarms are essential or flexible to choose. 356 respondents went on to leave a comment.

The main arguments for considering community alarms essential revolve around emergency assistance, peace of mind, and maintaining independence. On the other hand, the reasons for viewing them as flexible to choose include personal usage preferences, the availability of alternative solutions, and cost management considerations. Addressing these differing perspectives could help create a more personalised and cost-effective support system for residents.



Essential

1. **Emergency Assistance:**

- Community alarms provide immediate help in case of emergencies, such as falls or medical issues. This quick response can be lifesaving for residents with health concerns.
- Residents feel safer knowing they can easily call for help if needed.

2. **Peace of Mind:**

- The presence of community alarms gives residents and their families peace of mind, knowing that there is a reliable system in place for emergencies.
- It reduces anxiety and stress for both residents and their loved ones.

3. **Independence:**

- Community alarms enable residents to live independently while having a safety net in place. This balance of independence and security is highly valued.
- They allow residents to feel more confident in their ability to manage on their own.

Flexible to Choose

1. **Personal Usage:**

- Some residents mentioned that they do not use the community alarms and would be willing to opt out of this service to reduce costs.
- They feel that the alarms are not necessary for their personal situation.

2. **Alternative Solutions:**

- Residents suggested that other methods, such as mobile phones or personal emergency devices, could be used as alternatives to community alarms.
- They believe that these alternatives could provide similar levels of safety and support.

3. **Cost Management:**

- Making community alarms optional could help manage overall costs, allowing residents who do not need the service to save money.
- This flexibility in choosing services can help tailor the support to individual needs and financial situations.

Source:Q19

Fig 16. Other comments

The main themes from other comments left by Sheltered Tenants highlight the importance of security, support services, community interaction, affordability, maintenance, and flexibility in services. Residents value the safety and support provided by SHOs and community alarms, appreciate the sense of community, and are concerned about managing costs while maintaining essential services. Addressing these themes could help improve the overall satisfaction and quality of life for residents in sheltered housing.

Themes	Comments
Importance of Security and Safety	<ul style="list-style-type: none"> Many residents emphasised the critical role of security and safety measures in sheltered housing. This includes the presence of Sheltered Housing Officers and community alarms, which provide peace of mind and immediate assistance in emergencies.
Value of Support Services	<ul style="list-style-type: none"> The support provided by SHOs is highly valued. Residents appreciate the daily check-ins, assistance with forms, and help with organising activities. This support is essential for maintaining their independence and well-being.
Community and Social Interaction	<ul style="list-style-type: none"> Residents highlighted the importance of community and social interaction. Organised activities and communal spaces help reduce feelings of isolation and loneliness, fostering a sense of belonging and support among residents.
Concerns About Costs and Affordability	<ul style="list-style-type: none"> Affordability is a significant concern for many residents. They worry about the potential increase in costs and the impact on their fixed incomes. There is a strong preference for maintaining current services without additional financial burden.
Maintenance and Upkeep	<ul style="list-style-type: none"> The quality and timeliness of maintenance and repairs are important to residents. Proper upkeep of communal areas and individual units is necessary for their comfort and safety. Some residents expressed concerns about the efficiency of maintenance services.
Flexibility in Services	<ul style="list-style-type: none"> Some residents suggested making certain services optional to better manage costs. This includes services like community alarms and organised social activities, allowing residents to choose based on their individual needs and preferences.

Summary of Consultation Sessions

338 Sheltered Tenants their family and carers participated in the consultation sessions held at different Sheltered Housing venues. This is a positive level of engagement.

Fig 17. Main Themes arising from the Consultation Sessions

<p>Community Alarm Service</p>	<p>Concerns: Reliability and response times were frequently mentioned. Residents expressed the need for improvements and questioned the necessity of the service for everyone.</p> <p>Sentiment: Mostly negative, with concerns about the effectiveness and reliability of the service.</p>
<p>Repairs and Maintenance</p>	<p>Concerns: The efficiency of the repair service provider, Mears, was a significant issue. Residents highlighted the need for timely repairs and better maintenance of the buildings.</p> <p>Sentiment: Negative, with complaints about the current state of repairs and maintenance.</p>
<p>Safety and Security</p>	<p>Concerns: The role of the Sheltered Housing Officer in providing safety and security was emphasised. Residents valued the sense of security provided by the presence of the SHO and the community alarm service.</p> <p>Sentiment: Positive, with residents feeling safer with the SHO and alarm systems in place.</p>
<p>Financial Concerns</p>	<p>Concerns: Affordability of potential increases in service charges was a major concern. Residents were worried about the financial pressures faced by the council and how it would impact their costs.</p> <p>Sentiment: Negative, with significant concerns about the ability to afford increased charges</p>
<p>Value of SHO</p>	<p>Concerns: The importance of the SHO for safety, support, and daily check-ins was a recurring theme. Residents highly valued the SHO's role in their daily lives.</p> <p>Sentiment: Positive, with strong support for the SHO's presence and contributions.</p>

Social Benefits	<p>Concerns: The social aspects of sheltered housing, such as communal lounges and activities, were highly valued. These elements help reduce isolation and improve mental well-being.</p> <p>Sentiment: Positive, with residents appreciating the social opportunities provided.</p>
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Conclusion

The consultation meetings highlighted several key themes and concerns among residents of sheltered housing schemes. The community alarm service and repairs and maintenance were the most frequently mentioned issues, with residents expressing significant concerns about their reliability and efficiency. Financial concerns were also prominent, with worries about the affordability of potential increases in service charges.

On the positive side, residents highly valued the role of the SHO and the social benefits provided by the sheltered housing schemes. The presence of the SHO was seen as crucial for safety, support, and fostering a sense of community.

The feedback gathered from these meetings will be used to inform future decisions and potential changes to the services provided, ensuring that the needs and concerns of residents are addressed.

