

# **Sheltered Housing Consultation 2024-2025.**



**February 2025**  
**Version 1**

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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. Part One of the consultation took place from Monday 14 October to Sunday 10 November 2024 and a report from the feedback can be seen at [www.milton-keynes.gov.uk/sheltered-housing-consultation](http://www.milton-keynes.gov.uk/sheltered-housing-consultation)

The purpose of this report relates to sharing outcomes from the Part Two of the consultation held between Monday 9 December 2024 to Sunday 5 January 2025 where we asked sheltered housing tenants and wider MKCC tenants to choose between options that would shape the future of the Sheltered Housing Officer service.

## Consultation Process – Part Two

We wanted to make sure residents' views informed our decision making about the future of the Sheltered Housing Officer service. To achieve this, we wrote to all sheltered housing tenants inviting them to participate and feedback on three options. Information was also provided to wider Milton Keynes City Council (MKCC) residents on our website where they could also participate. The three options reflected the feedback we received in Part 1 of the consultation and were as follows:

**Option 1: Current Service will continue at an increased cost.** All tenants to pay £24 per week.

**Option 2: No longer have the dedicated Sheltered Housing Officer service.**

**Option 3: A shared service, all tenants pay £11.82 per week.** An Officer would cover two sheltered housing schemes.

Tenants were able to complete and return their option papers in each scheme and people could also submit their options on the Sheltered Housing Consultation web page. MKCC Officers visited all sheltered housing schemes to lead drop-in sessions for tenants to discuss and advise on the options. Overall, we had high levels of tenant participation and 61% of sheltered housing tenants submitted option papers.

# Executive Summary

The Part Two consultation process demonstrated most sheltered housing tenants would be willing to accept paying an increased charge and/or change in service levels for Milton Keynes City Council's sheltered housing service to remain in operation.

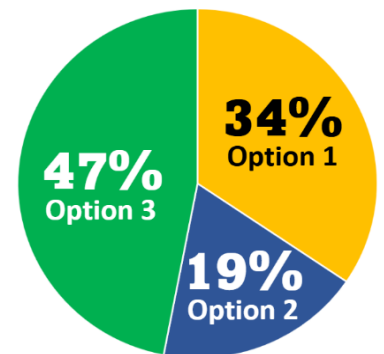
## Key Findings

- **SH Tenants:** Out of 489 responses received, 81% voted to keep a Sheltered Housing Officer service by choosing either option 1 or 3.
- **Non sheltered housing tenants:** Only 7 submissions were received.
- **Overall outcome:** Most votes were for option 3 at 47%, then option 1 at 34% and lastly option 2 with 19%.

## Option Outcomes

Table 1: Breakdown of how people voted.

Options	Votes
<b>Option 1:</b> Current service to continue at an increased cost	171 (34%)
<b>Option 2:</b> Stopping the service completely	92 (19%)
<b>Option 3:</b> Sharing an officer between sheltered schemes	233 (47%)



## Conclusion

- **Preference for a Shared Service:** The shared service option (Option 3) was the most popular among respondents.
- **Decision:** With most people voting for a shared service, we are now considering how this will be delivered in the future.

## Next Steps

- To write to all sheltered housing tenants to inform them of the outcome.
- Planning for the shared service and how this will be delivered is underway.
- Charges for the Sheltered Housing officer Service will remain at the 2024-2025 rates in the meantime.

We will keep tenants in sheltered housing up to date with progress and will update the web page when we have more information at [www.milton-keynes.gov.uk/sheltered-housing-consultation](http://www.milton-keynes.gov.uk/sheltered-housing-consultation)

