

redditch
appearing

Executive Committee

Wed 28th July
2010
7.00 pm

Council Chamber
Town Hall
Redditch



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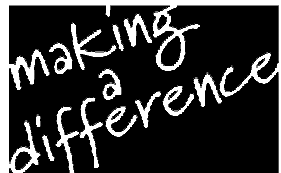
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Executive

Committee

28th July 2010

7.00 pm

Committee Room 2 Town Hall

8. Review of Redditch Borough Council's Sheltered Housing Stock further to Community Consultation

(Pages 1 - 216)

Head of Housing

To consider proposals further to a review of Redditch Borough Council's Sheltered Housing Stock. To seek approval for proposed revised categories, funding of improvement works and other costs and to provide Members with an update on the action plan.

(Attached is a copy of the report and the Appendices to the report. This is also available via the Council's website.)

(All Wards)

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**28th July 2010**Review of Redditch Borough Council's Sheltered Housing Stock further to
Community Consultation**

Relevant Portfolio Holder	Cllr Brandon Clayton
Relevant Head of Service	Liz Tompkin
Key Decision	

1. SUMMARY OF PROPOSALS

This report is brought to you further to the decision of the Executive Committee on 26th August 2009 to approve the Council's Older Persons Housing and Support Strategy and its Action Plan subject to community consultation. That consultation has now been carried out (see Consultation Statistics, Appendix 1) and the Committee is asked to approve the proposed revised categories following the Review of Redditch Borough Council's Sheltered Housing as attached (see Proposed Revised Categories, Appendix 2). The draft action plan has been updated based on progress made and is attached for approval (see Draft Action Plan, Appendix 3).

2. RECOMMENDATIONS

The Committee is asked to **RECOMMEND** that

- 1) **the preferred options, as determined by Members, from those detailed in Appendix 2, Section 6.1 and 6.2 be approved;**
- 2) **up to £166,150.00 capital funding be approved for the essential improvement works recommended in Appendix 4;**
- 3) **up to £31,051.00 revenue funding be approved to fund the post of Older Persons' Housing Liaison Officer as detailed in Appendix 16 and paragraph 5.5 of this report; and**

RESOLVE that

- 4) **based on the findings of the Review of Redditch Borough Council's Sheltered Housing, the categorisation of properties on page 11 in Appendix 2 be adopted;**
- 5) **officers undertake a feasibility study to consider the findings and options in Appendix 2, Section 6.3 and bring a further report back to Councillors within 12 months of this report;**

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- 6) if approved, the above changes only be applied to new tenants from 1st April 2011 with all current residents keeping their tenancy, even if they do not meet the new criteria;
- 7) the revised Action Plan in Appendix 3 be adopted, subject to Councillors' comments;
- 8) an additional member of staff be appointed for twelve months to facilitate the change management process (see Appendix 16); and

subject to the Council's approval of the budgetary implications, as specified separately above, and consequent adjustment of the Capital Programme
- 9) approval be given to incur up to the expenditure detailed in 2) above for the purposes detailed in the report, in accordance with Standing Order 41.

3. BACKGROUND

- 3.1 The Government is strongly driving change in the housing and support of older people, based on the national profile of an ageing population. Its intention is to raise standards based on 'quality, choice and independence' and to ensure support and services are delivered, as far as possible, at the first level of intervention, in the community and in peoples' homes.
- 3.2 A Strategy was written which shows that significant parts of the Redditch housing stock for older people were set up 25 or more years ago, in accordance with the standards of the day. These do not necessarily meet contemporary standards or peoples' expectations, especially for mobility. The Council undertook a comprehensive assessment of the current stock to look at their fitness for the needs of older people, both now and in the future and produced an Action Plan.
- 3.3 The Executive Committee approved the Older Persons Housing and Support Strategy at their meeting on 26th August 2009 and approved a recommendation for the implementation of the Action Plan, subject to community consultation.
- 3.4 An active period of consultation followed from September to November 2009, during which time various awareness events were held including workshops for scheme residents. A newsletter offering feedback followed.

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The "My Home, My Future, My Choice Residents Group was formed in January, 2010 and continues to meet monthly. A feedback conference was held at the end of March 2010. Questionnaires were taken by the Home Support Officers during May 2010 to vulnerable residents to assess their awareness and understanding and any requests for further contact or information have now been followed up. All scheme tenants and all Councillors were sent invitations to the conferences and press releases were also published. A total of 9 Councillors attended the scheme visit events (see Appendix 1).

4. KEY ISSUES

- 4.1 It is important that we are able to meet the needs of many different types of customers. This opportunity will allow us to explore other options for housing those with sensory impairments, younger people with physical disabilities and those with learning difficulties. National statistics show that disabilities are affecting a greater number of people and there is a need to prepare for this in the future.
- 4.2 The Borough has a large and generally excellent portfolio of stock, but few schemes met all the standards we defined. Among the best performing were bungalows, except where there were problems of mobility due to access, poor internal arrangement or inadequate size. The schemes that were least fit for purpose included schemes with a high amount of bedsits, first floor flats, those with poor access and schemes in undesirable or difficult locations. Inadequate parking was also a concern.
- 4.3 Lowering the age limit in some schemes met the objective of reducing the length of time a property was empty and saved loss of revenue. It has worked very well in some schemes but it has led to instances of anti-social behaviour in other schemes due to differing lifestyles. The recent implementation of introductory tenancies will allow the Council to monitor new tenants (where they were not previously a secure tenant) and in the event of a breach of tenancy being highlighted can intervene and act much more quickly. An anti-social behaviour policy exists for all tenancy types so all instances will be addressed, irrespective of tenure.
- 4.4 In April 2009 the Supporting People contract changed from an accommodation based contract to a Floating Support contract for the Home Support Service. Tenants can now choose if they want to receive the support and in accordance with the contract, support can only be offered where there is an assessed need. This has led to very

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independent people living alongside those who are dependant on the Home Support Service.

- 4.5 The “My Home, My Future, My Choice” Consultation to produce the Strategy commenced in 2007, the Strategy was not brought to the Executive Committee for approval until 26th August, 2009. At that time it was approved, however only subject to further community consultation of the implementation of the Action Plan. The length of time the process has taken has lead to increasing anxiety among current residents. It is essential that any changes made as a result of this report are carried out as quickly and as sensitively as possible.
- 4.6 The change management process was adopted when the Strategy was approved and to be applied effectively will require sufficient resource. It is essential that the practicalities of change or any fears of change, however small, are met with a full, personal and dedicated support programme by an experienced compliment of staff.
- 4.7 Recent consultation has identified that residents would feel more secure in older persons housing if the allocation process were more specialised. Further investigation would be required to examine the full implications of this change. The “My Home, My Future, My Choice Residents Group” who meets monthly with officers has already begun discussing Local Lettings Plans criteria. Further consultation surrounding both Local Lettings Plans and the allocation process with affected schemes is essential.
- 4.8 There have been concerns, during the consultation period, that reducing the age of entry to older persons accommodation below 60 will attract the ‘Right to Buy’ and that this may lead to problems in the future. The entry age has already been reduced in some schemes and no applications have been made to be able to measure its effect. It is felt to be a minimal risk as those choosing to rent older persons accommodation are unlikely to opt for an investment in this market. This has however been taken into full consideration.
- 4.9 Fire safety has been highlighted as a serious issue following the recent property inspections in some schemes. It is essential that appropriate precautions are taken urgently.
- 4.10 Some of the Schemes currently qualify for the concessionary T.V. licence and others are on preserved rights. To continue to be eligible for the

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concessionary licence, all tenants within the schemes must fulfil all the four criteria (refer to Appendix 6).

- 4.11 The term “sheltered” accommodation has been under much debate both nationally and locally during recent consultation. The majority of those who expressed a preference agreed it provided a sense of security whilst others found the term derogatory. The Council felt it was important to recognise that as views were mixed it should agree new wording and specific criteria which have been detailed in Appendix 2 on page 11.
- 4.12 The Council has worked closely with staff and Councillors to identify a variety of ways to engage residents. There was an active consultation period which started with staff and public conferences and then various events during September and October 2009. A newsletter was sent out in December 2009 to all scheme tenants, all Councillors, relevant staff, over 50’s on the waiting list and those who had expressed an interest during the active consultation period. The project group continued to communicate with tenants from January to March 2010 when a feedback conference was held. Full details of this can be found in Appendix 1.

5. FINANCIAL IMPLICATIONS

- 5.1 In order to improve standards to an acceptable level and taking into account the feelings of residents during consultation the council have proposed a schedule of works that should be carried out.
- 5.2 The Schedule of proposed works and costings can be found at Appendix 4. Listed in the schedule are details of works required to bring the schemes up to the measured standards (see Appendix 7) further to consultation with scheme residents. Essential works are considered to be those that will enhance safety and security. Desirable works are those that would improve quality of life and fixtures and fittings works are those which would improve the look of the scheme.

The total cost of essential works are: £ 166,150
(Priority is the lift installation at Harry Taylor House £45,000)

Works classed as desirable total:	£ 136,700
Fixtures and Fittings total:	£ 29,000
Total costs of works to improve standards (See Appendix 4)	£ 331,850

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- 5.3 The essential works required at the 3 communal schemes that we are proposing should be in Category A, are broken down as follows: (figures are already included in the above total).

Harry Taylor House	£55,500
Arthur Jobson House	£10,100
Ibstock House	£9,000
Total	£74,600

See Appendix 4 for more details.

Additional Financial Implications

- 5.4 The issues raised regarding car parking will be addressed as part of the existing Car Parking Project which Councillors and Officers are already undertaking across the borough.
- 5.5 In addition to the schedule of works, the council feel that it is essential to engage the services of an Older Persons' Housing Liaison Officer. This is imperative to ensure a sensitive approach and smooth transition period. A draft Job Description can be found in Appendix 5. The total cost of this additional member of staff would be £31,051.00.
- 5.6 Essential upgrading to the Lifeline system in the existing Older Persons Housing will be required in the next few years, with some schemes requiring upgrade by 2012 due to the BT21CN Digital Switchover. The total estimated cost of those works will be approximately £305,000.00. The three communal schemes proposed for Category A (Arthur Jobson House, Harry Taylor House and Ibstock House) have already been upgraded. If lower levels of support are still required within any other scheme, they would be best served by installing independent dispersed Lifeline units to ensure that a call alarm service is delivered and removed when required. A dispersed unit would cost £121.00 plus installation (based at current Tunstall Telecom prices). The latest quotation and breakdown of costs by scheme can be found in Appendix 19.

6. LEGAL IMPLICATIONS

- 6.1 The Disability Discrimination Act 1995 (DDA) places duties on service providers and requires 'reasonable adjustments' to be made when providing access to goods, facilities, services and premises.

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- 6.2 Since 1st October 2004, Service providers may have to make 'reasonable adjustments' in relation to the physical features of their premises to overcome physical barriers to access (refer to Appendix 8).
- 6.3 Section 167 (1) of the Housing Act 1996 requires each Local Authority to have a scheme for determining priorities in allocating housing accommodation. The existing Housing Allocations Policy already meets the Local Authorities legal requirements.
- 6.4 In order for a dwelling to be exempt from the Right to Buy Scheme the following criteria must be satisfied under paragraph 11 of Schedule 5 of the Housing Act 1985:
- B
- a) It is one of a group particularly suitable for occupation by elderly persons (having regard to its location, size, design, heating system and other features).
 - b) The dwelling houses in the group are usually let to persons aged 60 or above. They need not be let exclusively to the elderly if the other occupants are persons with a physical disability.
 - c) The group is warden controlled. If the warden is not resident, there must be a system for calling him/her and the use of a nearby common room.
- 6.5 If these conditions are not satisfied, the dwelling will not be exempt and (subject to the other requirements of the HA 1985 being fulfilled) the tenant will be entitled to exercise the right to buy (see Appendix 9).

7. POLICY IMPLICATIONS

- 7.1 The current Housing Strategy provides the strategic direction generally for older person's housing. This Older Persons Housing Strategy was approved by Full Council on 18th September 2009.
- 7.2 The proposed changes would not require any amendment to the Allocations Policy as the Director and Portfolio holder have the delegated authority to introduce Local Lettings Plans where required.

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8. COUNCIL OBJECTIVES

- 8.1 The Review of Redditch Borough Council's Sheltered Housing has highlighted that older people see Safety and Security as being key priorities and this has been addressed in the Strategy and Action Plan. A commitment for all new residents in Category A properties to receive support from the Home Support Service will increase the time that staff are on site and promote the feeling of additional security. A move towards allocations to only over 65 year olds in particular schemes will also seek to reduce the difficulties experienced as a result of lifestyle differences between older and younger residents and contribute towards them feeling safer.
- 8.2 The review has highlighted a number of priorities for the improvement of Older Persons Housing which will make the accommodation more suitable for residents and a more pleasant place to live. The Council has also identified where sensor lighting can be installed and heating systems upgraded which will reduce the running costs of schemes and reduce harmful CO2 emissions.
- 8.3 The proposed new categorisation for Older Persons Housing (see Appendix 2 page 11) aims to make it easier for younger people with disabilities to access accommodation suitable to meet their needs. The review has highlighted that there is inequality between the speed at which those with a disability that are under the age of 50 are able to access accommodation as opposed to those over the age of 50. Currently it takes disabled individuals under 50 years of age 13% longer to access adapted accommodation than disabled individuals over 50 years of age. Research demonstrates that meeting the housing needs of disabled people is key to ensuring that they have the best possible chance of remaining independent, accessing employment and leading fulfilling lives. Given that 38% of those in current Older Persons Housing have little or no support needs it is clear that more priority should be given to younger disabled people with a support need who need to access appropriate accommodation.
- 8.4 In the past twelve months the average allocation time for Older Persons bed-sit accommodation was 23.33 days compared to 12.5 in general let bed-sit accommodation. The difference is due to the low numbers of elderly people interested in bed-sit accommodation and properties often being offered to several people before they are accepted. There are significantly larger numbers of people in housing need under 60 years of age who want bed-sit accommodation and it is clear that widening the age

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range in certain schemes would increase the demand for the accommodation and assist the authority to improve its performance in respect of the following indicators:

- BV212 - Average Number of Days taken to Re-let Council Housing; and
- HH2 – Void Loss Expressed as a percentage of Gross Rent

9. RISK MANAGEMENT INCLUDING HEALTH & SAFETY CONSIDERATIONS

- 9.1 Failure to approve the recommendations will make it difficult for the Council to achieve national, regional, county and local strategic aims.
- 9.2 If we do not consider reducing the entry age for the allocation of Older Persons Housing in the long term the Council will impede its performance in relation to average re-let times and void loss and may not achieve the required standards during housing inspections.
- 9.3 The Council could be in breach of the Disability Discrimination Act 1995 in that it has not made reasonable adjustments to remove access barriers to accommodation for disabled people.
- 9.4 The Council may not be able to meet the demand in housing and support from the growing population.
- 9.5 Failure to provide sufficient staffing resource to facilitate the proposed changes could lead to delays and unnecessary distress to tenants. This could also put additional pressure on other front line teams such as the Housing Options Service which is already seeing an increase of customers of up to 30%.
- 9.6 There have been significant changes to Health and Safety Legislation and Fire Regulations. It is predicted that over the next 16 years regulations will become increasingly stringent and that the Council may struggle to make some buildings legally compliant. Failure to consider the options at an early stage may leave the Council at risk of litigation and increased financial burden in some cases.

10. CUSTOMER IMPLICATIONS

- 10.1 The Council is committed to providing appropriate accommodation and support for older people that meets required standards. The Council is

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equally committed to working with residents during the change management process to minimise any impact on lifestyle the changes incur.

- 10.2 Tenants affected by the outcomes of this report may decide they no longer wish to reside in their current accommodation. The Council will need to prioritise their request for a move and increase front line services accordingly. A dedicated officer will be appointed to any tenant wishing to move to assist with practicalities.
- 10.3 Tenants wishing to remain in their current accommodation may have concerns about the effect any changes will have on their lifestyle. The Council will offer full support in an advisory capacity. This will form part of the change management programme.
- 10.4 Where the option of disposal is approved an enhanced change management procedure will apply. Tenants will be fully consulted regarding their options and a dedicated officer will be appointed to each tenant.
- 10.5 Reasonable costs of moving may be reimbursed, all applications will be considered.

11. EQUALITIES AND DIVERSITY IMPLICATIONS

- 11.1 The Council must act in accordance with the Disability Discrimination Act 1995, with particular reference to the amendment on 1 October 2004 (see legal implications)
- 11.2 An impact assessment has been carried out which has been attached as Appendix 10.

12. VALUE FOR MONEY IMPLICATIONS, PROCUREMENT AND ASSET MANAGEMENT

- 12.1 All orders for work issued to contractors will be tendered for on the open market within Standing order 46 Procurement guidelines. This will safeguard the Council's budgets and quality of work to the residents.
- 12.2 Further work is required to identify way forward in relation to disposal options where deemed appropriate and it is proposed that a further report will follow within twelve months.

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- 12.3 The Action Plan which is included as Appendix 3 recommends further consultation regarding the usage of communal areas. It is anticipated that in some schemes additional revenue could be generated if communal areas were converted into dwellings for rental.

13. CLIMATE CHANGE, CARBON IMPLICATIONS AND BIODIVERSITY

Property inspections carried out have identified where sensor lighting and upgraded heating systems are required. The installations of energy saving lighting and heating systems to the schemes will reduce running costs and reduce harmful CO2 emissions whilst keeping our residents safe and warm.

14. HUMAN RESOURCES IMPLICATIONS

- 14.1 The report seeks approval of the appointment of an Older Persons' Housing Liaison Officer for 12 months to manage the change management process.
- 14.2 There may be staff implications in respect of the Home Support Service as the Action Plan is implemented. The details of that will be brought back to Councillors for agreement in a further report.

15. GOVERNANCE/PERFORMANCE MANAGEMENT IMPLICATIONS

The proposed changes will assist the Council to make better use of housing stock and reduce the time taken to re-let properties which will have an impact on its performance and increase the revenue to the Authority.

16. COMMUNITY SAFETY IMPLICATIONS INCLUDING SECTION 17 OF CRIME AND DISORDER ACT 1998

The Council, as is duty bound, has considered crime and disorder implications during consultation. Safety and security have featured in the measured standards and the possibility of increased anti-social behaviour has been discussed during consultation with tenants. Introductory tenancies and a review of the allocation procedure is proposed.

17. HEALTH INEQUALITIES IMPLICATIONS

- 17.1 The Comprehensive Area Assessment highlighted inequalities in respect of the life expectancy of females, alcohol related hospital admissions and

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obese adults. The review of Older Persons' Housing and Support highlighted that preventing adverse health conditions that limit their independence is a key priority for older people in Redditch. Key actions in the Strategy which may contribute to addressing these inequalities are:

- i) Extension of the Home Support Service into the Private Sector so that the service can be accessed by all regardless of tenure;
- ii) Review the Home Support Service so that the support delivered has a greater emphasis on preventing adverse health conditions and maximising independence;
- iii) Review of the communal areas to examine the levels of communal involvement and identify where enhancements could be made to increase the level of activity and meet the priorities highlighted by older people.

18. LESSONS LEARNT

- 18.1 A planned consultation programme with full co-operation and support from residents has been essential to informing and influencing proposals.
- 18.2 Forming a residents group has proved to be successful in allowing mutual understanding to be formed between Officers and residents.
- 18.3 It was clear from consultation that some customers perceived the length of time that it took the Council to review Older Persons Services and agree the proposals to be too lengthy. In response Officers have agreed to produce some guidance which will draw together the methods found to work best regarding consultation, research and planning which can be used to assist the delivery of future projects

19. COMMUNITY AND STAKEHOLDER ENGAGEMENT

Tenants, residents, councillors and staff have been consulted about the Older Persons Housing and Support Strategy and about the implementation of the Action Plan. Relevant partners and professional bodies were also invited to attend the conferences held. Officers have also consulted the Borough Tenants Panel, Neighbourhood groups and the Community Forum (see Appendix 1).

REDDITCH BOROUGH COUNCIL**EXECUTIVE
COMMITTEE**28th July 2010**20. OTHERS CONSULTED ON THE REPORT**

Portfolio Holder	Yes
Chief Executive	No
Executive Director (S151 Officer)	No
Executive Director – Leisure, Cultural, Environmental and Community Services	No
Executive Director – Planning & Regeneration, Regulatory and Housing Services	Yes
Director of Policy, Performance and Partnerships	No
Head of Service	Yes
Head of Resources	No
Head of Legal, Equalities & Democratic Services	No
Corporate Procurement Team	No
Housing Advisory Panel	Yes

21. WARDS AFFECTED

All Wards.

22. APPENDICES

- Appendix 1 Consultation Statistics
- Appendix 2 Proposed Revised Categories
- Appendix 3 Updated Action Plan
- Appendix 4 Schedule of Proposed Works and Costings
- Appendix 5 Draft Job Description for Older Persons' Housing Liaison Officer
- Appendix 6 Concessionary TV licences
- Appendix 7 Measured standards
- Appendix 8 Understanding the DDA 1995

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- Appendix 9 Right to buy legislation
- Appendix 10 Impact assessment
- Appendix 11 Waiting List Information
- Appendix 12 Chiltern House Floor Plan
- Appendix 13 Scheme Reports
- Appendix 14 Home Buy Scheme
- Appendix 15 Terms of Reference for My Home My Future My Choice Residents Group.
- Appendix 16 Change Management Process
- Appendix 17 Roxboro House Fire Risk Assessment
- Appendix 18 Statistical Information
- Appendix 19 Lifeline Upgrade Charges

23. BACKGROUND PAPERS

- i) Feedback forms from 2009 / 2010 Consultation;
- ii) Minutes from 2009 / 2010 Consultation;
- iii) 2007 - My Home My Future My Choice Consultation Papers;
- iv) Older Person's Housing and Support Strategy Committee Report from 26 August 2010.

AUTHOR OF REPORT

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REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK FURTHER TO COMMUNITY CONSULTATION

EXECUTIVE SUMMARY

Introduction

The Older Persons' Housing and Support Strategy and its Action Plan were approved by Full Council on 18th September, 2009 subject to Community Consultation. That consultation has now been carried out and this is the first report being brought back to Councillors for further approval.

This report addresses objectives 2 and 3 of the Action Plan's first priority which are:

- **Housing designated for Older People meets the defined level of standards and meets their needs.**
- **Review Housing designated for Older People that do not meet a defined level of standards**

The defined level of Standards can be found at Appendix 7

Consultation

Consultation on this specific objective and other areas of the Action Plan was commenced in September, 2009 with staff and public conferences. Workshops were held at schemes during October, 2009 where the standards and Action Plan objectives were discussed. Various other events were held to ensure all members of the Community were included. A Residents Group was formed to allow members of the public to work with officers. Home Support Officers visited service users to clarify and answer queries or concerns. Full details can be found at appendix 1.

Desired Outcomes

The Older Persons' Housing and Support Strategy Action Plan outcomes in relation to these priorities are:

- To ensure that existing Council Housing meets Older Peoples expressed needs including those of security, comfort and mobility
- Fewer void properties in Older Persons' Schemes
- Increased numbers of accommodation for general letting

Review of the Sheltered Stock

All the Council's Sheltered Housing Stock has been inspected and measured against the defined standards (app. 7). Of the 1169 units of accommodation currently held, 608 units with communal facilities or bungalows with appropriate access were considered suitable for proposed Category A.

There are a further 141 units which were considered to be reasonable and with potential to either meet Disability Discrimination Act 1995 regulations in the future with some investment or are reasonable and in high demand now, these would be suitable for proposed Category B.

A further 215 units of either communal accommodation or bungalows with access problems were considered suitable for Over 50's without mobility issues.

Proposed Revised Categories

Category A - Older Persons Supported Housing

Communal Accommodation - Aged 65 and over with a support need
Bungalows – aged 60 and over or other adults with severe mobility issues
(Priority given to those with an assessed support need).

Category B – Older Persons Housing

Communal Accommodation – Aged 60 and over with or without a support need

Category C – Over 50's Housing

Communal or bungalow accommodation for persons aged 50 and over with or without a support need. Not suitable for those with mobility issues.

Full details can be found at page 11 of Appendix 2 and these are assuming recommendations for essential works are approved (see below and Appendix 4).

Essential Works Required

Officers have identified improvement works that would allow a scheme to remain in our proposed Older Persons Housing Categories. Where it was felt that standards had not been fully reached but could be reached within a reasonable period of time, approximate costs have been included at Appendix 4. If the costs are not approved the proposed category may have to be reconsidered. After consultation with residents other costs have been included for works that have been classed as desirable or relate to fixtures and fittings.

Properties not deemed suitable as Older Persons' Housing

There are 201 units of accommodation over 12 schemes that have been deemed unsuitable as Older Persons' Housing. Councillors are being asked to approve that some of these schemes are returned to general let. Further information including the options to be considered and approved can be found at Section 6 of Appendix 2.

Change Management Process

The Change Management Process which can be found at Appendix 16 was approved along with the Older Persons' Housing and Support Strategy last year. In order to effectively manage the outcomes of decisions reached and to continue to implement and review the Action Plan officers are asking for approval for an additional temporary member of staff to facilitate this process (see Appendix 5).

Conclusion

In summary, Officers are proposing revised categories for Older Persons Council Housing in Redditch and recommending which schemes are appropriate for inclusion in those categories (see pages 21-24 of Appendix 2). Research and consultation has informed our proposals and several property inspections have been carried out, Councillors and residents were invited to inspections. Where properties have been deemed unsuitable for Older People, officers have provided recommendations for consideration where appropriate. A full change management programme is planned and in order to carry this out sensitively approval is sought for a temporary member of staff. The 'My Home, My Future, My Choice Residents Group' will continue to meet to ensure Residents, Councillors and Officers work together.

The benefits of approving proposals will ensure the desired outcomes are achieved and the Council are compliant with the Disability Discrimination Act 1995. It will improve the lifestyle and standard of accommodation for Older People living in Redditch and provide opportunities for the Council to provide housing to other client groups. The allocation process and demand for Older Persons' Housing will be reviewed annually in line with the Action Plan and the need for reviews on this scale will be minimised in the future.

APPENDIX 1
REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Staff conference, Town Hall	07.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	39 staff and 9 facilitators - including the Housing Management team and Older Persons Housing Strategy Project Group
Public conference, Town Hall	25.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	41 members of public, 17 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 5 councillors, 3 external agencies
We are Redditch, Market area	27.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Money Matters Kingfisher Centre	29.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Borough Tenants Panel	29.09.09	Project Group to provide an update	11 members of the Borough Tenants Panel, Sharon Powell and Emma Cartwright (from Older Persons Housing Strategy project group)

APPENDIX 1
REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Neighbourhood groups	Sep/Oct 2009	Briefing note provided with an update for circulation to members across all neighbourhood groups	Residents and officers
Scheme visits	01.10.09- 14.10.09	To provide updates and to discuss in detail: <ul style="list-style-type: none"> • The Strategy • The priorities in the Action Plan • The 15 standards • Alternative options • Introductory tenancies • Local lettings plans • Decision making process <p>There was also an opportunity for questions and to complete a feedback form</p>	18 events were held by the Project Group and supported by the Home Support Supervisors and Officers (24 members of staff in total). Overall, 197 residents including 9 councillors attended the sessions. The majority were held in schemes. A morning, afternoon and an evening session were also held at the Town Hall. (minutes are available)
Customer Service Week Kingfisher Centre	7.10.09	To raise awareness of the Strategy and consultation and to collect feedback	General public

APPENDIX 1
REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Community Forum	14.10.09	To provide a Presentation delivering an update on the Strategy and the consultation. There was also an opportunity for questions.	26 members of the Community Forum. Presentation delivered and questions answered by Sharon Powell (Older Persons Housing Strategy Project Group)
Scheme bulletins	Monthly from October 2009	To provide a monthly update on the progress of consultation as requested. Ongoing feedback was encouraged.	Displayed on all scheme notice boards.
Newsletter	December 2009	Update on consultation undertaken so far <ul style="list-style-type: none"> • Addressed main concerns • Provided contact details • Consultation statistics • Advised what happens next 	2000 distributed to: scheme residents and over 50's on sheltered housing waiting list.
My Home, My Future, My Choice Residents Group	Monthly from January 2010	To discuss all the key issues raised during consultation and examine ways forward. The group adhere to terms of reference which ensure everyone is heard and represents all residents interests.	Regularly attended by members of the project group, councillors and members of the public including scheme residents, other council tenants and owner occupiers with an interest in the outcomes.

APPENDIX 1
REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Scheme visits with councillors	22.02.10 – 26.02.10	To allow councillors involved in decision making an opportunity to take a tour of the schemes. Residents and members of the 'My Home, My Future, My Choice Residents Group were invited along and given the opportunity to point out relevant issues to councillors.	Officers, councillors and residents
Property Inspections	March 2010	Capital Operations Manager's physical inspection of schemes	Inspections conducted by Ian Ranford (Capital Operations Manager) and Carol Cockette (Special Needs Team Leader) Some scheme residents and members of 'Residents Group' also attended some of the inspections.
Feedback conference	31 st March, 2010	To provide outcomes of the consultation events. This event was held as requested by residents following the public conference in September, 2009. The Council was asked to hold another conference to let everyone know how much consultation had been carried out and the results.	2000 invitations sent to: scheme residents, waiting list for sheltered accommodation, those who expressed an interest in being involved, residents group, staff and relevant organisations. Attended by 56 members of public, 14 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 3 councillors, 2 external agencies

APPENDIX 1
REVIEW OF REDDITCH BOROUGH COUNCIL'S SHELTERED HOUSING STOCK

DETAILS OF CONSULTATION HELD

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
End of consultation questionnaire	April 2010	To update and identify awareness and understanding of consultation among vulnerable residents. This was produced further to feedback from the conference in March where a concern was raised that some tenants may not have had a chance to comment.	Approximately 800 questionnaires taken to homes by Home Support Officers to discuss. Over 300 responses received and actioned appropriately (i.e. post/telephone or visit as requested by residents)
Briefing note	May	A brief summary of the strategy and consultation to those who requested more information following the end of consultation questionnaires	Approximately 80 have been posted or hand delivered on request.
Community Forum	1 st June, 2010	An update was taken to the Community Forum with an opportunity for questions. An invitation was extended to members to join the 'My Home, My Future, My Choice Residents Group'.	
Other	Ongoing	To provide quality information, assurance and clarification when requested.	Project group meetings, resident group meetings, telephone calls, general correspondence

**REVIEW OF REDDITCH BOROUGH COUNCIL'S
HOUSING STOCK FURTHER TO COMMUNITY
CONSULTATION**

Appendix 2

**PROPOSED REVISED CATEGORIES FOR
OLDER PERSONS ACCOMMODATION**

and supporting information

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1. INTRODUCTION

The “My Home, My Future, My Choice consultation which started in 2007 formed the basis for the Older Persons Housing and Support Strategy which was approved by the Executive Committee on 26th August, 2009. Its action plan was approved subject to further community consultation. That consultation has now taken place which has allowed the Council to make informed proposals based on the thoughts and feelings of residents and balanced with the formalities of practicality, feasibility and forward planning.

Invitations to consultation events and a newsletter were sent to all scheme tenants, all councillors and all over 50's on the Council's housing waiting list. All councillors were invited to visit any schemes and to take part in the property inspections.

When forming these proposals the Council has listened to what residents feel to be the most important features in older persons' accommodation and have drawn on the findings of both sets of consultation.

Further detail in this document surrounds the following:

Section 2 - Summary of the consultation process and comments received.

Section 3 - The main causes for concern that have been highlighted throughout the consultation process.

Section 4 - The reasoning and thought processes considered when determining potential categories.

Section 5 - The proposed categories and criteria

Section 6 - About those properties that have not been deemed suitable as Older Persons accommodation and options available.

Section 7 - The “My Home, My Future, My Choice Residents Group”

Section 8 - Conclusion drawing on benefits of accepting proposals

Section 9 - Lists of properties in their respective proposed category, including a list of those properties not deemed suitable as Older Persons' accommodation

2. Consultation

The Council have fully appreciated the time and efforts afforded by residents, councillors and officers during the consultation process. There is no doubt that their thoughts, views and opinions have strongly influenced the outcome of these proposals.

Feedback has been encouraged and we have responded accordingly. Details of the consultation held can be found at **Appendix 1**, feedback forms and minutes can be found in the background papers as can details of the prior period of consultation held in 2007.

Below is just a sample of the feedback we have received recently and which was analysed prior to proposals being made.

Staff Conference – 7th September, 2009

- (I now have a) much clearer idea of what the council intend to do
- Be sensitive to (tenants) perceptions and expectations
- Keep staff involved, they know the residents
- Should consider safety
- Be honest when informing of changes, do not give higher expectations which can't be delivered
- Involve Home Support Officers
- (This has) given planning (department) some ideas when considering what is necessary in new builds
- Use different methods to approach tenants who won't attend meetings
- Keep us up to date with all ideas and developments
- Very interesting and informative
- Update front line staff and offer one to one consultations
- Involve other agencies

Public Conference – 25th September, 2009

- Very enjoyable few hours

- A very interesting meeting, lots of information
- Worried that decisions have already been made
- Excellent balance of jargon to plain English
- We will actively contest this
- Interesting and most helpful but we do not agree with the letting procedure it is unfair
- Should also consider private home owners
- Very positive and encouraging for the future
- Would be useful to go and visit other towns
- Encouraged by time and effort from officers, please don't let it go to waste and create a happy, safe and pleasant environment for older people to live in (and for those younger to look forward to)

Scheme Visits – October, 2009

Individual sets of minutes from each scheme visit are available in the background papers. The following comments are from residents who completed a feedback form.

- Only allow over 50's in older persons if they are disabled
- Sheltered label is most important
- Would rather not be called 'sheltered' housing
- I do not feel reassured
- Very well put across, pleased to hear we will be kept informed
- Should have carefully considered lettings plans
- Decision making should be made carefully taking into account vulnerable people
- The standards cover most of what elderly people need for comfortable living
- We feel very strongly that the scheme should remain over 60's
- Introductory tenancies are a good idea, long overdue

- Just enough information, too much would be confusing
- Attention should be given to sound proofing
- Do not allow groups of properties to become ghettos
- The information given about the priorities (in the action plan) helps people understand more

Consultation Feedback conference – 31st March, 2010

- Enough consultation has been carried out but public involvement has been low
- Continuance of the residents group is essential even after the decisions are made
- Initiative (to be involved) was firmly placed on tenants – no attempt (was made by the Council) to contact all tenants individually
- There is ample opportunity to ask questions but could also have a box in the One Stop Shop
- Some people used the event to air their own personal grievances
- Could use 'peer' interviewers
- Excellent layout and presentations
- There has been enough consultation but can always think of more ways
- Apathy prevents enough people attending these events
- People think decisions already made because of the amount of information you are giving, they are not used to it.

End of consultation questionnaire – March 2010

Further to comments made at the feedback conference that perhaps more vulnerable people had not been given enough opportunity to air their views a questionnaire was taken by the Home Support Officers to gauge awareness and capture any concerns and questions from our more vulnerable residents that may not have attended any of the advertised events.

Approximately 800 were issued and we received over 300 responses. The Home Support Officers were able to reassure many residents and others have been sent information as requested. Fortunately, most were already aware of the consultation but it was indeed worthwhile to be able to address those who did have concerns.

3. Main causes for concern

The standards (see appendix 7) were set following the initial consultation with residents during the “My Home, My Future, My Choice” consultation in 2007. These standards were explored again with scheme residents in October, 2009. The main causes for concern related to:

- **The size of properties** – a particular concern were bedsits which are no longer desirable as older persons accommodation except for a minority who appreciate a smaller, more manageable environment.
- **The layout of the properties** - in particular to the problems relating to the use of wheelchairs indoors.
- **Internal access** – some schemes are not suitable for wheelchair use in communal areas in particular where there is no lift or where there were internal steps to properties, slopes and narrow corridors.
- **External access** – there were some issues with hills and steps outside some properties.
- **Poor location** - taking into account distance to shops, public transport, hills etc.
- **Inadequate parking** – in some cases causing neighbour disputes
- **Safety and security** – in particular fire safety and door entry systems
- **Age mix** – we talked to many residents where schemes had already had the age limit reduced to 50 and there were mixed opinions about whether this worked. Generally, this seemed to work well but in some instances it did not work at all due to the differing lifestyle of the tenants causing anti-social behaviour.
- **Support needs** – during the recent consultation many residents expressed concern regarding the change in the supporting people contract. It was felt that as many residents now did not need the service that the Home Support Officer would not be around as much as they were used to and this compromised a feeling of security.
- **“Sheltered”** – There were mixed views on the importance of using this term. The majority of residents felt it was important and provided a sense of security and urgency when dealing with service providers. Others felt it was derogatory, dated and as there was no legal definition as such, a meaningless term.

4. Reasoning

4.1 Category A

When considering which properties should be placed in Category A we were looking for those properties which were able to meet the main concerns raised by the standards that were set or at least were reasonably expected to be able to be brought up to those standards within a reasonable period of time. It was essential that any property considered for this category meant that the Council complied with the Disability Discrimination Act 1995 which requires that we “overcome physical barriers to access”. It was therefore essential that all properties and communal areas were level access and could accommodate the use of a wheelchair. Equally essential was that there was lift access to upper floors. Bedsit accommodation was considered unsuitable for this category.

During consultation there was also strong concern about the introduction of floating support. Many residents were worried that the Home Support Officer may not be around as much as they were used to and this would compromise security. It was felt, therefore, that where all the standards were met or could be met that criteria should include a requirement for the need of the Home Support Officer, that way every resident would have an assessed need for the service and the Home Support Officer would spend more time on the Scheme.

A major concern during consultation was that older people, especially those over 70 or 80 expected a much quieter lifestyle. An ageing population has meant that the lifestyles enjoyed by 50/60 year olds are very different from what they were 20 years ago. Whilst there are many examples where these age groups can get along reasonably well it was felt that increasing the age limit on allocation to this category would improve the lifestyle for older residents. To balance demand with lifestyle we are recommending an entry age for this category of 65 years of age and over.

The preferred choice of accommodation lifestyle for older persons was either bungalows or communal living and these, where they met the standards, have been placed in Category A.

4.2 Category B

There were some schemes that did not reach all the standards, or could not reasonably be expected to reach the standards within a reasonable period of time, if at all. However, there were still many attributes that meant they were suitable as older persons' accommodation. Where we could be satisfied that all the following qualities applied we have placed the properties in Category B.

- Acceptable safety and security standards
- Where there is a communal lounge nearby

- Strong levels of communal activity
- Medium to high dependency on the Home Support Service
- None or low amount of bedsits
- Good local facilities within walking distance
- Good, regular transport links
- No more than one upper floor
- Level access to lower floors
- High demand from over 60's or potential to increase demand.

Because a high number of these properties do not have a lift to upper floors or level access in some places it would be more suited to persons who are mobile due to some of these access barriers. However there is still a lot of accommodation in this category which would be suitable for people with mobility issues. Because of the mixed type of accommodation within this category there would be no requirement to need the Home Support Service but this would be available to those with an assessed need.

Importantly, we have not underestimated the strength of feeling and insecurity that the magnitude and timescales of this project has caused residents. Research into demography and good practice, future changes in assistive technology and peoples aspirations will always be a vital element of strategic planning. Therefore, if there are any steps we can take now to minimise the effects that inevitable future change will bring then it makes sense to do so.

By introducing this category to our Older Persons Housing portfolio we can, should the need arise in the future, review Older Persons Housing on a much smaller scale.

4.3 Category C

The schemes (or part of) that did not meet the criteria for Category A or B have been placed in this category unless:

- There is more than one upper floor and no lift
- High risk that safety or security standards cannot be reached.
- High volume of bed sit accommodation
- Mixed tenancy types (e.g. general let and over 50's in the same building)

Giving reference to the amount of over 50's on the current waiting list (**See appendix 11**) it was felt that there was sufficient demand, at the moment, to retain as much of the stock as met the needs of this category of applicant.

Where a scheme has been identified as having any of the above points is has been deemed not suitable as older persons' accommodation.

5. PROPOSED CATEGORIES

Older Persons Supported Housing – Category A

(see Section 9.1 for properties proposed for inclusion in this category)

- suitable for persons aged **65** years old and over **and** who have an assessed support need.
- acceptable safety and security standards
- in a suitable, desirable location
- suitable internal and external access, including a lift to upper floors
- suitable communal facilities
- eligible to join in communal activities at other schemes

Older Persons Housing – Category A Bungalows

(see Section 9.1 for properties proposed for inclusion in this category)

- suitable for persons aged **60** years old and over with preference to be given where there is an assessed support need or to a wheelchair user
- also suitable for adults aged 18 years old and over with severe mobility issues or wheelchair users
- suitable internal and external access
- eligible to join in communal activities at other schemes

Older Persons Housing for Over 60's– Category B

(see Section 9.2 for properties proposed for inclusion in this category)

- suitable for persons aged **60** years old and over with or without an assessed support need
- priority would be given to wheelchair users in level access units
- priority would be given to those with an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority to move to lower floors would be given to current upper floor residents if criteria met
- suitable internal and external access
- eligible to join in communal activities at other schemes

Over 50's Housing – Category C

(see Section 9.3 for properties proposed for inclusion in this category)

- suitable for persons aged 50 years old and over with or without an assessed support need
- upper floors (where appropriate) only suitable for mobile persons
- priority on lower floors would be given those with mobility issues
- priority to move to lower floors would be given to current upper floor residents if criteria met
- eligible to join in communal activities at other schemes

6. Properties Not Deemed Suitable As Older Persons' Accommodation

Our research and consultation has informed us that the following headings are unacceptable in older persons' accommodation:

Bedsits

Bed sit accommodation is no longer accepted as suitable accommodation for older people. A very small minority are happy with it but in general it is not appropriate to maintain large amounts in our stock. Because there is a low demand for this type of accommodation it also causes loss of revenue for the Council due to lengthy void periods.

Difficult access

The Disability Discrimination Act 1995 requires that we 'overcome physical barriers to access'. Aspirations and needs of tenants are also changing and expectations are that once a move into older persons' accommodation is made that this should be for life. There will be exceptions where tenants choose to move for personal reasons or care needs increase substantially. Our stock should not prevent tenants being able to stay in a scheme because of mobility issues. Upper floor accommodation, where lift access is not feasible has meant that much of our stock does not meet acceptable standards for Category A. Where stock is placed in other categories it was felt that there should be some potential to improve access in the future or no more than one upper floor.

Mixed age

Whilst there were many examples of over 50's mixing well with older people there were strong concerns that younger people and in particular families do not compliment older persons' lifestyles. Therefore, it was felt that where schemes were partly for older people and partly for general let they were not suitable. As the demand for general let accommodation is far greater it was more feasible to change its full usage accordingly or explore other options where demand is high.

Inadequate Safety precautions

Where our inspections have highlighted a cause for concern with regard to safety further investigations have been carried out. Where adequate measures cannot be put in place then this cannot be deemed as acceptable accommodation.

We are proposing that the following schemes will not meet the future needs of older people. Where appropriate we have given details of options that could be considered.

6.1 CHILTERN HOUSE

Chiltern House is currently enjoyed as older persons' accommodation by several residents. It is already part general let and some tenants have already exercised their right to buy. It has a communal lounge (use not permitted to those in the general let and privately owned accommodation) but this is not often used. It is made up of 9 blocks of flats, 7 blocks of 6 flats and 2 blocks of 5 flats, a communal lounge and an office (formerly bedsit guest accommodation). There is therefore a total of 52 units of accommodation. Of these, 34 units allocated to over 50's, 8 of which are bedsits. 9 units in different blocks are now privately owned and the remainder are general let.).

(see floor plan – Appendix 12)

The combination of general let and older persons' accommodation has worked well but tenants are concerned that a return to general let would increase the risk of anti social behaviour. The current residents over 50 do not want anything to change and some have actively contributed to the consultation period throughout.

However, there are several sets of steps to negotiate to reach the higher floors and even steps to access the lower ground floors (alternative access to lower ground floors can be obtained at the back of the building). A lift is not feasible as it would not serve enough flats. It is not conducive to lifetime accommodation as in the event of mobility issues there are considered to be too many steps and turns to negotiate to some floors. The lower floor also has 50% bedsit accommodation.

(see scheme report for more information - Appendix 13)

RECOMMENDATION: CHILTERN HOUSE

The Council recommends that the following options are considered:

Option A

- That the current older persons' accommodation is returned to general let and that officer's should meet with residents to discuss a sensitive approach to allocations.
- Any current tenants affected would be offered an appointment with a dedicated officer to discuss any concerns and all relevant options would be explored.
- If this option is approved Officers could give further consideration to converting the communal lounge into a disabled flat or into other rentable accommodation to increase revenue.

- That further consideration be given to converting the bedsit which is currently used as an office for the Home Support Officer into rentable accommodation to increase revenue.

Option B

Consideration could be given to retaining some of the accommodation for Over 50's. Points to note are that; much of the lower floor units are bedsits and all the blocks are of mixed tenure. In addition consideration should be given to the fact that an extension to the pathways from the fire exit of the bottom block of flats would be advisable.

6.1.1 Financial implications of conversion options

It will be possible to effect option A or B and option C

Option 1

Cost of converting the lounge into a disabled flat = £12,500
 Estimated potential rental income 2011-2026 = £57,600

Option 2

Cost of converting the lounge into 2 bed sits = £13,600
 Estimated potential rental income 2011-2026 = £81,432

Option 3

Cost of converting the office into a bedsit = £1,750.00
 Estimated potential rental income 2011-2026 = £35,337.60

A report will be brought back to Members after consultation about the usage of communal areas.

6.2 AUXERRE HOUSE

Auxerre House is currently divided into two halves. Half being older persons' accommodation for over 50's and the other half is general let. There is a high volume of bedsit accommodation. Although there is a lift to upper floors and adequate parking there have been some problems with the 'division' of the building and internal access and security has been compromised. In addition, the foyer and lift is communal and shared by both sides.

RECOMMENDATION: AUXERRE HOUSE

The Council recommends that the following options are considered:

Option A

- Opportunity for first time buyers under the Homebuy Scheme. HomeBuy enables social tenants, key workers and first time buyers to buy a share of a home and get a first step on the housing ladder.

(Appendix 14)

Option B

- Consideration could be given to changing this scheme to general let as the bed sit accommodation is not considered suitable for older people and the rest of the building is already general let. Officers should meet with residents to discuss a sensitive approach to allocations if this option is approved.
- Any current tenants affected would be offered an appointment with a dedicated officer to discuss any concerns and all relevant options would be explored.
- There is potential to convert the communal lounge into a 2 bedroom flat and officers could consider this further when consulting with residents regarding the use of communal areas.

6.3 ROXBORO HOUSE

A scheme visit was made to Roxboro House in October, 2009 and it was reasonably well attended by tenants. Generally, everybody was pleased with their accommodation and concerned that there could be changes. The damp problem was evident at that time as there was a strong odour on entry to the building, in the lounge and communal kitchen.

Roxboro House has a high volume of bedsit accommodation and although there is a lift in the property access to the building is poor and parking is a major problem.

There is a good sized communal lounge and kitchen which is used occasionally with excellent, panoramic views.

Access is by a very steep hill, there is inadequate bin storage and parking provision.

Subsequently, in November 2009 the annual fire drill took place and this did not go very well with several tenants refusing to co-operate making it impossible to fully assess the situation.

The Council would like to be able to improve its evacuation procedure but unfortunately the layout and access in and out of the building do not lend themselves to this. It is of major concern that whilst the Fire Service accept the current arrangement that this will present problems in the future. A risk assessment of the fire evacuation has been carried out see Appendix 17.

An assessment by the contractor has determined that the cost of providing a ramp for evacuation would cost approximately £44,180. However, this involves installation of the external ramp at such a gradient that would require major works. The works would intrude on neighbouring properties and access for plant machinery would be extremely difficult.

A further ramp required at the back door would encroach on parking and bin storage which is already an issue.

Attention to the roof, fascia's and gutters is also essential and would cost £73,535 over the next 5 years. Further cost relating to emergency lighting, upgrading smoke and fire detection will total £6,500.

Retention of the scheme would cost £181,749.00 on the planned kitchen and bathroom programme.

RECOMMENDATION: ROXBORO HOUSE

That Officers are granted permission to investigate the options available and to pursue a market valuation for the reasons given below:

- This scheme could not meet adequate health and safety standards without substantial redevelopment. The amount of redevelopment required would be extremely difficult because of the poor access for plant machinery (single track) from the Evesham Road and this would be difficult to extend because of neighbouring properties.

Consideration could be given to the following options:

Option A - Disposal

- The Council could close and demolish the site and put on the open market for sale to a market developer, who could provide affordable housing via a S106 Agreement, which would be the Council's best capital receipt generator, which could fund improvements to other older persons' housing stock. A possible outcome here would be that we could insist via the S106 that as part of the new development, there are bungalows provided on part of the land for the elderly (we could ask tenants if they want to come back on a new scheme)
- Dispose for market housing ONLY which would generate the greatest capital receipt but which would present the borough with a problem in meeting its housing need.

Option B - Other Affordable Provider Options

(RSL – registered social landlord)

- RSL could take over the scheme as an older persons housing facility, but massive investment required to upgrade, scheme problems caused by design will remain – RSLs will probably not be interested as they were with the Frederick Eary House scheme (Anchor) which is similar and for sale at present.

- RSL demolish and rebuild as a new sheltered complex or elderly persons bungalows.
- RSL demolish and rebuild as mixed tenure 100% AH site (subject to availability of HCA grant to pump prime the development and private finance on their part). May need to put some for sale units to cross sub. Some of the scheme could be conditioned as being bungalows and some could go to existing residents if required (pre-let)
- RSL conversion of building to alternative use. Possible but may not be popular.

Option C - Council retention (General Let)

- As the standards do not meet the needs of older people it could become a general let complex. However, this will need a massive investment to get up to standard and possible sensitive lets policy.
- Scheme could be remodelled to create 1 bed flats. This would be very costly.
- Council could demolish and use HCA Council House Building Grant (subject to 22 June budget and application and finding a partner with the skills to engineer a scheme) to replace with Council owned family houses/flats or mix to be determined. – Going to be hard to achieve and dependent on member commitment to fund part outside of grant with prudential borrowing, dependant on the review of the Housing Revenues Account.
- Council looking to build a mixed tenure for sale and shared ownership scheme to cross subs rented units.

Option D - Council retention (Over 50's housing)

- Standards at this scheme do not meet those identified as desirable for the future needs of older people, especially the high level of bedsit accommodation, inadequate parking, hilly location, restricted vehicular access and safety standards.
- Substantial funding would have to be secured to improve the scheme and ongoing maintenance costs on a building of this age and condition would be high. We also need to be prepared for the strong possibility that tighter Health & Safety regulations will come into place in the future and whether the scheme could accommodate further change structurally or financially.
- The major improvement works that would be required would cause disruption to residents and neighbours and would worsen the already critical vehicular access and parking problems.

- Consideration must also be given to the increased risk that older people may require attendance from emergency services. Essential works to provide external ramps to enable evacuation will impede access in the future.

6.4 Blocks of flats

The consultation carried out in 2007 and recently has shown that blocks of flats, especially those without communal facilities are not conducive to older persons' accommodation. This type of accommodation is more suitable for general let for which the demand is exceptionally high.

When considering our proposals we have taken the measured standards into account. We have also considered whether there is alternative proposals for older persons' accommodation nearby.

The Council would like to be able to explore the possibilities of assessing the following properties for suitability for alternative use. For example as training flats or adapted for those with sensory impairments.

Where these options are not feasible then the recommendation would be to allow them to be allocated for general let needs.

Flats not considered suitable as Older Persons' accommodation

Mount Pleasant, Southcrest
Paddock Lane, Oakenshaw
Leacroft Road, Crabbs Cross
St Georges Road, St. Georges, Town Centre
Grange Road, St. Georges, Town Centre
Feckenham Road, Headless Cross
Manor House, Astwood Bank
Loxley Close, Church Hill South
Sandhurst Close, Church Hill North

7. “My Home, My Future, My Choice Residents Group”

The group was set up following feedback received during the consultation events held in September and October, 2009. Several requests were made for closer working between Officers and residents. As feedback was collated during the consultation period residents were asked to express an interest in being more closely involved in consultation and then contacted in January, 2010 and invited to a meeting to discuss forming the group.

The group have agreed to abide by ‘terms of reference’ (see **Appendix 15**). Meetings have enjoyed regular monthly attendance since January, 2010 and members are a mixture of current tenants, potential tenants, owner occupiers, Older Persons Forum, councillors and Officers. The agenda has been flexible and generally set mutually between all members of the group.

The Council has appreciated the time devoted by the group members. Their contributions continue to be invaluable.

8. CONCLUSION

The Council feel that by adopting these proposals and the revised action plan we will achieve the following:

- Be fully compliant with the Disability Discrimination Act 1995
- Improve the lifestyles of wheelchair users and over 65's with support needs
- Provide accommodation for older people who do not necessarily need support but appreciate a different lifestyle
- Show that we have listened to our tenants needs and aspirations as far as is practicably possible
- Invested in improvements to properties and services
- Afforded a commitment to reviewing the allocation process into older persons accommodation
- Provided more accommodation for general let needs
- A commitment to investigating options for first time buyers, temporary respite care and other types of specialist accommodation
- A commitment to working closer with our tenants to improve our service and communication.
- Minimised the need for large scale reviews in the future

9.1 Proposals for schemes to be placed in:

Older Persons Housing – Category A

Communal accommodation suitable for persons aged 65+ with an assessed support need, priority will be given to wheelchair users. (Bungalows are deemed suitable for persons aged 60+ and are also suitable for adults over 18 with severe mobility issues or wheelchair users)

Arthur Jobson House
Ibstock House
Harry Taylor House

Bungalow accommodation at:

Ashton Close
Ashorne Close
Banners Lane
Blythe Close
Brinklow Close
Cedar Road
Cedar View
Chedworth Close
Clifton Close
Coupass Cottages
Deans Close
Drayton Close
Eathorpe Close
Fearnings Cottages
Fladbury Close
Flanders Close
Fordbridge Close
Frankton Close
Fulbrook Close
Gorse Close
Grendon Close
Holloway Park

Ibstock Close
Ilmington Close
Johnson Close
Kenilworth Close
Lightoak Close
Lyndenwood
Mickleton Close
Pitcheroak Cottages
Sandhurst Close
St Georges Gardens
St Lukes Cotts
Treville Close
Upperfield Close
Western Hill Close
Willow Way
Winslow Close
Yardley Close
Yew Tree Close

9.2 Proposals for schemes to be placed in:

**Older Persons Housing for Over 60's– Category B
(Suitable for persons aged 60+, mobile, with or without a support need)**

Bentley Close

Evesham Road – Property numbers 170A - 190B

Keats House

Malvern House

Mendip House

9.3 Proposals for schemes to be placed in:

**Over 50's Housing – Category C
(Suitable for persons aged 50+, mobile, with or without a support need)**

Beoley Road

Bredon House

Downsell House

Evesham Road Property numbers -124, 130, 134, 144 - 156a

Gorsey Close flats

Phillips Terrace

Retreat Street

Bungalows:

Crabbs Cross Lane

Paddock Lane

Patch Lane

Sycamore Avenue

Whitchurch Close

Yarningale Close

**9.4 Dwellings not considered suitable as Older Persons
Accommodation Category D**

Auxerre House

Chiltern House

Roxboro House

Flats at:

Feckenham Road

Grange Road

Leacroft Road

Loxley Close

Manor House

Mount Pleasant

Paddock Lane

Sandhurst Close

St Georges

**REVIEW OF REDDITCH BOROUGH COUNCIL'S HOUSING STOCK FURTHER TO
COMMUNITY CONSULTATION**

DRAFT

**Updated action plan/
Revised forward plan**

Appendix 3

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PRIORITY 1: Ensure Older Persons housing is responsive to demographic change in the period 2010-2026	
Objective 1	<ul style="list-style-type: none"> • Enable the provision of additional older persons' housing over the period 2010-2026 to meet the demands of the changing demography, in line with the regional strategic projection (SHMAP).
Outcomes	<ul style="list-style-type: none"> • Development plans respond appropriately to the requirements of the SHMA assessment and periodic Housing Needs Survey in the Local Development Framework. • Reduce the number of void properties in older persons housing due to unsuitable design and layout in some schemes.
Responsible Officer(s)	<ul style="list-style-type: none"> • Housing Policy Manager • Planning • Housing Enabling Officer
Planned Actions	<ul style="list-style-type: none"> • Work with a range of local partners to enable the development of appropriate housing that meets additional need. • Location, design and specification of all new developments are tested against the "15 standards" and against the design recommendations set out in the OPH Strategy. • Monitor the Housing Quality – Building for Life Assessments indicator in the Annual Monitoring Report. • Planning Officers to be trained to perform Building for Life assessments.
Resource Implications	<ul style="list-style-type: none"> • Officers' time, Housing Options Manager time producing waiting list information.
Update	<ul style="list-style-type: none"> • Economic Climate has hindered development but Redditch Borough Council is continuing to work with all RSL partners and developers/stakeholders to enable new affordable housing projects. They will be tested against the 15 standards and design recommendations in the OPHS. • One achievement has been the design of a specialist "Housing With Care" scheme for people over 60 with dementia at Dorothy Terry House in Crabbs Cross. This property will replace an outmoded Victorian Care Home which currently caters for 13 residents with a 43 unit scheme with 1 and 2 bed flats, activity rooms and designed to meet and exceed all OPHS standards and building for life standards. • RSL's provide building for life assessments - Planners not trained. - • Possible site for Older Person's bungalows in Clifton Close, Matchborough West with Festival Housing Association. Designs in progress as at March 10.

Outstanding actions to carry forward

- To continue work with a range of local partners to enable the development of appropriate housing that meets additional need. 2010 – 2026
- Location, design and specification of all new developments are tested against the "15 standards" and against the design recommendations set out in the OPH Strategy. 2010 – 2011

PRIORITY 1: Ensure Older Persons housing is responsive to demographic change in the period 2010-2026	
Objective 2	<ul style="list-style-type: none"> Housing designated for Older People meets the defined level of standards and meets their needs.
Outcomes	<ul style="list-style-type: none"> To ensure that existing council housing meets older peoples expressed needs including those of security, comfort and mobility.
Responsible Officer(s)	<ul style="list-style-type: none"> Capital Operations Manager Repairs & Maintenance Manager Special Needs Tenancy Officer.
Planned Actions	<ul style="list-style-type: none"> Consider the potential of replacement bathrooms in older persons housing to be provided with walk in showers, not the standard bathroom specification. Review the completion of priority 2 Disability Discrimination works to ensure that all reasonable steps are taken to overcome barriers to disabled people within older persons' housing. Undertake new feasibility studies for lift installation at Mendip, Malvern, Downsell House and Harry Taylor House. Carry out an appraisal of layouts, design and external areas of Mendip, Malvern and Downsell House schemes to maximise the scheme potential and sustainability.
Resource Implications	<ul style="list-style-type: none"> E&A budget to contribute to the capital bathroom programme. Officer time to carry out a feasibility study of further lift installations and appraisal of schemes.
Update	<ul style="list-style-type: none"> Capital works programme ~ equipment and adaptations Feasibility studies for lift installation can be found in report for each scheme (Appendix 13) Appraisal of layouts, design and external areas can be found in report for each scheme (Appendix 13)

Outstanding actions to carry forward

- Monitor the demand and refusal of Older Persons Housing to inform future development planning. 2010 onwards
- Review the completion of priority 2 Disability Discrimination works to ensure that all reasonable steps are taken to overcome barriers to disabled people within older persons' housing. 2010 onwards

PRIORITY 1: Ensure Older Persons housing is responsive to demographic change in the period 2010-2026	
Objective 3	Review housing designated for Older People that do not meet a defined level of standards
Outcomes	<ul style="list-style-type: none"> • Review housing designated for Older People that do not meet a defined level of standards • Fewer void properties in older person's schemes. • Housing which meets the needs of the tenant. • Increased numbers of accommodation for general letting.
Responsible Officer(s)	<ul style="list-style-type: none"> • Capital Operations Manager. • Head of Housing & Community Services.
Planned Actions	<ul style="list-style-type: none"> • Carry out a comprehensive option appraisal of schemes where scheme assessments indicate closure of the scheme. • Review the scheme assessments where potential works have been recommended and produce cost of these improvements. • Produce a report for Executive Committee with recommendations from the options appraisal. • Remove accommodation from the designated status of "Older Persons Housing" that does not meet the defined standard.
Resource Implications	<ul style="list-style-type: none"> • Capital funding may be required to fund improvements. • Capital Team Officers & Head of Housing & Community Services time.
Update	<ul style="list-style-type: none"> • Comprehensive option appraisal reports can be found in the report for each scheme at Appendix 13. Schemes affected are; Roxboro House, Auxerre House, and Chiltern Houser see Appendix 13 • Where potential works have been recommended costs of these improvements can be found in Appendix 4 • Report for Executive Committee produced

Outstanding actions to carry forward

- Remove accommodation from the designated status of "Older Persons Housing" that does not meet the defined standard Effective April 2011.

PRIORITY 2: Ensure Older Persons support is responsive to demographic change in the period 2010-2026	
Objective 1	<ul style="list-style-type: none"> • Ensure the cost of the Home Support Service is value for money in line with the Supporting People Contract.
Outcomes	<ul style="list-style-type: none"> • Clarity of costs. • Value for money service.
Responsible Officer(s)	<ul style="list-style-type: none"> • Head of Housing & Community Services. • Older Persons & Special Needs Team Leader and Home Support Supervisors.
Planned Actions	<ul style="list-style-type: none"> • Examine the funding of the Home Support Service in terms of the funding received from Supporting People against the cost of the service. • Develop an hourly rate of the service for the private customer. • Develop an Action Plan for Supporting People to change from an accommodation based contract to an hourly rate contract. • Develop a Home Support Service to deliver in the Private Sector.
Resource Implications	<ul style="list-style-type: none"> • Head of Housing & Community Services, • Older Persons & Special Needs Team Leader. • Home Support Supervisors. • Community Support Services Officer. • Housing Accountant.
Update	<ul style="list-style-type: none"> • Funding of the Home Support Services examined and the cost of service exceeds funding received from Supporting People. We do however have some people who pay for the service. • Initial hourly rate developed based on the costs of running the service. The price has been compared to other providers and falls within the same range. • Supporting People now fund the Home Support Service and St. David's House and Lifeline as a gross block contract. The units for the Home Support Service and St David's House are in hours. For all services the service delivery has been changed from those in Sheltered and Dispersed to identifying users who are Elderly and Vulnerable or Generic. <p>This approach needs to roll out across the entire service so that it is equitable regardless of funding (SP, payer) or tenure (council tenant, private).</p>

Outstanding actions to carry forward

- Roll out of the Home Support Service into the private sector
2010 to 2011
- Look at the introduction of an hourly charge for all customer regardless of tenure and funding
2010 to 2011

PRIORITY 2: Ensure Older Persons support is responsive to demographic change in the period 2010-2026	
Objective 2	<ul style="list-style-type: none"> • Carry out a review of the Home Support Service in line with the outcome of the review of the Older Persons' Housing Accommodation.
Outcomes	<ul style="list-style-type: none"> • To ensure older people receive appropriate support to enable them to live independently as long as possible whatever their tenure. • Numbers established of who requires the service and the structure required to provide this.
Responsible Officer(s)	<ul style="list-style-type: none"> • Head of Housing & Community Services.
Planned Actions	<ul style="list-style-type: none"> • Review all users of the service to establish a schedule of those who require the service and those who do not require the support service although they are in older persons housing. • Consult with the private sector to see if there is a demand for the Home Support Service.
Resource Implications	<ul style="list-style-type: none"> • Older Persons & Special Needs Team Leader • Home Support Supervisors
Update	<ul style="list-style-type: none"> • Service plans of all service users have been reviewed and an emphasis placed on a need for the service rather than a want. This has seen over 200 users stop the full Home Support Service. It is possible however for users to opt back in should their needs change. • Pilot of operating the Home Support Service within the private sector has been run. It has proved to be a much needed service. • The Worcestershire County Council team for Supporting People are keen for all providers to extend the service so that it is available to all regardless of tenure. To aid this they will fund a post for 3 years (per provider).

Outstanding actions to carry forward

- Review service users who do not appear to need the service and work with them to achieve further independence (if possible) so that they can opt out and back in as their needs change. 2010 to 2011
- Carry out a review of the Home Support Service in line with the outcome of the review of Older Persons Housing December 2010 to March 2011

PRIORITY 2: Ensure Older Persons support is responsive to demographic change in the period 2010-2026	
Objective 3	<ul style="list-style-type: none"> Enable the provision of housing support to an additional 1420 older people over the period 2010-2026 to reach 20% of the over 65 population.
Outcomes	<ul style="list-style-type: none"> Extra number of service users by: <ul style="list-style-type: none"> 2010 + 180 units 2011 + 80 units 2016 + 520 units 2021 + 380 units 2026 + 260 units
Responsible Officer(s)	<ul style="list-style-type: none"> Head of Housing & Community Services. Home Support Service Supervisors and Home Support Officers.
Planned Actions	<ul style="list-style-type: none"> Review the Supporting People contract to ensure objectives are being met. Work with Supporting People to secure a further contract from 2010 for 3 years. Continually review the Home Support Service.
Resource Implications	<ul style="list-style-type: none"> Older Persons & Special Needs Team Leader and Home Support Supervisors.
Update	<ul style="list-style-type: none"> All objectives and outcomes are being met. Performance Indicator workbooks submitted regularly with outcome and case study information. No adverse report from Supporting People Worcestershire County Council Team. Self-assessed the service as part of the quality assessment framework (QUAF) which is used by supporting people to identify the quality of the service delivery. Awaiting desk top review The Housing Performance and Database Manager held sessions with the Home Support Service Officers to identify ways to take the service forward. This was successful and the officers had lots of ideas and were enthusiastic about developing the service and taking advantage of the opportunities available.

Outstanding actions to carry forward

- Review of the Home Support Service in line with changes to the supporting people contract and move into the private sector. 2010 to 2011
- Preparation for a review of the service as per the quality assessment framework 2010 to 2011
- Work with Supporting People to secure funding for the service from 2011 onwards. September 2010 to January 2011

PRIORITY 2: Ensure Older Persons support is responsive to demographic change in the period 2010-2026	
Objective 4	<ul style="list-style-type: none"> Undertake a review of the usage of the communal areas in category 1.5 and category 2 schemes examining levels of activity and communal involvement and potential for enhancement, through consultation with tenants.
Outcomes	<ul style="list-style-type: none"> Data will be used as part of the strategy.
Responsible Officer(s)	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader.
Planned Actions	<ul style="list-style-type: none"> Analyse records of use of all the communal rooms. Consult with tenants/residents on their requirements of the communal lounges and guest bedrooms. Outcome of consultation to form part of the review of the Older Persons Housing.
Resource Implications	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader. Home Support Supervisors.
Update	<ul style="list-style-type: none"> Leisure Audit of the room's usage conducted. This needs further analysis.

Outstanding actions to carry forward

- Analysis of Leisure Audit September 2010
- Consult with tenants / residents on their requirements of the communal lounges and guest bedrooms January 2011 – April 2011

PRIORITY 3: To ensure service users are fully informed and involved and their views are taken into consideration	
Objective 1	<ul style="list-style-type: none"> To ensure that choices and decisions are made by older people based on good quality information and that they are able to put forward their own views and matters that affect them.
Outcomes	<ul style="list-style-type: none"> Transparent service. Housing options defined. Quality housing advice available. Customers and tenants well informed.
Responsible Officer(s)	<ul style="list-style-type: none"> Housing Options Manager. Older Persons and Special Needs Team Leader.
Planned Actions	<ul style="list-style-type: none"> Review all documentation of the service to ensure they help positively promote the service within the Council and by other providers and meet the need for information identified through consultation previously carried out. Develop an assessment process for applying for housing in Older Persons accommodation. Introduce an age entry tariff into Older Persons housing of 60 years of age, allowing younger people to be offered the accommodation on the basis that they have a special need for that type of housing. Enable prospective tenants wherever possible to visit the accommodation with a member of the Home Support team prior to any offer of accommodation being made in order to minimise refusal or later dissatisfaction based on inadequate knowledge.
Resource Implications	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader. Housing Options Manager. Documents produced within existing budgets.
Update	<ul style="list-style-type: none"> The properties have been categorised to make it clearly visible to the potential tenant who the properties will be suitable for. This will, subject to approval of the Committee Report, form the basis of local lettings plans and the adverts used in the choice based lettings system. It is envisaged that part of the role being funded by Worcestershire County Council Supporting People will be to develop the documentation and to promote the service within the Council and to other providers and professionals

Outstanding actions to carry forward

- Review all documentation of the service to ensure they help positively promote the service within the Council and by other providers and meet the need for information identified through consultation previously carried out. April 2011
- Introduce an entry tariff into Older Persons Housing of 60 years and develop an assessment process for applying for this type of housing. April 2011
- Enable prospective tenants wherever possible to visit the accommodation with a member of the Home Support team prior to any offer of accommodation being made in order to minimise refusal or later dissatisfaction based on inadequate knowledge. April 2011

PRIORITY 3: To ensure service users are fully informed and involved and their views are taken into consideration	
Objective 2	Develop a Home Support Service for the private sector.
Outcomes	<ul style="list-style-type: none"> Customers in the private sector are able to receive a Home Support Service to help them live independently. The service would be meeting a Supporting People objective.
Responsible Officer(s)	<ul style="list-style-type: none"> Head of Housing & Community Services. Older Persons and Special Needs Team Leader. Response Centre Manager.
Planned Actions	<ul style="list-style-type: none"> Consult with the private sector by letter informing them of the council's Home Support Service and asking if they would be interested in receiving the service. Visit other older persons' housing schemes to promote the Home Support Service. Work with the Response Centre Manager in promoting both the lifeline, telecare assistive technology and the Home Support Services in the private sector.
Resource Implications	<ul style="list-style-type: none"> Officers time, Older Persons and Special Needs Team Leader.
Update	<ul style="list-style-type: none"> Potential service users within the private sector identified and assessed. A pilot has been conducted and evaluated. From this it will be possible to identify the type of service someone from the private sector needs and compare it with the service currently delivered. This work will form the basis of the review of the Home Support Service.

Outstanding Actions to Carry Forward

- Visit other older persons' housing schemes to promote the Home Support Service. 2010 to 2011
- Work with the Response Centre Manager in promoting both the lifeline, telecare assistive technology and the Home Support Services in the private sector. 2010 to 2011

PRIORITY 3: To ensure service users are fully informed and involved and their views are taken into consideration	
Objective 3	<ul style="list-style-type: none"> Carry out consultation with all tenants in current sheltered housing accommodation on the outcome of the Older Persons Housing Strategy.
Outcomes	<ul style="list-style-type: none"> Tenants well informed and able to influence outcomes.
Responsible Officers	<ul style="list-style-type: none"> Head of Housing & Community Services.
Planned actions	<ul style="list-style-type: none"> Establish procedure for consultation with all tenants of Older Persons Housing on the proposed change. Take to Borough Tenants Panel and the Council's Community Forum. Consult with all tenants of schemes that are proposed for de-designation from older persons housing.
Resource Implications	<ul style="list-style-type: none"> Tenant Participation Officers. Back office facilitations in organising events.
Update	<ul style="list-style-type: none"> Comprehensive consultation has been conducted with all tenants in our current Older Persons Housing via visits to the schemes, newsletters and bulletins, conferences, meeting with the Borough Tenants Panel, Community Forum plus the setting up of a residents group. See the consultation document for further details of the consultation conducted. Appendix 1 Need to await the outcome of the Committee Report before consultation with tenants of the affected schemes can take place. However a change management process is being drawn up so that as soon as the decision is known Officers can work together with the tenants to ensure any transition runs smoothly.

Outstanding actions to carry forward

- Consult with all tenants of schemes where changes have been proposed

July 2010 – April 2011

PRIORITY 3: To ensure service users are fully informed and involved and their views are taken into consideration	
Objective 4	<ul style="list-style-type: none"> • Work with under represented groups to improve access to services.
Outcomes	<ul style="list-style-type: none"> • Increase in number of customers using the Service. Housing options advice is available.
Responsible officers	<ul style="list-style-type: none"> • Older Persons and Special Needs Team Leader. • Housing Options Manager.
Planned actions	<ul style="list-style-type: none"> • Work with ethnic minorities to improve their access to services. • Design, subject to such needs being established housing and support solutions tailored to the specific needs of under represented groups.
Resource Implications	<ul style="list-style-type: none"> • Tenant Participation Officers.
Update	<p>Consultation has included presentations to the Community Forum. Equality Impact Assessment has been completed.</p>

Outstanding action to carry forward

- Work with ethnic minority groups to improve their access to the service

March 2011

OLDER PERSONS' HOUSING AND SUPPORT STRATEGY FORWARD ACTION PLAN

Key Actions	Timescales	Resources additional to base budget	Lead Officer
Priority 1: Ensure Older Persons Housing is responsive to demographic change in the period 2010 – 2026:			
o Continue to Work with a range of local partners to enable the development of appropriate housing that meets additional needs.	2010-2026	Within existing resources.	Matthew Bough
o Location, design and specification of all new developments are tested against the agreed 15 standards and against the design recommendations set out in the Older Persons Housing & Support Strategy.	2010-2011	Within existing resources.	Matthew Bough
o Monitor the demand and refusal of Older Persons Housing to inform future development planning.	2010 onwards	Within existing resources.	Elise Hopkins
Priority 2: Ensure Older Persons Support is responsive to demographic change in the period 2010-2026:			
o Carry out a review of the Home Support Service in line with the outcome of the review of Older Persons Housing.	December 2010 – March 2011	Within existing resources.	Liz Tompkin
o Work with Supporting People to secure funding for the service from 2011 onwards.	Sept 2010 – Jan 2011	Within existing resources.	Liz Tompkin Emma Cartwright
Priority 3: Ensure service users are fully informed and involved and their views are taken into consideration:			
o Consult with all tenants of schemes where changes have been proposed	Aug 2010- April 2011	Within existing resources	Liz Tompkin
o Develop an assessment process for applying for Older Persons housing.	April 2011	Within existing resources	Carol Cockette and Elise Hopkins
o Work with ethnic minority groups to improve their access to the service.	March 2011	Within existing resources	Emma Cartwright and Elise Hopkins
Further Actions:			
o Recruit an older person's liaison officer	August 2011	Resources required	Elise Hopkins
o Introduce change management programme	August 2011	Within existing resources	Project Group
o Review allocation into older person's housing	April 2011	Within existing resources	Elise Hopkins
o Produce guidance on best practice approach to research, planning and consultation	April 2011	Within existing resources	Liz Tompkin
o Promote membership of the Resident's Group	August 2011 ongoing	Within existing resources	Project Group

**REVIEW OF REDDITCH BOROUGH COUNCIL'S HOUSING STOCK FURTHER TO
COMMUNITY CONSULTATION**

Appendix 4

Schedule of Suggested Improvement Works and Costings for proposed retained older Persons Housing

Summary on page 10

SHELTERED SCHEMES
Suggested Improvements within Sheltered Schemes

Type of Works	Essential Desirable Fixtures	Costings	Funded
MENDIP HOUSE			
Lighting in corridors and community lounge need improving.	Essential	£7,000	Capital
Heating in the Communal Lounge, by the windows, inadequate, need new radiators.	Essential	Future Project	Capital
Central boiler is old, could look at upgrading to individual boilers in flats.	Essential	Future Project	Capital
More handrails in Communal garden with different surface on the paths.	Essential	£2,000	Capital
Communal Kitchen	Essential	£4,000	Capital
External doors from ground floor flats into garden area.	Desirable	£24,050	Capital
Total Cost for Suggested Works at Mendip House		£37,050	

Type of Works	Essential Desirable Fixtures	Costings	Funded
MALVERN HOUSE			
Lighting in corridors needs upgrading, suggest sensor lighting.	Essential	£7,000	Capital
Main front door too heavy and not always closing properly needs upgrading to automatic doors. Contractor to service springs.	Essential	£500	Capital
Communal boiler is old, could look at replacing with individual boilers in flats.	Essential	Future Project	Capital
Possibly put in a lift to one part of the building.	N/A		
Increase parking.		No Estimate	
Fixtures and Fittings	Fixtures	£8,000	Capital
Total Cost for Suggested Works at Malvern House		£15,500	

Type of Works	Essential Desirable Fixtures	Costings	Funded
DOWNSSELL HOUSE			
Lighting need upgrading in the corridors and the Communal Lounge.	Essential	£7,000	Capital
Main front door too heavy and not always closing properly needs upgrading to electronic doors. Contractor to service Springs	Essential	£500	Capital
Small rear access gate and improved pathway.	Essential	£350	Capital
Refurbish shower room.	Essential	£2,500	Capital
Doors in to garden from ground floor flats	Desirable	£24,050	Capital
Fixtures and Fittings	Fixtures	£2,500	Capital
Total Cost for Suggested Works at Downsell House		£36,900	

Type of Works	Essential Desirable Fixtures	Costings	Funded
KEATS HOUSE			
Lights in blocks need to be upgraded either sensor lights or dusk to dawn timers. Lighting needs upgrading the Communal lounge.	Essential	£7,000	Capital
Fascias and gutters	Essential	£1,500	Capital
Total Cost for Suggested Works at Keats House		£8,500	
BENTLEY CLOSE			
New entrance doors and windows to be replaced with UPVC. On block adjacent to the Communal Lounge.	Essential	£3,500	Capital
Lounge needs to be enlarged to accommodate increased activities.	Desirable	£12,000	Capital
Lighting needs upgrading in blocks and Communal Lounge.	Essential	£7,000	Capital
Garden pathways need the tarmac re-doing and handrail in the garden areas.	Essential	£2,000	Capital
Total Cost for Suggested Works at Bentley Close		£24,500	

Type of Works	Essential Desirable Fixtures	Costings	Funded
BEOLEY ROAD			
Handrails and improved pathways around the scheme.	Essential	£2,500	Capital
Improve lighting in Communal Lounge, sensor lighting	Essential	£7,000	Capital
Communal Kit Upgrade	Essential	£4,000	Capital
Fixtures and Fittings	Fixtures	£5,500	Capital
Total Cost for Suggested Works at Beoley Road		£19,000	
PHILLIPS TERRACE			
Needs the toilet refurbishing to disabled toilet and hot running water.	Essential	£3,500	Capital
Kitchen needs upgrading.	Essential	£4,000	Capital
Lighting needs upgrading to include sensor light or dusk to dawn.	Essential	£7,000	Capital
Fire exit Push Pad	Essential	£100	Capital
Gate to Exit	Essential	£100	Capital
Fixtures and Fittings	Fixtures	£8,000	Capital
Total Cost for Suggested Works at Phillips Terrace		£22,700	

Type of Works	Essential Desirable Fixtures	Costings	Funded
HARRY TAYLOR HOUSE			
Passenger lift to be installed, stair lift very old and unable to put another in place, to meet regulations.	Essential PRIORITY	£45,000	Capital
Corridor lighting needs upgrading sensor lights.	Essential	£7,000	Capital
Put in a communal Shower for use of tenants, to reduce the need for individual level access showers in flats.	Essential	£3,000	Capital
Fire exit, needs a ramp access, at present it goes out on to steps.	Essential	£500	Capital
Doors from ground floor flats in to the garden	Desirable	£22,200	Capital
Fixtures and Fittings	Fixtures	£2,500	Capital
Total Cost for Suggested Works at Harry Taylor House		£80,200	

ARTHUR JOBSON HOUSE			
Upgrade the lighting in the corridors and communal lounge to sensor lighting.	Essential	£7,000	Capital
External gate and slabs.	Essential	£2,500	Capital
Fire door Push Pad	Essential	£100	Capital

Type of Works	Essential Desirable Fixtures	Costings	Funded
Fire strips to Rear door.	Essential	£500	Capital
Doors from ground floor flats into the garden.	Desirable	£22,200	Capital
Fixtures and Fittings	Fixtures	£2,500	Capital
Total Cost for Suggested Works at Arthur Jobson House		£34,800	

IBSTOCK HOUSE			
Main Front door too heavy and not closing properly, needs upgrading to electronic doors. Contractor To service Springs	Essential	£500	Capital
Need to move the door entry system onto communal lounge wall. At present it backs onto a tenant's bedroom disturbing her.	Essential	£500	Capital
Need handrail to gate in the garden from fire exit.	Essential	£1,000	Capital
General Lighting in communal corridors (sensor lighting)	Essential	£7,000	Capital
Doors from flats to the garden	Desirable	£22,200	Capital
Total Cost for Suggested Works at Ibstock House		£31,200	

Type of Works	Essential Desirable Fixtures	Costings	Funded
BREDON HOUSE			
Convert disabled toilet and shower room to a wet room and toilet.	Essential	£3,500	Capital
Fire exits lead into garden but there are no pathways to give an exit from the garden. Need to put in extra pathways and gate.	Essential	£1,000	Capital
Corridors could do with painting, open breeze block at present. - Fire retardant paint would be required. This is an architectural feature and needs no maintenance	Desirable	Estimated cost in excess of £10,000	Capital
Total Cost for Suggested Works at Bredon House		£14,500 plus	
EVESHAM ROAD			
Needs more parking spaces ~ project needs to be set up to identify suitable space	Essential		
General Lighting	Essential	£7,000	Capital
Total Cost for Suggested Works at Evesham Road		£7,000	

SUMMARY

<u>Scheme</u>	<u>Category</u>	<u>Essential</u> £	<u>Desirable</u> £	<u>Fixtures</u> £	<u>Total</u> £
Harry Taylor House	A	55,500	22,200	2,500	80,200
Arthur Jobson House	A	10,100	22,200	2,500	34,800
Ibstock House	A	9,000	22,200	-	31,200
Mendip House	B	13,000	24,050	-	37,050
Malvern House	B	7,500	-	8,000	15,500
Keats House	B	8,500	-	-	8,500
Bentley Close	B	12,500	12,000	-	19,000
Phillips Terrace	C	14,700	-	8,000	22,700
Downsell House	C	10,350	24,050	2,500	36,900
Bredon House	C	4,500	10,000	-	14,500
Evesham Road	B/C	7,000	-	-	7,000
TOTAL		166,150	136,700	29,000	331,850

APPENDIX 5**JOB DESCRIPTION**

POST TITLE	Older Persons' Housing Liaison Officer (Secondment)
DIRECTORATE	Planning & Regeneration, Regulatory and Housing Services
POST REFERENCE	
GRADE	Scale 6
RESPONSIBLE TO	Housing Options Team Leader
RESPONSIBLE FOR	<p>Informing those affected by the Review of Older Persons Housing about their options for accessing suitable alternative accommodation.</p> <p>Working with the Home Support Team to ensure that those affected by the review of Older Persons Housing are given support and assistance so that distress or inconvenience is kept to a minimum.</p> <p>Managing claims made to the Council under the Land Compensation Act 1973 (as amended by the Planning and Compensation Act 1991) by those affected by the Review of Older Persons Housing.</p>
DATE WRITTEN	18 June 2010

1. JOB PURPOSE

To provide a dedicated housing advice service to Older People affected by the Review of Older Persons Housing.

2. KEY TASKS: FUNCTIONAL

- Work with the Older Persons' Housing and Support Strategy Project Group to define allocation procedures and produce local lettings plans.
- Where required inform those affected by the Review of Older Persons Housing about their options for accessing suitable alternative accommodation.

- Work with the Home Support Team to ensure that those affected by the review of Older Persons Housing are given support and assistance so that distress and inconvenience is kept to a minimum.
- Ensure all Older People affected by the review are signposted to an independent Advocacy Service that can offer advice and act on their behalf where required.
- Process claims made to the Council by Older People under the Land Compensation Act 1973 (as amended by the Planning and Compensation Act 1991) to ensure that those affected by the review are adequately compensated and that the Local Authority remains compliant with its Statutory Duties.
- Ensure that customer expectations are realistic and that all relevant alternative housing options are discussed.
- Identify any applicants who may have special needs, require specialist accommodation, or have exceptional medical or social needs and work with other relevant agencies to ensure that they are given appropriate assistance and support.
- Prepare accurate case files providing sufficient information for the Council to meet its statutory duties.
- Be aware of departmental performance indicators and work within guidelines to ensure that the Council meets all BVPI and other relevant performance targets.
- Deliver customer service standards based on the Housing Service 'Code of Conduct for Customer Care'.
- To attend resident groups and scheme meetings as required.

KEY TASKS: ALL STAFF

- To ensure efficiency, effectiveness and equality in service delivery.
- Carry out the duties of the post in accordance with all policies, procedures, standing orders and financial regulations as may be determined by Redditch Borough Council, whether in respect of the Council as a whole, the Housing and Asset Management Directorate or in respect of the Housing Options Service.
- Treat all staff, users of the service, partner agencies and the general public with respect, ensuring that the service is delivered in a fair and non-discriminatory way that offers equality of opportunity, the respect of diversity and freedom from harassment, bullying or other adverse treatments.

- To exercise proper integrity in respect of confidential matters and personal information obtained during the execution of the duties of this post.
- To undertake such other reasonable duties as may be requested.
- To reflect the Council's core values and objectives in undertaking the duties of this post.
- To understand and comply with the legal requirements of the Health and Safety at Work Act (1974), and any other relevant regulations as detailed in the Council's general and departmental Safety Policy Statement.
- To carry out duties and responsibilities required under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.

SPECIAL REQUIREMENTS OF THE POST

The job of the Older Persons Housing Liaison Officer requires extensive daily travel throughout the Borough of Redditch to properties and offices. The post can only be adequately carried out through the use of a motor vehicle. The post holder is therefore required to have a current valid driving licence and the use of a vehicle.

PERSON SPECIFICATION

This list will be used to assess all candidates, to decide who will be short listed and, after interview, who will be offered the job. It is important that you take this into account when you are writing your application form, and if possible structure your application around the headings below.

If you want any further information on what is meant by any of the requirements, please contact Elise Hopkins on (01527) 64252 ext. 3510 or Sharon Powell (01527) 64252 ext. 4004

If you have any questions about the selection and scoring processes contact Human Resources on (01527) 64252

If you have a disability but feel that you could meet the requirements of the job with reasonable adjustment please indicate this in your application.

JOB TITLE	Older Persons Housing Liaison Officer
DIRECTORATE	Planning & Regeneration, Regulatory and Housing Services / Housing Options Team
REF NO	

Area	What candidates will need to prove	How this will be assessed
<p><u>Knowledge & Experience</u> <i>The level and areas needed to be able to do the job</i></p>	<ul style="list-style-type: none"> • Minimum of 1 years experience of working in a housing role where Knowledge of homelessness and relevant legislation is key. <p>OR</p> <ul style="list-style-type: none"> • Minimum of 1 years experience of working in a housing or tenancy management role. Ability to work and relate to customers • Working knowledge of housing and homelessness advice and relevant legislation 	<p>Application form/interview</p>

<p><u>Qualifications</u></p>	<ul style="list-style-type: none"> • Mathematics and English Language qualifications to GCSE Grade C or above (or equivalent) • Knowledge of welfare and benefits issues. • Understanding of works of other agencies. 	<p>Application form/interview</p>
<p><u>Skills & Abilities</u> <i>The skills which are critical to success in this role</i></p>	<ul style="list-style-type: none"> • Effective written and oral communication skills • Ability to follow and implement policies and procedures • Proven ICT skills, including Microsoft Word, Excel, internet and use of e-mail. • Ability to empathise with people from specific background. • Ability to exercise personal initiative and independent action in the delivery of the Housing Service • Ability to be an active team player, to also understand the commitment to the benefits and responsibilities of working within a team and to contribute to the success of a team delivering a front line Housing Service. • Proven problem solving and risk management skills. • Ability to remain calm within emergencies and stressful situations. • Ability to prioritise workloads and meet deadlines and targets. 	<p>Interview</p>
<p>COMPETENCIES</p>	<p>Behaviour</p>	
<p>Community / Customer Focus <i>A commitment to service improvement which is viewed from the perspective of those receiving that service, and the ability to focus on the needs of the organisation</i></p>	<ul style="list-style-type: none"> • Demonstrates understanding of the service provided as it affects customers, and modifies behaviour to improve customer service • Sensitive to the impact of actions in terms of values and feelings • Attends to detail and responds to what is present 	<p>Interview</p>

<p>Initiative <i>Pro-actively seeking opportunities: identifying problems, obstacles or opportunities and taking action</i></p>	<ul style="list-style-type: none"> • Values and accepts support but can also act on own initiative i.e. can be self reliant when needed • Respects established methods but remains open to new ideas and can accept change • Actively seeks and implements changes and improvements to current practice • Acts imaginatively, demonstrating the ability to see beyond what is present 	<p>Interview</p>
<p>Integrity <i>Taking action that is consistent with what you say: communicating intentions openly and directly; welcoming openness and honesty, demonstrating personal integrity in all you do</i></p>	<ul style="list-style-type: none"> • Recognises and confronts problems, adjusting easily to testing situations • Professional and courteous manners when dealing with elected members, Officers, customers and statutory agencies. 	<p>Interview</p>
<p>Accountability <i>Taking responsibility for actions within the remit of your job. Understanding and promoting the needs, priorities and goals of the organisation; putting an organisational need before your own preferences, contributing to building the “big picture” for Redditch</i></p>	<ul style="list-style-type: none"> • Plans and organises work efficiently and values order • Works in a conscientious and dependable way within organisational policies and procedures • Flexible in planning and tolerant in less clear cut situations • Confident and not unduly self-critical, though still able to learn from mistakes 	<p>Interview</p>
<p>Partnership The ability to develop and</p>	<ul style="list-style-type: none"> • Always works closely as part of a team, consulting with others. • Able to trust other but remaining alert to potential grounds for concern 	<p>Interview</p>

<p>sustain productive partnership working relationships with key people inside and outside the organisation, recognising the impact of external factors</p>	<p>or even suspicion.</p>	
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These requirements are subject to reasonable adjustments where applicants fall within the Disability Discrimination Act, and declare this in their application

JOB LOCATION

The post holder will be based at the Town Hall, but will be required to work and travel throughout the Borough of Redditch.

HOURS OF WORK

This is a full time post based on a standard working week of 37 hours, normally worked between 9.00am and 5.30pm. Flexible hours may be worked in this post, in accordance with current policy. Post Holder would also be expected to cover services outside of core hours on a rota basis with other members of the Housing Options Team.

APPENDIX 6

CONCESSIONARY T.V LICENCES IN SHELTERED SCHEMES

Some of the Sheltered Schemes qualify for the concessionary T.V. licence and others are on Preserved rights.

To continue to be eligible for the concessionary licence, all tenants within the schemes must fulfil all the four criteria which are ;

Must live in Sheltered accommodation which:

- (a) Forms part of a group of at least four dwellings within a common and exclusive boundary;
- (b) and is specifically provided for the occupation exclusively by disabled people or retired people of pensionable age;
- (c) is provided or managed by the local authority, a housing association or a development corporation;
- (d) **has a person (e.g a warden) whose function is to care or works there for at least 30 hours a week.**

If a scheme qualified previously, but does not fulfil all of the above now, the scheme may be put onto preserved rights. This enables the existing tenants to receive the concessionary licence, but any new tenants moving into the scheme will have to pay the full licence fee or if they are over 75years they will be eligible for a free licence.

STANDARDS AGAINST WHICH SHELTERED HOUSING STOCK HAS
BEEN MEASURED

Indicator of Fitness	
1	Dwellings are of an adequate size
2	Dwellings are readily accessible
3	Dwellings are suitable for wheelchair users
4	Dwellings are well located for access to facilities, and in a suitable environment
5	Dwellings have acceptable internal environments
6	Dwellings have acceptable external environments
7	Dwellings have a good level of security
8	Dwellings have adequate privacy
9	Residents have access to communal interaction
10	Residents have integral facilities within their dwellings
11	Residents occupy a dwelling in a designated scheme for older people
12	Residents have a positive image of their homes
13	Residents are adequately supported by practical aids
14	Residents are adequately supported by professional inputs
15	Residents have adequate access to parking

Understanding the Disability Discrimination Act 1995 and its affect on service providers

In addition to imposing obligations on employers, the Act places duties on service providers and requires "reasonable adjustments" to be made when providing access to goods, facilities, services and premises.

The duties on service providers have been introduced in three stages:

- Since 2 December 1996 - It has been unlawful for service providers to treat disabled people less favourably for a reason related to their disability;
- Since 1 October 1999 - Service providers have had to make 'reasonable adjustments' for disabled people, such as providing extra help or making changes to the way they provide their services.
- **Since 1 October 2004 - Service providers may have to make other 'reasonable adjustments' in relation to the physical features of their premises to overcome physical barriers to access**

What are 'reasonable adjustments'

The core concepts in the DDA 1995 are:

- less favourable treatment for a reason related to a disabled person's disability; and
- failure to make a "reasonable adjustment".

"Reasonable adjustment" or, as it is known in some other jurisdictions, 'reasonable accommodation', is the radical concept that makes the DDA 1995 so different from the older legislation. Instead of the rather passive approach of indirect discrimination (where someone can take action if they have been disadvantaged by a policy, practice or criterion that a body with duties under the law has adopted), reasonable adjustment is an active approach that requires employers, service providers etc to take steps to remove barriers from disabled people's participation. For example:

- employers are likely to find it reasonable to provide accessible IT equipment;
- many shops are likely to find it reasonable to make their premises accessible to wheelchair users;
- councils are likely to find it reasonable to provide information in alternative formats (such as large print) as well as normal written form.

The Disability Rights Commission's Codes of Practice give more information to bodies with duties on assessing whether a particular adjustment is reasonable. In general, the factors to consider would include:

- whether the proposed adjustment would meet the needs of the disabled person;
- whether the adjustment is affordable;
- whether the adjustment would have a serious effect on other people.

Sometimes there may be no reasonable adjustment, and the outcome is that a disabled person is treated less favourably. For example, if a person was not able to understand the implications of entering into a mortgage or loan agreement, and they did not have anyone authorised to act for them, it would not make sense to require a bank or building society to enter into that agreement. The Act therefore permits employers and service providers to justify less favourable treatment (and in some instances failure to make a reasonable adjustment) in certain circumstances.

RIGHT TO BUY LEGISLATION

The following is an extract from the right to buy legislation as it relates to older persons accommodation.

Schedule 5 of the Housing Act 1985 contains a list of exceptions to the right for a tenant to buy his/her property which includes the following:-

A. Dwelling houses for disabled tenants

1. *Physically disabled*

A dwelling house is exempt if all the following criteria are satisfied:

- 1.1 it has features that are substantially different from those of ordinary dwelling houses;
- 1.2 those features are designed to make the dwelling house suitable for occupation by physically disabled persons;
- 1.3 it is one of a group usually let for occupation by physically disabled persons;
- 1.4 social services or special facilities are provided for the occupants in close proximity to the group of dwelling houses wholly or partly for the purpose of assisting those persons.

2. *Mentally disabled*

For persons who suffer or who have suffered from a mental disorder, a dwelling house is exempt with or without special features.

The only criteria that must be satisfied are A.1.3 (for mentally instead of physically disabled persons) and A.1.4 above.

B. Dwelling houses for persons of pensionable age

A dwelling house is exempt if all the following criteria are satisfied:

- 1.1 It is one of a group particularly suitable for occupation by elderly persons (having regard to its location, size, design, heating system and other features).
- 1.2. The dwelling houses in the group are usually let to persons aged 60 or above. They need not be let exclusively to the elderly if the other occupants are persons with a physical disability.

1.3. The group is warden controlled. If the warden is not resident, there must be a system for calling him/her and the use of a nearby common room. The exception also applies to single dwellings if:

2.1 the dwelling house is particularly suitable (see B.1.1 above) and

2.2 it was let before 1 January 1990 for occupation by a person 60 or over, either to the present tenant or his/her predecessor.

The elderly person need not be the tenant but the elderly person must be specified as an intended occupier at the time of the letting. Criterion B.1.1 above must be satisfied for the individual dwelling rather than a group. Any features provided by the tenant or his/her predecessor must be disregarded.

If any of the criteria are unsatisfied the Schedule 5 exemption will not apply and the tenant will (subject to fulfilment of the other requirements of the Housing Act 1985) have the right to buy the dwelling house.

Equalities Impact Assessment Completion Form

1. What is the name of the service, policy, procedure or project to be assessed?

Older Person's Housing and Support Strategy – My Home, My Future, My Choice

2. Briefly describe the aim of the service, policy, procedure or project. What needs or duties' is it designed to meet?

The strategy sets out the proposed provision of housing and support for Older People within Redditch over the next sixteen years.

The strategy is directed towards achieving for older people the principal objectives of:

- Ensuring they are socially included, and have a good quality of life
- Enabling them to live independently for as long as possible
- Preventing adverse health conditions that limit their independence
- Providing good quality homes that are appropriate to their needs
- Providing good quality housing support that is appropriate to their needs
- Focusing housing and support on those in most need, and on unmet needs

3. List your customers/ stakeholders

The strategy focuses upon Older People who are defined as being those aged 65 or over but as the Strategy goes up to 2026, all residents over 45 years old have been considered within the consultation groups. Stakeholders represent all equalities groups.

4. How do you know who they are?

Information taken from population profiling
 Consultation Questionnaires
 Consultation Events

Supporting People Returns
 Saffron Housing Data Base
 Special Needs Records

Information recorded via the Abrisas System regarding:

- Housing advice / assistance
- Waiting List Statistics

5. Do any of your customers/ stakeholders come from the following Equality Groups?

Equality Group	Yes	No	Further Evidence Needed
Race / Minority Ethnic Groups	Yes		
Disability	Yes		
Gender (Male/ Female)	Yes		
Gender Re-assignment (Trans-sexual)	Yes		

Marital Status	Yes			
Sexual Orientation	Yes			
Religion/ Belief	Yes			
Age	Yes			
Income group	Yes			
Rural/Urban mix	Yes			
None of these				

6. What activities have you undertaken to establish the information to answer questions 4 and 5?

Who have you consulted and what methods have you used?

APPENDIX 10

Whilst developing the Older Persons' Housing Strategy extensive consultation was undertaken with local residents, tenants, support service users, staff and Councillors. A summary of the consultation undertaken is included below:

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Staff conference, Town Hall	07.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	39 staff and 9 facilitators – including the Housing Management team and Older Persons Housing Strategy Project Group
Public conference, Town Hall	25.09.09	To provide an update on the Strategy, its Action Plan, to launch consultation and collect feedback.	41 members of public, 17 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 5 councillors, 3 external agencies
We are Redditch, Market area	27.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Money Matters Kingfisher Centre	29.09.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Borough Tenants Panel	29.09.09	Project Group to provide an update	11 members of the Borough Tenants Panel, Sharon Powell and Emma Cartwright (from Older Persons Housing Strategy project group).

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Neighbourhood groups	Sep/Oct 2009	Briefing note provided with an update for circulation to members across all neighbourhood groups	Residents and officers
Scheme visits	01.10.09-14.10.09	<p>To provide updates and to discuss in detail:</p> <ul style="list-style-type: none"> • The Strategy • The priorities in the Action Plan • The 15 standards • Alternative options • Introductory tenancies • Local lettings plans • Decision making process <p>There was also an opportunity for questions and to complete a feedback form</p>	<p>18 events were held by the Project Group and supported by the Home Support Supervisors and Officers (24 members of staff in total). Overall, 197 residents including 9 councillors attended the sessions. The majority were held in schemes. A morning, afternoon and an evening session were also held at the Town Hall.</p> <p>(minutes are available)</p>
Customer Service Week Kingfisher Centre	7.10.09	To raise awareness of the Strategy and consultation and to collect feedback	General public
Community Forum	14.10.09	To provide a Presentation delivering an update on the Strategy and the consultation. There was also an opportunity for questions.	26 members of the Community Forum. Presentation delivered and questions answered by Sharon Powell (Older Persons Housing Strategy Project Group)

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Scheme bulletins	Monthly from October 2009	To provide a monthly update on the progress of consultation as requested. Ongoing feedback was encouraged.	Displayed on all scheme notice boards.
Newsletter	December 2009	Update on consultation undertaken so far <ul style="list-style-type: none"> • Addressed main concerns • Provided contact details • Consultation statistics • Advised what happens next 	2000 distributed to: scheme residents and over 50's on sheltered housing waiting list.
My Home, My Future, My Choice Residents Group	Monthly from January 2010	To discuss all the key issues raised during consultation and examine ways forward. The group adhere to terms of reference which ensure everyone is heard and represents all residents interests.	Regularly attended by members of the project group, councillors and members of the public including scheme residents, other council tenants and owner occupiers with an interest in the outcomes.
Scheme visits with councillors	22.02.10 – 26.02.10	To allow councillors involved in decision making an opportunity to take a tour of the schemes. Residents and members of the 'My Home, My Future, My Choice Residents Group were invited along and given the opportunity to point out relevant issues to councillors.	Officers, councillors and residents

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Property Inspections	March 2010	Capital Operations Manager's physical inspection of schemes	Inspections conducted by Ian Ranford (Capital Operations Manager) and Carol Cockette (Special Needs Team Leader) Some scheme residents and members of 'Residents Group' also attended some of the inspections.
Feedback conference	31 st March, 2010	To provide outcomes of the consultation events. This event was held as requested by residents following the public conference in September, 2009. The Council was asked to hold another conference to let everyone know how much consultation had been carried out and the results.	2000 invitations sent to: scheme residents, waiting list for sheltered accommodation, those who expressed an interest in being involved, residents group, staff and relevant organisations. Attended by 56 members of public, 14 staff – including the Housing Management Team and the Older Persons Housing Strategy Project Group, 3 councillors, 2 external agencies
End of consultation questionnaire	April 2010	To update and identify awareness and understanding of consultation among vulnerable residents. This was produced further to feedback from the conference in March where a concern was raised that some tenants may not have had a chance to comment.	Approximately 800 questionnaires taken to homes by Home Support Officers to discuss. Over 300 responses received and actioned appropriately (i.e. Post/telephone or visit as requested by residents)

EVENT	DATE	PURPOSE	ATTENDANCE/ DISTRIBUTION
Briefing note	May	A brief summary of the strategy and consultation to those who requested more information following the end of consultation questionnaires	Approximately 80 have been posted or hand delivered on request.
Community Forum	1 st June, 2010	An update was taken to the Community Forum with an opportunity for questions. An invitation was extended to members to join the 'My Home, My Future, My Choice Residents Group'.	
Other	Ongoing	To provide quality information, assurance and clarification when requested.	Project group meetings, resident group meetings, telephone calls, general correspondence

The My Home, My Future, My Choice Residents Group was actively involved in considering the proposals and have contributed to the final development of the Strategy.

The draft strategy and action plan was circulated to the Residents Group, Partner Organisations in the Voluntary Sector, Supporting People and the Housing Advisory Panel. The comments from all of these have contributed to the final Strategy.

Officers have taken note of relevant legislation, case law and best practice and consulted with advisers from Communities and Local Government and other Local Authorities during the development the Older Persons' Housing Strategy.

7. Is there evidence that any groups are being treated unfairly, directly or indirectly?

Equality Group	Yes	No	Further Evidence Needed
<p>Race / Minority Ethnic Groups</p>	<p>Yes</p> <p>The numbers of ethnic groups supported via the Home Support Service is not representative of the numbers in the population.</p> <p>Translation of leaflets regarding housing and support services are only provided in the 5 most common languages. We have a wider range of language options on the translation software featured on the website. Translation can also be provided via Ethnic Access Link. There does remain potential for some applicants to be adversely affected or not be aware of all the translation services available to them. Applicants who don't speak English as a first language would have to seek additional assistance to be able to access the service and to enable active participation in the Choice Based Lettings system to access sheltered accommodation.</p>		

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Equality Group	Yes	No	Further Evidence Needed
<p>Disability</p>	<p>Yes</p> <p>Analysis regarding the allocation of properties to those with disabilities demonstrates that on average those over 50 years old with disabilities are allocated accommodation twenty nine days quicker than single people under the age of 50 years old.</p> <p>The strategy gives scope for sheltered accommodation to be allocated to younger people with disabilities and reduce the time they are required to wait. This is unlikely to have a detrimental effect on older people with disabilities as over 38% of those in sheltered accommodation currently have no support needs.</p>		
<p>Gender (Male/ Female)</p>		<p>No</p>	

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Equality Group	Yes	No	Further Evidence Needed
Gender Re-assignment (Trans-sexual)		<p>No</p> <p>We have a very small number of applicants for who have declared this when registering with Redditch Home Choice but there are no obvious reasons why they would be disadvantaged in respects of the sheltered scheme.</p> <p>Based on population numbers and recent legislative and medical changes it is likely that we will see a greater number of people identifying themselves in monitoring surveys.</p>	

APPENDIX 10

<p>Marital Status</p>		<p>No</p>	
<p>Sexual Orientation</p>		<p>No</p> <p>We have singles and same sex couples who have been successful in accessing housing via Redditch Home Choice although it is unclear how many of these access sheltered accommodation.</p> <p>We have a very small number of applicants who have declared when registering with Redditch Home Choice but there is no reasons why they would be disadvantaged.</p>	

APPENDIX 10

Religion/ Belief			There was very limited information on this captured as part of the consultation on Older Persons accommodation.
Age		<p>No</p> <p>The strategy seeks to meet the needs and aspirations of Older People over the next 16 years.</p> <p>It has been based on extensive consultation.</p>	
Income group	<p>Yes</p> <p>Older people are amongst the most disabled based on population profiling. National statistics also shows that the more disabled you are the more poor you are likely to be. The strategy will ensure that sufficient housing and support are provided to meet the needs of older people over the next 16 years.</p>		<p>We do not record information about income on our application forms which makes it difficult to monitor</p>

Rural/Urban mix	<p>Yes</p> <p>The strategy has identified that some sheltered schemes are surrounded by better transport links and services than others.</p>		
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8. Please detail the information you have gathered to support the answers to question 7.

Equality Group

Evidence gathered

Race / Minority Ethnic Groups

Supporting people returns show that the Home Support Service does not support all ethnic groups. Further information regarding allocation into Sheltered Accommodation and consultation with all groups are required to establish the reasons for this discrepancy.

Disability

Abritas statistics regarding allocations to disabled groups.

Supporting people returns regarding the numbers of tenants with support needs.

In Redditch there are no specialist housing schemes for those with sensory impairments or younger disabled people. Further consultation is required to establish if some accommodation no longer required for Older People could be used for those groups.

Gender (Male/ Female)

Allocations statistics and Supporting People returns

Gender Re-assignment (Trans-sexual)	Waiting List information
Marital Status	Waiting List information
Sexual Orientation	Waiting List information – limited information available
Religion/ Belief	Further Evidence Required
Age	Waiting List Information Consultation questionnaires Supporting People Information
Income group	National Statistics Further Evidence Required
Rural/Urban mix	Scheme Inspections

9. Is there any justification for any unfairness identified in question 7 - for example, disproportionate cost? Describe the supporting evidence.

There is no justification for the unfairness identified in question 7.

10. If you have identified any area of unfairness that cannot be justified, how will you eliminate or minimize this?

Please refer to Action Plan in Question 13.

11. The results of your research and any justifications must be easily available to the public. When, where and how will you publish this information?

Redditch Borough Council will publish the Impact assessment on the Internet and also take it to the Community Forum for their comments.

12. In support of the Single Equalities Scheme, you are required to regularly monitor all policies and services for fairness. What plans do you have to monitor this particular service, policy, procedure or project?

The Impact Assessment will be regularly reviewed in line with corporate guidelines.

13. Your findings now need to be managed through your Departmental 3 Year Rolling Equality Action Plan. Please complete the final section of this form.

APPENDIX 10

Action Required	By Whom	By When	Signed when complete	Priority	How has this Promoted Equality?
Undertake further consultation with all ethnic groups to identify why there is an anomaly between the numbers seen accessing housing and support service.	Sharon Powell	December 2010			There will be actions identified as a result of the consultation which will ensure that inequality is reduced.
Undertake further consultation with all disability groups to ensure that their needs are being met and make recommendations regarding future allocations.	Sharon Powell	December 2010			
Review the schemes for Older People that do not have services or transport links which consultation shows will be required in the future.	Liz Tompkin	August 2010			

Equality Impact Assessment undertaken by
(Signed)

Full name (in capitals please) Elise Hopkins

Position in the council Housing Options Manager and Housing Diversity Champion

Date: 21 June 2010

When you have completed this form, please retain a copy and give a copy to Sarah Kelsey Strategy and Partnership Assistant and Claire Felton Equalities officer

Glossary

Adverse impact

- Where one or more group of people is disadvantaged by a policy or procedure.

Direct discrimination

- Treating someone less favourably than someone else in the same circumstances, e.g.:
 - Racist or sexist banter, derogatory comments and innuendo
 - Failure to treat grievances seriously
 - Failure to investigate grievances effectively
 - Inconsistent, irrational and subjective behaviour by employer
 - Failure to train staff and managers.

Indirect discrimination

Where an unjustifiable condition, e.g. in the provision of a service or job specification, has the effect of excluding a particular group. Even if this is unintentional, it can still be unlawful, e.g.:

- Unnecessary height restrictions
- Refusing training for promotion to part-timers
- Fluency in language
- Not allowing wearing of religious clothing
- Word of mouth recruitment
- Qualification requirements being too demanding for the level of the job.

Policy, Practices and Services

- Refers to any activity of the Council, be that a service we provide, an initiative we run, a policy we write or a procedure we observe.
- It may refer to the way we do things which are customary
- It may refer to activities we undertake such as meetings, focus groups or publications we produce

Equality Groups

- all equality groups referred to in the assessment can be broken down into further sub groups as follows
 - Race/ Minority Ethnic Groups - consider all the categories in the Census
 - Consider issues around race, colour, nationality, national or ethnic origin
 - Ethnic origin legally applies to Jews, Gypsies, Sikhs Irish and Scottish Travellers
 - White British
 - White Irish
 - Any other White Background
 - Black Caribbean
 - Black African
 - Any other Black background
 - Pakistani
 - Indian
 - Any other Asian Background
 - White & Black Caribbean
 - White & Black African
 - White & Asian
 - Any other Mixed Background
 - Chinese
 - Any other Ethnic Group
- Disability - consider all types of impairment, physical and mental, sensory, visible and hidden
 - People with learning disabilities
 - Disabled children
 - Young disabled people

- Parents of disabled children
- People with mobility impairments
- Wheelchair users
- Mental health system users/ survivors
- People with HIV/ Aids
- People with visual impairments
- Deaf or hearing impaired people
- People with hidden impairments
- People with cancer

- Gender (Male/ Female) - consider whether something has a different impact on men or women - particularly if it has more of an impact on women, consider the impact if they have carer responsibilities whether it is childcare or other types of care

- Gender Re-assignment (Trans-sexual)
 - Consider all stages of re-assignment, before, during and after

- Marital status
 - Consider all marital statuses
 - Married, widowed, divorced, separated, co-habiting, civil partnership

- Sexual orientation
 - Consider orientations
 - Gay – usually refers to men with sexual orientation towards other men although sometime refers to women with sexual orientation towards other women
 - Lesbian – refers to women with sexual orientation towards other women

- Bisexual – refers to men and women with sexual orientation to either their own sex or the opposite sex
- Heterosexual refers to men and women with sexual orientation towards the opposite sex
- Religion/ Belief – for more detailed information refer to the Acas Booklet – Religion or Belief in the Workplace - consider the main and the minority religions
 - Christianity
 - Hinduism
 - Islam
 - Judaism
 - Sikhism
 - Baha'i
 - Buddhism
 - Jainism
 - Paganism
 - Parsi or Zoroastrianism
 - Rastafarianism
- Consider beliefs e.g.
 - Atheism
 - Agnosticism
 - Humanism
- Age - consider all age groups
 - Children pre school and school age
 - Teenagers
 - Young adults

- Middle aged adults
- The elderly
- Income group - consider all income groups
- Those in employment
- Those on high incomes
- Those on low incomes
- Those on benefits
- Rural/ urban mix
- Consider all types of location in the district
- Wholly rural areas
- Villages
- Towns
- Urban fringe areas
- None of these

Over 50s and 60s on the Waiting List

Ages	How many	Will accept Sheltered		
50-55 years	144	45		
56-60 years	126	42		
	270	87		
61-70 years	249	122		
71-80 years	118	87		
81-90 years	119	87		
91-100 years	15	12		
	501	308		

CHILTERN HOUSE

BLOCK 9	BLOCK 8	BLOCK 7	BLOCK 6	BLOCK 5	BLOCK 4	BLOCK 3	BLOCK 2	BLOCK 1
No 53 1 BED	No 47 2 BED	No 41 1 BED	No 35 1 BED	No 29 1 BED	No 23 1 BED	No 17 1 BED	No 11 2 BED	No 6 1 BED
No 52 1 BED	No 46 1 BED	No 40 2 BED	No 34 1 BED	No 28 1 BED	No 22 2 BED	No 16 1 BED	No 10 ONE BED	No 5 2 BED
No 51 1 BED	No 45 2 BED	No 39 1 BED	No 33 1 BED	No 27 1 BED	No 21 ONE BED	No 15 1 BED	No 9 2 BED	No 4 1 BED
No 50 1 BED	No 44 1 BED	No 38 2 BED	No 32 1 BED	No 26 1 BED	No 20 2 BED	No 14 1 BED	No 8 1 BED	No 3 2 BED
No 49 BEDSIT	No 43 2 BED	No 37 BEDSIT	No 31 1 BED	No 25 1 BED	No 19 BEDSIT	No 13 1 BED	LAUNDRY 100 KITCHEN COMM. LOUNGE	No 2 BEDSIT
No 48 1 BED	No 42 BEDSIT	No 36 3 BED	No 30 BEDSIT	No 24 GUEST FLAT + OFFICE	No 18 3 BED	No 12 BEDSIT	No 7 BEDSIT	No 1 2 BED
				No 24 1 BED				

SPARKS

General
letts

Fire Alarm
Control Panel

No 31 RAMP
FROM KITCHEN

Assistance
required.

4
change
office

**REVIEW OF REDDITCH BOROUGH
COUNCIL'S HOUSING STOCK FURTHER TO
COMMUNITY CONSULTATION**

SCHEME REPORTS

APPENDIX 13

Introduction

Attached are the scheme reports following the property inspections that were carried out at schemes that have communal facilities or communal entrances.

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Mount Pleasant	53

Name of Scheme	Roxboro House.
Scheme Address	Mount Pleasant, Southcrest, Redditch.

Type of Properties	7 Flats 23 Bedsits plus 1x 3b flat (Ex Warden)	Under 60's with support or Emergency Response	3
Communal Lounge	Yes	Under 60's with no support needs	0
Communal Shower	Yes	Over 60's with support or Emergency Response.	12
Door Entry	Yes	Over 60's no support.	16
Communal Kitchen	Yes	Recommendation Further investigation into options required	
Guest Bedroom	Yes		
Laundry	Yes		
Integral Corridors	Yes		
Communal Stairs	Yes		
TV Licence	Preserved	Financial Implications Further investigation required see page 15 - 17 Appendix 2	

Observations made

- The scheme is accessed off Mount Pleasant, by a very steep sloping driveway which can be dangerous underfoot during autumn, winter and inclement weather.
- To the right of the main entrance of the scheme there is a high and steep grass slope. The building is built on a hillside, giving it a very hilly terrain. Parking is very minimal and causes a problem. There is a marked area, to enable ambulances etc. to turn around safely, but this is used on a regular basis causing problems with the larger vehicles.
- This scheme is on a bus route which goes into Redditch town centre.

Appearance and Access

- From the outside, the general appearance of the scheme is of a tired building.
- The scheme is built over four floors accessed via stairs or a lift, with entry to the scheme being gained on Floor C.
- The communal front door is quite heavy to open; an electronic door would be of benefit.

Internal Layout and Facilities

- Most of the properties are bed sits with a few one bedroom properties.
- There is a communal laundry, a shower room, which is wheelchair accessible, (both need refurbishing,) a communal lounge, a communal kitchen, that needs upgrading. Two disabled toilets and a guest bedroom.
- Good views from the back of the scheme.
- The guest bedroom is a small double room which is located off the hallway; visitors would need to use the communal shower if they wanted a shower whilst visiting residents. The guest bedroom has an adjoining toilet.

Suggested Improvements

- The lighting in the corridors is very dark; all the communal areas would need upgrading to sensor lighting.
- Roof, fascias and guttering need repair and long term maintenance.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks were given tenants by the fire service, two fire evacuations have been carried out. First evacuation not many tenants responded, in the appropriate way. Letters were sent to all tenants advising them of the procedure, on the second evacuation, a lot more tenants responded, but not all.
- The meter cupboard on the lower ground floor basement, has a water penetration problem. Water runs off the sloping grass bank, which has flooded half way up the wall. The pit to the lift shaft also gets flooded during persistent rain. A pump has been fitted into this cupboard which is keeping it dry at present, should the pump break down the situation would re-occur and this would be costly.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- There will be a need to prioritise Health and Safety works, such as a safe exit route in the grounds. The fire exit on floor B (lower ground) exits onto steps, with no designated pathway leading away from the building.
- On floor A (the lower ground floor) there is another fire exit, that also does not have a safe route away from the building. The terrain is very hilly, a pathway suitable for older or disabled people to use, would be very difficult to do and expensive.
- Fire Risk Assessors' report states the following:

Floor B to A – Rear escape stairwell – final exit unsuitable – not DDA compliant.
(See Appendix 19)
- The dustbin area is cause for concern. The lids of the large waste bins are unable to be closed because the ceiling of the dustbin store is too low; also, the green recycling bins are close to the communal kitchen which may cause hazards.
- The gas meters for each property are outside, along the embankment, which is very difficult to access, they need to be re-sited.

Name of Scheme	Bentley Close
Scheme Address	Bentley Close, Southcrest, Redditch.

Type of Properties	40 x 1 bed 2 x 2 bed	Under 60's with support or Emergency Response	0
Communal Lounge	Yes	Under 60's with no support needs	0
Communal Shower	No	Over 60's with support or Emergency Response.	38
Door Entry	Yes	Over 60's no support.	4
Communal Kitchen	Yes	Recommendation Category B – Aged 60 and over with or without a support need	
Guest Bedroom	No		
Laundry	No		
Integral Corridors	No		
Communal Stairs	Yes		
TV Licence	Preserved	Financial Implications Essential = £12,500 Desirable = £12,000 See appendix 4 Total Cost = £24,500	
Lifts/Stair Lift	No		

Observations made

- The Scheme is made up of 6 blocks of flats, dispersed over an area within Bentley Close.
- Two of the blocks have level access, via a main entrance door, with stairs to the first floor flats. Nos.36-48.
- The block adjacent to the communal room has 2 x 2 bedroom flats.
- The rest of the scheme has 40 x 1 bedroom flats.
- This scheme is situated within a very hilly terrain, the area is very open and spacious.
- Locality to the local shops is via an uphill pathway to Oakly Road, into the car park, which gives access to the shopping centre, or a walk down Plymouth Road to the bus station will give access the Shopping Centre. Both ways tenants will have to walk up hill. There is a bus which regularly goes into town.

Appearance and Access

- Access to most of the other 4 blocks, are via steep slopes, or steps, and once inside the entrance doors some access is via stairs.

Internal Layout and Facilities

- There is a small communal lounge, which is extremely well used with various activities well attended by most of the tenants. The communal lounge would benefit from being extended, by knocking through into an adjacent garage.
- There are two toilets and a communal kitchen. There is a small parking bay outside the communal lounge, around the rest of the scheme, there are quite a few garages which tenants use for parking their cars.

Suggested Improvements

- On two of the blocks the entrance doors and windows are still wooden frames; these need to be replaced by UPVC.
- Lighting in the blocks is dark, need upgrading.
- The tenants have raised issued about the hallways and carpets in the blocks of flats, being old and dark.

Health and Safety /

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- In the event of an emergency, some tenants would have to negotiate the stairs and steps; this would cause issues to upper floor tenants with mobility issues.

Name of Scheme	Malvern House
Scheme Address	Fordbridge Close, Headless Cross, Redditch.

Type of Properties	1x bedsit HSS Office 7 x bedsits 24 x 1 bed flats	Under 60's with support or Emergency Response	1
Communal Lounge	Yes	Under 60's with no support needs	3
Communal Shower	Yes	Over 60's with support or Emergency Response.	17
Door Entry	Yes	Over 60's no support.	10
Communal Kitchen	Yes		
Guest Bedroom	Yes		
Laundry	Yes		
Integral Corridors	Yes		
Communal Stairs	Yes		
TV Licence	Preserved		
Lifts/Stair Lift	No		
Recommendation			
Category B – aged 60 and over with or without a support need			
Financial Implications			
Essential = £7,500 Desirable = £8,000			
See Appendix 4			
Total Cost £ 15,500			

Observations made

Health and Safety / Required Improvements

- There is a base office for the Home Support officers at this scheme. (1 bedsit)
- There are some parking spaces within the area, but more spaces would be of benefit.
- The properties within this scheme consist of 7 x bedsits and 24 X 1 bedroom flats.
- A regular bus service can be accessed from the top of Fordbridge close. There are also shops on Birchfield Road, within walking distance

Appearance and Access

- The scheme's main entrance is accessed by a short downhill ramp, with handrail. The main front door is old and the system is breaking down on a regular basis, it is very heavy to open, a new automatic door is needed.

Internal Layout and Facilities

- Malvern House is a scheme in two halves, the left half of the building has a more flat access to the flats, the other half of the building has a ramp down to the ground floor flats.
- Internally there is a ramped corridor giving access to 16 of the 32 flats within the scheme. The other corridor is level access.
- There is a good sized communal lounge with a very small communal kitchen.
- The lounge is also used by residents in the bungalows of Fordbridge Close.
- Outside the communal lounge in the garden area, there is a paved area, recently renovated to give better access. There are still some steps and slopes within this area.
- There is a pathway from fire exits, to a gateway in the garden, which will allow tenants to get away from the building in an emergency.
- All flats are linked to Lifeline call alarm system.
- The ceiling in the main corridor is old and made of corrugated metal.
- The scheme has a small laundry room, a single guest bedroom and a disabled toilet/shower room.
- It was generally felt that the scheme is homely, and is a place where you would want to live. The range of activities provided in the scheme included a Coffee Morning on Mondays, bingo sessions, fish and chip lunches and keep fit on a Thursday.

Suggested Improvements

- The feasibility of a lift was discussed, ideally a lift by the main door would be the most appropriate place for it, but the physical make up of the building prevents this.
- A lift could be put at the end of the ground floor corridors exiting onto the garden area, by building a lift shaft outside, bridging over, onto the upper corridor, using a porch arrangement, however it was noted that the existing fire door would need to be moved.
- In addition, the bridge over, to the upper floors, could be glazed. If this is possible, it would give access to 8 flats upstairs. This would be costly for the amount of flats it would give access to, plus the tenant would have to walk along two corridors to gain access.
- The corridors and communal lounge would benefit from a lighting upgrade with sensor lighting.
- The ground floor properties would benefit from having a door from their flats, to give them access into the communal garden.
- May need to look at building a scooter store for the future.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire awareness sessions have been carried by the fire service advising them of the fire and evacuation procedure.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- The building has a central boiler for all hot water and heating. This causes the building to be very hot in the summer, from the under floor hot water piping. It would improve the environment conditions of the scheme if tenants had their own combi - boiler heating system within their flats.

Name of Scheme	Downsell House
Scheme Address	Downsell Road, Webheath, Redditch.

Type of Properties	20 bedsits 7 x 1 bed flats
Communal Lounge	Yes
Communal Shower	Yes
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	Yes
Laundry	Yes
Integral Corridors	Yes
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	2
Under 60's with no support needs	12
Over 60's with support or Emergency Response.	13
Over 60's no support.	0

Recommendation
Category C – aged 50 and over with or without a support need

Financial Implications
Essential = £10,350 Desirable = £24,050 Cosmetic = £ 2,500
See Appendix 4
Total Cost = £36,900

Observations made

- This scheme consists of 20 x bedsits, and 7x1 bedroom flats.
- Parking is a major issue at the scheme, because it is next door to a primary school, certain times of the day there is nowhere to park at all.
- The front door of the scheme is accessed by a slight ramp, which enters into a hallway; it has a good sized communal lounge leading off.
- Access to buses are within walking distance, but they uphill to the top of Downsell Road or downhill to Tynsell Avenue.

Appearance and Access

- The front door is very heavy, and does not always close properly, it would benefit from an electronic door.

Internal Layout and Facilities

- The scheme has a good sized laundry room.
- There is a communal shower room which needs refurbishing, and a disabled toilet.
- Installation of a lift would be very difficult and would not give access to all of the upper floors.
- The scheme is laid out in two halves with separate stair access.
- The bin store outside is located in Reyde Close, this is accessed by a steep ramp and a chute, there is another bin store which can be accessed via the garden.
- The guest bedroom is a double room with its own toilet.

Suggested Improvements

- The corridors are very dark, they would certainly benefit from upgrading and sensor lighting.
- The large gate is locked so a smaller gate would be beneficial to give the tenants access out of the garden, in the event of a fire.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- The scheme has fire exit routes, but two of them go into the garden area of the scheme. The large gate is locked so a smaller gate would be beneficial to give the tenants access out of the garden, in the event of a fire.

Name of Scheme	Evesham Road Headless Cross
Scheme Address	Evesham Road, Headless Cross, Redditch.

Type of Properties	37 x 1 bed flats
Communal Lounge	Yes
Communal Shower	No
Door Entry	Yes
Communal Kitchens	Yes
Guest Bedroom	No
Laundry	No
Integral Corridors	No
Communal Stairs	Some
TV Licence	Qualify
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	0
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	21
Over 60's no support.	16

Recommendations

Property numbers: 170A – 190B inclusive
Category B – Aged 60 and over with or without a support need

Property numbers: 124, 130,134, 144 – 156A inclusive
Category C - Aged 50 and over with or without a support need

Financial Implications

General lighting = £7,000

Need to investigate parking issues further

Observations made

Health and Safety / Required Improvements

- There is a small base office for the Home Support staff at this scheme.
- All tenants, ground floor or 1st floor, have their own front doors leading onto a pathway or into a small communal stairwell.
- The scheme is spread over a couple of areas, 17 flats = individual flat and two blocks containing ten flats, by the Methodist Church, and the other 24 flats are by the communal lounge area.
- The scheme is located on a busy road, it has flat access around the area, with local amenities such as a bus stop and shops in close proximity.

Appearance and Access

- Parking is an issue within both areas of this scheme, could do with more parking spaces.

Internal Layout and Facilities

- All properties within this scheme are good size one bedroom flats, either ground floor or first floor.
- There is a separate communal lounge with a communal kitchen.
- The front entrance to the communal lounge is accessed by a slight ramp, with handrails and a door entry system.
- Some of the ground floor flats have ramps and rails to their front doors.

Suggested Improvement

- Lighting in these blocks could do with upgrading to sensor lighting.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Keats House
Scheme Address	Mason Road, Headless Cross, Redditch.

Type of Properties	20 x 1 bed flats
Communal Lounge	Yes
Communal Shower	No
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	No
Laundry	No
Integral Corridors	No
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	1
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	10
Over 60's no support.	9

Recommendation

Category B - Aged 60 and over
with or without a support need

Financial Implications

Essential = £8,500
For lighting, fascia's and gutters

See Appendix 4

Total Cost = £8,500

Observations made

- The scheme is made up of 20 x 1 bed flats.
- The scheme is located in an excellent location with local shops opposite, and a bus stop outside the front of the scheme.
- The block of flats numbered 1 - 4 is accessed up a slight ramp, with handrails.
- This scheme is a series of blocks of flats all having their flat doors opening onto a stairwell.
- No option for lifts, there are steps up to some of individual properties, which means disabled access is not possible.

Appearance and Access

- The main entrance to the scheme is accessed by a ramp which winds down to the communal lounge door.
- There are also steps down to the front door with handrails on both sides.

Internal Layout and Facilities

- Properties in this scheme are nearly all good sized one bedroom flats.
- There is a communal lounge with a very small communal kitchen, a large entrance hallway.
- The communal toilet was off the main lobby entrance.

Suggested Improvement

- Lighting within the blocks could do with upgrading to sensor lighting.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- In the event of an emergency, some tenants would have to negotiate the stairs and steps, if immobile this would cause issues to those with mobility problems.

Name of Scheme	Fearnings Cottages And Lea Croft Road Flats
Scheme Address	Lea Croft Road, Crabbs Cross, Redditch.

Type of Properties	Fearnings 19 x 1 bed bungalows Lea Croft 16 x 1 bed flats	Under 60's with support or Emergency Response	
		Fearnings	1
		Lea Croft	0
Communal Lounge	Yes	Under 60's with no support needs	
		Fearnings	0
		Lea Croft	0
Communal Shower	No	Over 60's with support or Emergency Response.	15
		Fearnings	8
		Lea Croft	5
Door Entry	Yes	Over 60's no support.	
		Fearnings	10
		Lea Croft	11
Communal Kitchen	Yes	Recommendation	
Guest Bedroom	No	Fearnings Cottages	
Laundry	No	Category A – Aged 60 and over with a support need	
Integral Corridors	No	Lea Croft Road – General let	
Communal Stairs	Yes	Financial Implications	
TV Licence	Preserved	None	
Lifts/Stair Lift	No		

Observations made

- This scheme is made up of a group of 19 bungalows (Fearnings Cottages) and 16 bedroom flats located in two blocks (Lea Croft Rd).
- The flats are ground and 1st floor at Lea Croft Road.
- There is access to a bus route and a few local shops with in a short walk.

Appearance and Access

- Access to some of the bungalows (Fearnings Cottages) is down steps and slopes but alternative level access is amenable.

Internal Layout and Facilities

- There is a communal lounge, communal kitchen and toilets separate from these properties.
- Access to the communal lounge is by a small ramp and a key code door entry.
- The flats at Lea Croft Road are separate from the bungalows, they are a good size. However it is not possible to put in lifts in any of these blocks.

Suggested Improvement

- The hallway in the block of flats is made out of brickwork, very dark, could do with upgrading with sensor lighting.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats and bungalows have a smoke detector, which is connected to the Lifeline call alarm system in each property.
- There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Retreat Street
Scheme Address	Retreat Street, Astwood Bank, Redditch.

Type of Properties	16 x 1 bed flats 8 x 2 bed flats
Communal Lounge	Yes
Communal Shower	No
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	Yes
Laundry	No
Integral Corridors	No
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	0
Under 60's with no support needs	2
Over 60's with support or Emergency Response.	13
Over 60's no support.	9

Recommendations

Category C – Aged 50 and over with or without a support need

Financial Implications

None

The suggestion to brighten the brickwork was considered to be too expensive as fire retardant paint would be required.

Observations made

- The scheme is located in a very sought after area in Astwood Bank. There is access to the local bus service and local shops within walking distance. Entrance into each block is fairly level.
- The make up of the properties within this scheme are: 8 two bedroom flats and 16 good sized one bedroom flats.

Internal Layout and Facilities

- The scheme is located on two sides of Retreat St with 3 blocks on one side, and 2 blocks on the other side, with a separate communal lounge, guest bedroom, kitchen and toilet.
- Each block contains flats on the ground floor and 1st floor. There is no possibility of putting in lifts in these blocks.

Suggested Improvement

- The walls in stairwells of the flats are brick and dark. The lighting could do with upgrading, with sensor lighting.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Gorse Close
Scheme Address	Gorse Close, Astwood Bank, Redditch.

Type of Properties	4 x 1 bed flats 3 x 2 bed flats 11 x 1 bed bungalows	Under 60's with support or Emergency Response	1
Communal Lounge	Yes	Under 60's with no support needs	1
Communal Shower	No	Over 60's with support or Emergency Response.	8
Door Entry	Yes	Over 60's no support.	8
Communal Kitchen	Yes	<p align="center">Recommendations</p> <p>Bungalows - Category A- aged 60 and over or aged 18 and over with severe mobility issues</p> <p>Flats – Category C – Aged 50 and over</p>	
Guest Bedroom	No		
Laundry	No		
Integral Corridors	Yes		
Communal Stairs	Yes	<p align="center">Financial Implications</p> <p align="center">None</p>	
TV Licence	Preserved		
Lifts/Stair Lift	No		

Observations made

Health and Safety / Required Improvements

- The scheme has 12 Bungalows, 4 x 1 bedroom and 3 x 2 bedroom flats.
- The scheme consists of a small block of flats with an integral communal lounge, kitchen and toilet and a group of bungalows.
- This scheme is in a well sought after area, in Astwood Bank, within proximity to the local bus route and the local shops within walking distance.

Appearance and Access

- The front entrance to the scheme is accessed by small gentle ramp, there is also a handrail outside the front door entrance to the block.
- The flats are located on ground floor and 1st floor. Access via a door entry system.
- It would not be viable to put in a lift. There is a step down to the rear garden.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Mendip House (Not including Loxley Close Flats)
Scheme Address	Loxley Close, Church Hill, Redditch.

Type of Properties	2 x Bedsits alternative use 4 bedsits 24 x 1 bed flats	Under 60's with support or Emergency Response	3
Communal Lounge	Yes	Under 60's with no support needs	2
Communal Shower	Yes	Over 60's with support or Emergency Response.	15
Door Entry	Yes	Over 60's no support.	8
Communal Kitchen	Yes	Recommendation Category B - aged 60 and over with or without a support need.	
Guest Bedroom	Yes		
Laundry	Yes	Financial Implications Essential £13,000 Desirable £ 24,050 See Appendix 4 Total Cost: £37,050	
Integral Corridors	Yes		
Communal Stairs	Yes		
TV Licence	Preserved		
Lifts/Stair Lift	No		

Observations made

- Adjacent to YMCA there is a base office for the Home Support staff at this scheme.
- The Scheme has 24 x 1 bedroom flats and 4 bedsits. 2 bedsits used as Home Support base office and Telecare flat.
- Some of the one bedroom flats have quite small bedrooms, the rest are a good size. All the flats have very small kitchens.
- The scheme is located in a reasonable area, with shops and access to the local buses nearby. Good amenities, Post Office, dentist, chemist, doctors, hairdresser etc.

Appearance and Access

- The scheme is accessed by a gentle ramp which leads down to the front entrance. The ramp has a handrail on the left hand side.
- There are two entrances to the scheme, one on either side of the building, the main door, is an automatic one, the other a manual door.
- Parking is adequate.

Internal Layout and Facilities

- The scheme has a large communal lounge with a narrow kitchen, which was felt to be small for the size of the lounge.
- There is a guest bedroom, a communal shower room and small communal laundry.
- The scheme has a very active tenants group using the lounge to its full potential.
- We looked at the feasibility of putting in a lift through the old warden's office, to the first floor; this would not be possible because there is not adequate room on the first floor, for the lift doors to open to give access out of the lift.
- Within the scheme there is a long ramped corridor to access one side of the building to the other, or four steps outside the one entrance of the communal lounge.

Suggested Improvements

- There is a central boiler, supplying all the hot water and heating to all of the flats. The pipes are under floor, causing heat problems in the summer. New heating systems in the individual flats would benefit the properties, and reduce the carbon footprint.
- Tenants would like to have doors from their flats onto the garden.

- The scheme would benefit from upgraded lighting with sensor lighting.
- Storage for scooters may be a need for consideration for the future.

Health and Safety Issues

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- There are steps from the fire exits out to the garden area of the building.

Name of Scheme	Ibstock House and Ibstock Close
Scheme Address	Ibstock Close, Winyates, Redditch.

Type of Properties	1 x 3 bed flat 23 x 1 bed flats 10 Bungalows 1 x 3 bed bungalow	Under 60's with support or Emergency Response	0
Communal Lounge	Yes	Under 60's with no support needs	0
Communal Shower	Yes	Over 60's with support or Emergency Response.	26
Door Entry	Yes	Over 60's no support.	9
Communal Kitchen	Yes	<p align="center">Recommendations</p> <p>Bungalows - Category A - aged 60 and over or aged 18 and over with severe mobility issues</p> <p>Flats – Category A - aged 65 and over with a support need</p>	
Guest Bedroom	Yes		
Laundry	Yes	<p align="center">Financial Implications</p> <p>Essential = £9,000 Desirable = £22,200</p> <p>see Appendix 4</p> <p>Total Cost = £31,200</p>	
Integral Corridors	Yes		
Communal Stairs	Yes		
TV Licence	Qualify		
Lifts/Stair Lift	Yes		

Observations made

- There are 24 properties in this scheme, 23 one bedroom flats and one three bed flat ground floor and first floor, with a lift access.
- Also there are 11 bungalows: 10 x 1 bedroom and 1 x 3 bedroom.
- There is a good car park at the front of the scheme.

Appearance and Access

- Access to the local buses and shops are within walking distance from the scheme. There are a group of bungalows within close proximity to the scheme.
- The path from the car park to the main entrance is accessed up a slight incline.
- The main front door is old and heavy, needs to have a new electronic door fitted, with the door entry system re-sited on to the wall by the lounge.

Internal Layout and Facilities

- The flats are a good size with good size bedrooms.
- There is a platform lift in this scheme which gives good access for all parts of the building and is good for wheelchair users.
- The communal facilities consist of a large communal lounge, with a large well refurbished communal kitchen, a large communal shower room, and a disabled toilet, a large laundry room with good sized drying area, a guest bedroom upstairs for use of tenant's family and visitors.
- A large communal garden with a raised bed, which the tenants tend them selves. This raised bed was part of a project working with the probation service.

Suggested Improvements

- Ground floor flats would benefit from having a door into the communal garden from each flat. The corridors have recently been painted, which has made them a lot lighter, but they would benefit from having sensor lights along them to save on the carbon footprint.
- A consideration may need to be made, for the future, to have a dedicated room or storage space for scooters, which are becoming more popular. There is insufficient room to store these in the tenant's flats.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats and bungalows have a smoke detector, which is connected to the Lifeline call alarm system in each flat.
- There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Chiltern House
Scheme Address	Haseley Close, Matchborough, Redditch.

Type of Properties	8 x bedsits 17 x 1 Bed flats 8 x 2 bed flats 1 x 3 bed flat	Under 60's with support or Emergency Response	5
Communal Lounge	Yes	Under 60's with no support needs	8
Communal Shower	No	Over 60's with support or Emergency Response.	13
Door Entry	Yes	Over 60's no support.	8
Communal Kitchen	Yes	<p align="center">Recommendation</p> <p align="center">See page 13 of Appendix 2</p>	
Guest Bedroom	No		
Laundry	Yes	<p align="center">Financial Implications</p> <p align="center">see page 13 Appendix 2 for conversion options</p>	
Integral Corridors	No		
Communal Stairs	Yes		
TV Licence	Preserved		
Lifts/Stair Lift	No		

Observations made

- At this scheme there is a base office for the Home Support Officers.
- The Scheme consists of 8 x bedsit's, 17 x 1 bedroom flats and 8 x 2 bedroom flats, over the lower ground, ground and first floors and a 3 bed flat ground floor level.
- This scheme is part of a building with mixed tenure, there are general lets tenant's, over 50's and owner occupiers.

Access

- The scheme is situated on a hilly terrain. Local buses are about a ten minute walk away, and the local shops are about fifteen minutes walk.

Internal Layout and Facilities

- The lower ground, ground and first floors flats, of this scheme, are deemed as Sheltered, with the top floor given to general lets tenants.
- The flats are very spacious with good sized rooms.
- Access inside the building to the properties, are via steps or stairs. The scheme has nine blocks with older person's flats in each block.
- There is a good sized garden.
- There is a communal lounge, with a communal laundry and a communal kitchen. To gain access to these facilities tenants have to walk out doors, and uphill.
- There is an external ramp leading to the entrance of the communal lounge, the doors to the lounge have a high threshold to step over restricting wheel chair access, or, access can be gained up a few stairs from within the entrance of the block of flats adjacent.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given to tenants by the fire service, advising them of the fire and evacuation procedures within the building. Each sheltered property has these instructions on back of flat doors.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat.
- There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

- There is a good sized garden but the garden gate is locked, which could impede access in the event of an emergency.

Required Improvement

- An extension to the pathway, from the fire exit of the bottom block of flats, to the garden gate would need to put down, to enable access from this block to the garden gate.

Name of Scheme	Bredon House
Scheme Address	Woodrow Centre, Woodrow, Redditch.

Type of Properties	3 x bedsits 20 x 1 Bed flats 1 x Bedsit HSS Office	Under 60's with support or Emergency Response	5
Communal Lounge	Yes	Under 60's with no support needs	3
Communal Shower	Yes	Over 60's with support or Emergency Response.	6
Door Entry	Yes	Over 60's no support.	9
Communal Kitchen	Yes	Recommendation Category C - aged 50 and over with or without support need	
Guest Bedroom	Yes		
Laundry	Yes	Financial Implications Essential = £4,500 See Appendix 4 The suggestion to brighten the brickwork was considered to be too expensive as fire retardant paint would be required. Total Cost = £4,500	
Integral Corridors	Yes		
Communal Stairs	Yes		
TV Licence	Preserved		
Lifts/Stair Lift	No		

Observations made

- There is a base office for the Home Support staff at this scheme. (1 x Bedsit)
- The scheme has 24 properties consisting of 3 bed sits and 20 x 1 bedroom flats, some with good sized bedrooms others with very small bedrooms.
- The scheme is located at the top of a hill from Studley Road.

Appearance and Access

- Access to the local shops and buses are via steps or a steep ramp, not ideal for those with mobility issues

Internal Layout and Facilities

- The communal lounge in the scheme is a reasonable size, with a very small communal kitchen and toilet. These could be knocked through to make a larger kitchen.
- It may be possible to put a lift into this scheme by using an outside storage cupboard and building on top of it, this would only give access to four flats. This would not be good value for money.
- There is a disabled toilet and shower room which could be converted to a purpose built shower room and disabled toilet.
- There is a guest bedroom which has a small number of steps leading up to it.

Suggested Improvements

- Internally the building corridors are ramped both ways, not practical for wheelchair usage.
- The walls in the corridors and the communal lounge could do with painting they are open breeze block.
- This scheme has got sensor lighting which is very good.
- All the ground floor flats have a door opening into the garden area and the first floor flats have a door leading onto small balconies.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- The fire exits lead into the garden, but there are no pathways giving good access routes out of the garden area, in the event of a fire. Need to put in extra pathways.

Name of Scheme	Auxerre House
Scheme Address	Studley Road, Greenlands, Redditch.

Type of Properties	19 x bedsits 6 x 1 Bed flats 2 x 2 Bed flats
Communal Lounge	Yes
Communal Shower	Yes
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	Yes
Laundry	Yes
Integral Corridors	Yes
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	0
Under 60's with no support needs	12
Over 60's with support or Emergency Response.	0
Over 60's no support.	15

Recommendations

See page 14 of Appendix 2

Financial Implications

Observations made

- The sheltered Scheme has 19 x bedsit flats and 6 x 1 bed room flats, 2 x 2 bed flats.
- One of the 2 bedroom flats was a pilot project knocking 2 bed sits through.

Appearance and Access

- This building is a mixed tenure, having two sides, one being general lettings and the other side Older Persons Housing. All tenants access the building by the same entrance door.
- Access to the sheltered side is more secure and is accessed via call entry system, or a key held by the tenant.
- There are a lot of younger tenants living on the general lets side of the building which can be intimidating for the older group of tenants.
- There is a small car park outside the front of the scheme.
- The scheme has shops within 5-10 min walk, and a bus stop nearby.

Internal Layout and Facilities

- This scheme has a passenger lift carrying eight passengers, to all four floors, this can only be accessed from the Sheltered side of the building.
- The corridors in the sheltered part of the scheme are wide and have tiled flooring; the doors to the flats are glass.
- There is a big communal lounge, off the main entrance hall, 2 x toilets which have to be kept locked because they were being used and abused, from some of the tenants and their friends on the general lettings.
- To the rear of the scheme there is a small garden.

Required Improvements

- Upgraded sensor lighting the corridors would be of benefit and reduce the carbon footprint.
- Consideration could be given to converting the lounge into a one or two bed flat.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given to tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- The fire exit door, on the stairs of the sheltered side of the building opens onto steps. A very large ramp would be needed to give access in the event of an emergency.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Harry Taylor House
Scheme Address	Winstone Close, Lakeside, Redditch.

Type of Properties	23 x 1 Bed flats 1 x 3 Bed flat
Communal Lounge	Yes
Communal Shower	Yes
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	Yes
Laundry	Yes
Integral Corridors	Yes
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	Yes

Under 60's with support or Emergency Response	0
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	17
Over 60's no support.	7

Recommendation

Category A – aged 65 and over with an assessed support need

Financial Implications

Priority –	Lift Installation	£45,000
	Essential =	£10,500
	Desirable =	£22,200
	Fixtures =	£ 2,500
	See Appendix 4	

Total Cost = £80,200

Observations made

- The scheme has 23 x 1 bedroom flats on ground and first floor levels, with stair lift access to upper floor plus 1 x 3 Bed flat.

Appearance and Access

- The access to the Scheme is down a ramp, with handrails, from the car park or a pathway from the road.
- Tenants requested further car parking bays on the grassed area in the front of the scheme.
- Access into the scheme is via a communal front door activated by a door entry system.

Internal Layout and Facilities

- All flat doors open onto an integral corridor.
- The scheme has a good size communal lounge, with a large, recently refurbished kitchen. A guest bedroom, which is large enough for a double bed or two singles.
- There are two communal toilets; It was felt that it might be possible to convert one of the communal toilets to a level access shower, although the costs would need to be looked at.
- The scheme has a large laundry and drying area.
- There is a communal stair lift in the scheme, which is working at present; however, it would not be feasible to replace the stair lift, if it broke down. The regulations on communal stair lifts have now changed; the stairs would not comply with these regulations.
- The scheme has a good sized garden and patio area to the rear.

Suggested Improvements

- The scheme would benefit from having a lift to access the 1st floor. This could be done by building an external lift shaft in the garden, the same as Arthur Jobson House, which is an identical scheme.
- Corridors within the scheme would benefit from a lighting upgrade and sensor lighting to reduce the carbon footprint.
- Tenants would benefit by having a door from the ground floor flats onto the communal garden.
- A scooter store for the future may need to be considered.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.
- There are two fire exits at the end of each ground floor corridor. One opens on to steps, a ramp would need to be installed to give wheel chair access, and the other opens on to a public pathway. A mobile ramp has been put in place on this exit, although not perfect for a wheelchair user.
- The fire exit from the Communal Lounge is ramped for access.

Name of Scheme	Beoley Road
Scheme Address	Beoley Road, St Georges, Redditch.

Type of Properties	30 x 1 Bed flats 2 x 2 bed flats
Communal Lounge	Yes
Communal Shower	No
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	No
Laundry	No
Integral Corridors	No
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	5
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	21
Over 60's no support.	6

Recommendation
Category C – Aged 50 and over with or without a support need

Financial Implications
Essential = £13,500 Fixtures = £5,500
Total Cost = £19,000 see appendix 4

Observations made

- The scheme consists of 30 x 1bed flats and 2 x 2 bed flats.
- The scheme is in two halves with a parking area dividing it. The terrain around the scheme is on a hill.
- The properties in the scheme have their own front doors opening onto pathways, with ground floor and 1st floor flats.
- There is a base office for the Home Support Officers at this scheme.

Appearance and Access

- The scheme is built on a sloping terrain.
- Parking around this scheme is very limited, with quite a few disabled parking bays.

Internal Layout and Facilities

- There is a communal lounge separate from the flats, with an L-shaped lounge which has a pillar supporting the roof.
- The communal kitchen is a good size, there are two disabled toilets.
- Outside the communal lounge there is a good garden area which has been a project working with the probation service.

Required Improvements

- Lighting in the Communal lounge would benefit from upgrading and sensor lighting.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm.

Name of Scheme	Phillips Terrace
Scheme Address	Beoley Road, St Georges, Redditch.

Type of Properties	10 x 1 Bed flats 1 x 3 bed flat (storage)
Communal Lounge	Yes
Communal Shower	No
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	No
Laundry	Yes
Integral Corridors	No
Communal Stairs	Yes
TV Licence	Preserved
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	0
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	6
Over 60's no support.	4

Recommendation
Category C – Aged 50 and over with or without an assessed support need.

Financial Implications
Essential = £11,200 Fixtures = £8,000 Further £3,500 for adaptation of disabled toilet.
Total Cost = £22,700 see Appendix 4

Observations made

- There are two blocks each has its own communal entrance door, and a door entry system.
- Within this scheme there are 10 x 1 bedroom, and 1 x 3 bedroom flat, on ground floor and 1st floor.

Access

- To access the dustbin and the garden areas of the scheme there is a step down over the door threshold.

Internal Layout and Facilities

- There is a small communal lounge, communal kitchen and toilet integral to one of the block of flats.
- A ramp to the garden has been installed from the communal lounge door.

Required Improvements

- The kitchen and the toilet needs upgrading, the hot water is obtained via an ascot heater.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis, within the Schemes.

- Fire talks have been given to tenants, by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Arthur Jobson House
Scheme Address	Sedgley Close, Abbeydale, Redditch.

Type of Properties	23 x 1 Bed flats 1 x 3 Bed flat
Communal Lounge	Yes
Communal Shower	Yes
Door Entry	Yes
Communal Kitchen	Yes
Guest Bedroom	Yes
Laundry	Yes
Integral Corridors	Yes
Communal Stairs	Yes
TV Licence	Qualify
Lifts/Stair Lift	Yes

Under 60's with support or Emergency Response	1
Under 60's with no support needs	0
Over 60's with support or Emergency Response.	20
Over 60's no support.	3

Recommendation
Category A – Aged 65and over with an assessed support need

Financial Implications
Essential = £10,100 Desirable = £22,200 Fixtures = £ 2,500
Total Cost = £34,800 see Appendix 4

Observations made

- The scheme has the same layout as Harry Taylor House, and the gardens back on to Huband Close.
- The scheme consists of 23 x 1 bed flats and 1 x 3 bed flat.

Appearance and Access

- There is good access to the main entrance to the scheme.
- It was noted that parking was currently on the road outside the scheme, and it was felt that some of the grassed area could be used to create more car parking.

Internal Layout and Facilities

- There is a good sized garden at the rear of the scheme with a seating area. Doors from the ground floor flats onto the garden would be of benefit to the tenants.
- The scheme has a good sized communal lounge with a large communal kitchen.
- There is a communal shower room, a disabled toilet and a good sized laundry.
- Within the scheme there is a fairly new lift which gives wheelchair access to the 1st floor.

Suggested Improvements

- Doors from the ground floor flats onto the garden would be of benefit to the tenants.
- The scheme would benefit from an electrical upgrade and sensor lighting.
- A storage for scooter may need to be considered for the future.

Health and Safety

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- Fire talks have been given to tenants by the fire service, advising them of the fire and evacuation procedures within the building.
- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Feckenham Road
Scheme Address	Headless Cross, Redditch.

Type of Properties	10 x 1 Bed flats	Under 60's with support or Emergency Response	0
Communal Lounge	No	Under 60's with no support needs	1
Communal Shower	No	Over 60's with support or Emergency Response.	3
Door Entry	Yes	Over 60's no support.	6
Communal Kitchen	No	Recommendation General Let	
Guest Bedroom	No		
Laundry	No		
Integral Corridors	No		
Communal Stairs	Yes		
TV Licence	No	Financial Implications None	
Lifts/Stair Lift	No		

Observations made

Location

- There are shops close by and a bus stop within walking distance.

Internal Layout and Facilities

- Feckenham Road flats consist of 10 x 1 bed flats.
- There are two blocks with a communal stair way. There are no other communal facilities. A shared drying area for washing and a small communal garden.
- The flats are of good size, 5 on ground floor and 5 on the 1st floor.

Health and Safety / Required Improvements

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat.

Name of Scheme	Manor House Flats
Scheme Address	Evesham Road, Astwood Bank, Redditch.

Type of Properties	8 x 1 Bed flats
Communal Lounge	No
Communal Shower	No
Door Entry	Yes
Communal Kitchen	No
Guest Bedroom	No
Laundry	No
Integral Corridors	Yes
Communal Stairs	Yes
TV Licence	No
Lifts/Stair Lift	No

Under 60's with support or Emergency Response	0
Under 60's with no support needs	1
Over 60's with support or Emergency Response.	5
Over 60's no support.	2

Recommendation
General Let

Financial Implications
None

Observations made

Location

- There are shops within a 10 minute walk; it is on a bus route.

Appearance and Access

- A parking bay at the entrance to the flats.
- It is wheelchair accessible for the ground floor only.

Internal Layout and Facilities

- Manor House flats consist of 8 x 1 bed flats.
- These flats have a small communal hall way and stairs leading to the first floor flats. There is a shared drying area for washing and a small communal garden. There are no other communal facilities.
- The flats are of good size, 4 on the ground floor and 4 on the 1st floor.

Health and Safety / Required Improvements

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- All of the flats have a smoke detector, which is connected to the Lifeline call alarm system in each flat. There is a communal fire alarm system which is tested by the Home Support Officers on a regular basis.

Name of Scheme	Mount Pleasant Flats
Scheme Address	Mount Pleasant, Redditch.

Type of Properties	4 x 1 Bed flats 8 x 2 Bed flats	Under 60's with support or Emergency Response	0
Communal Lounge	No	Under 60's with no support needs	0
Communal Shower	No	Over 60's with support or Emergency Response.	5
Door Entry	Yes	Over 60's no support.	7
Communal Kitchen	No	Recommendation General Let	
Guest Bedroom	No		
Laundry	No	Financial Implications None	
Integral Corridors	No		
Communal Stairs	Yes		
TV Licence	No		
Lifts/Stair Lift	No		

Observations made

Location

- The Scheme is on a bus route. The flats are of good size.

Internal Layout and Facilities

- Mount Pleasant flats consist of 8 x 2 bed flats, and 4 x 1 bedroom.
- These flats have a small communal hallway leading to the first floor stairs.
- There is a shared drying area for washing and a small communal garden. There are no other communal facilities

Health and Safety / Required Improvements

To comply with the Fire Reform order of 2005, regular Health and Safety audits, Fire testing and fire awareness sessions are carried out on an annual basis within the Schemes.

- All of the flats have smoke detectors linked to lifeline call alarm system.

SOCIAL HOMEBUY

Guidance has been provided for local authorities on the voluntary Social HomeBuy scheme which enables social tenants who cannot afford outright purchase to buy a share in their rented home at a discount. A local authority may also offer the tenant a different property from the stock which they own, i.e. a void property.

What is Social HomeBuy?

Social HomeBuy was introduced in April 2006 to provide increased opportunity for tenants of local authorities and housing associations to access home ownership. The scheme is voluntary for landlords, who are encouraged to participate, and aims to help social tenants who have a statutory purchase right but cannot afford to buy outright, or (in the case of housing association tenants) who do not have a Right to Acquire (RTA) because the property does not qualify. Social HomeBuy is one of three HomeBuy products, along with HomeBuy Direct and New Build HomeBuy (funded by the Homes and Communities Agency), which are designed to help social tenants, key workers and other first time buyers who can sustain home ownership but cannot afford to buy on the open market, to get a first step on the housing ladder.

- Social HomeBuy enables tenants of participating local authorities and housing associations to buy a lease of their rented home (or in some cases another property) at a discount but pay only a proportion of the value (from 25 per cent). In such a shared ownership sale, the equitable interest in the property is shared with the landlord. The purchase may also be outright, at 100 per cent of market value.
- Social HomeBuy has been available to tenants of participating local authorities, initially as a two year pilot scheme, since April 2006. The Government announced the continuance of Social HomeBuy as a voluntary scheme in December 2007 to increase opportunities for social housing tenants to access home ownership. Details of the Government's announcement can be found at: <http://www.communities.gov.uk/statements/housing/socialaffordablehousing>

Purpose of Social HomeBuy scheme

The Social HomeBuy scheme gives local authorities the opportunity to:

- offer sustainable home ownership to secure tenants who would be entitled to buy their homes under the Right to Buy (RTB) but cannot afford outright purchase, or who want to buy a property other than the home they currently live in (i.e. void properties)
- provide replacement affordable housing by retaining and using capital receipts from sales (see the '**Use of Social HomeBuy receipts**' section)
- improve tenure mix on estates

How it works

Under Social HomeBuy, tenants of participating local authorities may buy a lease of the property for a minimum of 25 per cent of its value, through savings and/or a mortgage. Purchasers pay the relevant percentage of the market value less a discount equivalent to the same percentage of the maximum available under the RTA scheme in their area. Local authorities are required to apply an affordability test to determine whether a tenant can afford to sustain home ownership. Purchasers then pay a rental charge which is related to the share of equity retained by the local authority. Local authorities may set the level of rental charges in accordance with the previous rent, but subject to limits.

Social HomeBuy purchasers who wish to move to full ownership are able to do so over time when this is affordable for them. Purchasers may buy further shares of the equitable interest in tranches (subject to a minimum) until they have 100 per cent entitlement to the value of the lease of their homes. The minimum tranche may be set in the lease, and must not be less than 10 per cent or more than 25 per cent. Alternatively, the purchaser may buy the property outright at the outset. If they do so they will be eligible for the full level of Social HomeBuy discount available in their area.

However, it is likely that a tenant who wishes to buy outright will prefer to exercise the Right to Buy (RTB) where this is possible, as the discount is higher than under Social HomeBuy in most local authority areas. In such circumstances a local authority which is in negotiations with a tenant as to which scheme to use should ensure that the tenant suffers no detriment if a voluntary sale under Social Homebuy is chosen instead of the statutory RTB.

More information can be found at

http://www.homesandcommunities.co.uk/social_homebuy

This information is extracted from ‘Social HomeBuy Guidance for Local Authorities’ and can be viewed in full at:

http://www.homesandcommunities.co.uk/social_homebuy

We acknowledge that the document is Crown Copyright.

Terms of Reference for the My Home, My Future, My Choice Residents Group

Background

The My Home, My Future, My choice Residents Group has been set up in response to the feedback from the public conference and scheme visits held in September and October 2009 following approval by the Council of the Older Person's Housing and Support Strategy.

Purpose

The purpose of this group is to provide residents of Redditch a way of influencing officer's proposals, on the implementation of the Action Plan, to the Executive Committee by offering the benefit of their experiences, views and needs.

Focus

The main focus of the group will be developing, with officers, local lettings plans, improved communication and development of the website. We will also be involved in visits to properties with Councillors and Capital plus being involved in the feedback of the consultation by helping the officers to develop the conference.

The group will consist of:

- residents of Redditch ~ (includes tenants and owner occupiers)
- the Older Person's Housing and Support Strategy Project Group
 - Sharon Powell, Trainee Housing Manager
 - Carol Cockette, Older Persons and Special Needs Housing Team Leader
 - Emma Cartwright, Housing Performance and Database Manager
- Councillors will be invited to attend
- Liz Tompkin, Head of Housing Services will be invited to attend

Terms of Reference for the My Home, My Future, My Choice Residents Group

Decision Making

As a group we can put forward ideas and suggestions for the newsletter and web pages. For the newsletter final approval from the Head of Service and the Communications team is required. For the website the owner of the pages makes the final decision.

As a group we can devise the local lettings plan however this is subject to agreement from Council.

All the groups' ideas and suggestions will be collated with the rest of the consultation carried out and put forward in the report officers are sending to Council.

Decisions regarding which schemes are designated as sheltered are not for this group. Council will make these decisions based on the report produced by officers.

All members decided that when making decisions within the group we would go with the majority. However the views of the minority would be recorded.

Resources

Council resources will be used to type up the meeting notes and distribute anything that is produced, pay for postage etc.

Frequency of Meetings

Meetings will be held of the last Thursday of the month at 2pm.

Communications

Members of the group will receive communications as per their completed contact details and preferred method of contact sheet.

Conduct

We agreed that in order to keep the meetings on track and for the comfort of everyone attending attendees would listen to all

Terms of Reference for the My Home, My Future, My Choice Residents Group

viewpoints, enable all to have the viewpoint heard and respect the decision of the majority

Attendees would also be expected to avoid personal issues and represent all Borough residents. However it is recognised that to illustrate a point it may be appropriate to draw on personal experiences.

We felt it was fair for there to be a commitment to the group from all members and that it would be courteous to inform the Officers if you are unable to attend a meeting.

Contact Details of the Older Person's Housing and Support Strategy Project Group

- Sharon Powell ~ Trainee Housing Manager, 01527 64252 ext 3825
- Carol Cockette ~ Older Person's and Special Needs Housing Team Leader, 01527 64252 ext 7601
- Emma Cartwright ~ Housing Performance and Database Manager, 01527 64252 ext 3994

**REVIEW OF REDDITCH BOROUGH COUNCIL'S
HOUSING STOCK FURTHER TO COMMUNITY
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APPENDIX 16

CHANGE MANAGEMENT PROCESS

Change Management Process

Attached is the process which has been adopted as the approved approach to change management. This process should be followed wherever significant change is proposed to older persons' housing.

The process is based on the EROSH Good Practice Guide to Decommissioning. How we manage that process has been determined based on the findings from consultation and local factors. Principally we will provide quality information, listen to individual's requirements and act sensitively and professionally.

Where the project involves change of use of the property, without actual remodelling or disposal of the buildings, then guidance suggests that it is sufficient to follow Level 1. Where more significant change is involved, then both Levels 1 and 2 will be used.

After the decisions have been made by Full Council further consultation with affected residents will take place. The Consultation will include housing options advice in the most appropriate format dependant on individual needs.

The Council will engage with residents and meet regularly with the "My Home, My Future, My Choice Residents Group" to agree appropriate consultation channels and timescales.

An independent Advocacy group and peer interviewers from the 'Older Persons Forum' will be available for support if required.

LEVEL 1

Detail	Description/Action
Scheme name	
Units affected	
Any units not affected	
Reasons for proposal	
Objectives of proposal	
Lead Officer for implementation	Liz Tompkin
Other staff implementing	Project Team, Housing Management Team, Home Support Service
Consultation with (select): Tenants, Family & friends Home Support Officers Partner agencies Councillors Council Departments	All
Special considerations Disability Special Needs	All
Contracts affected	Supporting People
Media Plan	<ul style="list-style-type: none"> • Press releases • Newsletters • Bulletins • Posters • Invitations • Website • Officers – (Project team, Home Support Officers, Tenant Participation Officers)
Consultation commencement	September 2009
Consultation end	November 2009
Communication Plan	<ul style="list-style-type: none"> • To continue provision of quality information beyond end of consultation date as required • Set up a focus group • Project group to offer one-to-one consultations if required and on call telephone support • Regular bulletins to be issued to schemes
Management Plan Including lettings plans	Consider introduction of local lettings plans Review allocation process into older persons accommodation
Review Lead Officer	LIZ TOMPKIN – Head of Housing
Review Dates	August 2010 – Review change management process further to decision of full council

LEVEL 2

Option Appraisal Remodelling Change of Use Disposal social or other Replacement Landbanking Subletting	
Considerations: Policy drivers Redditch priorities Current physical conditions Mortgage Grant conditions Cost of works Costs of de-commissioning Income gain and loss	
Budget, to include: Valuation fees Legal fees Redundancy costs Staff costs Security costs Loss of rent Home loss and disturbance Council tax Income from sales	
Interim measures: Decant arrangements Staff Security Maintenance Responsibility handover	
Risk Assessment	
Lead Officer for appraisal	
Other staff involvement	
Date appraisal to commence	
Referral body for findings	
Due submission date	
Nature of approval	
Decant process, if needed	
Ensure all Level 1 tasks are completed at appropriate points of the Level 2 process. Consultation should begin at the appraisal commencement date.	



FIRE RISK ASSESSMENT FORM

NAME OF ASSESSOR	M.VASIC	DATE: JULY 2010	SITE REF. SC	RH
SITE	ROXBORO HOUSE MOUNT PLEASANT REDDITCH B97 4JF	DEPARTMENT	HOUSING	

PERSONS AT RISK – KEY

- STAFF = S
- CONTRACTORS = C
- VISITORS = V
- PUBLIC = P
- DISABLED = D
- YOUNG PERSONS = YP

• **ALL = A**

		PERSONS AT RISK		RISK RATING		CONTROL MEASURES		RESIDUAL RISK	COMMENT
1. Is an individual nominated as a Fire Safety Co-ordinator?	NO	S	HIGH	The management team should appoint person as Fire Safety Co-ordinator		HIGH	TIMESCALE 1 MONTH		
2. Does the Fire Safety Co-ordinator have written duties?	NO	S	HIGH	Roles and responsibilities for this person should be written and issued to the Fire Safety Co-ordinator.		HIGH	TIMESCALE 1 MONTH		
3. Is the Fire Safety Co-ordinator appraised at least annually on their performance?	NO	S	MED	Carry out regular appraisals of the role of Fire Safety Co-ordinator.		MEDIUM			
4. Has the Fire Safety Co-ordinator received adequate training?	NO	S	HIGH	Provide adequate fire safety management training to the Fire Safety Co-ordinator		HIGH	TIMESCALE 1 MONTH		
5. Are there adequate written fire safety policies and procedures?	YES	S	LOW	Safety policy and procedure have been written and implemented. Fire instruction notices/leaflets issued to each tenant.		LOW			
6. Are Policies and Procedures for Fire Safety reviewed (and if necessary revised) on a regular basis?	YES	S	LOW	No action required		LOW			
7. Is there a system whereby the workplace is inspected each evening to	YES	S	LOW	Only applicable to staff and contractors.		LOW			

ensure fire risks are reduced to the lowest possible level?								
8. Have suitable measures been taken to protect against the risk of arson?	YES	A	MED		Fire detection systems are in place. Environmental: Storage of refuse on landings to be monitored – WARDEN Inspections. WASTE storage bin chutes in place with fire detection. Access to unauthorised persons restricted.	MEDIUM		
9. Are all possible sources of ignition adequately controlled?	YES	A	LOW		All ignition sources should be identified, their location written down and implemented and monitored. Environmental: No smoking sign should be displayed in all communal and lobby areas	LOW		
10. Are all flammable substances adequately controlled?	YES	S	LOW		To be monitored and recorded with monthly inspection procedures	LOW		
11. Are there any possible sources of combustible materials?	YES	A	MED		Environmental: Fly tipping of combustible materials should be monitored and removal actioned.	MEDIUM		
12. Are there any poor practices that could enhance the spread of fire?	NO	A	LOW		No action required.	LOW		
13. Are there any structural features that could enhance the spread of fire?	YES	A	MED		Flats have been assessed and features such as insecure loft hatches, meter cupboard doors are locked	LOW		
14. Is there a Smoking Policy, particularly in high-risk areas?	YES	A	LOW		Environmental: No smoking sign should be displayed in all communal and lobby areas	LOW		

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15. Do you seek the advice of local fire officers?	YES	A	LOW	No action required	LOW	
16. Are groups of people at significant risk from fire adequately protected?	YES	A	LOW	People who are considered at significant risk from fire, i.e. with impaired vision, or impaired hearing and persons with a mental illness, should have specific controls put in place to protect them in the event of fire	LOW	
17. Are escape routes accessible by disabled persons?	YES	D	LOW		LOW	
18. Are all escape routes maintained in clean condition, and free from any obstructions, or storage, are steps/stairs in a good state of repair?	YES	A	MED	No action required. Environmental: Storage of personal items, i.e. MOTABILITY SCOOTERS, pushchairs on landings, etc., identified, advice given and monitored.	MEDIUM	
19. Are escape routes at least 1.05m wide, 1.2m if used by a person in a wheelchair?	YES	A	LOW		LOW	
20. Are the room exit(s) at least 750 mm wide (1.05m if the room is occupied by more than 100 people)	N/A				N/A	
21. Do corridor lengths exceed 45m (offices and factories) or 30m (shops) without being subdivided by fire	N/A				N/A	

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doors?									
22. Are all stairways at least 1.05m wide?	YES	A		LOW	No action required.		LOW		
23. Do fire escape routes involve any of the following: lifts, escalators, ladders or self-rescue devices?	N/A			LOW			LOW		
24. Are all fire doors to the prescribed protection standards?	NO	A		HIGH	ALL FIRE DOORS TO BE CHECKED		HIGH		CAPITAL TO ACTION
25. Do all fire doors open in the direction of the safe evacuation route?	YES	A		LOW	No action required.		LOW		
26. Are the devices securing final exits capable of being opened immediately and easily without the use of a key?	YES	A		LOW	No action required.		LOW		
27. Are all fire doors self-closing?	YES	A		LOW	No action required.		LOW		
28. Are the locations of escape routes re-assessed when there are changes to the building?	N/A								
29. Are all escape routes clearly marked?	YES	A		LOW	All escape routes are adequately signed complying with Health & Safety Regulations 1996 and BS5499, Fire safety signs, notices and graphic symbols		LOW		
30. Are all escape routes clearly lit in the	YES	A		LOW	No action required.		LOW		

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event of an emergency?								
31. Are there safe and sufficient assembly points after escape has been made?	YES	A	LOW				LOW	
32. Are the assembly points clearly marked and clear from obstructions?	YES	A	LOW				LOW	
33. Do employees in high-risk areas undertake more specialised fire fighting training?	N/A							
34. Are employees and others made aware of their means of escape and procedures for evacuation?	YES	A	LOW				LOW	
35. Do you carry out regular fire drills?	YES	S	LOW				LOW	
36. Are fire drills recorded?	YES	S	LOW				LOW	
37. Do employees have training on how to use fire fighting equipment?	N/A	S					LOW	
38. Is all training recorded?	YES	S	LOW				LOW	
39. Does your location have an adequate fire	YES	A	LOW				LOW	

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alarm system?								
40. Is the fire alarm system active at all times?	YES	A	LOW				LOW	
41. Is the fire alarm system linked directly to the fire service, or a commercial alarm watch centre?	YES	A	LOW				LOW	
42. Does your fire alarm system have smoke detectors?	YES	A	LOW				LOW	
43. Does your fire alarm system have heat detectors?	YES	A	LOW				LOW	
44. Does your fire alarm system have manually operated call points (MCPs)?	YES	A	LOW				LOW	
45. Are manually operated points highly visible and easy to use?	YES	A	LOW				LOW	
46. Can audible alarms be heard by all people and in all areas of your location?	YES	A	LOW			No action required.	LOW	
47. As part of the fire alarm system does your location require visual alarms for noisy areas and have they been fitted?	N/A							
48. Are those visual alarms able to be	N/A							

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seen by all those in the specified location?									
49. Does a competent person(s) adequately maintain the fire alarm system?	YES	A	LOW		RECORD IN LOG BOOK		LOW		
50. Do the instructions on the Fire Action Notices reflect the actual procedure in your workplace?	YES	A	LOW				LOW		
51. Are the Fire Action Notices placed in locations so they can easily be seen during an emergency?	YES	A	LOW				LOW		
52. Is fire safety signage inspected on a regular basis?	YES	S					LOW		
53. Is the location of fire safety signage reassessed when there are significant modifications to the layout at our location?	YES	S	LOW				LOW		
54. Is the escape lighting regularly tested?	YES	S	LOW		RECORD IN LOG BOOK		LOW		
55. Is the fire fighting equipment suitable and sufficient for the possible needs of your location?	YES	S	LOW				LOW		
56. Is the location of	YES	S	LOW				LOW		

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fire fighting equipment suitable and clearly marked?								
57. Are all items of fire fighting equipment clearly labelled with contents and instruction for use?	YES	S	LOW				LOW	
58. Is all fire fighting equipment regularly inspected and maintained?	YES	C	LOW			RECORD IN LOG BOOK	LOW	
59. Is the fire fighting equipment maintenance recorded?	YES	C S	LOW			RECORD IN LOG BOOK	LOW	
60. Are all discharged or rejected fire fighting equipment removed and put beyond use until disposed off, repaired or recharged?	NO	S	MED			FIRE HOSE REELS IN SITU BUT NOTICES IN PLACE TO STATE DO NOT USE. COMPLETE REMOVAL PLANNED – LONG TERM	MED	
61. Is fixed fire-fighting equipment such as sprinklers, hose reels, dry/wet risers and gas suppression systems adequately managed?	N/A							
62. Do you have a fire log book and is it adequately managed?	YES	C S	LOW			Establish a logbook and maintain it according to British Safety Standards and information from the Local Fire Authority.	LOW	
63. Is waste removed from the premises on a regular basis?	YES	C S	LOW				LOW	

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64. Are heaters fitted with suitable guards and located away from combustible materials.	YES	A	LOW		LOW	
65. Have fixed electrical systems been inspected by a competent person?	YES	S C	LOW		LOW	
66. Has portable electrical equipment been inspected and tested by a competent person?	YES	C S	LOW	RECORDED IN P.A.T. REGISTER	LOW	
67. Is the use of cooking equipment controlled?	YES	A	MED		MED	
68. Are there safe systems to control contractor activities?	YES	S	LOW		LOW	
69. Is there an effective Hot Work Permit procedure in operation?	YES	S	LOW	MONITORED IN HOUSE BY REPAIRS DEPT.	LOW	
70. Has the environmental impact of firewater run off been considered and actioned?	NO		MED	TO BE DISCUSSED	MEDIUM	
71. Have the results of fire risk assessments been communicated to all employees?	YES	S	LOW		LOW	
72. Correct signage of	YES	S	LOW	Monitor	LOW	

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hazards									
73. Is use of extension leads or multi adapters restricted?	YES	S		LOW			LOW		
74. Are there refuge points / areas?	N/A								
75. Is use of portable heating restricted?	YES	A		LOW			LOW		
76. Is lone worker policy in force?	YES	S		LOW			LOW		
77. Foam filled furniture complies with latest regs	YES	S		LOW			LOW		
78. Restricted use of pyrotechnics	N/A			LOW					
79. Account taken of young persons	YES	S		LOW			LOW		
80. Is the fire fighting equipment appropriate to size and use of premises	YES	S		LOW			LOW		
81. Is fire fighting equipment accessible and sited correctly	YES	S		LOW			LOW		
82. Are the number distribution and size of routes and exits, which lead to a place of safety including disabled refuge areas satisfactory.	YES	S		LOW			LOW		

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83. Do travel distances comply with 18m dead end travel 45m two way travel	YES	A	LOW		LOW	
84. Are exits available out of hours e.g. cleaners, security staff.	YES	A	LOW		LOW	
85. Are exit routes and exits which require illumination fitted with emergency lighting in case of power failure?	YES	A	LOW	No action required	LOW	
86. Is access to areas of imminent DANGER restricted	YES	S	LOW		LOW	
87. Has information been provided to all relevant persons relating to the risks identified from risk assessment including details of dangerous substances.	YES	S	LOW		LOW	
88. Has information been provided to all relevant persons relating to the preventative and protective measures taken	YES	S	LOW		LOW	
89. Has information been provided to all relevant persons re evacuation	YES	A	LOW	Issue information to all tenants	LOW	

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procedures								
90. Does adequate co-operation and coordination of information exist between responsible persons sharing premises.	YES	A	LOW				LOW	
91. Are dry/wet rising mains, foam inlets being maintained	N/A							
92. Are fire fighting shafts being maintained	N/A							
93. Are private hydrants being maintained?	N/A							
94. Is no smoking signage in place?	YES	S	LOW	No action required			LOW	
95. Is arson prevention in place around external perimeter of building?	YES	S	LOW				LOW	

SITE: ROXBORO HOUSE		DATE: 28-06-2010	
Flat number	Problem	Action	
		Repairs	Capital
30	MOTABILITY SCOOTER ON ELECTRICAL CHARGE IN ESCAPE CORRIDOR. ELECTRICAL LEAD CONNECTED THROUGH LETTERBOX. FIRE HAZARD ON ESCAPE ROUTE. IN HOUSE MANAGEMENT TO ACTION		
29	ENTRANCE DOOR PERMANENTLY LEFT OPEN BY TENANT. NO FIRE PROTECTION TO ESCAPE ROUTE. IN HOUSE MANAGEMENT TO ACTION		
	SAFE AND SUITABLE ASSEMBLY POINT TO BE ESTABLISHED AND SIGNED. IN HOUSE MANAGEMENT TO ACTION		
Block	GROUND FLOOR FIRE EXIT FROM LOUNGE THROUGH TO KITCHEN BLOCKED BY SERVING TROLLEY IN HOUSE MANAGEMENT TO ACTION		
	FIRE DOOR KITCHEN WEDGED OPEN IN HOUSE MANAGEMENT TO ACTION		
	RATED FIRE DOORS THROUGHOUT BUILDING NOT CLOSING CORRECTLY	ACTION	ACTION
	CERTAIN WINDOWS ARE WITHOUT OPENING RESTRICTORS ON ESCAPE ROUTES THROUGHOUT BUILDING ON STAIRWELLS		ACTION
	FLOOR B ELECTRICAL METER CUPBOARD NOT LOCKED. ACCESS SHOULD BE RESTRICTED. IN HOUSE MANAGEMENT TO ACTION		
	FIRE STOPPING OF CEILINGS AND FLOORS REQUIRED IN ALL ELECTRICAL CUPBOARDS. BASEMENT ELECTRICAL CUPBOARD –PERMANENTLY FLOODED – ELECTRICAL AND FIRE RISK.		ACTION
FLOOR B TO A	REAR ESCAPE STAIRWELL FINAL EXIT UNSUITABLE NOT D.D.A. COMPLIANT		ACTION ACTION

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<p>FRONT OF BUILDING ENTRANCE AREA</p>	<p>MOTOR VEHICLE WAS PARKED ON RESTRICTED CHEVRON AREA COVERING FIRE HYDRANT- PROHIBITING FIRE SERVICE USE IN EMERGENCY IN HOUSE MANAGEMENT TO ACTION</p> <p>UNSUITABLE ACCESS /EGRESS FOR EMERGENCY VEHICLES AT CERTAIN TIMES DUE TO PARKING CONGESTION. IN HOUSE TENANTS TO BE REMINDED IN WRITING OF THEIR RESPONSIBILITIES TO EVACUATE BUILDING WHEN THE FIRE ALARM IS ACTIVATED. FIRE DRILLS HAVE IDENTIFIED NON COMPLIANCE -MANAGEMENT TO ACTION</p>		<p>ACTION</p>
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**REVIEW OF REDDITCH BOROUGH COUNCIL'S
HOUSING STOCK FURTHER TO COMMUNITY
CONSULTATION**

**STATISTICAL
INFORMATION**

APPENDIX 18

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INTRODUCTION

The documents attached offer some statistical information including

- 1. Scheme Information Summary**
This information breaks down the characteristics of each individual scheme, the proposed category, the type of property and number of units.
- 2. Breakdown of Home Support Users**
This information shows a breakdown of how many residents currently use the Home Support Service. It also gives a guideline only rating of whether this is considered to be low, medium or high usage.
- 3. Breakdown of Stock level – Redditch**
If proposals are approved this information shows a breakdown of the types of properties that would be in each category.
- 4. Breakdown of Stock levels by area**
This provide a breakdown of the number of units in each category that will be in each area should proposals be approved.

Key

A	Supported Housing (65 and over /Bungalows 60 and over)
B	Older Persons Housing (60 and over)

C	Over 50's housing
D	Not suitable as older persons accommodation

Scheme Information Summary

	Type of Properties	PLUS other	Communal Lounge	Communal Showers	Door Entry	Communal Kitchens	Guest Bedroom	Laundry	Lifts	Stair Lifts	Integral Corridors.	Communal Stairs	TV Licence	Proposed Categories
Category 2														
Arthur Jobson House	24 Flats (23x1b, 1x3b)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Qualify	A
Auxerre House	27 Flats (19xbs,6x1b,2x2b)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Preserved	D
Bredon House	23 Flats (3xbs,20x1b.)	1xoffice bs	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Preserved	C
Downsell House	27 Flats (20xbs, 7x1b,)		Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Preserved	C
Gorse Close 13-19	7 Flats (4x1b, 3x2b)		Yes	No	Yes	Yes	No	Yes	No	No	Yes	Yes	Preserved	C
Harry Taylor House	24 Flats (23x1b, 1x3b)		Yes	No	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Preserved	A
Ibstock House	24 Flats (23x1b, 1x3b)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Qualify	A
Malvern House	31 Flats (7xbs, 24x1b)	1xoffice bs	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Preserved	B
Mendip House	28 Flats (4xbs, 24x1b)	1xoffice bs 1show bs	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	Preserved	B
Roxboro House	30 Flats (23xbs, 7x1b)	1x3b xw	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes	Preserved	D
Category 1.5		245												
Bentley Close	42 Flats (40x1b, 2x2b)		Yes	No	Yes	Yes	No	No	No	No	Yes	Yes	Preserved	B
Beoley Road	32 Flats (30x 1b, 2x2b)		Yes	No	No	Yes	No	No	No	No	No	No	Preserved	C
Chiltern House	33 Flats (17x1b,8x2b,8xbs)	1x3b flat	Yes	No	Yes	Yes	Yes	Yes	No	No	No	Yes	Preserved	D
Evesham Road	17 Flats (17x 1b) 124 - 156d		No	No	No	Yes	No	No	No	No	No	Yes	Qualify	C
Evesham Road	20 Flats (20x1b) 170a - 190b		Yes	No	No	Yes	No	No	No	No	No	No	Qualify	B
Fearnings Cotts	19 Bung (19X1b)		Yes	No	No	Yes	No	No	No	No	No	No	Qualify	A
Fordbridge Close	15 Bung (14x1b, 1x2b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
Gorse Close	11 Bung (11x1b)		Yes	No	Yes	Yes	No	Yes	No	No	Yes	Yes	Preserved	A
Johnson Close	26 Bung (25x1b. 1x2b)		No	No	No	No	No	No	No	No	No	No	Qualify	A

Scheme Information Summary

	Type of Property		Communal Lounge	Communal Showers	Door Entry	Kitchens	Guest Bedroom	laundry	Lifts	Stair Lifts	Integral Corridors.	Communal Stairs	TV Lic	Proposed Categories
Category 1.5														
Ibstock Close	11 Bung (10x1b, 1x3b)		Yes	No	No	No	No	No	No	No	No	No	Qualify	A
Keats House	20 Flats (20x1b)		Yes	No	Yes	Yes	No	No	No	No	Yes	Yes	Preserved	B
Phillips Terrace	10 Flats (10x1b)	1x3bed storage	Yes	No	Yes	Yes	No	No	No	No	Yes	Yes	Preserved	C
Retreat St.	24 Flats (16x1b, 8x2b)		Yes	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Preserved	C
		280	2											
Category 1														
Ashton Close	8 Bung (8x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Ashorne Close	3 Bung (3x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Banners Lane	8 Bung (8x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Blythe Close	1 Bung (1x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Brinklow Close	5 Bung (5x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Cedar Road	7 Bung (7x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
Cedar View	14 Bung (13x1b,1x2b)		No	No	No	No	No	No	No	No	No	No	No	A
Chedworth Close	16 Bung (16x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Clifton Close	3 Bung (3x2b)		No	No	No	No	No	No	No	No	No	No	No	A
Coupass Cott	6 Bung (6x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Crabbs Cross Lane	10 Bung (10x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	C
Deans Close	6 Bung (6x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Drayton Close	19 Bung (19x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Eathorpe Close	33 Bung (20x1b,13x2b)		No	No	No	No	No	No	No	No	No	No	No	A
Feckenham Road	10 Flats (10x1b)		No	No	No	No	No	No	No	No	No	No	No	D
Fladbury Close	25 Bung (25 x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
Flanders Close	9 Bung (9x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Frankton Close	7 Bung (7x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Fulbrook Close	12 Bung (12x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A

Scheme Information Summary

Category 1	Type of Property		Communal Lounge	Communal Showers	Door Entry	Kitchens	Guest Bedroom	laundry	Lifts	Stair Lifts	Integral Corridors.	Communal Stairs	TV Lic	Rec Cat.
Grange Road	4 Flats (4x1b)		No	No	No	No	No	No	No	No	No	No	No	D
Grendon Close	6 Bung (6x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Holloway Park	16 Bung (14x1b,2x2b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Illmington Close	17 Bung (17x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Kenilworth Close	5 Bung (5x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Lea Croft Road	16 Flats (16x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	D
Loxley Close	37 Flats (37x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	D
Lightoak Close	6 Bung (6x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Lyndenwood	29 Bung (27x1b,2x2b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
Manor House	8 Flats (8x1b)		No	No	No	No	No	No	No	No	No	No	No	D
Mickleton Close	33 Bung (33x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Mount Pleasant Flats	12 Flats (4x1b,8x2b)		No	No	No	No	No	No	No	No	No	No	No	D
Paddock Lane	9 Flats (9x1b)		No	No	No	No	No	No	No	No	No	No	No	D
Paddock Lane	19 Bung (19X1b)		No	No	No	No	No	No	No	No	No	No	No	C
Patch Lane	8 Bung (8x1b)		No	No	No	No	No	No	No	No	No	No	No	C
Pitcheroak Cottis	18 Bung (18x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Treville Close	5 Bung (5x1b)		No	No	No	No	No	No	No	No	No	No		A
Sandhurst Close	8 Flats (8x1b) 104-111		No	No	No	No	No	No	No	No	No	No	Qualify	D
Sandhurst Close	21 Bung (21x1b,112-131)	1x3b house	No	No	No	No	No	No	No	No	No	No	Qualify	A
St Georges Gardens	15 Bung (14x1b, 1x2b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
St Georges Road	4 Flats (4x1b)		No	No	No	No	No	No	No	No	No	No	No	D
Sycamore Avenue	4 Bung (4x1b)		No	No	No	No	No	No	No	No	No	No	No	C
		502	1											

Scheme Information Summary

Category 1	Type of Property		Communal Lounge	Communal Showers	Door Entry	Kitchens	Guest Bedroom	laundry	Lifts	Stair Lifts	Integral Corridors.	Communal Stairs	TV Licence	Recommend
St Lukes Cott	8 Bung (8x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Upperfield Close	39 Bung (39x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Western Hill Close	12 Bung (12x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Whitchurch Close	15 Bung (15x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	C
Willow Way	11 Bung (11x1b)		No	No	No	No	No	No	No	No	No	No	Preserved	A
Winslow Close	4 Bung (4x1b)		No	No	No	No	No	No	No	No	No	No	No	A
Yardley Close	21 Bung (21x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	A
Yarningale Close	18 Bung (18x1b)		No	No	No	No	No	No	No	No	No	No	Qualify	C
Yew tree Close	6 Bung (6x1b)		No	No	No	No	No	No	No	No	No	No	No	A
		134	0											

Total 1169

BREAKDOWN OF HOME SUPPORT SERVICE USERS

Schemes in alphabetical order	Type of Properties	No. of Service Users	Service Users as a % of the no. of Units	Need for the Home Support Service	Proposed Category
Arthur Jobson House	24 Flats	21	88%	High	A
Ashorne Close	3 Bung	3	100%	Very High	A
Ashton Close	8 Bung	3	38%	Low	A
Auxerre House	27 Flats	0	0%	Very Low	D
Bentley Close	42 Flats	38	90%	High	B
Beoley Road	32 Flats	26	81%	High	C
Banners Lane	8 Bung	5	63%	Medium	A
Blythe Close	1 Bung	1	100%	Very High	A
Bredon House	23 Flats	11	48%	Medium	C
Brinklow Close	5 Bung	3	60%	Medium	A
Cedar Road	7 Bung	2	29%	Low	A
Cedar View	14 Bung	11	79%	High	A
Chedworth Close	16 Bung	10	63%	Medium	A
Chiltern House	33 Flats	18	55%	Medium	D
Clifton Close	3 Bung	3	100%	Very High	A
Coupass Cottis	6 Bung	1	17%	Low	A
Crabbs Cross Lane	10 Bung	5	50%	Medium	D
Deans Close	6 Bung	4	67%	Medium	A
Downsell House	27 Flats	15	56%	Medium	C
Drayton Close	19 Bung	17	89%	High	A
Eathorpe Close	33 Bung	26	79%	High	A
Evesham Road 124, 130, 134, 144-156a	17 flats	9	53%	Medium	C

BREAKDOWN OF HOME SUPPORT SERVICE USERS

Schemes in alphabetical order	Type of Properties	No. of Service Users	Service Users as a % of the no. of Units	Need for the Home Support Service	Proposed Category
Evesham Road 170a - 190b	20 flats	12	60%	Medium	B
Fearnings Cotts	19 Bung	9	47%	Medium	A
Feckenham Road	10 Flats	3	30%	Low	D
Fladbury Close	25 Bung	8	32%	Low	A
Flanders Close	9 Bung	6	67%	Medium	A
Fordbridge Close	15 Bung	2	13%	Very Low	A
Frankton Close	7 Bung	5	71%	High	A
Fulbrook Close	12 Bung	10	83%	High	A
Gorsey Close	11 bung	7	64%	Medium	A
Gorsey Close 13-19	7 flats	2	29%	Low	C
Grange Road	4 Flats	2	50%	Medium	D
Grendon Close	6 Bung	2	33%	Low	A
Harry Taylor House	24 Flats	17	71%	High	A
Holloway Park	16 Bung	13	81%	High	A
Ibstock Close	11 Bung	8	78%	Very High	A
Ibstock House	24 Flats	18	75%	High	A
Illmington Close	17 Bung	12	71%	High	A
Johnson Close	26 Bung	23	88%	High	A
Keats House	20 Flats	11	55%	Medium	B
Kenilworth Close	5 Bung	3	60%	Medium	A
Lea Croft Road	16 Flats	5	31%	Low	D
Loxley Close	37 Flats	13	35%	Low	D

BREAKDOWN OF HOME SUPPORT SERVICE USERS

Schemes in alphabetical order	Type of Properties	No. of Service Users	Service Users as a % of the no. of Units	Need for the Home Support Service	Proposed Category
Lightoak Close	6 Bung	6	100%	Very High	A
Lyndenwood	29 Bung	19	66%	Medium	A
Malvern House	31 Flats	18	58%	Medium	B
Manor House	8 Flats	5	63%	Medium	D
Mendip House	28 Flats	18	64%	Low	B
Mickleton Close	33 Bung	19	58%	Medium	A
Mount Pleasant Flats	12 Flats	5	42%	Medium	D
Paddock Lane	9 Flats	5	56%	Medium	D
Paddock Lane	19 Bung	13	68%	Medium	C
Patch Lane	8 Bung	8	100%	Very High	C
Phillips Terrace	11 Flats	6	55%	Medium	C
Pitcheroak Cotts	18 Bung	11	61%	Medium	A
Retreat St.	24 Flats	13	54%	Medium	C
Roxboro House	30 Flats	15	50%	Medium	D
Sandhurst Close	8 Flats	2	25%	Low	D
Sandhurst Close	21 Bung	18	86%	High	A
St Georges Gardens	15 Bung	12	80%	High	A
St Georges Road	4 Flats	4	100%	Very High	D
St Lukes Cotts	8 Bung	7	88%	High	A
Sycamore Avenue	4 Bung	2	50%	Medium	C
Treville Close	5 Bung	1	20%	Low	A
Upperfield Close	39 Bung	31	79%	High	A

Western Hill Close	12 Bung	10	83%	High	A
<u>BREAKDOWN OF HOME SUPPORT SERVICE USERS</u>					
Schemes in alphabetical order	Type of Properties	No. of Service Users	Service Users as a % of the no. of Units	Need for the Home Support Service	Proposed Category
Whitchurch Close	15 Bung	8	53%	Medium	C
Willow Way	11 Bung	6	55%	Medium	A
Winslow Close	4 Bung	3	75%	High	A
Yardley Close	21 Bung	11	52%	Medium	A
Yarningale Close	18 Bung	13	72%	High	C
Yew tree Close	6 Bung	6	100%	Very High	A
Units/Alternative Use N/A	7				
Total: 1169		712			

Note:

this is based on 1 user per property.

need for the Home Support Service:

under 15%	Very Low
16% to 35%	Low
36% to 69%	Medium
70% to 94%	High
95% and above	Very High

BREAKDOWN OF STOCK LEVEL - REDDITCH						
Property Type:	Current Sheltered housing stock	PROPOSED CATEGORIES			Not suitable for older people	Current alternative usage
		A	B	C		
Bedsits	88	0	11	23	50	4 – (3 x office, 1 x showflat)
1 bed flats	431	69	128	104	130	0
2 bed flats	33	0	2	13	18	0
3 bed flats	6	3	0	1	2	0
1 bed bungalows	585	511	0	74	0	0
2 bed bungalows	24	24	0	0	0	0
3 bed bungalows	1	1	0	0	0	0
3 bed House	1	0	0	0	1	0
Total	1169	608	141	215	201	4

BREAKDOWN OF PROPOSED STOCK LEVELS BY AREA

AREA	Current number of sheltered housing stock	PROPOSED CATEGORIES			Not suitable for older people	Current alternative usage
		A	B	C		
Webheath	56	29	0	27	0	0
Astwood Bank	62	23	0	31	8	0
Headless Cross	130	31	71	17	10	1
Abbeydale	50	50	0	0	0	0
Greenlands	27	0	0	0	27	0
Lakeside	40	40	0	0	0	0
Winyates	65	65	0	0	0	0
Southcrest	89	0	42	4	43	0
Woodrow	49	25	0	23	0	1
Church Hill	179	103	28	0	45	2
St. Georges	66	15	0	43	8	0
Matchborough	127	93	0	0	34	0
Crabbs Cross	59	33	0	10	16	0
Batchley	56	56	0	0	0	0
Feckenham	6	6	0	0	0	0
Walkwood	6	6	0	0	0	0
Oakenshaw	102	33	0	60	9	0
	1169	608	141	215	201	4

OLDER PERSONS HOUSING AND SUPPORT STRATEGY

LIFELINE UPGRADE CHARGES

APPENDIX 19

Our Ref: NM/124494

25 March 2010

Ruth Griffin
Redditch Borough Council
Town Hall
Walter Stranz Square
REDDITCH
B98 8AH

Dear Madam

UPGRADE OF WARDEN CALL SYSTEMS

Further to your enquiry, we have pleasure in submitting the attached quotation for upgrading the warden call systems at various schemes.

This offer has been compiled in accordance with your recent discussions with our Strategic Account Manager Andrew Bailey and subsequent site visits.

The offer is open for acceptance for 13 weeks. The prices are net and will remain firm providing the work is completed within six months of the above date.

Please refer to both the particular terms and conditions attached to the Pricing Summary, and the attached Terms and Conditions of Sale and Supply upon which this offer is based.

We trust this meets with your approval, but should any points require clarification, please do not hesitate to contact us.

Yours faithfully

Neil Mackenzie
Senior Estimator

All the reassurance you need

TunstallPricing Summary

Scheme name	Communicall Connect Systems	Option for DECT Handset
Scheme 3 Eathorpe Close	£6,235.54	
Scheme 4 Eathorpe Close	£5,160.92	
Scheme 5 Frankton Close	£4,767.39	
Scheme 11 Sandhurst Close	£13,906.60	
Scheme 14 Tillington Close	£5,190.11	
Scheme 19 Yardley Close	£8,886.97	
Scheme 20 Paddock Lane	£10,534.17	
Scheme 21 Upperfield Close	£11,548.33	
Schemes 22 & 23 Whitchurch/Yarningale	£13,862.41	
Scheme 25 Chiltern House	£15,294.43	
Scheme 27 Grendon Close	£7,664.50	
Scheme 29 Brinklow Close	£9,005.68	
Scheme 34 Chedworth Close	£16,354.43	
Scheme 35 Retreat Street	£10,962.61	£2,492.03
Scheme 38 Phillips Terrace	£11,505.88	
Scheme 39 Evesham Road	£11,844.61	
Scheme 43 Beoley Road	£14,258.94	
Scheme 44 Roxboro House	£12,389.22	£2,134.89
Scheme 45 Fearnings Cottages	£15,762.75	
Scheme 47 Feckenham Road	£5,390.34	
Scheme 48 Mount Pleasant	£6,533.67	
Scheme 50 Western Hill Close	£6,002.69	
Scheme 52 Cedar View	£7,245.29	
Scheme 54 Gorse Close	£9,090.03	
Scheme 55 Auxerre House	£12,257.62	
Scheme 57 Downsell House	£10,086.44	
Scheme 59 Lyndenwood	£11,377.06	
Scheme 60 Holloway Park	£6,599.62	
Scheme 61 Pitcheroak Cottages	£7,894.51	
Scheme 73 Cedar Road	£4,738.83	
Scheme 161 Willow Way	£7,786.70	
Total Price	£300,138.29	£4,626.92

Tunstall Healthcare (UK) Ltd., Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR

Telephone: 01977 661234 Fax: 01977 662570

www.tunstallhealth.com

Specification

Communicall Connect systems comprising:

- Communicall Connect control equipment.
- 1 No. Speech Module with “Away” button per Dwelling (Speech Modules at Scheme 55 Auxerre House also have door entry facility)
- Standard Speech Modules in communal areas
- Ceiling Pull Switches as detailed in the Equipment Summary
- 1 No. Smoke Detector per dwelling.
- Upgrade of Door Panel to Communicall Connect at Scheme 55 Auxerre House.
- Telecare Overlay. This will enable a wide range of wireless telecare sensors to be added to the systems.

Our offer does not include for any Amie portable pendants. These may be purchased as required at a cost of £37.47 each.

The warden call system at scheme 36 (Harry Taylor House) has been recently upgraded to Communicall Vision and is therefore excluded from this quotation.

Schemes 22 and 23 are currently served by one system and therefore we have quoted for one Communicall Connect system to cover both schemes.

The upgrade of the system at scheme 24 (Mendip House) has been quoted separately, and is therefore not included in this quotation.

Scheme 25 (Chiltern House) currently has 5 No. Push for Help buttons in each dwelling together with a small number in communal areas. We have allowed to replace these with Ceiling Pull Switches in our offer.

Scheme 20 (Paddock Lane). We have quoted to upgrade this scheme to Communicall Connect re-using existing cabling (as at all other schemes). However we understand that this scheme has had several cable faults in the past, and that some properties currently have Lifeline units installed. Due to the complex nature of this site it would be vary difficult to re-cable, and therefore we would recommend that the system is decommissioned and replaced with Lifeline units.

This offer is based on the assumption that all alarm calls will be handled at a remote monitoring centre. If it is a requirement for calls to be handled on site, additional equipment will be required which will be chargeable. At schemes 35 and 44 we have shown optional prices for DECT handsets which would enable staff to make and receive alarm calls on site.

Our offer does not include for smoke detectors in any communal areas (offices, communal lounges etc.) as this would contravene fire alarm regulations.

Terms and Conditions

This quotation covers the supply, installation, testing and commissioning of the equipment detailed in the attached bills of quantities.

Prices stated exclude VAT which will be applied in accordance with legislation applying at the time of completion.

Monthly invoices will be submitted against work completed.

This quotation includes for a defects liability period of 12 months

The execution of an order placed with us would be in accordance with our Conditions of Sale on the reverse of the front sheet.

Installation General

External cabling will be routed overhead.

Internal cabling will be surface clipped or contained in existing cable trays and ducts (concealed where possible).

This offer is based on the understanding that existing cabling will be re-used. If at the time of installation there is cause to suspect the reliability of such cable, then it will be replaced with new and charged accordingly.

This quotation allows for the removal of existing systems and is based on the assumption that all equipment removed will be the property of, and disposed of by Tunstall Telecom. It covers making good any structural damage caused during the installation of our system, but excludes repairs required due to the removal of any redundant system and excludes any re-decoration.

This quotation includes the provision of any blanking plates required as a result of removing existing systems.

Provision and installation of the necessary 4 core screened flexible cable between Lift Car and Lift Motor Room, and any necessary cutting-out in wall of Lift Car, is to be the responsibility of the Employer.

When placing your order please state whether lift units should be horizontal or vertical. Obtaining wayleaves and any other consents which may be required in connection with installation of the system wiring is to be the responsibility of the Employer.

The Employer is required to provide Tunstall Telecom with advance notice (minimum 14 days) of work required on site. The Employer is to provide free and uninterrupted access to and about the buildings in which the installation is to be carried out for the purpose of

fulfilling the obligations of this quotation.

Tunstall Healthcare (UK) Ltd, Whitley Lodge, Whitley Bridge, Yorkshire DN14 0HR

Telephone: 01977 661234 Fax: 01977 662570

www.tunstallhealth.com

Provision and fitting of door locks is not included.

The lock release quoted is suitable for a standard mortice or Yale type nightlatch and is not suitable for rebated doors. If any other type of lock is used, or the doors are rebated, an alternative release may be required at extra cost.

In order that our system can operate effectively, it is the Employer's responsibility to ensure that all doors and door closures are functioning correctly before our equipment is installed.

This offer allows for cutting the door panel into a standard brick wall and the lock release into a wooden frame of suitable size. Any structural work other than this is not included in these prices yet may be critical to the overall performance of the system.

Our price is based upon the building having no asbestos or asbestos related materials in situ. Additional costs will be applicable if works are delayed by the discovery of asbestos during our installation. Please ensure that any asbestos register is available for our inspection.

Power Supplies

Ordering of and payment for the provision of the electricity supply is to be the responsibility of the Employer.

Telephone Lines

Prices are not included for telephone lines. It is the responsibility of the Employer to apply to British Telecom for lines as detailed below.

NB A "shared service" line must not be used for any equipment.

At each Communicall scheme, 1 BT Broadband enabled exclusive business exchange line (ex-directory terminated in a standard BT socket PLUS a block connector for permitted attachments. No telephone handset is required.

Connection to Fire Alarm Panel

The final connection of our cables to the normally closed voltage free contacts of the fire alarm panel is to be carried out by the fire alarm installer.

During the upgrade process the existing system may not be available for use until the new scheme equipment is installed and commissioned.

Service

The Company offers a nationwide after sales service via our twenty four hour Call Centre at Whitley Lodge on: 0844 415 2414.

