

REDDITCH BOROUGH COUNCIL
OLDER PERSONS HOUSING AND SUPPORT STRATEGY 2010-2026

'My Home, My Future, My Choice'

Annex 1: Comments from respondents

NOVEMBER 2007

COMMENTS FROM COMPLETED CONSULTATION QUESTIONNAIRES

The following comments were made by people completing 'My Home, My Future, My Choice' questionnaires. A number of comments, not directly relevant to the Older Persons' Housing and Support Strategy have been omitted. These transcripts have been mildly edited where necessary simply to ensure readability. Comments have been grouped into a number of subject headings to enable clearer interpretation.

GENERAL

I have lived in other towns, and I know, of them all Redditch as run by this Council, is the best for people of my age and experience.

"Choice" is an "in" word, but only really exists of one has financial means. I would love to see equality of care for older persons.

It would appear that additional sheltered accommodation will become an increasing priority, as the population of Redditch ages.

Our aim would be to down size the property we live in as the garden and other general household chores get too much when one gets older and this does not seem always possible.

I am more than satisfied by RBC services at present.

(I want to move) ASAP as I am disabled now and am progressively getting worse.

I count myself lucky to be living in Redditch where I feel the wants of elderly people are well considered. A good hospital, doctors and nurses, Lifeline, Shopmobility, Dial a Ride and minor adjustments in my home (when called for) to name but a few.

It is not just older people who need sheltered or assisted help, accommodation. I have a disabling condition.

(I want) a property adapted for my personal needs.

I feel I don't agree with Council selling council houses. They should be for those who can't afford to but need to rent - affordable housing.

Would want to have additional things, a feeling of safety is very important as well as having a communal room to go to and space for parking mobility vehicles.

We were given a Rights to Buy form when we moved into the bungalow but have been told we are not allowed to buy. Can you give me a reason why?

If we need to sell, we would like to rent in a sheltered housing scheme in Redditch. We think if RBC re-introduced buy-back it would solve a lot of housing problems.

I think this town is a very good town to live for all ages because all Council and Councillors are approachable.

As we are all living longer it is obvious more places in sheltered housing schemes will be needed - more resources must be available to keep these going and increase them not close them down.

Really listen to older people.

Take older peoples wishes in to account.

Take account of inividual needs and not merely provide a policy for the masses.

I and my husband are quite happy here.

I would not want to live in such a scheme.

Has a good overall positive feeling towards RBC and services provided.

I thank Redditch Borough Council for the attention to, fire equipment, door security systems, inspecting and cleaning of house boilers. I do appreciate it, thank you.

I just wish there were more of the schemes available for people like me. Thank you.

A bit more help for private property residents - it all seems to be geared to help older people in Council-owned property.

Very satisfied with the current services of Redditch Borough Council.

Services to the elderly need some improvement to allay the anxiety of older people worrying about how to cope in old age.

My bungalow is a lovely place to live in – thank you.

I think it is vital that older people are supported adequately when they become disabled. Services have to be rationed, but older people have contributed so much to society over many years and deserve to be invested in as a return for their efforts.

I would be happy to thank the RBC for the services that I am already receiving and appreciate the efforts taken to improve the facilities in future.

Support for older people by the local authority is inadequate and leaves people at risk. Proper investment in the most vulnerable was an issue for Bevan, yet we continually see a global reduction in services.

I think Ibstock House is suitable for myself because it is near the bus route also it is near Winyates Shopping Centre also Matchborough Shopping Centre. I have no complaints about where I live. Thank you.

I would like t o say that Redditch "for older people" is the best! My parents are in their 90's and also live in Redditch - they, too, are delighted with care and attention they receive. Nothing 'negative' at all. Thank you.

Please treat older people as sensible beings. They are the largest group in our country but fare worst.

Wouldn't release equity - not value for money/worth it.
I have been in my bungalow 27 years and quite happy with Redditch Borough Council.

CHOICE AND INDEPENDENCE

I live with my unmarried son and I would like to remain here as he is my carer. Care & Repair have fitted a walk in shower for me (wonderful). If I can have a stairlift in the near future I can stay here until the end.

I wish to move asap to a larger Council house. Wife and I need larger home; we have been on the Council transfer list for years – hope the new system works e.g. Gold, Silver, Bronze listings.

I would want to take my own furniture, not have somebody else's taste imposed on me.

People want independence until they need help then a good social help service to assist. Seniors of today never expected to be mollycoddled - they went through hard times in their early days so are more independent.

I am happy at present with the support I have in my own home, and would like to stay here as long as I'm able.

A commitment to helping people stay in their own homes as long as possible - independence is so important.

I am spending a lot of time and money on my home and garden and should not like to leave my home, garden or its convenient situation.

I prefer to live in my own home but would possibly require sheltered accommodation if I didn't have a husband/partner.

(Want to stay in my home) and die there. Rate subsidy for owner occupier would benefit irrespective of income as staying at home saves the Council expense.

Not interested - I prefer my own home.

Some of the questions cannot be answered as you do not know what is going to happen later in life healthwise.

To be left to live out life not being told you must do this you can not do that it like being in prison.

To be able to live in the same area as I presently live in when older (to manage by myself). Maybe purchase property back in order to purchase property more suitable e.g. house for a bungalow.

My wife and I top priority is to stay independent and not ask for anything.

Good standard of living now and would like that to remain, be close to hospital.

More housing required for people in crisis.

Make more groups/activities accessible for deaf people.

Now I am a pensioner, I would like to be treated as an individual and not merely a number to be disregarded simply because I no longer have any earning capacity. You cannot specify an age as the situation depends on multiple disciplines not just age generated data.

Lived there for 42 years when my husband had a massive stroke and was given the chance of this lovely bungalow. Now alone for 30 years.

Do not expect to have to sell my house to pay for support. I think it is disgusting that elderly people have to sell their homes and use all their savings when they require support after paying into the system all their lives, and those who live on benefit.

Could possibly do with a smaller house but would find it difficult to move (a wrench).

My mother and I have been on the Council point list for ten years. We have been told we have had maximum points. I have to use an electric wheelchair.

To take into account my choice, my feelings of where I would like to live rather than just being placed in the next available accommodation.

Would not go into sheltered housing.

I would like the Council to take in to account for me and my partner to be housed in a bungalow because I would like to have my own garden which I miss very much. Without the efforts of the elderly we would not be enjoying our current material prosperity.

Not to have to sell my property to fund care!!

We need to look after our elders as we are all going to be an elder at some point. Wouldn't want to go into sheltered ever thinks families should look after their own.

I want to leave my home as soon as possible as it is too small, and move to a larger Council home. This may be an option I may consider as I am over 60 now.

My husband and I wish for a larger home as at present we only live in a three roomed bedsit.

Experience of Ibstock House (late father) thought it was very good on the whole.

Housing Register - on it for 19 years wants bungalow.

As we live in our own house can't see us living in any Council homes.

I don't think it can be decided now what people want in 10-20 years. Everyone's ideal life-style is different.

I (very thankfully) have all these facilities.

I would like in the future a bungalow in Webheath as I have been on the housing list for 12 years. I would like to see more people.

Future depends on health and age. No splitting of couples (as sometimes seen on TV).

WARDEN AND LIFELINE SERVICES

I think the Council should build more bungalows with gardens in warden controlled areas.

It gets lonely on my own so I look forward to seeing someone every day.

A warden at present visits council sector only, where some in the private sector, with no family living locally would love to have a visit for a nominal fee, on a weekly basis for help/assistance as they are so pleased to see Lifeline Officers when they visit.

It would be easy to have a permanent on site warden. There are people who would be interested in doing such a job and this would give a better, more personal service/support to older people as a community.

A security system whereby residents can see who is ringing on their own TV on a specified channel.

Tenant feels that support each day helps her keep independent and secure.

I think people who own their homes should have a visiting warden free the same as council tenants after all we all pay council tax and should have the same benefits.

House manager (on site) to help organise activities, gardening, small repairs, odd jobs etc. An all-round person with good DIY and communication skills.

Help and support following hospital discharge. Good respite, convalescent facilities.

Provide more full time wardens and assistant wardens.

Bring back homes and warden controlled schemes.

Attract staff who will be caring, sensible and easy to get on with.

Bring old peoples homes back.

Thank the lord for Dial-a-ride.

A temporary Warden is sufficient and helpful, helping with forms and official papers etc. And listening to our moans and groans.

Elderly people living in privately owned homes, need as much help as those living in council homes.

More activities within my sheltered housing complex.

It would nice if older people had the same amount of help. When in private housing as those in council housing.

At the moment I have visits from a warden, this I find very useful, they are very friendly and listen to my needs, as I get older I realise things will change but Redditch is one of the best areas for helping the elderly as much as possible.

Activities person to organise events theme nights etc bowls.

Work with the local Primary Care Trust and Social Services to ensure that support services are available if or when needed.

Personal contact from the same Warden on a regular basis is important as one gets older for a sense of continuity.

Talk intercom on front door for safety no opening doors.

Warden charge too expensive - not a satisfactory scheme. Very little received for the payment we are forced to pay. Not given choice to opt out.

BATHROOMS, BEDROOMS, KITCHENS

A walk in shower with attached (to wall) drop down seat if needed.

The properties in general need updating with new kitchen and boiler - central heating systems. (Keats House)

Have all I need except for a shower in my bathroom (not over the bath as it would be impossible to climb into the bath which is the standard size). I believe that showers are planned but have not yet been supplied. (RSL)

The bathroom needs bringing up to date; we still have the old cisterns/pull chain toilet.

Matchborough East always seems to be last in the queue when it comes to re-furbishing. You have always run out of funds when it is our turn to have a new kitchen etc. I was on the list on 2005 for 2006 and still waiting.

A walk in shower would be helpful.

Kitchen disgusting - waiting for replacement.

A decent size kitchen.

A shower instead of the bath.

Fittings in kitchen and bathrooms should be updated.

Apart from a shower I am quite happy.

A nice kitchen. Big enough to have a washing machine and dryer, a good fridge and dishwasher.

Guest bedrooms a better idea.

Could we have a new kitchen.

Showers instead of baths.

Showers that are fitted over the bath are dangerous; many older people have falls stepping over the bath.

The kitchens are a disgrace. They have never been altered since they were built. It's about time something was done to improve them. The rent is far too high. (bungalows in St Luke's Cottages).

I would very much like a new kitchen.

It would be nice to be told when bathrooms are to be updated was told 2 yrs ago we were on the programme.

My kitchen needs modernising. I would like a ground floor property please.

We have had numerous meetings where various improvements and renovations have been agreed that nothing happens e.g. in August 2006 it was agreed that the soiled carpet in the lift would be replaced. 2 months later it is still the same. (RSL)

PROPERTY & DESIGN ISSUES

For elderly people a lot of thought and forward planning needs to be done before building work starts.

I think all properties would be nice on ground level that would solve the problem of moving if a ground floor becomes available.

Provide 2 bedroom bungalows for married couples. Your retirement bungalows have not got much space, especially around Matchborough.

I would like to see more bungalows and low level living.

All living accommodation to be on one floor.

Older people need to feel safe, bungalow style is very popular.

I would expect a bright and cheerful, accommodation of a good size not a dark rabbit hutch with nice surroundings.

Housing in Redditch on new estate is good.

Like the area, please build more bungalows for the future.

The homes I have been in are mainly as a visitor and I have found them very small and cramped and would not want to live in any of the ones I have seen, they are supposed to be a home!!!

I am happy where I live but would like my home to have a balcony then it would be perfect.

Would be beneficial to the kitchen of houses and bungalows to lead straight into a garden instead of at the front of the property so that you need to walk constantly through the lounge to get outside, also bathroom adjacent to bedrooms.

More 2 bedroom bungalows for older people.

Bungalows with easy access, nice garden areas, health and fitness centre.

Older people would prefer bungalows to flats.

I feel we need to be working more towards the old days when people use to look after one another and I think it would work if there was housing for elderly like the old party yards.

Garden is important. No stairs.

Bungalows are more suitable I would prefer to have a bungalow in a sheltered scheme.

Too many flats and not enough bungalows are available. The quality of my life has been reduced by the lack of my own garden.

Bathrooms should be planned for elderly people's needs e.g. step in shower baths can be dangerous. Handrails should be standard. Lifts should be available. Kitchen cupboard should be easy to reach.

Future development of housing for older persons needs to look at position of site; more security e.g. gates; services built in to scheme e.g. small shop; entertainment room; room for services such as dentist, chiropodist, hairdresser etc.

I would like to be able to have a 2 bedroom bungalow so if my daughter needed to stay with me she could.

I have a one person flat. I would like to be able to have someone stay with me in my flat if so wished. Also a lot more space - much too small, almost like living in a prison cell.

We definitely need more 2 bedroom bungalows. We don't want to get rid of our things over the years; we have things inside and outside.

I would like a 2 bedroom bungalow, in a nice area. My husband is more satisfied than me - he says he won't move to 1 bedroom as we have a lot of things. Find steps difficult with shopping.

I have visited a 2 person bungalow and this was a good size. I understand that accommodation for single persons can be much smaller. I would not want to move somewhere that would be very cramped after being used to a 3 bedroom house.

Private garage/ Own private garden.

A porch on the front of bungalow for security and keeping the heat in. (Have no safety chain on front door).

The small estate of Holloway Park - Small bungalows with flat roofs very small kitchens and gardens has the look of something that has been forgotten about new peaked roofs would be nice when it rains its like being in a caravan in the winter very cold.

I think that the homes that are planned for older people should have larger rooms and adequate storage space.

For future builds, consideration should be given to larger room size. Small rooms become cluttered and can cause accidents. Plenty of cupboard space required, and two bedrooms properties. There are times of illness when it would be helpful if a member of the family could stay.

Find the layout of kitchen very difficult - some cupboards are too high and some too low and also the number of electrical points do not account for the number of electrical goods now available.

For the future all buildings should have solar or wind power.

All disabled housing should have showers and not baths for safety and easy access or daily cleansing.

The size of the living accommodation in sheltered housing often too small – the bedrooms are very small.

Where is appropriate, each property should have their own rear entrance, so that it can be locked and bolted at night time.

More homes adapted for use, for able or disabled, whether elderly or not.

Keep current homes in top condition and review individual tenants needs.

Relatives can stay over as and when required so more than one bedroom needed.

LOCATION

More old people bungalows where we do not have to put up with noise, people above you all the time night and day.

I would like bungalows to be together not mixed with house and flats.

I like where I live, as local to friends and shops.

To be on the level and near to a bus stop and shops.

I am deaf and need to be closer to family.

Should like you to increase facilities in Webheath area. Would ideally like to stay in that area with family and the friends that I have made in 20 years.

Mod con apartment with all facilities would be good in a nice area.

Ground floor in a safe area – Bungalow.

Older people do not want to be in middle of housing estates by anti-social problems.

More old peoples bungalows in the area where I live which is Astwood Bank and priority given to people already living in the area.

I don't agree with dotting ethnic groups amongst others. Small groups would be better for them as groups who have the same background get on together when way from their country.

People who live in a neighbouring village and need to be near family in Redditch because of disability should be given more opportunity to be near their loved ones.

Pensioners mostly want a secure and peaceful retirement away from the anti social problems.

At the moment I have a warden controlled bungalow, but it is right by family filled homes and it is very un-nerving with noise, foul talk and rubbish. At a certain age I should not have this worry.

GARDENS AND LANDSCAPING

I don't feel as if I can use the garden as I would like to, due to one tenant taken over the garden.

Cut back more hedges and trees, make our underpasses safe for local people to use, so that we don't feel frightened to use them when they are used by drunks, youngsters drinking and use drugs etc. Underpasses should never have been built as part of this town.

Pathway is uneven.

It is nice to see bushes now being cut, as vines were everywhere and blackberry branches sticking out where people walk.

The bushes and trees that obstruct access to my back garden, which I need to get my mobility scooter in and out, the trees that overhang the wall and mix with my plants and mess my garden with leaves.

Need pathways smoother, slabs levelled.

I would like the gardens and hedges to be maintained more regularly and more car parking spaces.

Unable to do garden and don't have funds to employ gardener on income coming in. I asked to have the overhand of trees in my back garden cut back. While I was out one branch was removed, this has made no difference at all, and if someone could make arrangements to come and inspect and let me know when, I could then be there to let them in.

Gardens need to be maintained properly. Very hit and miss. Hedging and trees are cut very infrequently.

Trees need cutting back not only outside garden, but inside this makes the living room and kitchen very dark. I have to have the light on most of the time.

It is very important that surrounding areas are kept clean and tidy.

I do wish the Council would take more notice when we ask for the mass of bushes to be cut down at the back of the bungalows, as I for one are not feeling very shut in.

Trees in Redditch cause a lot of problems for people& especially homes - excess growth of branches, cut out light from homes. Trees originally planted too close to houses without consideration of the problems and distance tree roots extend to.

Need a gardener to maintain the grounds in good order. i.e. House Manager as opposed to wardens.

The pathway outside my home and outside next door is very worn away and with my illness which is MS is very difficult for me to walk on and also my mobility scooter is getting damaged been going on now for four years to replace path.

The gardens of sheltered housing need to be accessible for all and not just the fittest. They also need to look at the upkeep of them (gardens).

Tredington Close landscape maintenance needs more attention, tree pruning.

Increased maintenance with gardens and hedgerows on frontage of bungalow.

I think more trees and bushes need to be removed. I have two trees outside my property which is about 11ft tall, taking light out of bathroom and hall plus the mess from them.

Heaps in large gardens, i.e. grass and hedge cutting.

I feel grounds could be serviced more often.

PARKING

In my choice of 5 I would also like to include parking for doctor, nurse, chiropodist and visitors, and parking for mobility vehicles.

Parking also for mobility vehicles, seating areas in garden.

My wife is registered blind so we would like a disabled parking place.

Adequate parking facilities for sheltered accommodation.

More parking for residents is needed. People still drive.

Enforce parking regulations.

I would like more parking with disabled parking.

We have parking signs only for visitors and residents but they are abused by people from two nearby streets on a regular basis.

Parking could be better in this area.

Problem with people parking vans and cars in St. Georges Gardens and then going to town, making it very difficult for the emergency services.

MOBILITY

I use dial-a-ride would like to see this service extended its an excellent service out Redditch more telephone lines and a number which you call out of hours to cancel trips to save drivers making unnecessary calls.

Feel inappropriately housed; although flat is on a ground floor and wheelchair ramp is in situ, inadequate space within the flat for good manoeuvrability with the wheelchair (i.e. hallway and doorways narrow).

I would like a bungalow for my needs of disability.

A lift for upper floor accommodation.

I feel there should be more thought regarding transport for wheelchair users i.e. people who cannot take advantage of normal buses, (as this is part of my rehabilitation to get back into the community) and this is not happening.

More storage space suitable for a disabled person is a wheelchair 24/7.

A stair lift for upstairs flats as people can be fit when they move in, but as the years go by health deteriorates.

A lift on all floors is a must where there is more than one floor. I feel a walk-in shower is a must for ALL who occupy senior citizens accommodation, also when designing kitchen, thought must be given to cooking facilities such as built-in ovens at waist height.

A shower as unable to use a bath. Difficulty coping with stairs.

Mobility trailer and scooter essential for getting about with hand control car.

I was offered this bungalow which was dirty and in very bad condition and I accepted it because I was in a 1st Floor and could not climb the stairs. It is also at the top of a hill. I am not really any better off.

TENURE MIX

It would be nice to have somewhere for the 45 to 70 to live that do not have the older people that could be offended or disturbed by a younger person.

I think it would be a good idea if Redditch BC considered not putting the elderly persons with the young ass in the past it has not worked living in the same blocks of apartments.

Vetting people before placing them among elderly people.

Elderly sheltered housing should be for the elderly, not young people who say they have disabilities (e.g. in this scheme).
Although it is not the most appropriate accommodation for an active person such as myself and does not really meet my needs it has proved to be the only available accommodation and indicates a great need for older people still in, or looking for, employment.

I like where I live it has all the requirements I need, but it should be kept for the elder people, it may sound selfish but young and old don't mix. Young people need their own space and not to worry about upsetting their older neighbours.

Too many people here are either not pensioners or go out to work.

Need to know that RBC would stop putting drunks/drug users in these types of accommodation.

I would prefer the age limit for a tenancy to be 60 or over.

The "vetting" of prospective tenants in (this) House, especially known alcoholics, in warden controlled side of flats, so the really old can be left alone.

To return to the way it was, when I moved in, seven years ago with my own age group and not "learning difficulties" of much younger tenants to cope with.

Do not mix younger people with over 70. No mixed ages.

Elderly persons should not be housed with young males who drink and smoke. I need peace in my last years.

SAFETY/ SECURITY/ NUISANCE

I could not feel any safer.

Chains on front door would be nice - I believe they are on order.

Require additional lighting outside my house for security purposes.

Sensor lighting in all corridors (on when dusk, off in daytime).

Need more police patrols / far more police patrols / increased presence of Police patrols on foot / more visible police where I live / more police presence in the area /

police patrol would be welcome as we are having gangs of youths till late of a night in St Georges churchyard / a warden to round up rowdy youngsters - just like a dog warden! / more Police on the beat.

To impress on people living in flats to have consideration for their neighbours, not to be running washing machines late at night, allowing children to make a noise, or to allow tenants in upstairs flats to install laminate wood floors, which makes living.

I, and many of my neighbours, who have petitioned our MP in the past, wish, not only for ourselves in Bentley Close, but for all sheltered housing schemes in Redditch, serving the elderly, and disabled, that the Council, and Police, have wider powers.

More, and faster response when we call the Police, and CCTV cameras.

We would like CCTV cameras put up to help us feel more secure in our homes. Also, more policing in the area. Thank you.

Nearby children are occasionally a nuisance by knocking the door and then running away.

Enforce regulations like dog fouling and litter etc.

SERVICES AND FACILITIES

Help with gardening.

Could do with a handy man to do little jobs for us.

Please resume the interior decorating for old tenants - especially those on low income - also general gardening.

Local access for me to visit family in hospital, including my grandchildren having a baby of their own is essential. Keeping maternity and paediatric in-patient services is vital to enable older people to be fully independent.

Access to spiritual care.

Licensed restaurant and bar.

When one passes the age of 80yrs more help could be given to help them keep their private life in their own home – shopping, pensions, hair washing and curtains etc.

Home help, e.g. cleaning, shopping, filling in forms for things. Activities co-ordinator (nurse on site) to do jobs that Warden can't do e.g. (eyedrops) etc.

Help with decorating people charge a fortune to do it.

Please try and keep our public library open.

Help with re-decorating which the council opted out of some time ago.

To have accommodation suitable for pensioners needs and interests.

Washing machine facilities and drying satellite TV.

(Would like the) option of having meals provided or getting my own.

It would be helpful to have a post box.

Bring back OAP decorations.

As a widow in her 70's who does not drive it would be very helpful to have a supermarket situated centrally in the Kingfisher Centre.

All communal rooms attached to flats not away.

All people - have individual requirements. Home care health - depends on PCT funding or own persons finance (means test).

I would like to see a public library in Winyates area, not just a mobile one. Got one in Woodrow when open, Town Centre why not Winyates.

I love gardening and would love an area to take care of and plant which is not always available in sheltered accommodation.

Decorating when needed. Some people would pay for materials if there was someone to do the work for them.

Good laundry facilities - including drying area.

Health Spas would provide more benefit in the mode of provision for a more gentle form of exercise + relaxation than possibly a gym which, would generally I expect be offered for outside membership to subsidise. This could be quite intimidating to older people.

Swimming pool, we would be able to keep fit with gentle exercise.

In the summer, outings.

TRANSPORT

We should have buses on a Sunday and later at night.

More bus shelters where needed.

Better bus service, especially Sundays and bank holidays, also evenings; we get no bus service at all which makes it very difficult for visiting hospital or friends and going to the Palace or cinema.

Require better forms of public transport now and not just in future - require a local bus stop.

I wish that my nearest bus stop hadn't been moved (by Fearnings Cottages).

Improve the bus service - at night.

Better transport links.

A weekend bus service (70) is needed badly and would be much help.

A regular bus service to Worcester Hospital as the parking there is atrocious and the current coach service is unreliable especially if the current Alex closures go ahead i.e. maternity etc.

Buses to run on Sundays say every hour.

Very poor bus service in top half of Woodrow along the road past South Redditch Club leading to Redditch.

Transport needed urgently at Matchborough West as at the moment there is nothing, also Matchborough Centre shops are too far for pensioners to go to for their shopping.

Local transport in Matchborough West is very poor also shops at Matchborough Centre is too far for old people to get to, a local shop would be ideal for residents living in the West.

Poor bus service.

What we require is an hourly bus service to take us down to our local supermarket and also into the town centre. I am 80 yrs old and it takes me fifteen minutes to walk down to the nearest bus stop.

I would like Redditch Borough Council to give some consideration to the fact that we have almost no bus service at Astwood Bank making us housebound.

Many residents of Downsell House have mobility problems, the cancellation of a bus service which originally picked up outside their home is unacceptable, please could you consider operating this service again.

EXTRA CARE

No longer able to live in my current home. I have seen sheltered accommodation which was part owned by my relative. It was excellent. I hope to have the same or better should I need this living facility in the future. It offered privacy and independence.

Also care home on site, so if you are unwell for short or long periods friends you have made are close at hand and you do not have the trauma of moving to a different area/and still feel you are part of the community.

Visited Lovatt village, Wilson, Milton Keynes, a very positive picture of older people's accommodation; could buy or rent bungalows, café and gym very luxurious, didn't feel like old peoples home. Also Sunrise Senior living - very good (Edgbaston and Solihull).

People who are still active mentally do not benefit from close and constant exposure to residents who are senile or have dementia; it is very wearing in such a limited and confined space. The attention of the carers is all on those folk.

INFORMATION

Advice should be available at an earlier age to people so that they can plan their old age.

Visiting information + advice on Benefit, Pensions, Savings.

Perhaps a social worker to advise on new allowances etc., to help us to stay in our homes, with perhaps Homecare gadgets - rails etc.

Please send me written information/leaflets about different types of housing which are available/can become available for the older persons.

More information on housing choices for later life.

Information about bungalow eligibility.

Provide the services of enrichment officers to aid the transition into retirement.

Need more information about housing choices. Cost and size too small.

PETS

Pets are important to people and help to keep them active and good for company.

Provided that they can be well cared for.

Bungalow with 2 beds and a small garden fenced off for pet.

INCOME

Increase in rent and Council Tax - Pensions increase do not cover these costs.

Rising Council Tax is getting difficult when pensions do not cover the rises the Council expect us to pay out each year.

Cheaper Council Tax for the retired.

For pensioners I think they should pay less for Council Tax than a house full of adult earners.

Please drop the Council Tax for Pensioners.

A bit of council tax rebate for any pensioner.

The best way to help pensioners is to pay them fairer pensions and keep council tax down.

I need some financial help to carry out essential roof repairs urgently.