



Directorate for People  
Commissioning Centre of Excellence  
Analysis consultation Sheltered Housing Service Review

**Purpose**

To analyse the consultation findings relating to a range of options to enable Birmingham City Council to continue to provide a service to sheltered housing customers.

Produced by Strategy & Research Team  
Commissioning Centre of Excellence People Directorate  
October 2016 – version 4

**CONTENTS**

- 1.0 Introduction:
  - 1.1 What this means:
    - 1.1.1 Sheltered high rise (SHR) and Category 1 schemes
    - 1.1.2 Other sheltered schemes (Cat 11 and extra care schemes)
- 2.0 Key findings
- 3.0 Methodology:
  - 3.1 Consultation
  - 3.2 Analysis
- 4.0 Findings:
  - 4.1 Quantitative analysis
  - 4.2 Qualitative analysis
- 5.0 Demographics
- 6.0 Appendices:
  - Appendix A – Summary of questions
  - Appendix B – Analysis coding
  - Appendix C – Data

## 1.0 INTRODUCTION

Birmingham City Council (the Council) recently carried out a review of our sheltered housing service, looking at a range of options to enable us to continue to provide a service to our sheltered housing customers. The options included:

- Continuing with the service in its current form – we have been unable to do this due to the loss of Supporting People funding.
- Discontinue the service – we believe that this could pose risks to those tenants who currently are in receipt of the service.
- Review service charges – this would allow us to deliver the service that tenants told us that they wanted as outlined below.

In 2014 Birmingham City Council consulted with sheltered housing residents on how we can improve older persons' services across the Place Directorate. We wanted to learn what was important to our customers. During those discussions you told us that you wanted to know when staff would be on site and that you would like help with low level repairs. We also held a number of events across the city throughout June and July 2016 to outline our proposals to you.

We want to ensure that older people have the opportunity to live in homes and environments that make a positive contribution to health and wellbeing. We will do this by enabling an active, healthy lifestyle; combating social isolation and helping to mitigate the effects of dementia.

We have listened to the issues that you raised with us and wanted to outline and consult on our preferred option for the delivery of the future service.

### 1.1 What this means:

#### 1.11 Sheltered high rise (SHR) and Category 1 schemes

There will be a neighbourhood sheltered officer who will visit the scheme two to three times a week, depending on the size of the scheme. They will:

- Carry out all health and safety checks for the scheme including a property risk assessment.
- Manage any contractors who attend the scheme.
- Provide a low level handy person service which may include; changing light bulbs, fitting key safes, helping with hanging curtains or changing plugs.

There will be an increase in the service charge, between £2 and £5, but for the majority of residents this will be covered by housing benefit.

In addition there will also be the option of floating support. The aim would be to:

- Support someone to maintain their tenancy.
- Help someone to live independently.
- Encourage and signpost individuals to access social activities to improve their wellbeing.

The support may include; managing finances, accessing social and leisure activities, accessing falls and safety measures or arranging assessments for homecare or any other adult service.

**1.12 Other sheltered schemes (Cat 11 and extra care schemes)**

The aim is to provide a dedicated support service which will include:

- Health and safety of the building.
- Some housing management duties such as lettings, take to views and managing low level anti-social behaviour.
- Facilitating and encouraging residents to attend wellbeing activities.
- Providing support in line with individual needs that will be determined through a support plan. This will be completed in consultation with sheltered housing customers.

There will be an increase in the service charge, between £2 and £5, but for the majority of residents this will be covered by housing benefit.

**2.0 KEY FINDINGS****Key findings consultation**

- 40% of respondents were satisfied with the proposed increase in service charges. (33% dissatisfied).
- 57% of respondents stated that the handy person service was important to them. (Over a quarter felt it was unimportant).
- Changing light bulbs was seen as the most important handy person service. (48%), and 28% stated it was very important.
- Moving items such as pictures was seen as the least important handy person service, with 37% stating it was unimportant and only a third of respondents saying it was important.
- 42% of respondents felt that a floating support service was important. (14% unimportant).
- Over 45% of respondents felt that support to maintain a tenancy and to live independently in your own home were important. (48% living independently).
- 21% of comments related to a person (officer or warden) being present on site.
- Flexible and continuing support was seen as important.
- Several respondents mentioned social activities, including gym classes, as important to them.
- Many comments related to gardening, repairs being carried out and rubbish removal.
- Contact and communication was mentioned as important by several respondents.

## 3.0 METHODOLOGY

### 3.1 Consultation

Following a review of the Council's sheltered housing service, which included consultation with residents the Council wanted to consult on their preferred option for delivery of the future service. This was primarily a questionnaire based exercise, a summary of the questions can be seen in Appendix A, with both electronic and hard copies available and a range of methods to respond including email and post.

There are 5,357 residents in our sheltered housing and extra care stock. Every resident was provided with the opportunity to complete a questionnaire and 1,525 responded. Therefore, the response rate is 29%.

### 3.2 Analysis

All responses were recorded on a consultation database and analysed using Excel.

The responses were coded to enable detailed analysis and the codes can be seen in Appendix B. The quantitative responses were analysed using Excel pivot tables providing a number of how many people were satisfied with a proposal or whether they were important or unimportant to them. The findings can be seen in section 4.0 Findings.

The qualitative responses to the final question, *please let us know of any other service you think is important*, were analysed in two different ways:

- All comments were considered overall and any emerging themes/common issues were highlighted accordingly.
- The comments were also then coded (codes can be seen in Appendix B) using a range of themes. This approach enabled the responses to be evaluated with a quantitative approach and the number of comments under each theme to be counted. Therefore, it could be established how many people thought similar services were important to them.

## 4.0 FINDINGS

### 4.1 Quantitative analysis

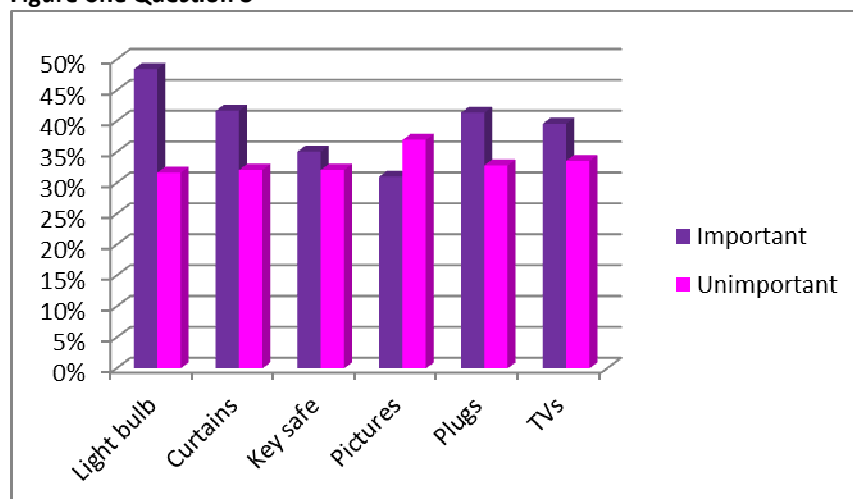
#### KEY FINDINGS

- 40% of respondents were satisfied with the proposed increase in service charges. (33% dissatisfied).
- 57% of respondents stated that the handy person service was important to them. (Over a quarter felt it was unimportant).
- Changing light bulbs was seen as the most important handy person service. (48%), and 28% stated it was very important.
- Moving items such as pictures was seen as the least important handy person service, with 37% stating it was unimportant and only a third saying it was important.
- 42% of respondents felt that a floating support service was important. (14% unimportant).
- Over 45% of respondents felt that support to maintain a tenancy and to live independently in your own home were important (48% living independently).

There were 1,449 responses recorded for question 1 regarding the proposed increase in service charge, equating to 95% of all respondents. Overall 40% of respondents were satisfied with the proposed increase in the service charge; whilst 33% were dissatisfied (22% stated they were very dissatisfied). Almost a quarter of people who answered this question had no particular view about the proposed increase.

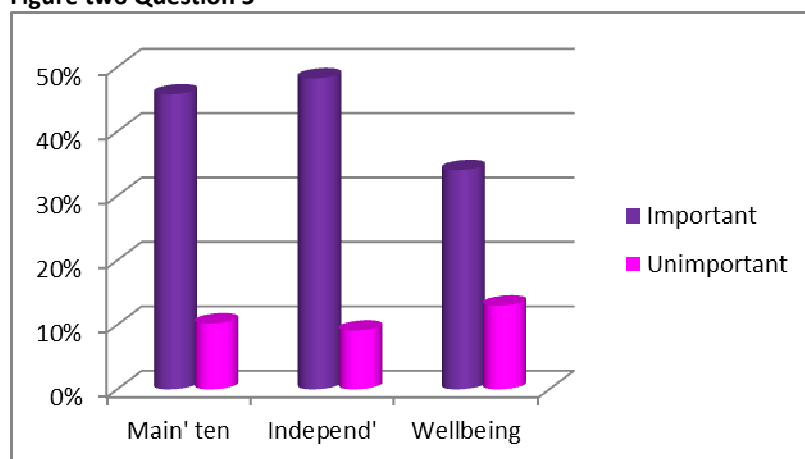
There were 1,459 responses recorded for question 2 which asked how important a handy person service was, equating to 96% of all respondents. Overall 57% of respondents stated that the handy person was an important service, with 27% saying it was very important. Over a quarter of respondents felt that this service was unimportant, but only 9% felt it was very unimportant.

For question 3 the most responses in respect of services delivered by the handy person was recorded for changing light bulbs (1,410), followed by helping to hang curtains, changing plugs and tuning TVs. Out of all the services help in changing light bulbs was seen as the most important with 48% stating that it is an important service and 28% seeing it as very important. Moving items such as pictures was seen as the least important service, with 37% saying they saw it as being unimportant and 12% very unimportant. A quarter of respondents felt that helping to hang curtains, changing plugs or tuning TVs was very important. Figure one illustrates this.

**Figure one Question 3**

Question 4 asked respondents how important a floating support service is to them. Overall 42% of respondents felt it was an important service, whilst 23% stated it was very important. Only 14% of respondents said it was unimportant to them.

Question 5 moves on to ask respondents how important each of the three proposed elements to the floating support service are to them. All three elements; support to maintain tenancy, support to live independently in your own home and support to attend wellbeing activities, were seen as important, with wellbeing activities rated as the least. But even so, 34% of respondents still felt it was an important element. A third of respondents stated that support to live independently in your own home was very important and 48% rated it as important. Overall 46% felt that support to maintain a tenancy was important, but fewer respondents felt it was very important, 31% compared to support to live independently. Very few people felt that these elements of the service were unimportant. Figure two illustrates the percentage split, important and unimportant, for each element.

**Figure two Question 5**



## 4.2 Qualitative analysis

### KEY FINDINGS

- 21% of comments related to a person (officer or warden) being present on site.
- Flexible and continuing support was seen as important.
- Several respondents mentioned social activities, including gym classes, as important to them.
- Many comments related to gardening, repairs being carried out and rubbish removal.
- Contact and communication were mentioned as important by several respondents.
- Services/improvements to communal areas were highlighted as important services.

The final question asked respondents to let us know of any other service that they think is important. Overall there were 256 comments across a range of themes. The service most mentioned was someone being always available on site and 15% of comments related to this including:

“For those with long term illness and ongoing health issues knowing someone is around can make all the difference”.

There were similar comments correlating with this theme relating to a support officer being present five days a week and a full time warden being seen as important. When grouped together this theme of a full time presence at schemes represents 21% of all the comments.

Perhaps related to the above, 5% of comments was regarding regular contact with someone and communication for example using the intercom. One person stated:

“Being able to talk to someone on site”.

There were several comments related to the fact that support and flexible support are seen as important (8%), whilst 9 people felt they couldn't comment as they either hadn't used the service or wouldn't know until the changes happened.

Just over 6% of comments felt that decorating and general help around the home was important.

Respondents also mentioned the need for repairs to be carried out, rubbish removed and social activities such as exercise classes. One respondent stated:

“Like to see day trip for the older people every now and then”.

There were also a range of comments concerning communal facilities and areas:

- 6% highlighted gardening as an important service.
- 6% focused on general repairs.
- 4% reflected the need to improve common rooms and general appearance of communal areas.

One person commented:

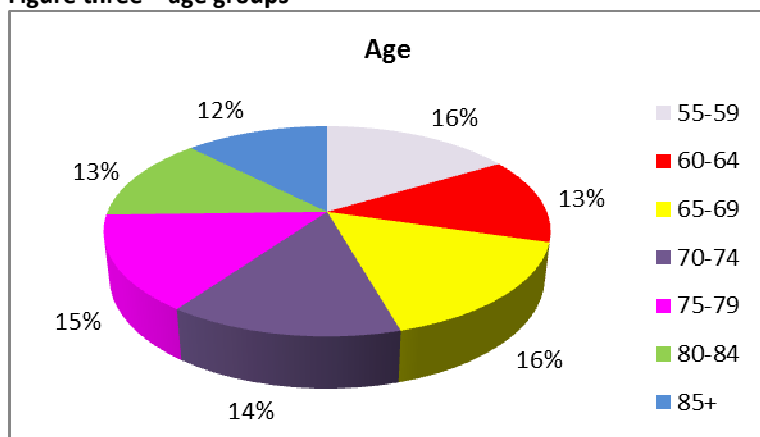
“Caretaker to maintain the hallways and the lifts to all flats vac hallways pick up rubbish from the lifts and mopping the lifts”.

An issue raised by three people was the presence of children in some schemes and the fact that there should be an enforced age restriction.

## 5.0 DEMOGRAPHICS

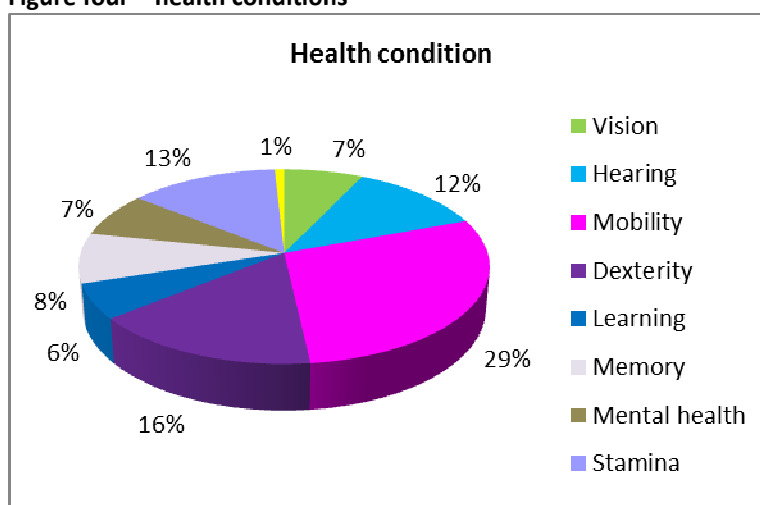
There was a fairly even spread of respondents across the age groups as illustrated in Figure three.

**Figure three – age groups**



Just over half the respondents were female and 45% male. Almost 90% had a White ethnic background and nearly three quarters of respondents stated they had a health condition. The most common health condition was mobility and Figure four shows the percentage of respondents for each condition recorded.

**Figure four – health conditions**



## 6.0 APPENDICES

### Appendix A – Summary of questions

#### Question 1

How do you feel about the proposed increase in service charges?

- Satisfied.
- Fairly satisfied.
- No view.
- Fairly dissatisfied.
- Dissatisfied.

#### Question2

Is a handy person service important to you?

- Very important.
- Fairly important.
- Important.
- Neither.
- Unimportant.
- Fairly important.
- Very important.

#### Question 3

Please tell us how important the following services provided by the handy person are to you:

- Changing light bulbs.
- Helping hang curtains.
- Fitting a key safe.
- Moving items such as pictures.
- Changing plugs.
- Tuning TVs.

#### Question 4

How do you rate the proposed floating support service?

- Very important.
- Fairly important.
- Important.
- Neither.
- Unimportant.
- Fairly important.
- Very important.

**Question 5**

How important are each of the proposed elements of the floating support service?

- Support to maintain tenancy.
- Support to live independently in your own home.
- Support to attend wellbeing activities.

**Question 6**

Please let us know of any other service you think is important.

There was also a range of questions about you, for example age and ethnicity.

## **Appendix B – Analysis coding**

### **Sheltered housing review quantitative**

#### ***Question 1***

- A – Satisfied.
- B – Fairly satisfied.
- C – No view.
- D – Fairly dissatisfied.
- E – Dissatisfied.

#### ***Question 2***

- A – Very important.
- B – Fairly important.
- C – Important.
- D – Neither.
- E – Unimportant.
- F – Fairly important.
- G – Very important.

#### ***Question 3***

##### ***For all elements***

- A – Very important.
- B – Fairly important.
- C – Important.
- D – Neither.
- E – Unimportant.
- F – Fairly important.
- G – Very important.

#### ***Question 4***

- A – Very important.
- B – Fairly important.
- C – Important.
- D – Neither.
- E – Unimportant.
- F – Fairly important.
- G – Very important.

**Question 5****For all elements**

- A – Very important.  
 B – Fairly important.  
 C – Important.  
 D – Neither.  
 E – Unimportant.  
 F – Fairly important.  
 G – Very important.

**Sheltered housing review qualitative**

Code	Theme/issue
A	Support officer 5 days a week.
B	Full time warden.
C	Exercise classes.
D	Social activities.
E	Won't know until changes or haven't used any of these services.
F	Careline important.
G	Someone always available on site.
H	Support and flexible support important.
I	Happy with service or all important.
J	Tackle ASB.
K	Filling in forms and reporting problems.
L	Gardening.
M	General repairs and decorating communal areas.
N	Rubbish removal.
O	Miscellaneous.
P	Decorating, general help around the house and running errands.
Q	Isolation and loneliness.
R	Contact and communication.
S	Concerns over charges.
T	Computer/IT support.
U	Improved common room/communal facilities.
V	Age appropriate/no children in scheme.

## Appendix C – Data

Please note percentages were calculated using the total number of respondents, 1,525, not the total responses to each question.

Table one illustrates responses to question 1.

**Table one Question 1**

Code	No'		Code	%
A	306		A	20%
B	304		B	20%
C	339		C	22%
D	163		D	11%
E	337		E	22%
<b>Total</b>	<b>1449</b>		<b>Total</b>	<b>95%</b>

Table two illustrates responses to question 2.

**Table two Question 2**

Code	No'		Code	%
A	418		A	27%
B	229		B	15%
C	218		C	14%
D	175		D	11%
E	240		E	16%
F	49		F	3%
G	130		G	9%
<b>Total</b>	<b>1459</b>		<b>Total</b>	<b>96%</b>

Tables three, four, five, six, seven and eight illustrate responses to question 3.

**Table three Question 3**

<b>Light bulb</b>				
Code	No'		Code	%
A	424		A	28%
B	151		B	10%
C	164		C	11%
D	188		D	12%
E	269		E	18%
F	41		F	3%
G	173		G	11%
<b>Total</b>	<b>1410</b>		<b>Total</b>	<b>92%</b>



Table four Question 3

<b>Curtains</b>				
<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	325		A	21%
B	142		B	9%
C	169		C	11%
D	196		D	13%
E	273		E	18%
F	43		F	3%
G	174		G	11%
<b>Total</b>	<b>1322</b>		<b>Total</b>	<b>87%</b>

Table five Question 3

<b>Key safe</b>				
<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	283		A	19%
B	102		B	7%
C	150		C	10%
D	220		D	14%
E	275		E	18%
F	42		F	3%
G	173		G	11%
<b>Total</b>	<b>1245</b>		<b>Total</b>	<b>82%</b>

Table six Question 3

<b>Pictures</b>				
<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	229		A	15%
B	113		B	7%
C	131		C	9%
D	236		D	15%
E	331		E	22%
F	48		F	3%
G	185		G	12%
<b>Total</b>	<b>1273</b>		<b>Total</b>	<b>83%</b>

Table seven Question 3

<b>Plugs</b>				
<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	360		A	24%
B	117		B	8%
C	154		C	10%
D	190		D	12%
E	281		E	18%
F	47		F	3%
G	173		G	11%
<b>Total</b>	<b>1322</b>		<b>Total</b>	<b>87%</b>

Table eight Question 3

<b>TV</b>				
<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	322		A	21%
B	127		B	8%
C	155		C	10%
D	195		D	13%
E	278		E	18%
F	58		F	4%
G	176		G	12%
<b>Total</b>	<b>1311</b>		<b>Total</b>	<b>86%</b>

Table nine illustrates responses to question 4.

Table nine Question 4

<b>Code</b>	<b>No'</b>		<b>Code</b>	<b>%</b>
A	352		A	23%
B	113		B	7%
C	173		C	11%
D	151		D	10%
E	100		E	7%
F	24		F	2%
G	89		G	6%
<b>Total</b>	<b>1002</b>		<b>Total</b>	<b>66%</b>

Tables ten, eleven and twelve illustrate responses to question 5.

Table ten Question 5

Maintain tenancy				
Code	No'		Code	%
A	439		A	29%
B	106		B	7%
C	153		C	10%
D	99		D	6%
E	75		E	5%
F	16		F	1%
G	65		G	4%
<b>Total</b>	<b>953</b>		<b>Total</b>	<b>62%</b>

Table eleven Question 5

Live independently				
Code	No'		Code	%
A	480		A	31%
B	100		B	7%
C	156		C	10%
D	91		D	6%
E	64		E	4%
F	14		F	1%
G	61		G	4%
<b>Total</b>	<b>966</b>		<b>Total</b>	<b>63%</b>

Table twelve Question 5

Wellbeing				
Code	No'		Code	%
A	262		A	17%
B	109		B	7%
C	148		C	10%
D	150		D	10%
E	110		E	7%
F	29		F	2%
G	59		G	4%
<b>Total</b>	<b>867</b>		<b>Total</b>	<b>57%</b>

Table 13 illustrates the number of qualitative responses coded by theme.

Table 13 Qualitative question

Code	No'		Code	%
A	7		A	3%
B	10		B	4%
C	3		C	1%
D	8		D	3%
E	9		E	4%
F	5		F	2%
G	38		G	15%
H	20		H	8%
I	10		I	4%
J	12		J	5%
K	15		K	6%
L	16		L	6%
M	15		M	6%
N	9		N	4%
O	23		O	9%
P	16		P	6%
Q	3		Q	1%
R	14		R	5%
S	6		S	2%
T	3		T	1%
U	11		U	4%
V	3		V	1%
<b>Total</b>	<b>256</b>		<b>Total</b>	<b>100%</b>