

Taunton Deane Borough Council

Tenant Services Management Board

11th October 2010

Guest Rooms at Sheltered Housing Schemes

Report of the Supported Housing Manager

1. Executive Summary

This report has been produced to outline steps taken to review the use of specific rooms, known as Guest rooms located at Sheltered Housing Schemes owned by Taunton Deane Borough Council Housing Services.

It outlines the difficulties and concerns regarding access, facilities and value for money. It provides details of the specific costs of providing this service, together with details of the income.

The impact on tenants will be explained and a timetable for implementation will be given which includes how we intend to inform tenants of proposed changes.

2. Purpose of the Report

To provide the Tenant Services Management Board (TSMB) with information as to possible use of the facility known as guest rooms located on Sheltered Schemes.

3. Background to this report

Supported Housing Services are responsible for the management of twelve guest rooms, located in Sheltered Housing and Extra Care Housing Schemes at various locations within Taunton Deane. This includes the booking of the rooms, cleaning, ensuring Health & Safety standards are met and distribution of keys. As guest rooms can currently be booked at short notice it is essential that the rooms are ready at any time which means regular cleaning and maintenance of

temperature. Guest rooms are general attached or near to the original properties provided for the Scheme Manager (Warden).

A number of concerns have been raised by tenants about the standard of the rooms, in particular the lack of disabled access and en-suite facilities.

- Guests rooms at, Heathfield Drive, Moorland Place and Robin Close there is only access to the communal toilets and no shower or bath.
- Guests rooms at Middleway, Parmin Close, and Newton Road, have en-suite w.c's but no access to shower or bath.
- Guest rooms at Bulford and Taunfield Close, Darby Way have en-suite facilities but can only be accessed by a flight of stairs and there is no lift.
- The guest room at Hope Corner Lane has access to en-suite facilities and have level access.
- Rooms are being booked less often.
- The cost of providing this amenity has risen

For the purposes of this report the rooms located at the Extra Care schemes have been excluded but will be reviewed at a later date.

Tenants at the addresses where the guest rooms are located have been consulted to seek their views regarding the future use of this facility. They were given five options:

- Residents to take on responsibility for upkeep, cleaning and booking of rooms,
- To review costs and charge a more realistic amount to cover the cost of providing this service
- To review the current use of the space and set up offices for the Sheltered Housing Team who have access to limited facilities for making calls, writing up their notes etc.,
- Anything else tenants like us to investigate i.e. setting up of laundry rooms.

The following are details of the outcomes.

Addresses / Options	Keep as guest rooms, residents to look after	Increase charges to cover cost of service	Use as a base for staff	Use for something else	Recommendations
Bulford	13	14	11	1	
Churchill Way	12	6	4	7	
Darby Wayx2	7	11	14	3	
Heathfield Drive	10	6	12	1	
Hope Corner Lane	10	11	1		
Moorland Place	7	3	6	1	
Newton Road	6	6	8	3	
Parmin Close	6	8	5	3	
Robin Close	5	5	11	10	
Tauntfield Close	10	9	8	8	

There are a range of views recorded from residents at each of the schemes, some being equally divided such as Bulford, where 13 residents wanted to take on responsibility, 14 agreeing with charges being increased and 11 wanting it used for staff.

Sheltered Housing Forum Comments

This was brought to the attention of the Sheltered Housing Forum meeting in October 2009 when feedback was sought. The general view was to agree with the proposals. Prior to referring this report to the Board, an update was presented to the Sheltered Housing Forum on the 29th July 2010 and they have asked for details of what the likely revised charges would be. It was agreed that these details would be presented to the next meeting in October 2010.

4. Finance Comments

Income from use of hall the guest rooms
 2006/07 - £1,578.13
 2007/08 - £1,023
 2008/09 - £1,863.15
 2009/10 - to be confirmed

5. Legal Comments

6. Links to Corporate Aims (Please refer to the current edition of the Corporate Strategy)

7. Environmental and Community Safety Implications (if appropriate, such as Climate Change or measures to combat anti-social behaviour)

8. Equalities Impact (An Equalities Impact Assessment should be carried out in respect of:-

- New initiatives/projects with an impact on staff, service or non-service users;
- New services/changes to the way services are delivered;
- New or refreshed Strategies;
- Events – Consultation/Training; and
- Financial/budget decisions.

A summary of the results should be entered here with the assessment attached to the report as an appendix)

9. Risk Management

10. Partnership Implications (if any)

11. Recommendations

It is recommended to the Board that the overall views of the tenants be considered at each location and investigated further with a view to adopting the following:

- The letting and general upkeep of the rooms to become the responsibility of the local residents, with a Health and Safety audit to be undertaken annually by a member of the Sheltered Housing Team
- Increase the charges at Bulford, Hope Corner Lane, Parmin Close to cover the running costs of providing this facility.
- Investigate further uses for the guest rooms at Darby Way, Heathfield Drive, Newton Road, and Robin Close.

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*SUPPORTED HOUSING
Community Services*

**PROJECT
GUEST ROOMS
IN SHELTERED HOUSING**

Supported Housing Operations

- Addresses of Guest Rooms
 - Bulford
 - Darby Way
 - Heathfield Drive
 - Hope Corner Lane
 - Kilkenny Court (Extra Care)
 - Lodge Close, Wellington (Extra Care)
 - Middleway
 - Moorland Place
 - Newton Road
 - Parmin Close
 - Robin Close
 - Tauntfield

Supported Housing Operations

- **Difficulties**

- 3 are upstairs without a lift
- Upkeep is expensive – heating and cleaning
- Income generated does not meet the cost of providing this service
- limited facilities, only a few have on-suite bathroom facilities
- Furniture and fittings are up to twenty years old and need updating - has cost implications.

Supported Housing Operations

- **Recommendations:**
 - Consider alternative uses
 - Consult with residents about their preferences for use in the future
 - Prepare details of practicalities of any changes, including costs.
 - Feedback outcome to Sheltered Housing Forum

Letter to residents (this is an example)

- Re: Future use of Guest Rooms

I have attached a copy of a report presented to members of the Sheltered Housing Forum at their meeting on 22nd January 2009. (information given as on previous slides)

They agreed that I should write to all residents to find out what your views are regarding the future use of the guest rooms.

It would help us to decide the best use of this facility in the future, if you could complete and return to us in the envelope provided, the blue form included with this letter within ten days of receipt.

If you need any help completing this form please contact a member of the Sheltered Housing Team on 01823 339145.

Questionnaire

This is an example of the questionnaire which was sent to all residents who live in the areas where there are quest rooms, excluding the two Extra Care Schemes at Kilkenny and Lodge Close.

Your Address: _____

(Please tick one 1st choice and one 2nd choice ONLY)

Options 1st Choice (Please Tick) 2nd Choice (Please Tick)

- 1. Keep as a Guest Room – but with the tenants managing the facility. (Booking, cleaning & changing bedding)
- 2. Increase the Hire Charges to cover actual costs.
- 3. To use as an office for the Sheltered Housing staff to be based at.
- 4. To be converted to something else – Please state ideas?
- 5. Other – Please state ideas?

- Signed: _____ Dated: _____

Outcome of survey

Both Choices	Keep, residents to look after	Increase charges to cover cost of service	Use as a base for staff	Use for something else	Recommendations
Bulford	13	14	11	1	Increase charges
Churchill Way	12	6	4	7	Residents to look after
Darby Way	7	11	14	3	Use as a base for staff
Heathfield Drive	10	6	12	1	Use as a base for staff
Hope Corner Lane	10	11	1		Increase charges
Moorland Place	7	3	6	1	Residents to look after
Newton Road	6	6	8	3	Use as a base for staff
Parmin Close	6	8	5	3	Increase charges
Robin Close	5	5	11	10	Use as a base for staff
Tauntfield Close	10	9	8	8	Residents to look after

Procedure for change

- All tenants surveyed 2009
- Reported to Sheltered Housing Forum
- October 2009/29th July 2010
- Report to Tenant Services Management Board
— 11th October 2010