

## **Appendix One**

### **Results of the Housing Related Support (HRS) Survey**

#### **Section A**

##### **Executive Summary**

*With a 60% response rate, the HRS consultation's results are regarded as representative of those who use the service. The key theme that has been highlighted is that most respondents value the HRS service because it reduces their social isolation and many left personal comments on the survey that they often felt lonely.*

*The support residents require is regarded as low. This is because most respondents reported using the service for up to 30 minutes once per week, predominantly to support their emotional wellbeing. A significant proportion of respondents reported receiving help from a family member, friend or carer.*

*There was some confusion among residents between the role of an HRS worker and a Housing Support Officer, this evidences the fact that the HRS service is duplicated through the provision afforded from the RSLs.*

##### **Background**

Housing-Related Support Services (HRS) are provided to help vulnerable people develop or maintain the skills and confidence necessary to live as independently as possible. A core principle of HRS is the prevention of homelessness and preventing, reducing or delaying the need for social care provision.

HRS services would normally cover a wide range of activities such as assistance with:

- life skills
- budgeting
- maintaining a tenancy
- providing advice and support to arrange a repair
- helping people to understand the consequences of their actions, for example the impact of their relationships with their immediate neighbours and wider community

Customers who live at 130 sheltered housing schemes across Wiltshire are automatically eligible for the HRS service and do not have to meet any needs-based criteria. Customers therefore choose to 'opt in' or 'opt out', which results in the service being choice based, rather than needs led. Cera Care are commissioned to deliver the HRS services at 96 schemes, with Somerset Care delivering the services at 34 schemes.

The survey ran from 11 November 2020 to 4 December 2020 and was delivered by hand to residents who had opted-in to receive the HRS service in their sheltered

housing scheme. Wiltshire Council delivered the surveys to the two providers' offices (Cera Care & Somerset Care), with providers subsequently distributing the surveys to the correct households.

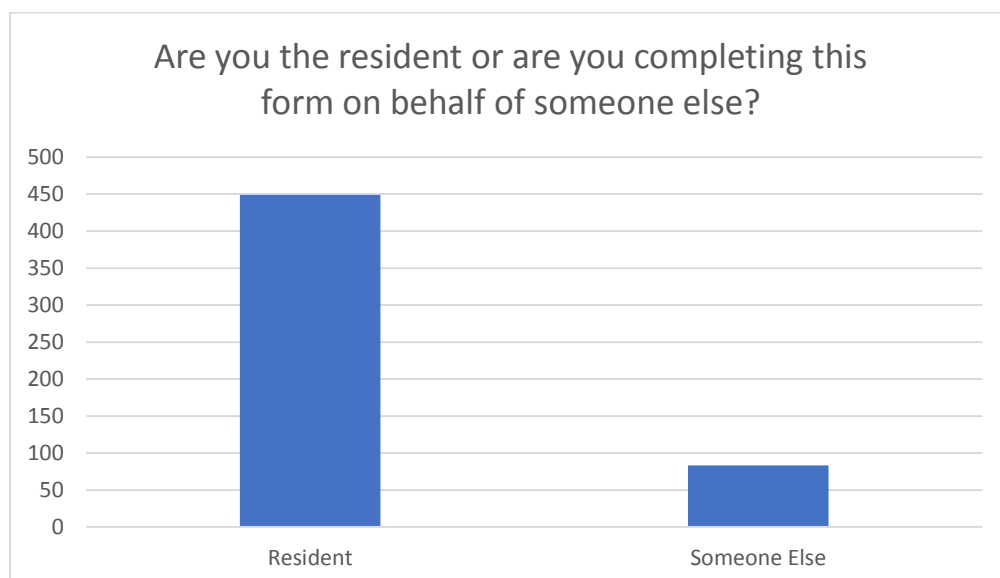
By 17 November 2020, the providers had confirmed that all appropriate households had received a copy of the HRS consultation. Within the survey, a business reply envelope was provided for the individual to send their completed survey back to Wiltshire Council.

Wiltshire Centre for Independent Living (WCIL) offered assistance if an individual wanted to respond to the survey via telephone, or if someone needed help understanding a question and how to respond. WCIL completed a total of eight HRS responses over the telephone with residents.

## Results

In total 1038 HRS surveys were delivered to residents. 622 of these were completed, which gives a response rate of approximately 60%. It is important to note that whilst 622 surveys were received (either by Wiltshire Council or WCIL), some respondents chose not to answer every question, or provided multiple responses where this is appropriate; for example [for Q4](#), 'what support do you value most from the HRS service?'

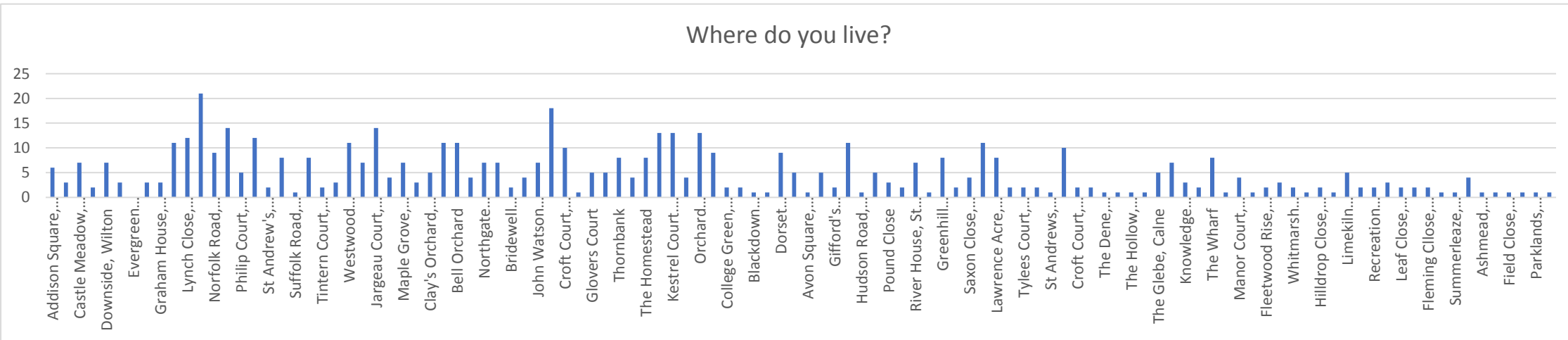
### Q1: Are you the resident or are you completing this form on behalf of someone else?



A significant majority of respondents were residents. For those that ticked that they were responding to the survey on behalf of someone else, this was largely family members and in a small number of cases, the HRS worker completed the survey with the resident. In total, 3% of all completed surveys have been tracked to an HRS worker.

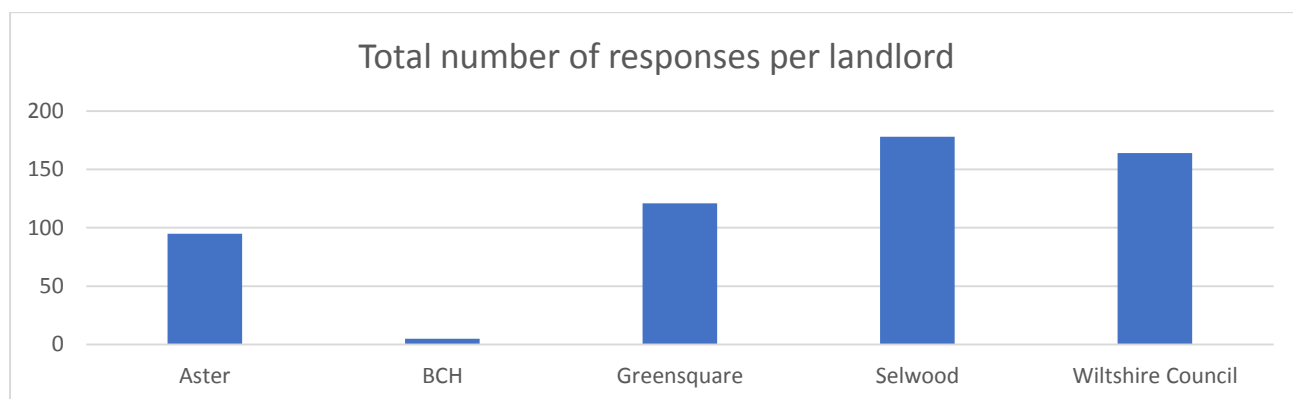
WCIL also completed eight surveys with individuals, these were classed as responses from 'the resident', as WCIL merely acted as the intermediary and were listed on the survey (see Appendix Two) as being able to facilitate telephone responses for residents.

**Q2: Where do you live? (name of sheltered housing scheme)**



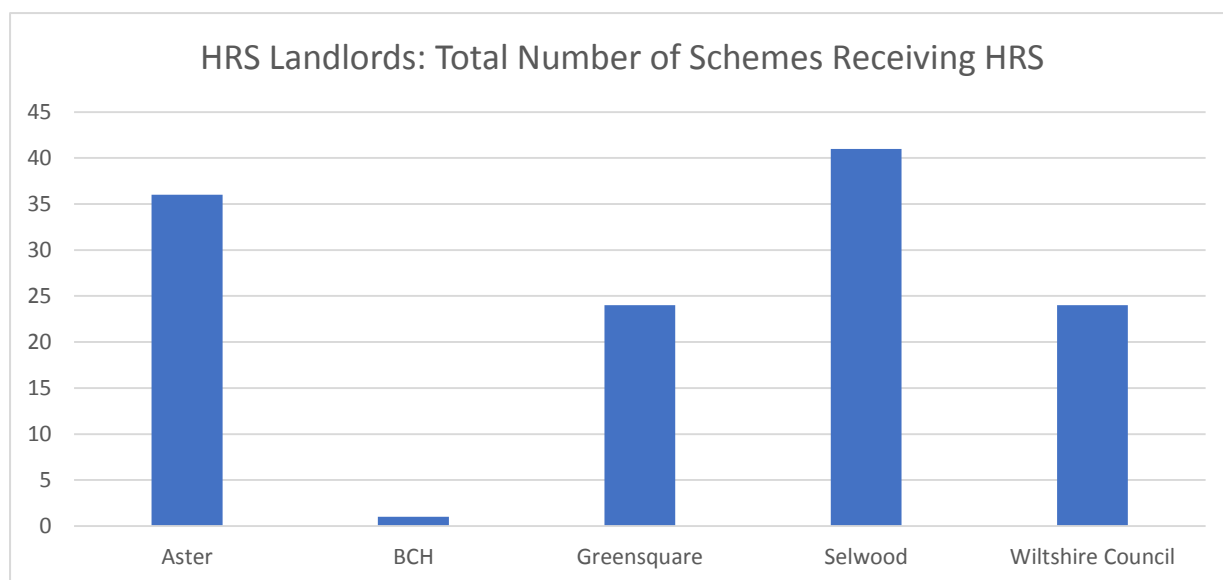
48 residents chose not to list their address when completing the survey.

## Responses per Landlord



Selwood & Wiltshire Council are the landlords whose residents responded most to the HRS consultation. The proportion of responses per landlord does not correlate to the number of properties per landlord.

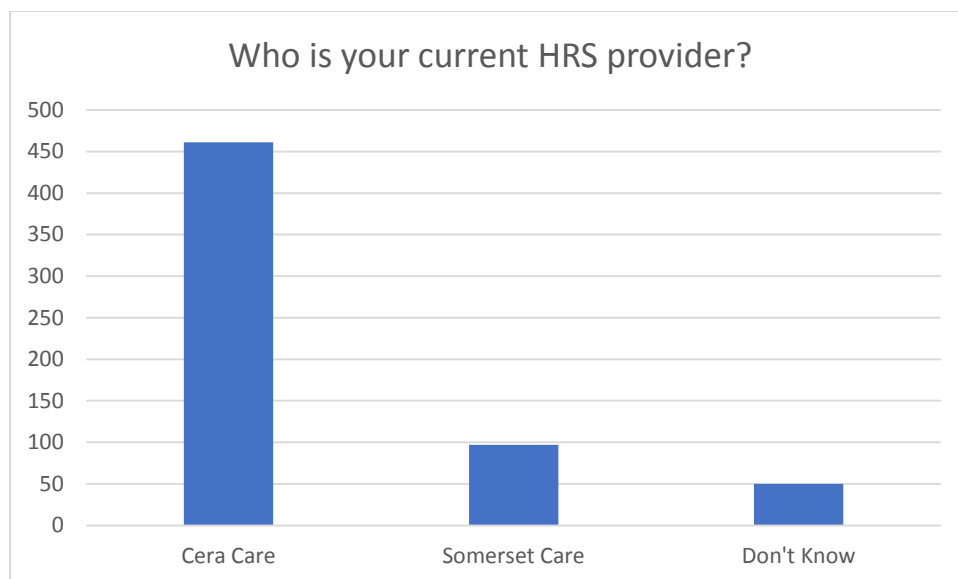
## Schemes Per Landlord



Selwood have the most HRS schemes, followed by Aster. Yet, this is not reflected in the number of responses, with Selwood and Wiltshire Council receiving the most responses.

This could be explained by the fact that non-Wiltshire Council residents may not have understood how the consultation applies to them: if a resident has a different landlord to Wiltshire Council and receives HRS from either Cera Care or Somerset Care, they may not understand the role that the Council plays in the commissioning of HRS to these two providers.

## Q3: Who is your current HRS provider?



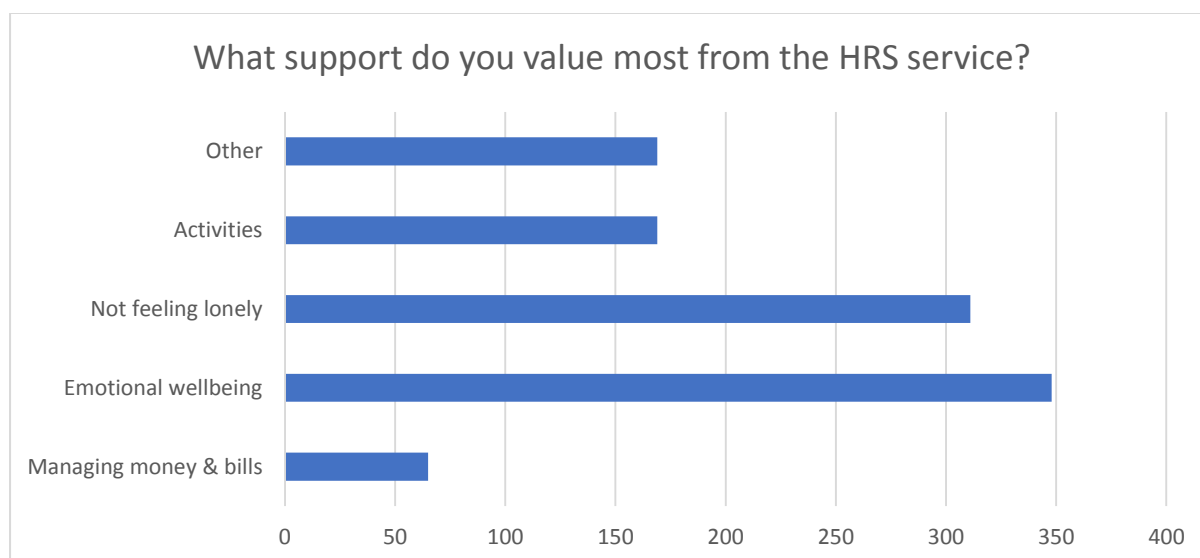
Of the residents who answered this question, 76% receive HRS from Cera Care, with 16% receiving HRS from Somerset Care.

Overall:

- 70% of households receive HRS support from Cera Care
- 30% of households receive HRS support from Somerset Care

Therefore, the amount of resident responses to this question is broadly proportionate to the percentage of residents that each provider supports.

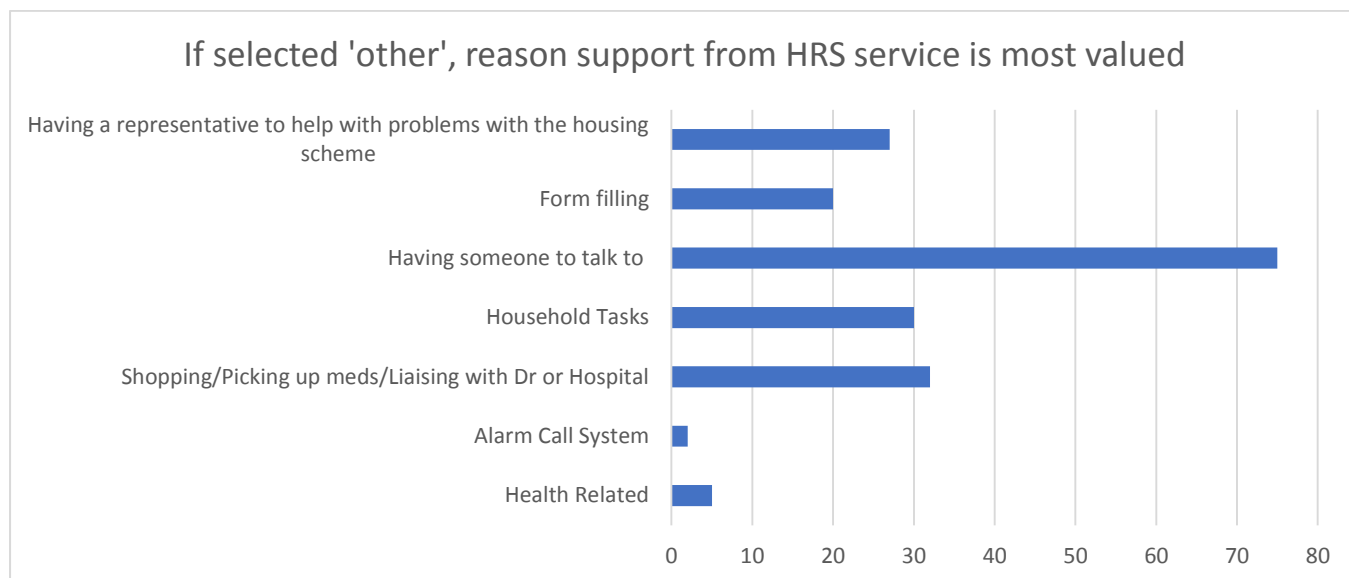
#### Q4: What support do you value most from the HRS service?



62% of respondents value either the support for their 'emotional wellbeing' or that the HRS service ensures that they do not feel lonely.

As a result of the COVID pandemic, HRS activities have not been taking place since March 2020. For those who selected 'activities', many commented that they had been missing the social interaction that came with this support offer.

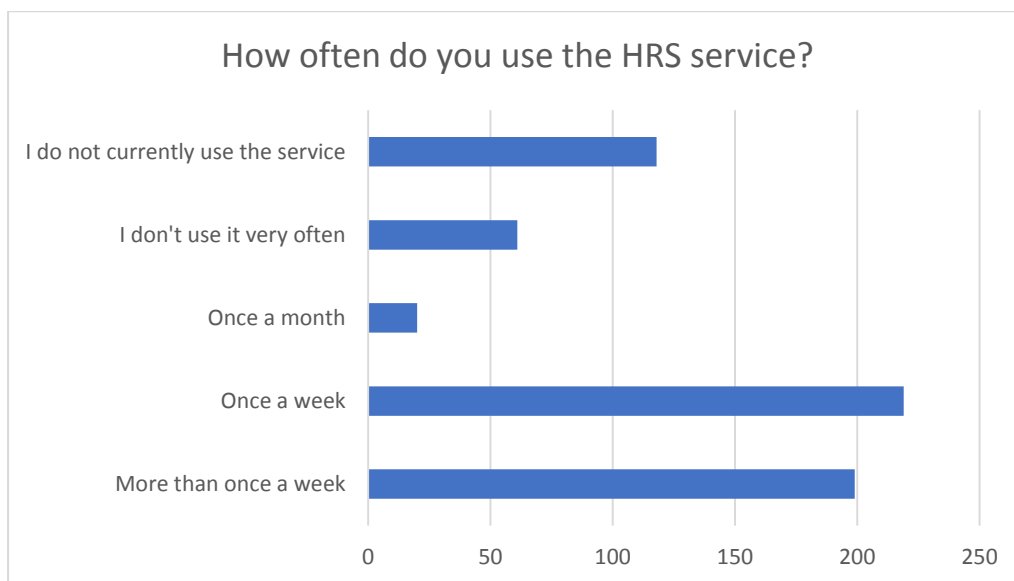
The third most popular support from the HRS service was defined as 'other' and these reasons are set out in the below graph:



40% value the HRS service because it gives them the opportunity to talk to someone. A number of respondents detailed that they feel lonely and either their Housing Support Officer or their HRS worker is the only contact they may have all week.

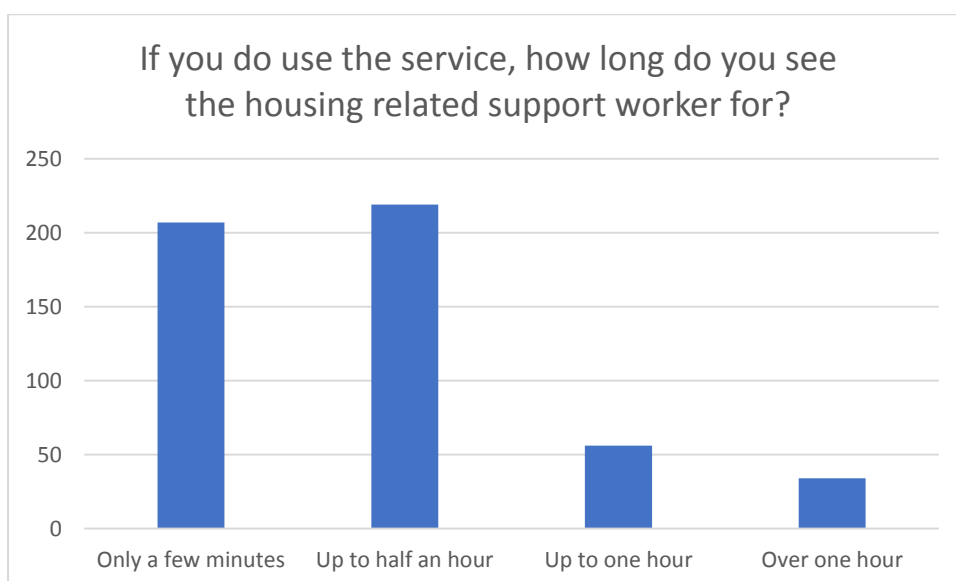
Picking up shopping and medication, as well as liaising with healthcare professionals was most valued by 17% of residents. 16% most value 'household tasks', which relates to laundry, cleaning and sorting mail.

**Q5: How often do you use the HRS service? (please choose the closest option which describes your situation)**



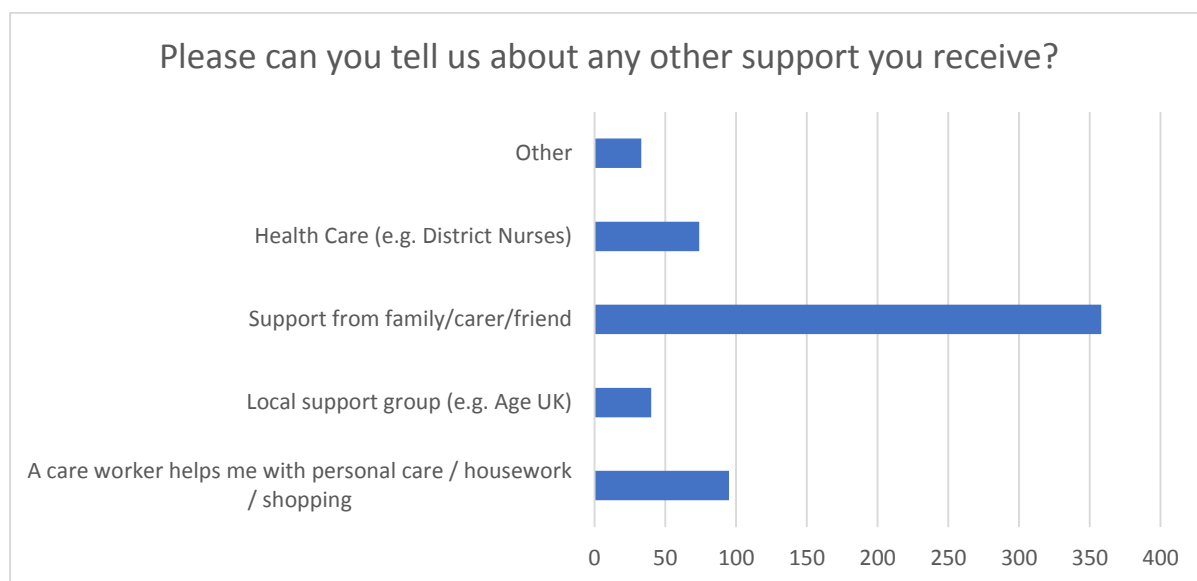
68% said that they use the HRS service once a week or more than once a week. 19% of people said that they do not use the service.

**Q6 – If you do use the service, how long do you see the housing related support worker for?**



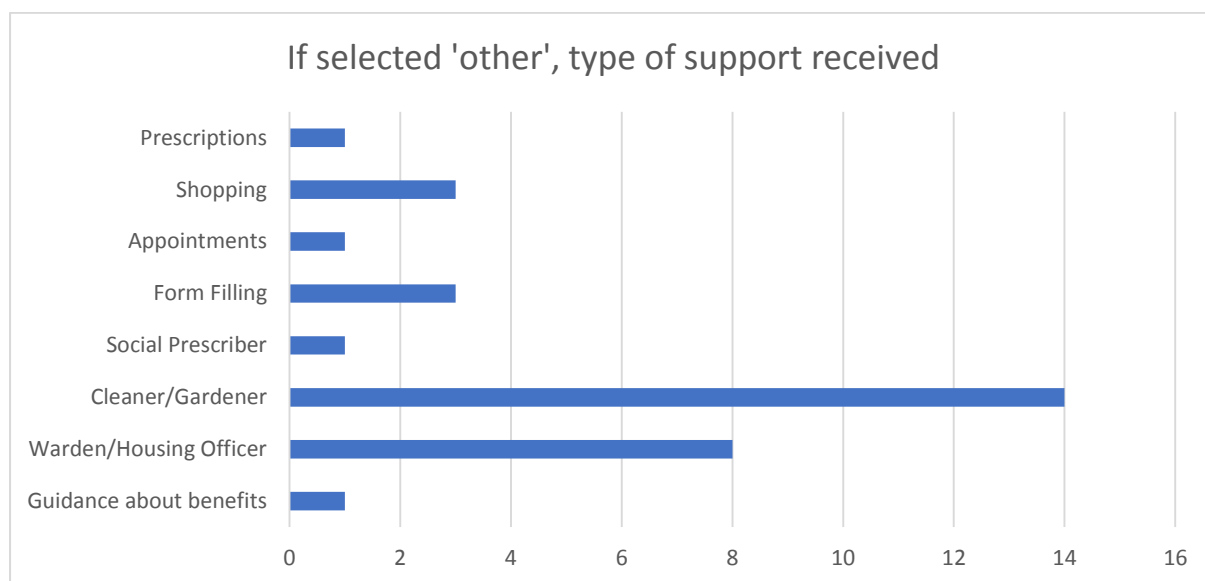
83% of respondents said that they see their HRS worker for under 30 minutes or for only a few minutes. Comparing this response with the one for [Q5 above](#), we can see that most residents need support “little and often”.

**Q7: Please can you tell us about any other support you receive?**



60% of respondents receive additional support from either a family member/carers or friend.

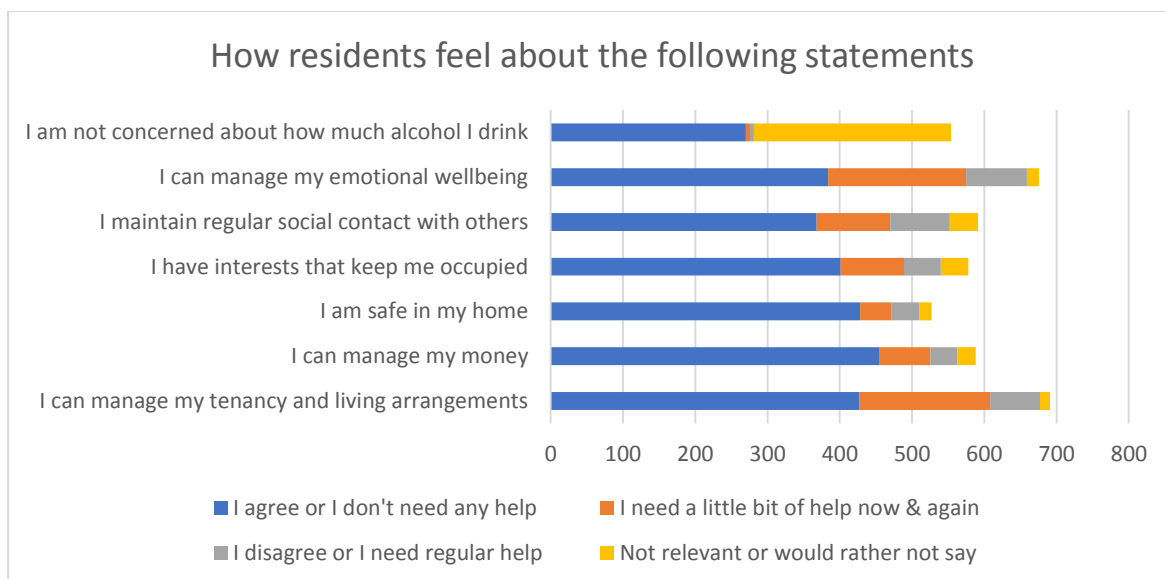
For those who selected 'other', the additional support they receive has been grouped by theme and is set out in the graph below:



44% of people have a private gardener or cleaner as a form of additional support. 25% stated their warden or Housing Support Officer as additional support. It is worth considering here that there appeared to be confusion among residents about the difference between their HRS worker and their Housing Support Officer.

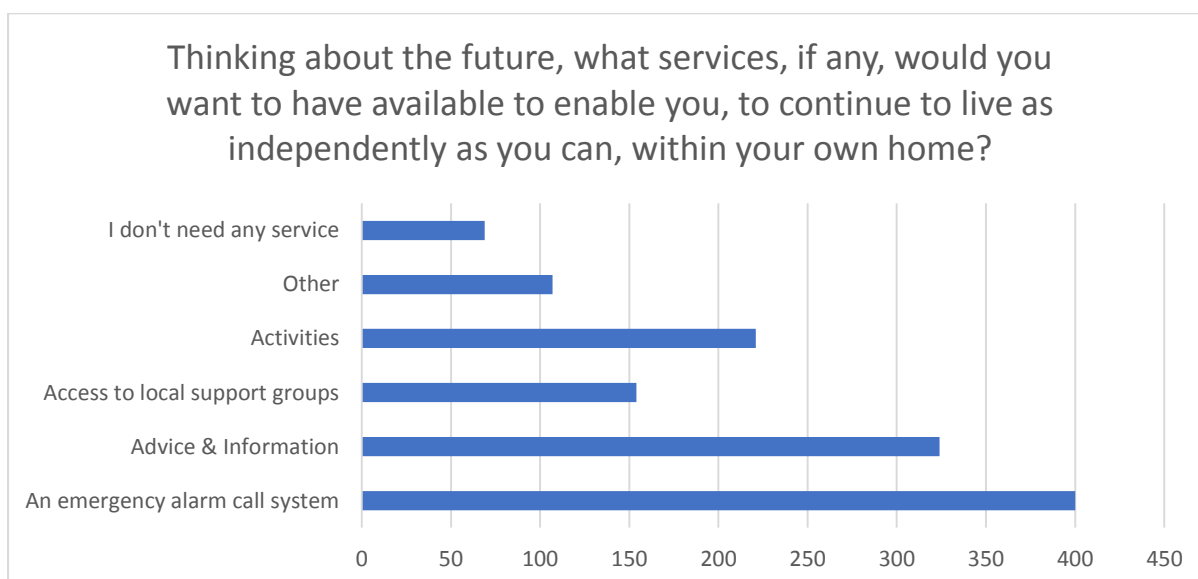
**Q8 – the statements below relate to the kind of things that HRS supports people with. Please tell us whether you agree with the following statements**





65% of residents reported that they do not need any help with the support that the HRS service provides. Some residents noted that whilst they do not need help with these aspects of their lives now, this is because of the current support arrangements they have in place.

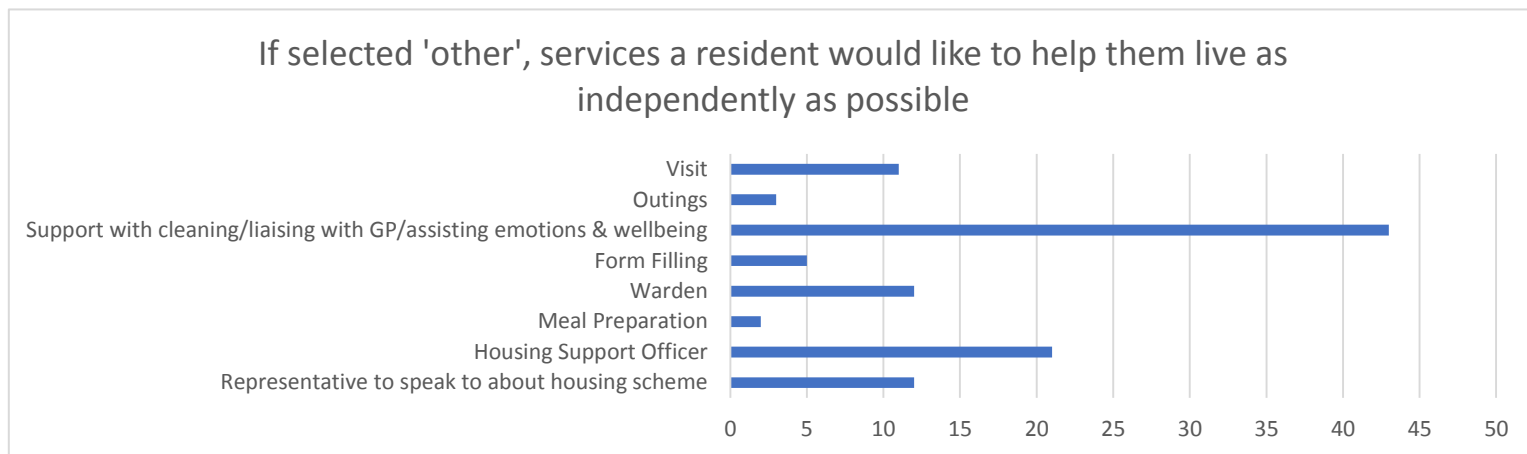
**Q9: Thinking about the future, what services, if any, would you want to have available to enable you, to continue to live as independently as you can, within your own home?**



31% of people reported needing an emergency alarm to help them live most independently in their own home, with 25% stating that access to advice and information was important to them.

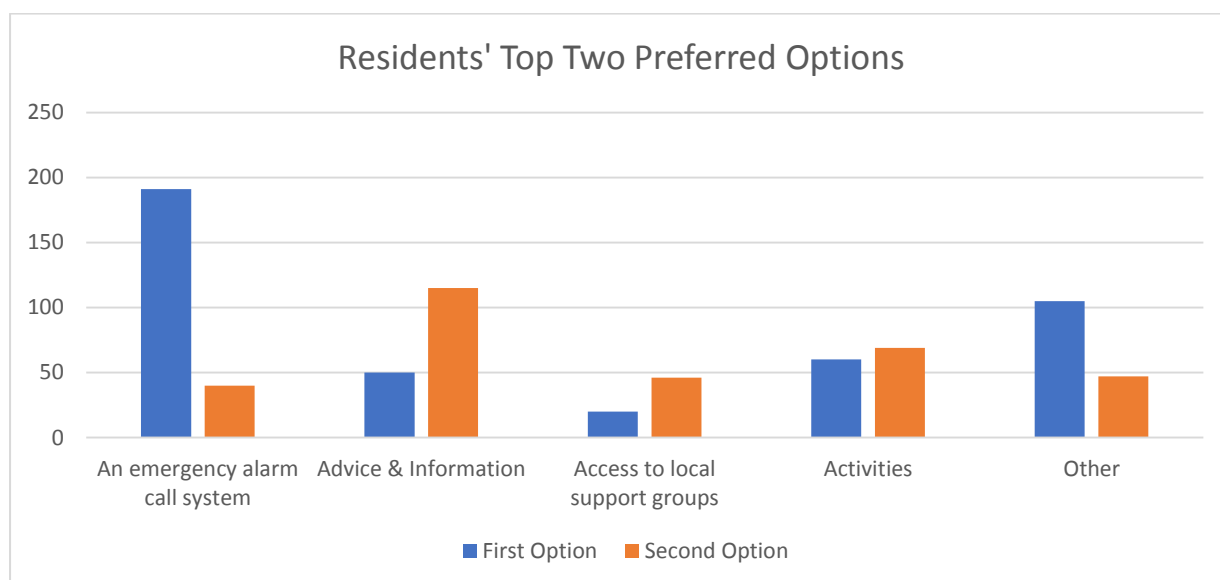
17% of people stated that activities are their favourite option because of the social interaction it afforded. Considering Q4 and Q5, it could be argued that if residents are able to combat feelings of loneliness and social isolation, then they would feel better equipped to be more independent within their own homes.

For those who selected 'other', their reasons for this are set out in the graph below:



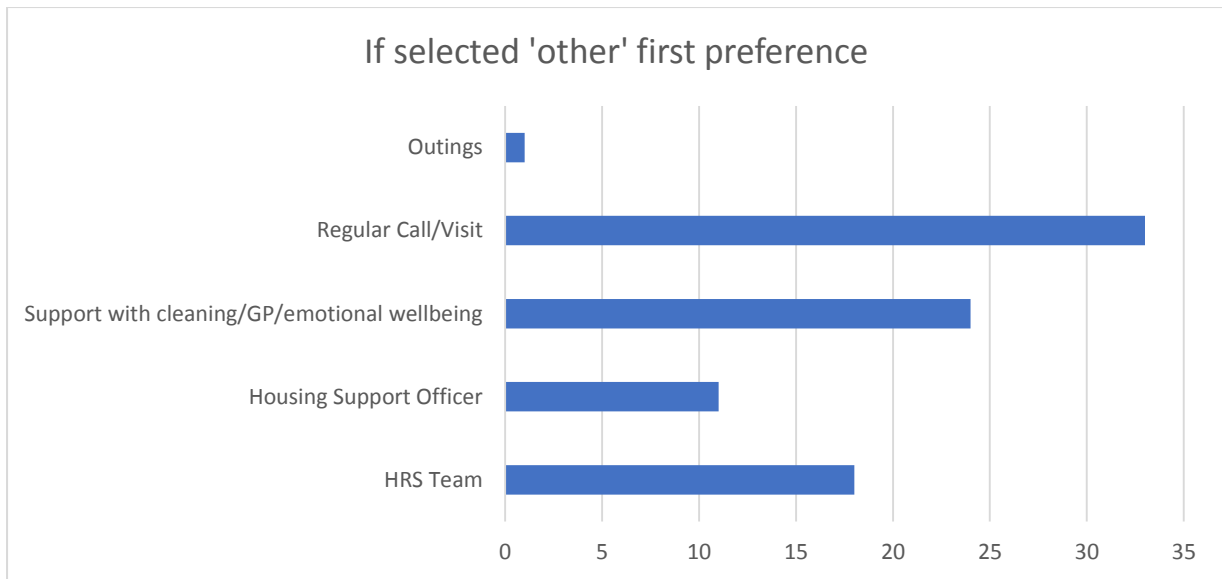
39% of respondents need support with cleaning, contact with their GP and help with their emotional wellbeing to be empowered to be as independent as possible.

**Q9a – Please can you tell us your top two preferred options**

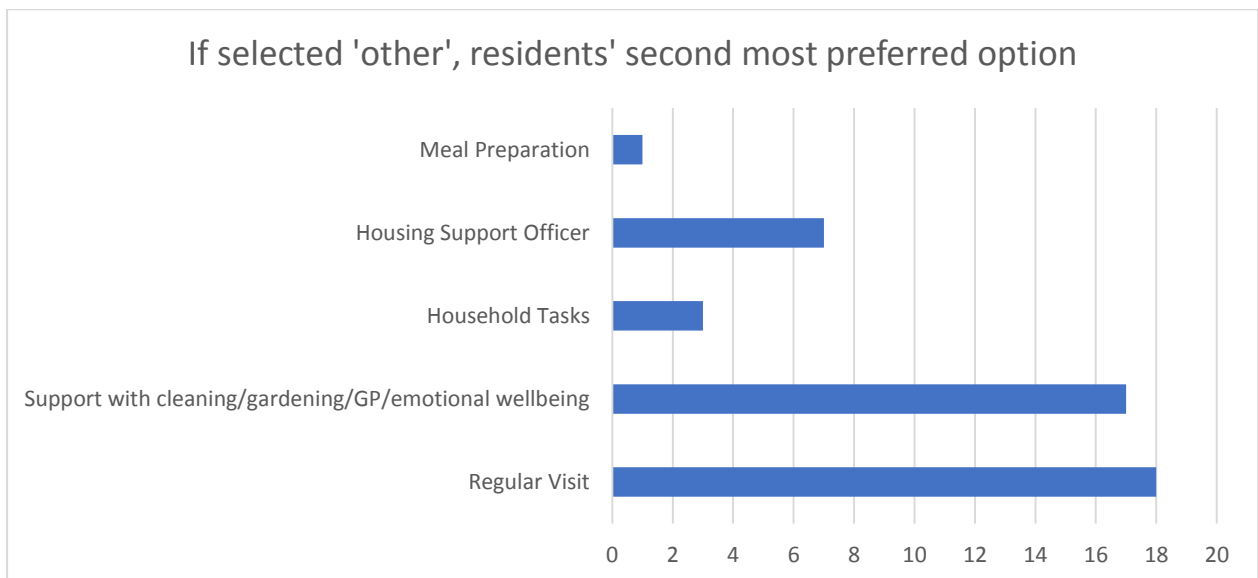


45% of respondents felt that an emergency alarm call system was their preferred option.

36% stated that access to advice and information was their second option.



38% of people wanted a regular call or visit and this links back into the loneliness or social isolation theme.



39% of residents would prefer a 'regular visit' as their second preferred option, with 37% of residents stating that support with cleaning/gardening/their GP and/or their emotional wellbeing is important to them.

## **Section B**

### **Executive Summary**

*On the whole, the HRS consultation responses per landlord show us that the more intense the landlord's support, the lower the need for the HRS service. However, when we look at care packages against the responses per landlord and based on the schemes where there are care packages in place, the results are inconclusive. In other words, it is not possible to determine whether someone with a care package is more or less likely to use the HRS service, because the number of care packages is so low (accounting for around one quarter of all residents) and split between each landlord, this dataset becomes even lower.*

### **Background**

The consultation suggests that the HRS service is duplicated by the statutory RSL provision, additional analysis has been conducted on the HRS consultation's responses. This analysis considers the consultation's responses per landlord and per social care data.

The hypothesis has been that where a landlord's support is more intense, there is less demand for the HRS service.

The responses indicate that if the HRS service were to be removed, there would be no un-met social care needs. Respondents report using the HRS once a week for up to 30 minutes to support their emotional wellbeing, which does not constitute an eligible social care need.

### **Landlord Findings**

#### **Type of Support Received**

Across the 130 HRS schemes there is discrepancy in the type of support provided by the RSLs. Taking each landlord separately, we can see that there are discrepancies in the service provided per landlord; e.g. Selwood and Bournemouth Churches Housing only provide an intensive housing management service, whereas Greensquare and Wiltshire Council facilitate social activities with tenants.

When we consider each landlord's support as a separate entity, we find that there are also discrepancies in the service provided per housing scheme. For example, Aster's dispersed properties<sup>1</sup> (which account for 81% of their HRS stock) only receive a quarterly welfare call and certain Greensquare and Selwood general needs schemes<sup>2</sup> can access the HRS, as these schemes were initially sheltered housing. This does result in inequity across the general needs schemes.

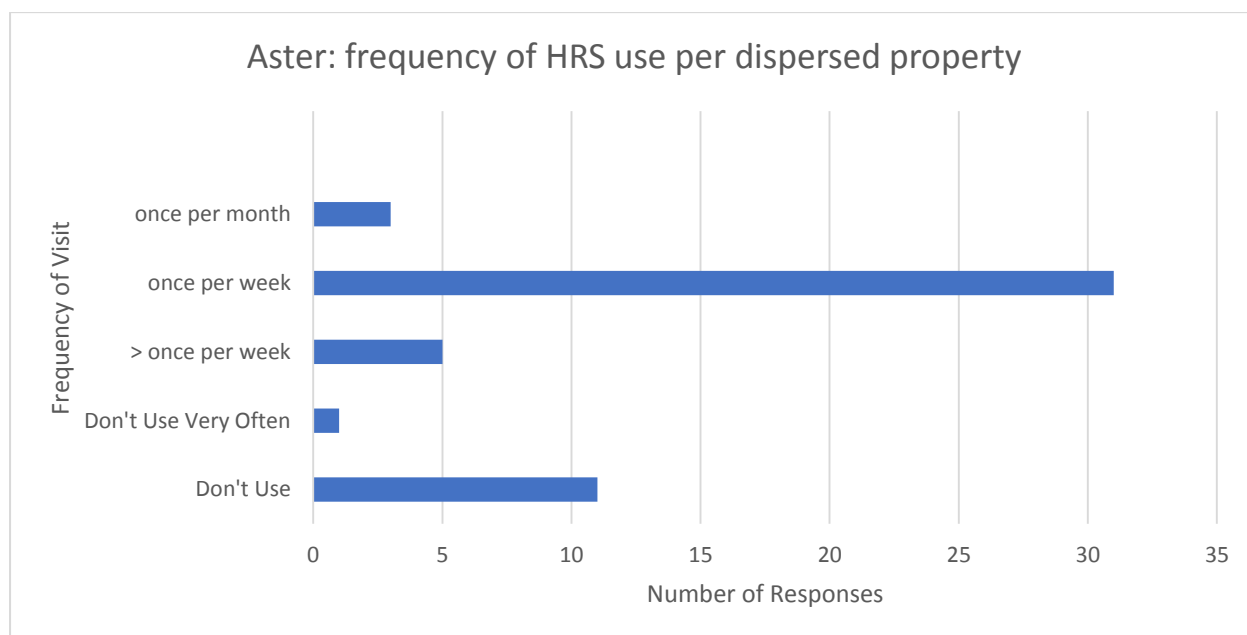
The data and commentary below, considers these findings in more detail.

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<sup>1</sup> Aster's dispersed properties are defined as single dwellings that do not sit in or around a scheme, but are still supported by Aster's Independent Living Team

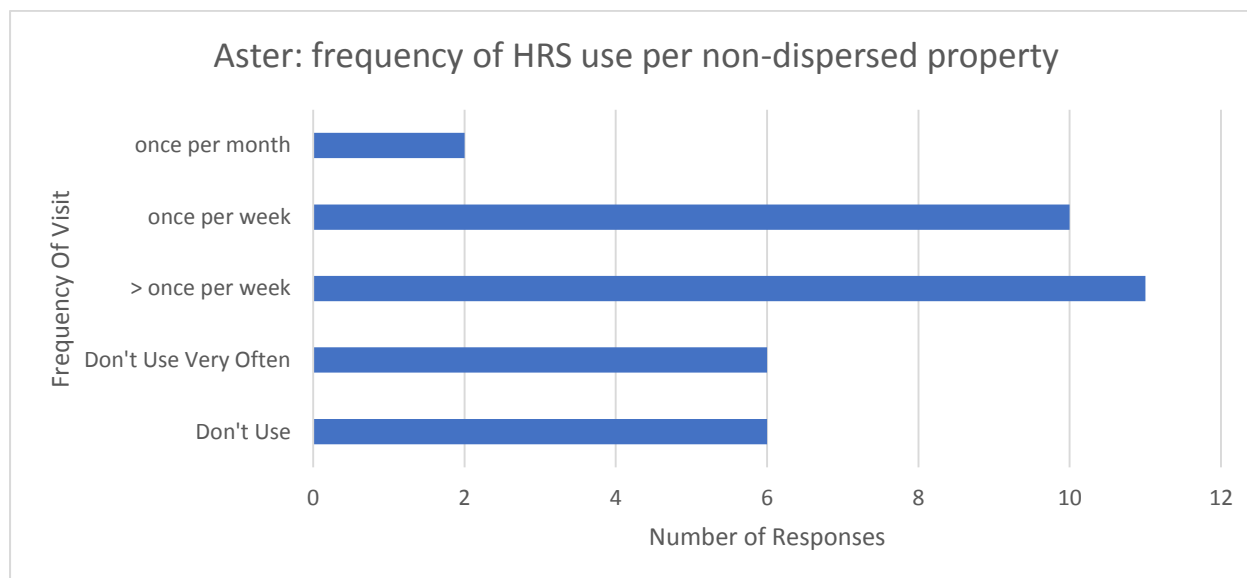
<sup>2</sup> A general needs scheme is social housing available to anyone who is not in a special needs group – e.g. families / single people

**Aster**



*Dispersed properties only receive a quarterly welfare call from Aster (the landlord).* (Dispersed properties are single dwellings that do not sit in or around a sheltered scheme but are still supported by Aster’s Independent Living Team).

Of the respondents who receive a quarterly call from Aster, 69% use the HRS service, with 22% reporting not using the service.



*Non-dispersed properties receive a higher frequency of support from Aster (the landlord).* (Non-dispersed properties are dwellings that are part of a sheltered housing scheme and receive a more enhanced tenancy service).

60% of respondents use the HRS service either more than once a week, or once a week. 34% of respondents report not using the service very often, or not using it.

The data demonstrates that the HRS service is more popular among those who receive a lower frequency of support from Aster.

### Care Package Data

Looking at the social care needs profile of residents living in the dispersed and non-dispersed schemes, we can see the following:

#### *Dispersed schemes (only receiving a quarterly welfare call)*

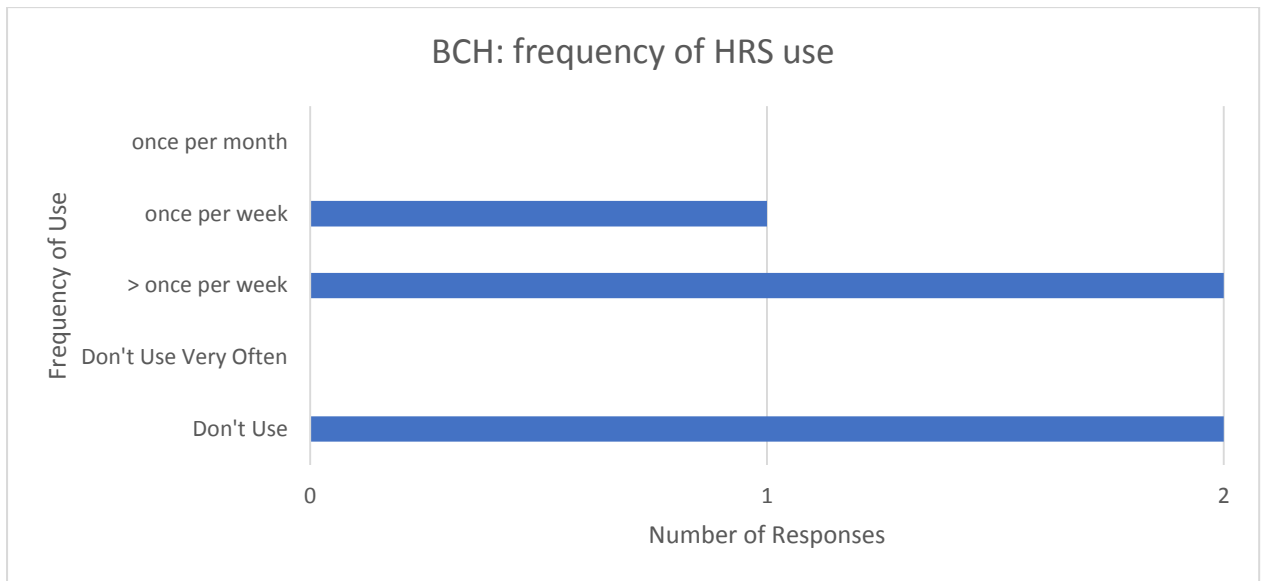
75% use the service once a week, with 25% not using the service. For those who use the service, 66% use it for only a few minutes, whilst 33% use it for up to 30 minutes.

#### *Non-dispersed schemes (higher frequency of support)*

Of the respondents, 76% use the service, with 24% either not using the service very often or not using it at all. Of those who use the service, 53% use it for up to 30 minutes, with 47% using it for only a few minutes.

In summary, for Aster's HRS tenants with care packages, there does **not** appear to be a correlation between intensity of landlord support and use of the HRS service. The HRS service is utilised at similar levels by residents both with/without care packages and for similar amounts of time, namely once a week for up to 30 minutes.

**Bournemouth Churches Housing**



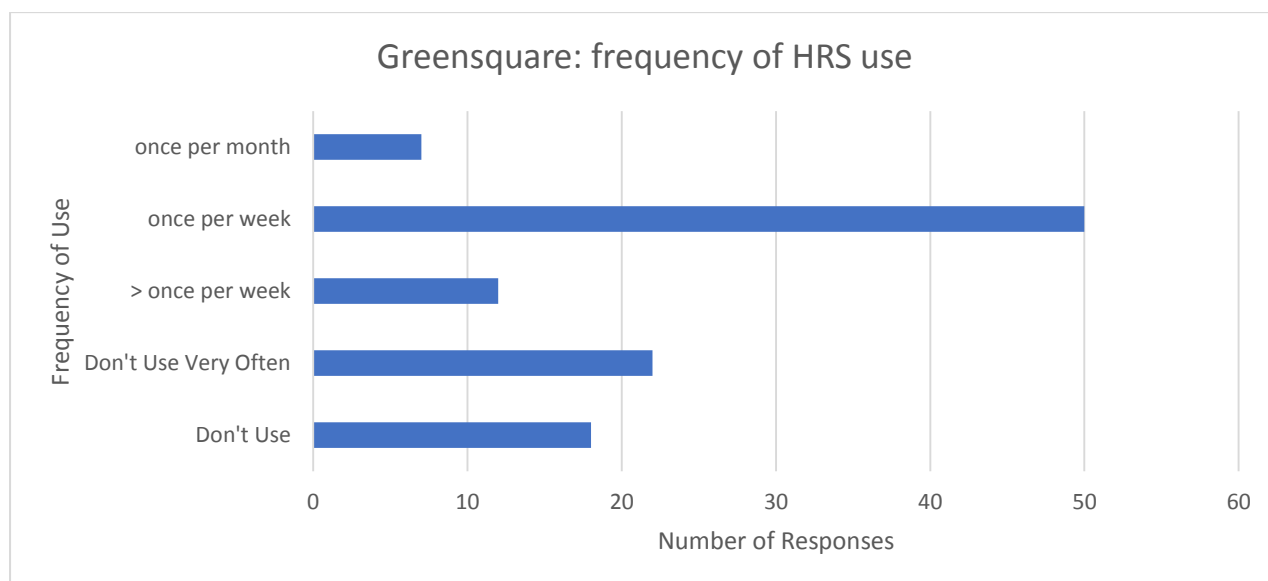
BCH only provide an intensive housing management service.

60% of BCH residents use the HRS service, 40% do not use the service.

Care Package Data

For BCH, there are no residents who receive HRS support who have a care package in place.

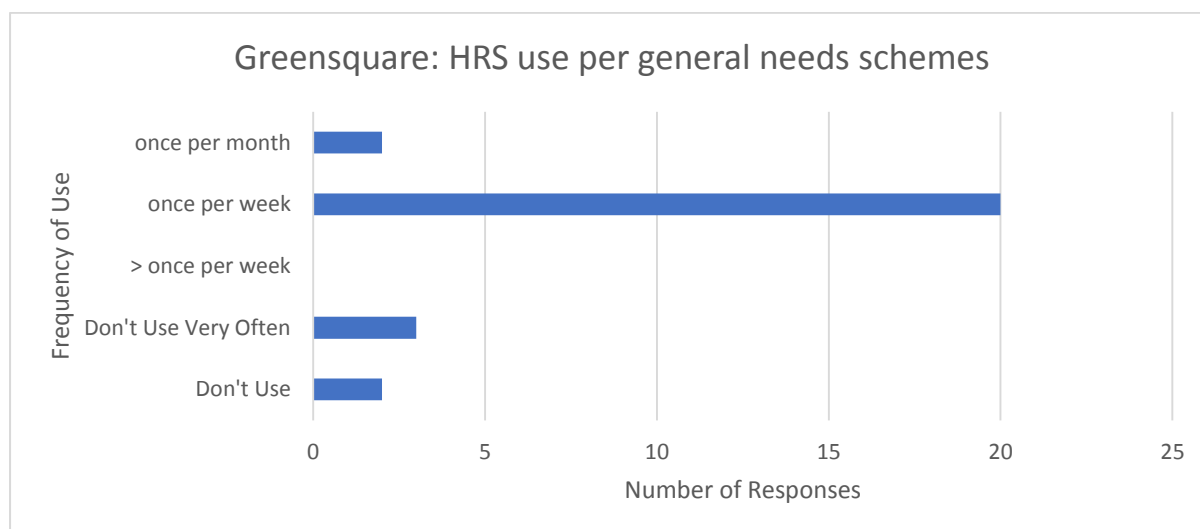
## Greensquare



57% of Greensquare’s respondents use the HRS service once per week. 33% of respondents report either not using the service, or not using it very often.

There is a discrepancy in the type of RSL support provided to each of Greensquare’s schemes that receive HRS. For example, 13 of Greensquare’s HRS schemes are let as ‘general needs’, meaning they do not receive any intensive housing management support.

The rest of Greensquare’s schemes are let as ‘55+’ schemes, which means that these dwellings are only available to those over the age of 55. All the 55+ schemes have personal and fire alarms and receive a weekly visit from a Community Officer, which is not the same for the general needs schemes.

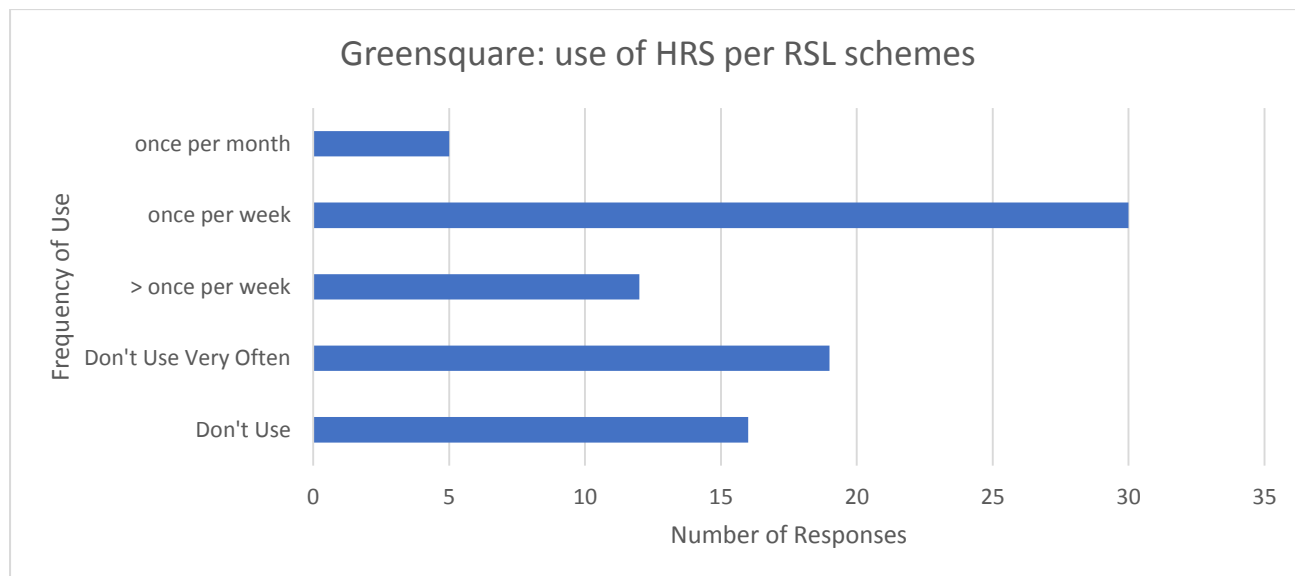


The above shows that Greensquare’s general needs schemes do use the HRS service. For example, 81% reported use the service, mostly once per week and 19% don’t use the HRS service or don’t use it very often.



In summary, for Greensquare's general needs schemes, HRS is very popular. This demonstrates that there is inequity in provision, as not all general needs sheltered schemes in Wiltshire can access the HRS service.

The following graph considers the responses from Greensquare's schemes that are classed as 55+ (the 55+ schemes have personal and fire alarms and receive a weekly visit from a Community Officer).



The above shows that 57% of respondents in Greensquare's 55+ schemes use HRS, with most using the service once a week. 43% of respondents do not use the service very often or do not use it.

If we consider these results against those from Greensquare's general needs schemes, we can see that the service is more popular among the general needs schemes. Therefore, it is possible to conclude that among Greensquare tenants, the lower the intensity of the landlord's support, the higher the use of the HRS.

### Care Package Data

#### *General Needs Schemes*

90% of these residents use the HRS service once a week. 10% do not use the service. Of those who do use the service, 75% use the service for up to 30 minutes, with 25% using the service for only a few minutes.

#### *Sheltered Housing over 55s*

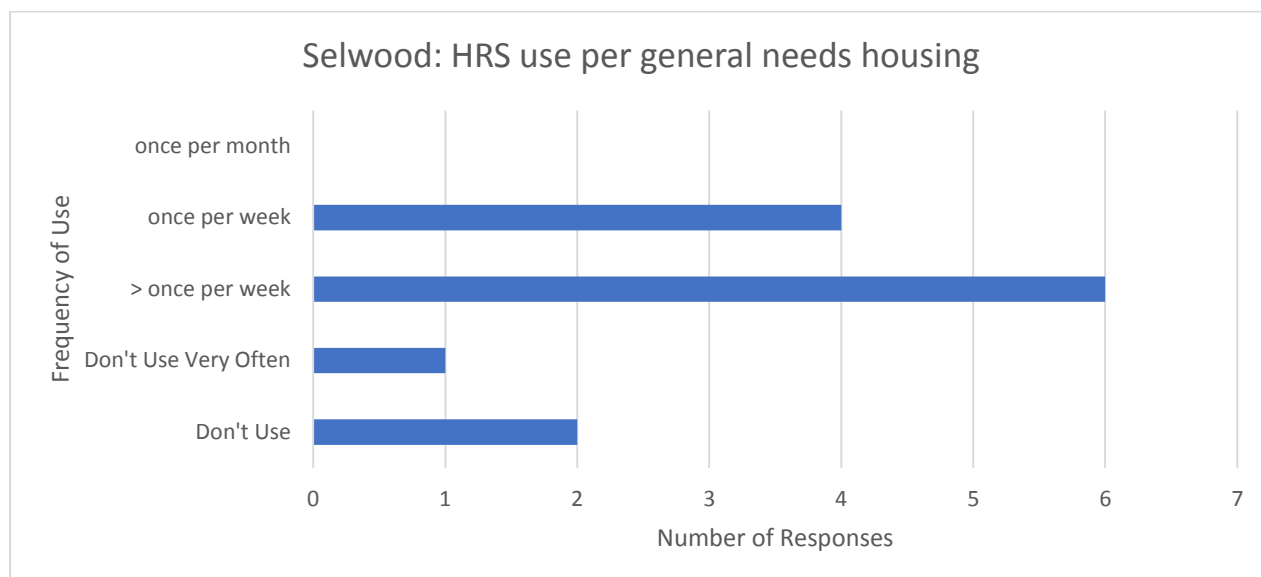
68% of these respondents use the HRS service, on average of once per week. Respondents use the service for 33% for each time frame: only a few minutes, up to 30 minutes or for one hour.

Greensquare's results show us that, when it comes to care packages, if someone resides in a general needs scheme, they are more likely to use the HRS service. Additionally, social care data shows that if a Greensquare tenant lives in a general needs scheme, they are more likely to have a package of care than their sheltered

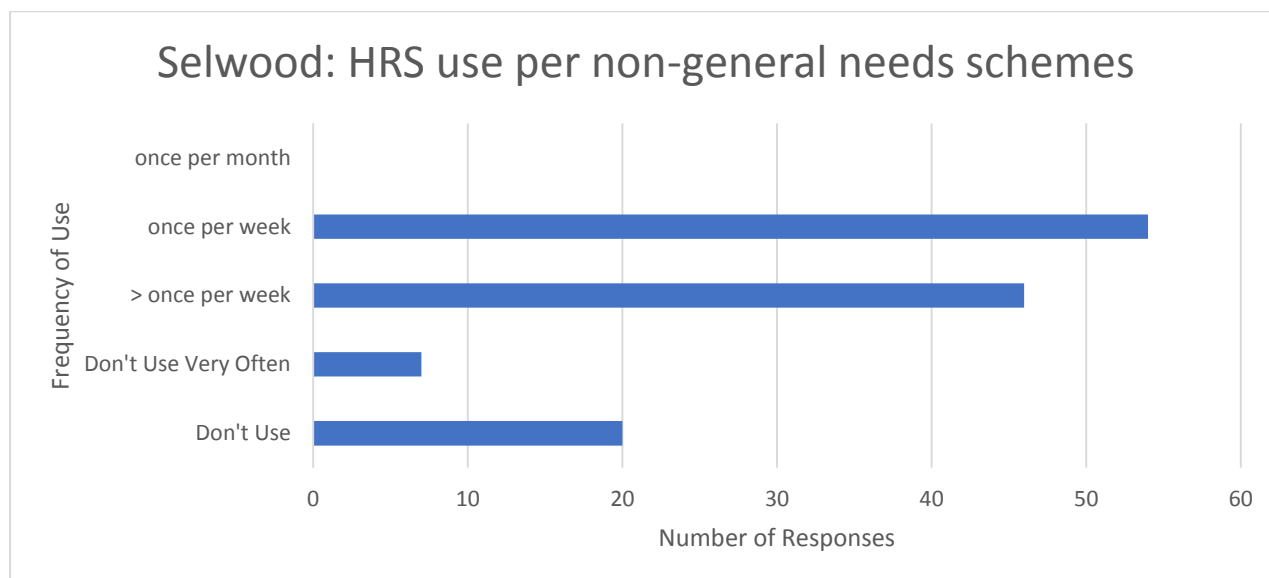
housing counterparts. For example, 29 residents have care packages in Greensquare's general needs schemes, against 23 residents in the 55+ sheltered housing schemes. There are more schemes categorised in the 55+ sheltered housing schemes.

## Selwood

Selwood only provides an intensive housing management service as part of its RSL obligations. There are 10 schemes that are let as general needs housing, these schemes do not receive the enhanced landlord service that Selwood provides to its sheltered housing tenants.



77% of respondents use the service, 46% more than once a week. 23% either do not use the service, or do not use it very often. In summary, the HRS service appears popular among Selwood's general needs tenants.



78% of respondents use the HRS service, 43% once a week. 21% of respondents do not use the service often, or do not use it. This indicates that the HRS is equally popular among Selwood's non-general needs schemes.

Comparing the two datasets, we can see that there is virtually no discrepancy in service use. In conclusion, the type of housing scheme that Selwood tenants live in does **not** affect usage of the HRS. This is likely to be because the RSL service

Selwood provides is more limited than most other HRS landlords and does not vary between schemes.

These results should be considered with caution, because the dataset for Selwood's general needs properties is low, only having received 13 responses.

### Care Package Data

#### *General Needs Schemes*

There are only two residents within the two general needs schemes (Downside Park and The Elms) who responded to the consultation. Both these individuals have opted-out of receiving HRS support.

Considering all of Selwood's general needs schemes (regardless of whether they received responses to the consultation), we can see that only one person receiving HRS support has a care package in place.

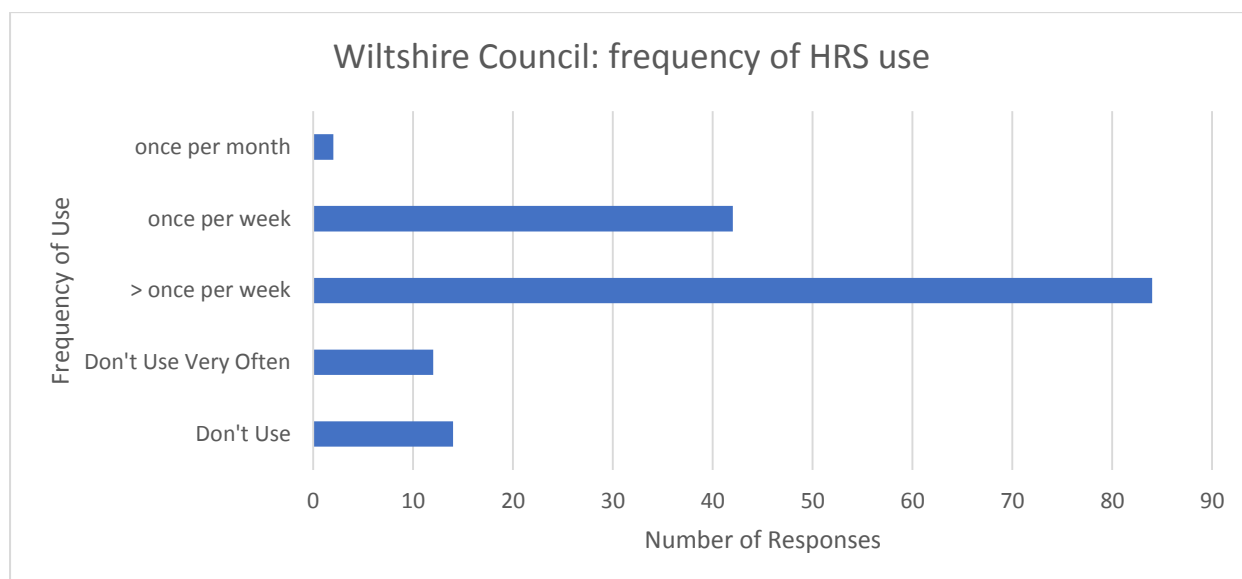
#### *Sheltered Housing over 55s*

Looking at Selwood's schemes that receive intensive housing management support, 13 residents have opted-in to the HRS service and have care packages in place.

75% of respondents within these schemes say that they use the HRS service, with 55% using the service more than once a week and 45% using it once a week. 25% of all respondents report not using the service, or not using it very often.

As the dataset is too small for general needs schemes, it is not possible to conclude whether having a care package in place means someone is more/less likely to use HRS. What is clear is that the HRS service remains popular among Selwood's non-general needs schemes, where someone may have a care package in place.

## Wiltshire Council



All of Wiltshire Council's schemes receive the same type of landlord support, therefore consultation responses have not been broken down into additional datasets.

83% of respondents stated that they use the HRS service, with 55% using HRS more than once a week. 17% reported not using the service, or not using it very often.

### Care Package Data

85% of residents with care packages use the HRS service, on average more than once per week, with 15% reporting that they either do not use the service often or do not use it at all.

### Conclusion

The less intensive the landlord's housing support, the greater the demand for HRS.

As the consultation was anonymised, whilst a resident may have responded from a scheme listed as having residents with care packages, we cannot be certain that any consultation responses from this scheme came directly from individuals with a care package.

In terms of whether removing the HRS service would lead to a greater demand for adult social care, this is unlikely to be the case. As most residents use the HRS service once a week for up to 30 minutes, this level of need does not meet the adult social care eligibility criteria for formal support. This assumption is explored further below.

## Conclusion

With the exception of Wiltshire Council tenants, tenants with care packages are more likely to value the activities aspect of the HRS service than their non-care package counterparts. This may be because those tenants with care packages may be less independent, e.g. unable to visit shops or community groups independently

All residents, regardless of whether they have a social care need appear to most value the HRS service because it reduces their social isolation and supports their emotional wellbeing. These aspects alone are not considered an eligible social care need. People are encouraged to meet these needs via other means, such as community groups or voluntary services.

The data indicates that removing the HRS service is unlikely to lead to an increase in tenants' need for adult social care support.

## **Conclusion**

Whilst there is no global agreement on what constitutes a satisfactory survey response rate, many academics and engagement professionals stipulate that a 10-15% response rate is positive. As the HRS consultation received a 60% response rate and as similar response levels were received for both the HRS providers (Cera Care and Somerset Care), the HRS consultation's results can be taken as representative of service users.

The survey's results have shown that social isolation and loneliness are what many of the HRS clients either experience or are at risk of experiencing. The most interesting finding comes [from Q9](#), which indicates that if residents do not feel isolated or lonely, they are more likely to be more independent and, therefore, less likely to need to rely on formal care and support. Additionally, a significant majority of respondents stated that they receive help from either their family, a friend or a carer ([Q7](#)) and most value having someone to talk to ([Q4](#)), mechanisms which reduce social isolation.

As there was confusion among respondents about the role of the HRS worker and the Housing Support Officer, this evidences the fact that the HRS service can be regarded as duplicated by the statutory RSL service. We have also learnt that some general needs schemes are benefitting from the HRS service, although the service is not available to all general needs sheltered schemes in Wiltshire.

This consultation has shown us that residents mainly use the HRS to reduce their loneliness or risk of social isolation. It also provides further evidence that the HRS role & Housing Support Officer roles are duplicated and that there is inequity of service provision across Wiltshire.