

Background Paper 1: EVALUATION OF THE CONSULTATION

1. Purpose and Scope

The purpose of the consultation was to:

- a) Disseminate information about the new strategy
- b) Consult on the best way to deliver the strategy and achieve its key outcomes
- c) Motivate stakeholders to engage in the vision
- d) Fulfil our corporate obligation to consult on policies and strategies impacting Derby residents.

All with an interest in the subject area were invited to participate in the consultation. We were particularly interested to hear the views of:

- a) Housing providers – private and social
- b) Care providers including owners of residential care homes, care agencies, supported living providers etc.
- c) Older people, their carers and families
- d) Older persons representative and advocate groups
- e) Council departments including social care, housing, commissioning
- f) Elected Members
- g) Members of the public

2. Elements of the consultation

- a) Publicity event – Eagle Market on 12 March 2014
- b) Press release
- c) Stakeholder event – Silk Mill Museum on 25 March 2014 ‘Living Well in Later Life’
- d) Posting on ‘your city, your say’ and item in ‘In Touch’
- e) Drop-in consultation – Mickleover Library on 28 March 2014
- f) Drop-in consultation – Allestree Library on 1 April 2014
- g) Drop-in consultation – Pear Tree Library on 2 April 2014
- h) 50+ Forum – 6 May 2014

Delivery

The consultation was led by the Housing Strategy Team. Support and assistance was provided by Policy Research & Engagement, Communications and Older Adults Service.

3. Consultation Findings

- a) Only a small number of respondents from the three library events and Eagle Market – 18 in total
- b) At 50+ Forum over 50 were in attendance – 19 returned questionnaires
- c) Largest number of respondents was from the stakeholder event at the Silk Mill Museum – 64 responded using the ‘Qwizdom’ handsets.

Findings from the stakeholder event are summarised below:

- 50% of attendees at the event own their own homes outright
- 21% of attendees rent from social landlords (Derby Homes or Housing Associations)
- 55% of attendees had not thought about moving
- 47% would prefer to live in bungalows if they were to move
- 24% would like to live in an Extra Care Scheme
- There was very little difference between those who felt that money was an issue when thinking about moving
- 39% felt that good transport links/routes were the most important factor when considering where to move
- 39% also wanted to remain living within their current neighbourhood
- 43% would consider an Extra Care Scheme if they were to need access to care and support for 24 hours a day
- 6% would consider shared ownership making it the least favourable tenure
- 35% would feel comfortable using technology to help them live independently with training – 32% would feel very comfortable using technology without assistance

Comments left at the event:

- Why is the Council building new “extra care” facilities when existing sheltered housing has been let run down instead of upgrading which surely would be a wiser investment?
- Give training to CareLink
- Current leaseholder to Derby Homes (second floor flat) if I had to move, I would need more information on what is available – would prefer to rent.
- Not enough housing available to move to that is relatively new, 2 bedroomed and with facilities around them. Something purpose built for older people.
- The days of 24 hour support by warden no longer exist. We live in “supported” retirement living, in real terms this means a manager on site for a maximum of 12 hours per week.
- Wardens are needed, not just in new housing but present housing. Wardens who ‘live on site’ become trusted and extremely valued.
- Wardens are needed and greatly missed in the community where there are flats for elderly people.
- Not enough housing is being built.
- What age should you be able to make a decision about moving to safe accommodation – 70s, 80s, 90s?
- Not enough properties for older people to move to.

In addition to this feedback from the library elements of the consultation is as follows:

- In general, people were happy where they were living and had not thought about moving.
- The preferred type of accommodation for moving into was either a bungalow (4 people) or Extra Care Scheme (3 people).
- Tenure preference is for Social Rented (5 people) or to Own Outright (4 people).
- The three most important facilities people look for when choosing where to live are access to GPs, shopping facilities and good transport links.
- All of the people spoken to in the libraries were White British.
- There was an even split between the genders.

General comments received:

- Leave my services alone, do not make any changes. Ensure people do their jobs properly.
- I live at Radbourne Court – we used to have a warden and everything was fine. They got taken away and things have got worse. A neighbour of mine was dead for five days before he was found. We have Health & Safety people come round a couple of days per week but it's not enough!
- Don't throw us out of our present place.
- I do not consider that I live well – I was until firstly the live-on-site wardens were got rid of, allowing youths etc on to the site causing anti-social behaviour. Secondly now Supported Living has gone and no longer visited by Support Officers although I am suffering a life-threatening illness.
- Bring back live-on-site wardens and Supported Living service to enable terminally ill people to live at home and feel secure and not have the added pressure of coping with anti-social behaviour, be it from youths or drunken neighbours!

Feedback from the 50+ Forum

- Less than a half of the people who attended the forum returned a questionnaire (19 in total).
- Of those that did;
 - 74% - owned their own home outright
 - 58% - have not thought about moving house
 - 47% - thought the main reason for moving would be medical
 - 32% - would like to live in a bungalow

- 26% - would like to live in an Extra Care Scheme
- 42% - would consider owning a new property
- As with other areas of the consultation, the three most important facilities considered when looking for somewhere to live are; access to GPs, shopping facilities and good transport links/routes
- 32% - wanted to live in the same neighbourhood and 32% wanted to live within Derby city boundaries.
- The majority of people (13) said they would be happy to use technology to help them to live independently.