

3 FEEDBACK FROM THE COUNCIL'S SHELTERED HOUSING TENANTS ON THE MODERNISATION OF THE SHELTERED HOUSING SERVICE (AN192-2008)

On 28 April 2008, the Housing, Contract Services and Environment Services Committee approved a report entitled Modernisation of the Council's Sheltered Housing Service (Report No. 210-2008). At that time a commitment was also given to discuss with sheltered tenants across the city on the contents of the report. This exercise has now been completed.

A total of 29 meetings took place across the city attended by tenants, carers and relatives.

The feedback received at these meetings about the warden service was extremely positive. The overwhelming majority of those attending these meetings were of the view that the quality of service currently being delivered by the wardens was very high and this was something they wished to see continue. They were concerned that changes would be introduced that would result in a reduction in service quality.

Assurances were given at the meetings that there were no changes planned to the way the services was delivered and, therefore, there would be no reduction in service quality. Indeed, the intention of the review was to improve the quality of the service to all the sheltered tenants, not reduce it. Further assurances were given that the service would be closely monitored over the coming months to ensure service quality was being maintained. These assurances were welcomed by those attending the meetings.

The Committee is asked to note the outcome of these discussions.