

## Appendix 3 - Topline results from ALL questionnaires

### Older Peoples Housing consultation 2013

#### Questionnaire for Lambeth Sheltered Housing tenants

205 responses

**Q1. How important do you think it is for older people to have housing that helps them to live independently in their own homes for as long as possible? Please SELECT ONE OPTION ONLY**

149 (75.3%)	Very important
38 (19.2%)	Important
5 (2.5%)	Neither important nor unimportant
1 (0.5%)	Unimportant
2 (1.0%)	Very unimportant
3 (1.5%)	Don't know/no opinion

**Q1b. If you said important or very important, please tell us why.**

150 (100.0%)

**Q1c. If you said not unimportant or very unimportant, please tell us why.**

8 (100.0%)

**Q2. Lambeth is proposing to develop a range of housing in the borough to meet the needs of older people. How strongly do you agree/disagree with the proposals? Please SELECT ONE OPTION ONLY**

74 (37.8%)	Strongly agree
79 (40.3%)	Agree
21 (10.7%)	Neither agree nor disagree
6 (3.1%)	Disagree
8 (4.1%)	Strongly disagree
8 (4.1%)	Don't know/no opinion

**Q2b. If you said agree or strongly agree, please tell us why.**

119 (100.0%)

**Q2c. If you said disagree or strongly disagree, please tell us why.**

27 (100.0%)

**Q3. The proposed changes are listed below. This means that fifteen sheltered housing schemes will be refurbished and changed to social housing designated for older people, five sheltered housing schemes will be developed as extracare housing, and four sheltered housing schemes will be sold to developers to build affordable housing. Some of the extracare housing will be available for people to buy as well as to rent. Please tell us what you think of these proposals.**

**Extracare housing:**

**Carfax Place, Denby Court, Elderberry Grove, Fitch Court, The Glebe**

**Modernised social housing designated for older people:**

**Balmoral Court, Bland and Burchill, Castle House, Chaplin Close, Cherry Tree Drive, Cloisters, Crowhust Close, Heather Close, Holland Grove, Joe Hunte Court, Matlock Close, Northwood House, Nuneham, Spa Court**

**Sale as cleared site for affordable housing:**

**Leigham Court Road, McCall Close, Queenswood Court, Westcott House**

169 (100.0%)

**Q4. Are there any changes you think we should make to this proposal? Please tell us.**

123 (100.0%)

**Q5. In the longer term, what effect do you think these proposals will have on you personally? Please SELECT ONE OPTION ONLY**

- |            |  |
|------------|--|
| 52 (27.7%) | It will make things <b>much better</b> for me  |
| 34 (18.1%) | It will make things <b>a bit better</b> for me |
| 36 (19.1%) | Neither - it would not change things           |
| 16 (8.5%)  | It will make things <b>a bit worse</b> for me  |
| 25 (13.3%) | It will make things <b>much worse</b> for me   |
| 25 (13.3%) | Don't know/no opinion                          |

**Q5b. If you said it will make things better or much better, please tell us why.**

103 (100.0%)

**Q5c. If you said that it will make things worse or much worse, please tell us why. And what could we do to make things better?**

54 (100.0%)

**Q6. In the longer term, what affect do you think these proposed changes will have on other people? Please tell us.**

130 (100.0%)

**Q7. The proposal is that those schemes that are developed as extracare housing, will in future be managed by registered social landlords or housing associations, rather than by Lambeth Council. What do you think Lambeth needs to do to ensure that this works well?**

145 (100.0%)

**Q8. This is a ten year programme and we want to use your feedback to help agree the timescales for when different phases of the development should begin. Which schemes should we start work on first, and which should be later? What issues should we consider when making decisions on timescales? Please tell us.**

147 (100.0%)

**Q9. Those people who live in schemes that are proposed to be sold, and those people who live in schemes that are proposed to be developed as extracare housing will have to move out whilst the work is carried out.**

**All of these people will be involved in individual discussions on where they want to move to, and will be supported with the move, including payments to cover costs. Those living in schemes being turned in to extracare housing will have the right to return when the work is completed. The council has given a commitment that everyone will move to somewhere much better than where they live now.**

**What additional support do you think Lambeth should provide to people who have to move from their home in order to carry out the development?**

135 (100.0%)

**Q10. We are proposing changes to the support available in those schemes that are designated housing for older people. We have to work within a limited budget, so need to make sure that the funding available meets the needs of as many people as possible, in the best way possible. Please tell us what you think of the suggested options.**

**Q10a. Option A** proposes that instead of having a sheltered warden, there could be what is called 'floating support'. This means that someone calls to help with different issues and provide support needed. Tenants decide individually whether they want to use that floating support.

**Please tell us what you think of this option.**

134 (100.0%)

**Q10b. Option B** proposes that the role of the sheltered housing officer would change broadly from one of support to one of housing management. They will help with issues to do with health and safety and security of the building, repairs, and so on. They will also be available at the scheme, providing a reassuring presence, and maintaining daily contact with tenants. Staff may be available at the scheme Monday to Friday, for between three and seven hours a day.

**Please tell us what you think of this option.**

154 (100.0%)

**Q10c. Option C** proposes that the sheltered housing officers would play a similar role to that in support Option B. However Option C also suggests that, rather than be available Monday to Friday during the day, the sheltered housing officers could instead be available on some evenings, or on Saturday morning. Option C also suggests that a mix of sheltered housing officers and floating support may provide the support needed.

**Please tell us what you think of this option.**

121 (100.0%)

**Q10d. You may have other suggestions on how support could be provided in the schemes. Please tell us.**

82 (100.0%)

**Q11. Please tell us what other support you think you might need.**

75 (100.0%)

**Q12. Is there anything else that you want us to consider relating to these proposed changes?**

95 (100.0%)

## About you

To make sure that we are hearing from all residents, it is important that we ask you a few questions about yourself, all your answers will be completely confidential.

**Q13. Please tell us which Lambeth sheltered housing scheme you are from? Please SELECT ONE OPTION ONLY**

5 (2.5%)	Balmoral Court	4 (2.0%)	Heather Close
14 (7.0%)	Bland and Burchell	1 (0.5%)	Holland Grove
5 (2.5%)	Carfax Place	7 (3.5%)	Joe Hunte Court
7 (3.5%)	Castle House	6 (3.0%)	Leigham Court Road
2 (1.0%)	Chaplin Close	2 (1.0%)	Matlock Close
7 (3.5%)	Cherry Tree Drive	19 (9.5%)	McCall Close
17 (8.5%)	The Cloisters	14 (7.0%)	Northwood House
3 (1.5%)	Crowhurst Close	12 (6.0%)	Norwood Road
10 (5.0%)	Denby Court	7 (3.5%)	Nuneham
10 (5.0%)	Elderberry Grove	13 (6.5%)	Queenswood Court
14 (7.0%)	Fitch Court	8 (4.0%)	Spa Court
6 (3.0%)	The Glebe	6 (3.0%)	Westcott House

**Q14. What part of Lambeth do you live in? Please SELECT ONE OPTION ONLY**

27 (14.2%)	Brixton	9 (4.7%)	Stockwell
18 (9.5%)	Clapham	33 (17.4%)	Streatham
36 (18.9%)	North Lambeth	2 (1.1%)	Prefer not to say
65 (34.2%)	Norwood		

**Q15. Are you..... Please SELECT ONE OPTION ONLY**

87 (45.5%)	Male
102 (53.4%)	Female
2 (1.0%)	Prefer not to say

**Q16. How old are you? Please SELECT ONE OPTION ONLY**

0 (0.0%)	Between 18 to 24 years	60 (34.5%)	Between 65 to 74 years
1 (0.6%)	Between 25 to 34 years	66 (37.9%)	Between 75 to 84 years
0 (0.0%)	Between 35 to 44 years	18 (10.3%)	85 years and over
0 (0.0%)	Between 45 to 54 years	3 (1.7%)	Prefer not to say
26 (14.9%)	Between 55 to 64 years		

**Q17. To which of these groups do you consider you belong?**

**Please SELECT ONE OPTION ONLY**

- 104 (56.5%) **White** (British, Irish, or any Other White background)  
6 (3.3%) **Mixed** (White and Black Caribbean, White and Black African, White and Asian, or any other mixed background)  
7 (3.8%) **Asian or Asian British** (Indian, Pakistani, Bangladeshi, or any Other Asian background)  
52 (28.3%) **Black or Black British** (Caribbean, African or any Other Black background)  
1 (0.5%) **Chinese**  
7 (3.8%) Prefer not to say  
7 (3.8%) Any **Other ethnic group**

If **Other** ethnic group, please tell us:

12 (100.0%)

**Q18. Which of these best describes your current situation? Please**

**SELECT ONE OPTION ONLY**

- |          |   |             |  |
|----------|---|-------------|--|
| 1 (0.6%) | I go to school / college / University         | 5 (2.9%)    | Unemployed/available for work  |
| 2 (1.1%) | Employed full time                            | 126 (72.4%) | Retired  |
| 4 (2.3%) | Employed part time                            | 20 (11.5%)  | Permanently disabled/long term condition                                 |
| 0 (0.0%) | Self employed full time                       | 5 (2.9%)    | Carer - unpaid (for someone who has a long term condition or disability) |
| 0 (0.0%) | Self employed part time                       | 4 (2.3%)    | Prefer not to say  |
| 0 (0.0%) | Apprenticeship / training to work             | 5 (2.9%)    | Other  |
| 2 (1.1%) | I am not in education, employment or training |             |  |

If "Other" please tell us:

9 (100.0%)

**Q19. Do you have any of the following? Please SELECT AS MANY AS APPLY**

- |            |                                     |            |                         |
|------------|-------------------------------------|------------|-------------------------|
| 13 (10.0%) | A physical impairment or disability | 33 (25.4%) | A long standing illness |
| 6 (4.6%)   | Sight loss                          | 40 (30.8%) | None of the above       |
| 7 (5.4%)   | Hearing loss                        | 10 (7.7%)  | Prefer not to say       |
| 8 (6.2%)   | A mental health problem or illness  | 10 (7.7%)  | Other                   |
| 3 (2.3%)   | A learning disability or difficulty |            |                         |

If "Other" please tell us:  
25 (100.0%)

**Q20. What is your religion? Please SELECT ONE OPTION ONLY**

14 (8.3%)	No religion	0 (0.0%)	Pagan
2 (1.2%)	Atheist	1 (0.6%)	Rastafarian
134 (79.8%)	Christian (including Church of England, Catholic, Protestant and other Christian denominations)	0 (0.0%)	Sikh
0 (0.0%)	Buddhist	10 (6.0%)	Prefer not to say
1 (0.6%)	Hindu	1 (0.6%)	Other
5 (3.0%)	Muslim		

If "Other" please tell us:  
4 (100.0%)

**Q21. How would you describe your sexuality? Please SELECT ONE OPTION ONLY**

115 (76.7%)	Heterosexual
1 (0.7%)	Gay or lesbian
2 (1.3%)	Bisexual
2 (1.3%)	Other
30 (20.0%)	Prefer not to say

**If you would like be involved ..**

**22. Please provide us with your contact details - if you would like to be more involved in the development of housing for older people in Lambeth.**

**Please be assured that we will treat any information you provide as confidential.**

<b>Name</b>	115 (100.0%)
<b>Address</b>	98 (100.0%)
<b>Email</b>	14 (100.0%)
<b>Telephone</b>	104 (100.0%)

# Older Peoples Housing 2013

## Questionnaire for general public and organisations

### 17 responses

This online questionnaire was aimed at:

- members of the general public not living in sheltered housing schemes
- Lambeth Council staff
- representatives of other organisations, including partner, voluntary and community organisations
- representatives of local groups and forums

**Q1. How important do you think it is for older people to have housing that helps them to live independently in their own homes for as long as possible? Please SELECT ONE OPTION ONLY**

14 (87.5%)	Very important
1 (6.3%)	Important
1 (6.3%)	Neither important nor unimportant
0 (0.0%)	Unimportant
0 (0.0%)	Very unimportant
0 (0.0%)	Don't know/no opinion



**Q1b. If you said important or very important, please tell us why.**

16 (100.0%)

**Q1c. If you said unimportant or very unimportant, please tell us why.**

3 (100.0%)

**Q2. Lambeth is proposing to develop a range of housing in the borough to meet the needs of older people. How strongly do you agree/disagree with the proposals? Please SELECT ONE OPTION ONLY**

- 6 (35.3%) Strongly agree
- 3 (17.6%) Agree
- 4 (23.5%) Neither agree nor disagree
- 4 (23.5%) Disagree
- 0 (0.0%) Strongly disagree
- 0 (0.0%) Don't know/no opinion

**Q2b. If you said agree or strongly agree, please tell us why.**

11 (100.0%)

**Q2c. If you said disagree or strongly disagree, please tell us why.**

6 (100.0%)

**Q3. The proposed changes are listed below. This means that fifteen sheltered housing schemes will be refurbished and changed to social housing designated for older people, five sheltered housing schemes will be developed as extracare housing, and four sheltered housing schemes will be sold to developers to build affordable housing. Some of the extracare housing will be available for people to buy as well as to rent. Please tell us what you think of these proposals.**

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**Sale as cleared site for affordable housing:**

**Leigham Court Road, McCall Close, Queenswood Court, Westcott House**

15 (100.0%)

**Q4. Are there any changes you think we should make to this proposal? Please tell us.**

12 (100.0%)

**Q5. In the longer term, what effect do you think these proposals will have for older people in Lambeth? Please SELECT ONE OPTION ONLY**

- 3 (17.6%) It will make things **much better** for older people
- 5 (29.4%) It will make things **a bit better** for older people
- 2 (11.8%) Neither - it would not change things
- 4 (23.5%) It will make things **a bit worse** for older people
- 1 (5.9%) It will make things **much worse** for older people
- 2 (11.8%) Don't know/no opinion

**Q5b. If you said it will make things better or much better, please tell us why.**

7 (100.0%)

**Q5c. If you said that it will make things worse or much worse, please tell us why. And what could we do to make things better?**

5 (100.0%)

**Q6. In the longer term, what affect do you think these proposed changes will have on other people? Please tell us.**

13 (100.0%)

**Q7. The proposal is that those schemes that are developed as extracare housing, will in future be managed by registered social landlords or housing associations, rather than by Lambeth. What do you think Lambeth needs to do to ensure that this works well?**

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**Q8. This is a ten year programme and we want to use your feedback to help agree the timescales for when different phases of the development should begin. Which schemes should we start work on first, and which should be later? What issues should we consider when making decisions on timescales? Please tell us.**

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**What additional support do you think Lambeth should provide to people who have to move from their home in order to carry out the development?**

15 (100.0%)

**Q10. We are proposing changes to the support available in those schemes that are designated housing for older people. We have to work within a limited budget, so need to make sure that the funding available meets the needs of as many people as possible, in the best way possible. Please tell us what you think of the suggested options.**

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14 (100.0%)

**Q10b. Option B** proposes that the role of the sheltered housing officer would change broadly from one of support to one of housing management. They will help with issues to do with health and safety and security of the building, repairs, and so on. They will also be available at the scheme, providing a reassuring presence, and maintaining daily contact with tenants. Staff may be available at the scheme Monday to Friday, for between three and seven hours a day.

**Please tell us what you think of this option.**

14 (100.0%)

**Q10c. Option C** proposes that the sheltered housing officers would play a similar role to that in support option B. However Option C also suggests that, rather than be available Monday to Friday during the day, the sheltered housing officers could instead be available on some evenings, or on Saturday morning. Option C also suggests that a mix of sheltered housing officers and floating support may provide the support needed.

**Please tell us what you think of this option.**

13 (100.0%)

**Q10d. You may have other suggestions on how support could be provided in the schemes. Please tell us.**

7 (100.0%)

**Q11. Please tell us what other support you think you might need.**

10 (100.0%)

**Q12. Is there anything else that you want us to consider relating to these proposed changes?**

10 (100.0%)

**What part of Lambeth do you live in? Please SELECT ONE OPTION ONLY**

2 (25.0%) Brixton

0 (0.0%) Stockwell

1 (12.5%) Clapham

0 (0.0%) Streatham

3 (37.5%) North Lambeth

0 (0.0%) Prefer not to say

2 (25.0%) Norwood