

PERTH AND KINROSS COUNCIL**Housing and Health Committee – 13 March 2013****SHELTERED HOUSING REVIEW****Report by Executive Director (Housing and Community Care)****ABSTRACT**

This report sets out the findings of the sheltered housing review and recommends proposals for the re-design of sheltered housing across Perth and Kinross.

1. RECOMMENDATIONS

It is recommended that Committee:

- 1.1 Notes the findings of the sheltered housing review.
- 1.2 Approves the recommendations of the sheltered housing review as set out in sections 4 and 6.
- 1.3 Approves the qualifying criteria for Perth and Kinross Council sheltered, retirement and amenity housing.

2. BACKGROUND**Context**

- 2.1 A central theme of government policy in the UK has been to shift the balance of care away from institutional forms of provision to supporting independent living. Across housing, health and social care sectors, there has been a growing recognition of the need to shift the emphasis of services away from crisis response towards preventative type services, to reduce admissions to hospital and reduce or delay admissions to care homes.
- 2.2 The 'Reshaping Care for Older People Programme' is a 10 year programme which aims to optimise independence and wellbeing for older people at home or in a homely setting. It recognises that, due to the challenges facing health and social care of an increasing older population and reduced public finances, maintaining the status quo will not suffice.
- 2.3 Perth and Kinross has above national average levels of its total population aged 65+ years and 75+ years. In addition, the rate of population increase in the numbers in these groups will exceed the national average. There will be continuing demand for housing across all tenures which suit the needs of older people with particular needs and related housing support and home care services.

- 2.4 Sheltered housing support services are funded by a combination of the former 'Supporting People' grant from the Scottish Government and means tested contributions from individual clients depending upon their financial circumstances. The former 'Supporting People' grant has reduced significantly in real terms in recent years.
- 2.5 The Perth and Kinross Council (PKC) sheltered housing service currently provides housing management, housing maintenance and housing support services. There are 484 PKC sheltered housing units in total. Of these, 217 units are in purpose built complexes and the remaining notional total of 267 are groups of 'street linked' flats and cottages developed in the 1990's using mainstream housing with the addition of warden call equipment.
- 2.6 In recent years the number of street linked units has declined due to tenants 'opting out', 'transferred to 'telecare', and 'mature lets'. This means that of the street linked sheltered housing units only 200 remain.
- 2.7 The service is delivered to tenants with a wide ranging profile of both housing and care needs combined. As a consequence there are wide variations in the housing and care needs of tenants. There are a substantial number of tenants in PKC sheltered housing who have relatively low or no support and or/care needs and some report that they do not require the support available.
- 2.8 A review of sheltered housing provision was undertaken to identify current and future needs, particularly in light of the increasing older population and issues raised by tenants about the current provision of 'street linked' sheltered housing provision. These include:
- Some units are hard to let because they do not meet the full design requirements of sheltered housing.
 - The units lack the benefit of communal facilities.
 - The units lack the benefit of on site staff directly supporting the tenancies.
 - Tenants have low levels of need for home care support.
- 2.9 To help prepare the Council's future position with regard to housing for older people Housing and Health Committee (reports 10/254 and 11/136) approved the undertaking of a sheltered housing review with a view to developing housing with care models. The review is now complete and its findings and recommendations have implications for other services such as Registered Social Landlords (RSL) sheltered housing and care at home delivered by both Perth and Kinross Council and independent sector agencies.
- 2.10 The implementation of the review findings and recommendations aims to provide Perth and Kinross with the housing infrastructure for older people with care and support needs that will sustain independent living through effective physical design, focused individual care and support planning alongside the efficient use of new technologies. This complements ongoing work in the re-shaping of services for older people, which the Council is currently progressing, in the areas of:

- Prevention and early intervention
- Personalisation
- Re-ablement and care at home

2.11 The housing infrastructure for older people aims to deliver:

- Independent living within a care and support environment.
- A broad range of individual care and support supported by 'smart' technology.
- Housing designs that help sustain independent living.
- Improvements in referral and joint working procedures.
- Further development of community based services enabling older people to live in their own homes.
- Extension of support to carers who provide significant levels of care.
- Individualised packages of care and support based on individual needs assessment and case management.
- Assist individuals to live ordinary lives using everyday facilities in their own communities.

Sheltered Housing Review

2.12 The main aims of the review were to examine the Service's strategic relevance and demand, its capacity, quality, performance and value for money. Evidence was drawn on a scheme by scheme basis to explore whether each complex was suitable for more highly supported 'housing with care' provision or whether alternative models such as 'retirement housing' with enhanced housing management services were suitable or whether services should be decommissioned altogether as they were not fit for future purpose.

2.13 A multi-agency and multi-disciplinary Sheltered Housing Review group undertook the review and explored potential future options. This was done by:

- Analysing existing service structures and costs for PKC and Registered Social Landlords (RSL) sheltered housing.
- Benchmarking job descriptions/grades/pay scales/ service rotas with other local authorities/RSL.
- Analysing the waiting list/ turnover/tenant profile of PKC and RSL sheltered housing.
- Reviewing housing support quality of PKC and RSL sheltered housing.
- Undertaking supply/demand/turnover/outcomes for PKC and RSL sheltered housing.
- Completing a profile analysis including home care requirements for PKC and RSL sheltered housing tenants.
- Reviewing existing sheltered accommodation design/suitability for housing with care model.
- Undertaking consultation with PKC and RSL sheltered tenants.
- Developing future staffing, capital and revenue funding option proposals based on the review findings.

Housing for Older People Models

- 2.14 The review explored a range of service models, which currently exist in Scotland, for both PKC and RSL sheltered housing and these are summarised below.

Table 1: Models of Housing for Older People

No.	Model
1A	Housing with Care Model
	On site extensive integrated housing management, meals, home care and housing support. Tenants provided with a 24hr. x 365 emergency mobile response service.
1B	Very Sheltered Housing
	On site extensive housing support and meals service with home care delivered by off site provider(s). Tenants provided with a 24hr. x 365 emergency mobile response service.
2	Sheltered Housing
	On-site housing support and management services with on site staff presence during normal working hours. Tenants provided with a 24hr. x 365 emergency mobile response service.
3	Retirement Housing with Intensive Package of Tenancy and Property Management Services
	On site intensive housing management alongside essential health and safety activities and cleanliness of communal areas. Tenants provided with a 24hr. x 365 emergency mobile response service. A service charge replaces the housing support charge as per models 1A, 1B and 2.
4	Retirement Housing with Basic Package of Tenancy and Property Management Services
	On site service restricted to essential health and safety activities and cleanliness of communal areas. Tenants provided with a 24hr. x 365 emergency mobile response service. A service charge replaces the housing support charge as per models 1A, 1B and 2.
5	Amenity Housing /Conversion to Mainstream
	Accommodation re-designated as amenity or mainstream housing. No housing support or service charge is payable. A community alarm service is available until end of tenancy.

- 2.15 The current very/sheltered housing profile is shown at appendix 1.

3. MAIN REVIEW FINDINGS

- 3.1 The proportion of people who were enabled to live independently is high:
- 97% of service users were successful in living independently.
 - 3% were admitted into nursing / residential care.
 - Less than 20% have a care at home package.
 - Only 5% of service users died whilst using the service although this is not unusual given the nature of the client group.
- 3.2 Demand levels vary by complex and by area and waiting times to access a particular complex can vary between 6 months to over 11 years for average applicants. The overall average is 5 years.
- 3.3 Less than one in five of sheltered housing tenants have a care at home package. There can be several home care providers at the same complex with potential inefficiencies in home care delivery and opportunities lost for streamlined delivery.
- 3.4 Turnover of all PKC and RSL sheltered housing averaged around 13%, although this varies considerably between areas and complexes. The average age of PKC tenants living in sheltered housing is 76 years. This in part may explain some of the reasons for turnover.
- 3.5 The Care Inspectorate assesses the quality of the housing support services across the 5 organisations currently providing very sheltered and sheltered housing. The Inspectorate rates services from 1 (unsatisfactory) to 6 (excellent) and their assessment of housing support services across the 5 agencies finds that the services are typically 4 (good) to 5 (very good).
- 3.6 The number of complaints was 8 in total in one year across Perth and Kinross. This is a relatively low level (less than 0.4% per annum).

Physical Surveys

- 3.7 The review examined the current physical infrastructure and capacity of existing sheltered housing and very sheltered housing to be developed to meet improved standards. The survey findings concluded that the existing developments which were most suitable for consideration for additional future improvements were:

Perth and Kinross Council (PKC)

- Carpenter Court, Perth
- Charterhouse Court, Perth
- Harriet Court, Blairgowrie
- James Court, Pitlochry
- Duchlage Court, Crieff

Registered Social Landlords (RSLs)

- Canal Street, Perth
- Quayside Court, Perth
- Corrie Place, Scone
- Cameron Court, Comrie
- Whyte Court Kinross
- Ashgrove Court, Blairgowrie
- Gladstone Court, Perth
- Hanover Gardens, Auchterarder

New Build Housing with Care Projects

- 3.8 The Scottish Housing Quality Standard Delivery Plan affords Perth and Kinross Council the opportunity to consider a new build housing with care project within the scope of the plan.

Capital investment in Existing Sheltered Housing

- 3.9 Perth and Kinross Council and its partners are looking at the capacity of existing facilities to see if they can be developed to meet improved standards. An initial assessment of capital costing has been undertaken by PKC architects and Bield HA. Future improvements by PKC, Bield HA, Caledonia HA, Cairn HA and Hanover HA would be subject to detailed capital project appraisal.

Service Users' Views

- 3.10 A survey of current tenants was undertaken across the Council's and RSL sheltered and very sheltered housing services. A total of 1,040 surveys were issued with an overall response rate of 66%. The survey identified which features of sheltered housing were most important, namely:

- Safety and security was an absolute priority.
- 24 hour response to emergency calls.
- Location of sheltered housing.
- Having someone on site to call on in the event of a problem.

Important but less common reasons given were:

- Organised activities/ outings.
- Access to a shared lounge or other facilities.

- 3.11 The findings showed:

- 94% satisfaction with their home.
- 92% said their sheltered housing provided value for money.
- 70% were in contact with the housing support staff at least on a daily basis, and a further 20% seeing the warden at least weekly.

3.12 In addition, a residents' 'Quality Panel' considered a range of criteria and assessed these through visits to individual services. The criteria, linked to a series of 26 service quality questions, included the external and internal environment as well as safety and security. The Panel's viewed that the complexes which had the best 'quality' and 'mostly met' their criteria were:

- Carpenter Court, Perth
- Harriett Court, Blairgowrie
- James Court, Pitlochry
- Causeway Court, Kinross
- Duchlage Court, Crieff

Visiting the sheltered housing complexes

3.13 Between October 2012 and February 2013, members of the Council Sheltered Housing and Planning and Commissioning Teams held meetings at all PKC and RSL sheltered housing complexes across Perth and Kinross and consulted the tenants on the six service options outlined at Section 2.13.

Summary of Views

PKC Tenants – Complexes

3.14 The overwhelming majority of tenants preferred option 2 - the retention of sheltered housing in its current form. The presence of the on-site Housing Support Officer (former warden) was seen as critical to long term wellbeing and enhanced independence and to prevent admission to residential care.

3.15 There was strong agreement that, while there was no requirement for additional services such as on site meals, there was a need for complexes to be fully accessible to a wheelchair or a frame with the provision of an electronic internal door to communal areas so as to better provide for people whose mobility was poor or likely to deteriorate.

PKC - Street Linked

3.16 Tenants in street-linked schemes with no communal facilities preferred option 5 - Amenity Housing with the retention of the 24 hour emergency response service. The majority of tenants agreed with the proposal to withdraw the housing support service as it did not represent value for money and that, instead of having some occasional contact, staff time would be better spent providing regular support to tenants who most need it.

RSL Tenants – Complexes

3.17 RSL tenants very much valued and were satisfied with the housing support (warden) and community alarm provision and would not like to see any reduction in services. They also wanted to see sheltered housing remain for people aged over 60 years, and highlighted that issues of accessibility and adaptation were of high priority. They reported that safety, security and social activities were the most important features of sheltered housing.

4. PROPOSALS

4.1 The conclusion of the review of sheltered housing is that, in order to maintain the essential elements of the services that residents value, and to make sure services are targeted at those most in need, there needs to be a spectrum of housing with support and care services available across Perth and Kinross, combined with improved amenities at particular locations.

4.2 It is therefore proposed that Committee notes the findings of the sheltered housing review and approves the recommendations to develop a continuum of housing options to meet the varying needs of older people.

4.3 The specific recommendations are to:

- Maintain 116 units of RSL very sheltered housing.
- Maintain 194 units of PKC sheltered housing and change the access criteria to give priority to older people who would otherwise move into residential care and/or who have assessed housing support needs. In addition, to maintain 440 units of RSL sheltered housing subject to individual RSL's reviewing this provision.
- Convert 90 units of PKC sheltered housing to retirement housing with intensive package of tenancy and property management services.
- Decommission 200 'street linked' PKC sheltered housing units. 114 units will become amenity and 86 units shall become mainstream.

Consideration will also be given to undertaking physical improvements to very sheltered and sheltered housing complexes to better provide for the delivery of services and to sustain tenancies.

4.4 How each complex is affected is shown in table 2 below. The proposal will enable sustainable funding to allow the delivery of the required services.

4.5 A summary of each of these models is shown in appendix 2.

Table 2: Proposed Service Models by Complex

No.	Model
1B	Very Sheltered Housing
PKC	RSL
	<ul style="list-style-type: none"> • Canal Street, Perth • Quayside Court, Perth • Corrie Place, Scone • Cameron Court, Comrie • Ashgrove Court, Blairgowrie
2	Sheltered Housing
PKC	RSL
<ul style="list-style-type: none"> • Carpenter Court, Perth • Charterhouse Court, Perth 	<ul style="list-style-type: none"> • Whyte Court Kinross • Gladstone Court, Perth*

No.	Model
	<ul style="list-style-type: none"> • Harriet Court, Blairgowrie • James Court, Pitlochry • Duchlage Court, Crieff • Isla Court, Perth • Strathmore Street, Perth
	<ul style="list-style-type: none"> • Hanover Gardens, Auchterarder • Dewar Court, Perth* • Hanover Gardens, New Scone • Muirmont Place, Bridge of Earn • Viewlands Place, Errol • Bowerswell • Cluny Court, Blairgowrie* • Burnside Court, Alyth • Willowbank, Dunkeld
3	Retirement Housing with Intensive Package of Tenancy and Property Management Services
PKC	RSL
<ul style="list-style-type: none"> • Causeway Court, Kinross • Sanda Court, Perth • Peter Arbuckle, Invergowrie (part) 	-
5	Amenity Housing /Conversion to Mainstream
PKC	RSL
<ul style="list-style-type: none"> • Lumsden Crescent, Almondbank (A) • Foswell Place (A) • Peter Arbuckle, Invergowrie (part) (A) • Birch Avenue, Scone (A/M) • Dalreoch, Letham, Perth (A/M) • Crieff Road, Hillyland, Perth (M) • Whitefriars Street, Perth (M) 	-

Note: A = Amenity/ M = Mainstream. * See 4.6 below.

Table 3: Proposed Nos. of Units for Older People by Type

Model/ Sector	1B/2	3	4	5	
	Very/Sheltered Housing	Retirement Housing Intensive	Retirement Housing Basic	Amenity Housing	Conversion to Mainstream
PKC	194	90	0	114	86
RSL	556	0	0	0	0
Total	750	90	0	114	86

4.6 It should be noted that Bield HA and Cairn HA are currently undertaking reviews of their own sheltered housing and the result of these may have a bearing on the type of services delivered at the Gladstone Court and Dewar Court, Perth and Cluny Court, Blairgowrie complexes.

4.7 The overall result in terms of number and types of units is shown in table 3 above.

Impact of the changes on PKC tenants

4.8 The changes arising from the proposed new models of service delivery for Perth and Kinross Council and how these will impact on tenants is shown in Table 4 below.

Implementation

4.9 If approved, it is proposed to implement the new service models from 1 April 2014 subject to the outcome of further consultation with tenants and engagement and consultation with staff and Trade Unions and this will include the new policy arrangements.

Table 4: Impact of Changes

Current service model	Proposed service model	Main changes to service delivery	Impact on tenants
Sheltered	Sheltered	<ul style="list-style-type: none"> • No proposed changes to service delivery but some physical improvements to the buildings to ensure “fit for purpose” for the future and ‘Equalities’ compliant, for example, automatic external and internal doors. 	<ul style="list-style-type: none"> • Weekly housing support charge remains. • Regular updates of housing support plan. • Priority for re-lets given to older persons who would otherwise have to be admitted into residential/nursing care. • Closer joint working with community care to ensure independent living and tenancy sustainment. • No impact on Scottish Secure Tenancy. • No change to 24hr x 365 day emergency mobile response service. •
Sheltered	Retirement	<ul style="list-style-type: none"> • Housing support service and charge ceases. • New housing management charge introduced. • On site staff deliver housing management services: • Daily (Mon - Fri) testing of alarm 	<ul style="list-style-type: none"> • Tenants pay lesser service charge which is eligible for housing benefit. • Staff on site for less time (36 hours reduced to 20 hours Mon – Fri). • Telecare and personal care assessment to tenants who request these, to increase security and independence. • No change to 24hr x 365 day emergency mobile response

Current service model	Proposed service model	Main changes to service delivery	Impact on tenants
		system. <ul style="list-style-type: none"> • Safety, security and maintenance of building and communal areas. • Staff provide point of contact and facilitate social activities. 	service.
Sheltered	Amenity	<ul style="list-style-type: none"> • Housing support service and charge ceases. • Re-lets allocated to persons aged 50 years or over. 	<ul style="list-style-type: none"> • 24hr x 365 day emergency mobile response service provided for life to existing tenants. • Telecare and personal care assessment to tenants who request these, to increase security and independence. • New tenants receive community alarm with call handling service only to next of kin/neighbour/friend and call out of blue light services.
Sheltered	Mainstream	<ul style="list-style-type: none"> • Housing support service ceases. • Re-lets allocated in accordance with Housing Allocations Policy. 	<ul style="list-style-type: none"> • 24hr x 365 day emergency mobile response service provided for life to existing tenants. • New tenants assessed for Community Alarm on request.

4.10 It is further proposed that Committee approves the following qualifying criteria for Perth and Kinross Council sheltered, retirement and amenity housing.

4.11 Access to the Perth and Kinross Council models of older persons housing will be determined by age and assessment against a set of criteria shown below.

Proposed policy and criteria for future provision (PKC)

Sheltered Housing

4.12 Applicants must be 60 years of age or over and have an assessed need for housing with on site housing support. The needs assessment process will take into account the physical condition and suitability of the current accommodation, medical and support needs and social/welfare factors. Priority will be based on the overall level of need with the highest award made to applicants who, without the provision of sheltered accommodation, would otherwise have to be admitted into residential care or require to be discharged

from hospital/residential care and have no suitable accommodation available to them. In all cases, the applicant must be assessed as capable of independent living with the benefit of a low to moderate package of housing support

Retirement Housing

- 4.13 Applicants must be 60 years of age or over and have an assessed need for more manageable accommodation with security and on site housing management services. The needs assessment will be similar to that undertaken for sheltered housing but exclude housing support as this will not be available on site.

Amenity Housing

- 4.14 Applicants must be 50 years or over and who would benefit from housing which is designed to meet the needs of older people through the provision of a community alarm but without on site housing management or support. The assessment process will take into account the need for this type of accommodation based on medical, social and welfare factors and the suitability of the current accommodation.

Mainstream Housing

- 4.15 Properties re-designated as mainstream housing will be allocated through the normal mainstream process to the applicant with the highest overall level of housing need. Care will be taken to ensure that the future allocation is sensitive to the needs of former sheltered tenants where they are resident in a neighbouring tenancy.

5. CONSULTATION

- 5.1 The Head of Democratic Services, the Head of Legal Services and the Head of Finance have been consulted on the content of this report.
- 5.2 A multi-agency and Sheltered Housing Review working group, including representation from Perth and Kinross Community Health Partnership and Registered Social Landlords has co-operated to identify the recommendations within this report.
- 5.3 Sheltered housing tenants have been consulted as outlined in sections 3.10-3.17.
- 5.4 Further consultation with tenants, staff and trade unions will be required if proposals are approved.
- 5.5 The Perth and Kinross Tenants' and Residents' Federation were consulted about this report.
- 5.6 The PKTRF Executive Committee welcome the inclusion of the work of the Quality Panel in the body of this report.

6. RESOURCE IMPLICATIONS

- 6.1 Sheltered housing services funded by the Council emanate from two main budgets. These are the General Fund (GF) and the Housing Revenue Account (HRA). In addition there is a significant contribution from sheltered housing tenants themselves through charges. The overall budget balance includes a mixture of PKC grant funding, HRA and charging income. Therefore any service re-design has to take account of the balance between these inputs and the overall availability of services.
- 6.2 At present PKC sheltered housing tenants pay up to £16.54 per week, (depending upon individual financial circumstances), for sheltered housing support (including the community alarm).
- 6.3 It is recommended that a £4.00 charge is introduced for PKC retirement housing (model 3). This is to ensure that tenants would be paying a charge that reflects the additional housing management services compared to mainstream tenants. A separate standard community alarm charge (£3.64 per week) would also be applicable. This would mean that those tenants moving to 'retirement housing intensive', (model 3), would pay up to £7.64 per week, (depending upon individual financial circumstances), compared to the current charge of £16.54 per week. This reflects the reduction in housing support services.
- 6.4 The core activities and priorities identified in this report have been incorporated into the Service's revenue budget following approval at full Council on 14 February 2013 of the Council's Revenue Budget for 2013/14 (Report 13/53) and Housing Revenue Account approved by Housing and Health Committee on 6 February 2013 (Report 13/56).
- 6.5 Capital budget provision has been set aside to potentially deliver significant physical infrastructure improvements. Council meeting of 9/2/12 (report 12/53) set out capital allocations to help improve sheltered housing physical infrastructure at approximately £250,000-£500,000 per year from 2013/14-2016/17 making a total of £1,750,000 available. These would be invested primarily in models 1B and 2.

7. COUNCIL CORPORATE PLAN OBJECTIVES 2009-2012

The Council's Corporate Plan 2009-2012 lays out five objectives, which provide clear strategic direction, inform decisions at a corporate and service level and shape resources allocation. These are reflected in this report and are as follows:

- (i) A Safe, Secure and Welcoming Environment.
- (ii) Healthy, Caring Communities.
- (iii) A Prosperous, Sustainable and Inclusive Economy.
- (iv) Educated, Responsible and Informed Citizens.
- (v) Confident, Active and Inclusive Communities.

8. EQUALITIES ASSESSMENT

An equality impact assessment needs to be carried out for functions, policies, procedures or strategies in relation to race, gender and disability and other relevant protected characteristics. This supports the Council's legal requirement to comply with the duty to assess and consult on relevant new and existing policies.

The function, policy, procedure or strategy presented in this report was considered under the Corporate Equalities Impact Assessment process (EqIA) with the following outcome:

- Assessed as relevant and the following positive outcomes expected following implementation: The services that are the focus of this report will have a positive impact on older people's wellbeing.

9. STRATEGIC ENVIRONMENTAL ASSESSMENT

Strategic Environmental Assessment (SEA) is a legal requirement under the Environmental Assessment (Scotland) Act 2005 that applies to all qualifying plans, programmes and strategies, including policies (PPS).

The matters presented in this report were considered under the Environmental Assessment (Scotland) Act 2005 and no further action is required as it does not qualify as a PPS as defined by the Act and is therefore exempt.

10. CONCLUSION

This report sets out the findings of the sheltered housing review and recommends proposals for the re-design of sheltered housing across Perth and Kinross.

DAVID BURKE
Executive Director (Housing and Community Care)

Note: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information) were relied on to any material extent in preparing the above report.

Contact Officer: Stephen Rankin, Ext. No. 76174,
Email: stephenrankin@pkc.gov.uk
Address of Service: 5 Whitefriars Crescent, PERTH, PH2 OPA
Date: 28 February 2013

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Council Text Phone Number 01738 442573

APPENDIX 1:

Perth and Kinross Very Sheltered and Sheltered Housing Provision by Housing Market Area/Complex/Provider

Housing Market Area	Provider	Sheltered Housing Scheme	Sheltered Housing Provision	Very Sheltered Housing Provision	Total
Greater Perth	PKC	Carpenter Court, Perth	38	–	38
		Charterhouse, Perth	34	–	34
		Isla Court, Bridgend, Perth	22	–	22
		Strathmore Street, Perth	24	–	24
	PKC Street Linked	Sanda Court, North Muirton, Perth	48	–	48
		Whitefriars Street, Perth	30	–	30
		Crieff Road, Hillyland, Perth	34	–	34
		Dalreoch, Letham, Perth	31	–	31
		Birch Avenue, Scone	23	–	23
		Lumsden Crescent, Almondbank	23	–	23
		Peter Arbuckle, Invergowrie	46	–	46
	Bield	Gladstone Court, Perth	33	–	33
	Bield	Quayside Court, Perth	–	38	38
	Cairn	Dewar Court, Perth	62	–	62
	Hanover	Hanover Gardens, New Scone	25	–	25
	Caledonia	Muirmont Place, Bridge of Earn	31	–	31
	Caledonia	Corrie Place, Scone	14	16	30
Caledonia	Canal Street, Perth	14	16	30	
Caledonia	Viewlands Place, Errol	24	–	24	
Caledonia	Bowerswell	41	–	41	
Eastern	PKC	Harriett Court, Blairgowrie	21	–	21
	Bield	Ashgrove Court, Blairgowrie	–	36	36
	Cairn	Cluny Court, Blairgowrie	34	–	34
	Caledonia	Burnside Court, Alyth	26	–	26
Highland	PKC	James Court, Pitlochry	24	–	24
	Caledonia	Willowbank, Dunkeld	26	–	26
Kinross	PKC	Causeway Court, Kinross	23	–	23
	Hanover	Whyte Court, Kinross	36	–	36
Strathearn	PKC	Duchlage Court, Crieff	31	–	31
	PKC SL	Foswell Place, Auchterarder	32	–	32
	Hanover	Hanover Gardens, Auchterarder	35	–	35
	Caledonia	Cameron Court, Comrie inc. Tay/Almond Pl.	39	10	49
PKC Total			484	0	484
RSL Total			440	116	556
Total			924	116	1,040

APPENDIX 2:

Model 1B: Very Sheltered Housing Model

Very sheltered housing has all of the same features as sheltered housing but may also have additional items such as enhanced housing support available from scheme assistants and a meals service providing at least 2 meals a day from a 'commercial' kitchen.

- Accommodation designed and built to specific nationally prescribed standards.
- Sometimes a common room or lounge is available.
- Sometimes guestrooms, laundry rooms and communal gardens are available.
- Limited visiting enhanced housing management.
- Access to a 24-hour community alarm call system.
- Out of hours mobile care service provided by the Council potentially linked to the proposed 'Single Point of Contact' service.

Model 2: Sheltered Housing Service Model

Sheltered housing is accommodation that has been designed to meet the needs of older people (usually aged over 60 years), whose present accommodation is unsuitable for their needs, but are still capable of living independently with housing support. Sheltered housing usually offers:

- On site housing support from a warden (who may live on site as well).
- Staff office.
- Access to a 24-hour community alarm call system when the warden is not on duty.
- Accommodation designed and built to specific nationally prescribed standards.
- Sometimes a common room or lounge is available.
- Sometimes guestrooms, laundry rooms and communal gardens are available.

Housing support is provided by a warden. When the warden is off duty a community alarm service is available. The main purposes of the service are to:

- Provide good quality sheltered housing with appropriate housing management, repair and support services, for those who are assessed as requiring suitable housing and housing support to enable them to sustain their tenancy.
- Deliver services primarily for older people. There are no specific secondary client groups.
- Help prevent service users from admission to institutional care.

Model 3: Retirement Housing with Intensive Package of Tenancy and Property Management Services Model

Retirement housing is accommodation that has been designed to meet the needs of older people (usually aged over 60 years), whose present accommodation is unsuitable for their needs, but are still capable of living independently and usually offers:

- Accommodation designed and built to specific nationally prescribed standards.
- Sometimes a common room or lounge is available.
- Sometimes guestrooms, laundry rooms and communal gardens are available.
- Limited visiting enhanced housing management.
- Access to a 24-hour community alarm call system. Out of hours mobile care service provided by the Council.
- On site staff presence at core times to supervise access into building and deal with tenancy and property related emergencies.
- Arranging and monitoring of repairs.
- On site supervision of repairs contractors.
- Assistance with tenant consultation.
- Assessment and co-ordination of aids and adaptations.
- Utility supply and co-ordination.
- Tenant move in and move on arrangements, including hospital discharge
- Facilitation of social activities.

Model 5: Amenity Housing Service Model

- Accommodation re-designated as amenity or mainstream housing (usually aged 50 years or over).
- Accommodation designed and built to specific nationally prescribed standards.
- No daily on site housing management presence.
- Housing management undertake tenancy and property management.
- Restricted or nil use of communal areas.
- Telecare undertake weekly equipment checks.
- Access to a 24-hour community alarm call system until existing client leaves service.