

Older persons' accommodation review – Phase 1

Thank you for taking the time to share your views.

We want to ensure the best possible housing and services for older residents. Please complete this short survey to help shape our plans.

Your feedback is important and no final decisions have been made – your views will help shape next steps.

Questions that must be answered are marked with an asterisk (*)

1. **Are you responding as...? *** Please tick one box only

Sheltered housing

Canterbury: Churchill House, Ellen Court, Franklyn House, Maple House, Shalmsford Court and St Gregory's Court

Herne Bay: Seaview House, Telford Court and Thornhurst

Whitstable: Godfrey House, Longfield Court, St James' Gardens and Windsor House

Sheltered Plus housing

Canterbury: Cranmer House, Collard House and Whitgift Court

Whitstable: Lang Court

- ☐ A sheltered housing resident
- ☐ A sheltered housing plus resident
- ☐ A relative/next of kin of a sheltered housing resident
- ☐ A relative/next of kin of a sheltered housing plus resident
- ☐ Other, please specify: _____

2. **If you are a resident or next of kin, which scheme are you associated with?**

Sheltered housing

- | | |
|--|---|
| <input type="checkbox"/> Churchill House, Canterbury | <input type="checkbox"/> Shalmsford Court, Canterbury |
| <input type="checkbox"/> Ellen Court, Canterbury | <input type="checkbox"/> St Gregory's Court, Canterbury |
| <input type="checkbox"/> Franklyn House, Canterbury | <input type="checkbox"/> St James' Gardens, Whitstable |
| <input type="checkbox"/> Godfrey House, Whitstable | <input type="checkbox"/> Telford Court, Herne Bay |
| <input type="checkbox"/> Longfield Court, Whitstable | <input type="checkbox"/> Thornhurst, Herne Bay |
| <input type="checkbox"/> Maple House, Canterbury | <input type="checkbox"/> Windsor House, Whitstable |
| <input type="checkbox"/> Seaview House, Herne Bay | |

Sheltered Plus housing

- | | |
|--|---|
| <input type="checkbox"/> Lang Court, Whitstable | <input type="checkbox"/> Collard House, Canterbury |
| <input type="checkbox"/> Cranmer House, Canterbury | <input type="checkbox"/> Whitgift Court, Canterbury |

We are proposing changes to the current service because we think it will ensure better value for money, align with regulations and modernise what we can offer.

These changes include:

- a landlord-only service for housing management
- ending night cover and laundry services.

Why are these changes being proposed?

- ✓ **Lower costs for residents** – saving tenants money
- ✓ **No material difference in day-to-day services** – alternative support options are available
- ✓ **Fairness** – aligns with the benefits system to ensure consistent support
- ✓ **Consistency** – brings our services in line with other landlords across Kent
- ✓ **Regulatory compliance** – ensures we meet national requirements
- ✓ **Future-proofing accommodation** – enables investment in better-quality homes for the future.

Important to know

- Night cover is currently used by very few residents and alternative emergency response options are available.
- The communal laundry service is underused with most residents prefer in-home solutions.

3. How do you feel about the proposed changes? * Please tick one box only

- | | |
|---|---|
| <input type="checkbox"/> I fully support the changes | <input type="checkbox"/> I have some concerns |
| <input type="checkbox"/> I mostly support the changes | <input type="checkbox"/> I do not support the changes |
| <input type="checkbox"/> I am unsure | |

3a. Why?

4. What is your main view on the proposals? * Please select no more than three that apply

- ☐ I am concerned about night cover being removed
- ☐ I am concerned about the loss of laundry services
- ☐ I worry about the impact on safety and wellbeing
- ☐ I support modernising the service to bring it in line with other landlords
- ☐ I think aligning with the benefits system makes sense
- ☐ I don't have strong views either way
- ☐ Other, please specify: _____

5. **If night cover and laundry services were to continue, would you be willing to pay an additional charge for them?**

- ☐ Yes, I would be willing to pay more to keep these services
☐ No, I would not be willing to pay extra
☐ I am unsure

If night cover and laundry services are removed, what additional support would you like to see in place? * Please select all that apply

- ☐ No additional support needed
☐ Extra daytime staff
☐ Improvements to emergency response systems
☐ Help with personal laundry services
☐ Other, please specify: _____

6. **Do you have any suggestions or comments on how we can support you and others through these changes?** Please write in below

7. **Is there anything else you'd like to share about these proposed changes?**
Please write in below

Corporate consultations

We have several corporate consultations coming up soon and we would like to hear from you.

Which of the following corporate consultations would you like to be informed about? * Please tick those that apply

- | | |
|--|---|
| <input type="checkbox"/> Environment | <input type="checkbox"/> Enforcement |
| <input type="checkbox"/> Housing | <input type="checkbox"/> Licensing |
| <input type="checkbox"/> Leisure and events | <input type="checkbox"/> Planning Policy |
| <input type="checkbox"/> Parking | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Regeneration | <input type="checkbox"/> None |
| <input type="checkbox"/> Budgets and finance | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Governance | _____ |

If you'd like to be informed, and are happy for the council to contact you about corporate consultations, please tick the box to indicate your consent to us contacting you:

- ☐ I consent to being contacted by the council

How would you like to be contacted? *

- ☐ By email ☐ By post

Please provide your email address: *

Please provide your details:

Title *	<input type="text"/>
First name	<input type="text"/>
Surname *	<input type="text"/>
Address *	<input type="text"/>
Address	<input type="text"/>
Town *	<input type="text"/>
Postcode *	<input type="text"/>

How did you find out about this consultation? * Please tick those that apply

- | | |
|---|---|
| <input type="checkbox"/> Email from the council | <input type="checkbox"/> Council website |
| <input type="checkbox"/> Council Facebook post | <input type="checkbox"/> Word of mouth |
| <input type="checkbox"/> Council Twitter post | <input type="checkbox"/> Other, please state: |
| <input type="checkbox"/> Council LinkedIn post | _____ |

Processing your information

Canterbury City Council is the data controller.

Your personal information is processed under UK General Data Protection Regulation Article 6.1 (c) and Article 9.2 (g) in the performance of an official duty and to meet our Public Sector Equality Duty. In submitting a representation, your personal data will be stored for one year.

All information you give us will be stored securely by Canterbury City Council.

Equalities Duty

The council has a legal duty to consider the needs of its diverse range of customers. As well as questions about our services we ask you questions relating to our equalities duties. Although you do not have to answer these questions, without this information the council will be limited in understanding whether views differ among different groups of people.

Your Rights

You have the rights to:

- Access your personal data
- Rectify or correct any inaccuracies in your personal data
- Restrict the processing of your data
- Object to our processing of your personal data
- Complain to the Information Commissioner's Office if you are unhappy about how we have processed your data

The appointed Data Protection Officer is Canterbury City Council's Head of Corporate Governance, who can be contacted by email at **dataprotection@canterbury.gov.uk**, by phone on **01227 910 662** or at the address below.

Canterbury City Council, 14 Rose Lane, Canterbury, CT1 2UR.
Phone: **01227 862 000**. Web: **canterbury.gov.uk**

Contact information

Your postcode: * _____

Equality information

What age are you? Please tick one box only

- | | |
|-----------------------------------|--|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 55 to 64 |
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 65 to 74 |
| <input type="checkbox"/> 26 to 34 | <input type="checkbox"/> 75 to 84 |
| <input type="checkbox"/> 35 to 44 | <input type="checkbox"/> 85 and above |
| <input type="checkbox"/> 45 to 54 | <input type="checkbox"/> Prefer not to say |

What gender are you? Please tick one box only

- ☐ Male
- ☐ Female
- ☐ Prefer to self-describe (for example, non-binary, gender fluid etc)
- ☐ Prefer not to say

Do you consider yourself to be disabled? Please tick one box only

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

Thank you for taking the time to complete this survey.