



Tenant Board

26th November 2025

Agenda



- ▶ Declarations of interest (2 mins)
- ▶ Action(s) from last meeting (3 mins)
- ▶ De-sheltered update (15 mins)
- ▶ Tenant Satisfaction Measures – bi-annual review (15 mins)
- ▶ Transactional Survey Review(15 mins)
- ▶ Scrutiny Project (5 mins)
- ▶ Aids and Adaptations Survey (10 mins)
- ▶ Any other business (5 mins)

Declaration of interest

- ▶ None required.



Action from last meeting



- ▶ Remind O&S members to speak clearly into microphones at meetings.
- ▶ Investigate and inform the Board around how the council tender for contracts and if they are rolling contracts.



De sheltering: Next Steps

Jez Robbins
26 November 2025

The decision

- ▶ To remove the sheltered service from all 8 schemes
- ▶ 2 schemes in Mid Suffolk area
- ▶ 6 schemes in Babergh area



What next for the tenants



- ▶ A letter went out on 12th November updating the tenants on the unanimous decision by both councils on 11th November.
- ▶ Each tenant will be met in person within 28 days of the council decision and a brief questionnaire completed.
- ▶ The process will be explained and an offer of help to make a move to another sheltered scheme discussed.
- ▶ Information will be shared regarding finding a new personal alarm with examples given.
- ▶ Tenants will be asked to acknowledge that they have been visited and understand the options laid out.

What next for the council?



- ▶ Ensure all residents have been assisted where required
- ▶ Notify Alarm centre of intentions (Appello are in discussions)
- ▶ Arrange removal of the old equipment
- ▶ Ensure allocations are not made as Sheltered
- ▶ Adjust service charges to reflect reduced service
- ▶ Notify residents of new rent and charges (Feb '26)

Tenant Satisfaction Measures update



- ▶ Vicky Freer – Insight and Improvement Manager

Transactional Survey update



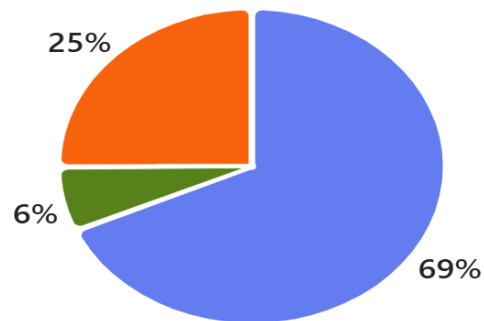
- ▶ Vicky Freer – Insight and Improvement Manager

Aids and Adaptations Survey



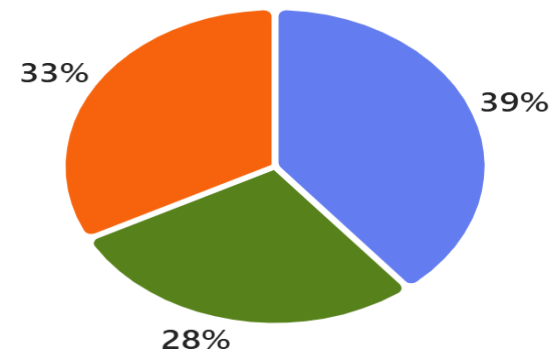
- ▶ Survey carried out to inform the production of a procedure for this.
- ▶ Surveyed c 200 people who had used the service within past 2 years.
- ▶ Response from 51 answering questions on all aspects of process.

Satisfaction with how long the process took



Very satisfied Satisfied Dissatisfied/Very dissatisfied

How simple was the application process?

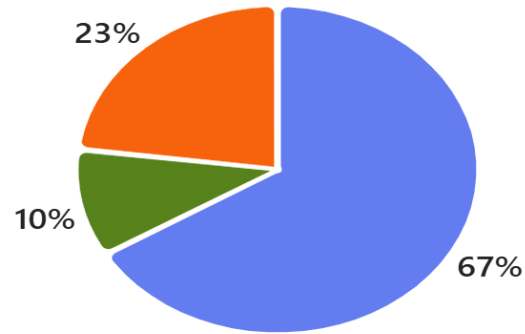


Quite simple Very simple Complicated

Aids and Adaptations Survey

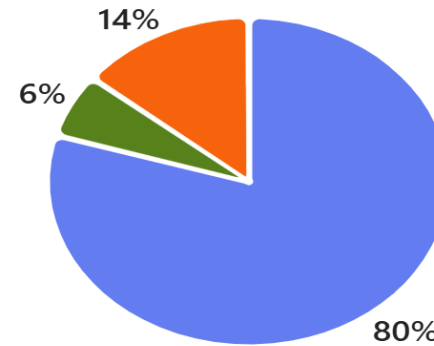


Helpfulness of staff during application



Rated 5 (highest) Rated 4 Rated 1-3

Helpfulness of contractor



Rated 5 (very helpful) Rated 4 Rated 1-3

Aids and Adaptations Survey



Suggestions for improvements to process

Fourteen of the respondents reported that nothing could be done to improve it with a couple reporting it as being a very positive experience.

There were mentions that the process was stressful and that perhaps part of the process should be making tenants aware of this in advance. However, the rest of the comments can be separated into themes:

- Council process simplification
- Better communication
- Reduce waiting time
- Check finished work
- Accessibility enhancements

Scrutiny



- ▶ Communication scrutiny documents will be sent to all participants by the end of the week. This includes:
 - ▶ 1x Complaint and complaint response
 - ▶ 1x Email Chain
 - ▶ 1x Live Chat
 - ▶ 1x Call Transcript
- ▶ All involved will need to complete a survey to give their views by the **17th December (approx 3 weeks)**
- ▶ **Results will be shared with the Tenant Board in January, and at the board we will discuss recommendations based off the data.**
- ▶ Potential for an Ipswich Borough Council and East Suffolk Council meet up in February to discuss a county wide scrutiny project!

Any Other Business

- ▶ Getting to know you update
- ▶ Christmas meal – travel arrangements
- ▶ Tenant Board 1-2-1's
- ▶ Annual Report to Tenants
- ▶ What's coming up!
 - ▶ Colchester Borough Homes meet up- 3rd December, 09:30-11:30 @ Endeavour House
 - ▶ Christmas Meal- 10th December, 18:00 @ Last Anchor, Ipswich
 - ▶ HQN inspection Briefing- 11th December, 18:00-19:30 on Teams

