

Autumn 2018

Housing Leeds are enhancing and rebranding the services they provide to Older People living in Sheltered Housing.

Retirement LIFE will replace the term Sheltered Housing.

Why? Living In a Friendly Environment (**LIFE**) is at the heart of the services we deliver and we believe that it is more than just providing people with a home. We want to make our services more appealing for people in Leeds both now and in the future.

What will change? We will make sure that tenants continue to receive the same level of service that they choose through support contact and visits. The wellbeing, independence and quality of life for our tenants is at the heart of what we do. We will also be developing more social activities for tenants to get involved in to keep people active and socially engaged in the local community.

How will the service be better? **Retirement LIFE in a complex** will allow us to have more of a staff presence on site. Staff will be available for a set number of hours each day delivering individual support and promoting activities. **Retirement LIFE in a dispersed setting** will allow staff to continue to support individuals through agreed contact and visit times.

How do you know it will work? A trial commenced across 3 team areas covering schemes in Whinmoor, Seacroft, Bramley and Kirkstall in October 2017.

Before we started we met with tenants at the schemes and they told us that they liked the idea of having more of a staff presence on site, along with support to run and promote activities.

We undertook regular monitoring and reviewing of how the pilot service was running over a six month period and positive outcomes have been:

- An increase in the number of activities taking place across the trial schemes with tenants joining in who had never done so before.
- Tenants have told us that they liked the new whiteboards which tell them which Support Officer is coming and when.
- Support Officers have embraced the trial and told us that they enjoy spending time with tenants and getting to know them better while running and supporting new and different activities.
- Most tenants told us that they liked the new rebranding **Retirement LIFE** with only a few tenants saying leave it as sheltered.

Our next steps. During early 2019 we will roll out our **Retirement LIFE** service. As part of this we will:-

- Consult with tenants locally at their schemes through meetings and newsletters and answer any questions or concerns they may have.
- Consult with wider Partners and Ward Members to update them of the **Retirement LIFE** rebranding.
- Advertise future properties as **Retirement LIFE**.
- Update our communication and marketing materials.

How can I find out more? If you have any questions please discuss them locally with your Support Officers or you can contact the Older People's team on 0113 378 3696 or email housing.leeds.olderpeople@leeds.gov.uk