

 Independent
Living Service

Independent Living and Extra Care Performance

April 2025 - March 2026

Supporting you to keep safe, independent and included in your community...



We supported 83 residents to move into their new home in Independent Living.

93% of residents moving into independent living were satisfied or very satisfied with the overall service they received from the specialist accommodation team.



We completed 576 Person Centred Fire Risk Assessments for residents to improve fire safety in their home.

From these, 43 referrals were raised in relation to fire safety.



We held 688 health and wellbeing sessions in Year 1 of our lottery funded project with 2182 attendances by residents.

74% of participants said their general health improved since taking part in sessions.



4221 emergency calls were attended to by our dedicated team of responders.

697 were physical health related.

380 were for mental health support.

357 were falls related.

803 were to support with housing, e.g. emergency repairs.



In line with our residents contact agreements we have completed 23,399 visits and 33,801 telephone calls or calls through the alarm system.

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Performance against our Service Standards

Service Standard	Q1 April June	Q2 July Sept	Q3 Oct Dec	Q4 Jan March	Overall %	Comments
We will complete an assessment within ten working days of receiving a referral to identify your housing and support needs (if you have a live housing application) - Independent Living	86%	82%	81%	84%	82%	We completed a total of 125 Assessments for Independent Living from March 2025 to April 2026. 22 of these assessments were delayed by being flexible with applicants' schedule and to allow family to be present.
We will complete an assessment within ten working days of receiving a referral to identify your housing and support needs (if you have a live housing application) - Extra Care	83%	73%	43%	33%	58%	We completed a total of 33 Extra Care Assessments. 11 of these were delayed due to applicants' appointments and hospital admissions.
We will complete a settling in support plan within two weeks of you moving in to agree your support needs.	80%	87%	83%	67%	80%	We had 89 settling in visits, 71 of these were completed within two weeks of moving into their property. Delays occurred due to residents' availability.
We will provide a 24 hours/day, 7 days a week response service to emergency calls by specialist support officers who wear a uniform, ID badge and are checked by the Disclosure and Barring service. Number of emergency calls attended.	1070	975	1250	926	4221	We have attended 4221 emergency calls. 697 of these were for physical health and 380 were mental health related.

Service Standard	Q1 April June	Q2 July Sept	Q3 Oct Dec	Q4 Jan March	Overall %	Comments
We will ensure there are annual Crime prevention information sessions at all schemes.	36% 5	21% 3	29% 4	7% 1	93% 13	13 out of 14 Schemes received a crime prevention session. 2 schemes received 3 crime prevention sessions across the year.
We will ensure there are annual Fire prevention information sessions at all schemes.	13% 2	60% 9	20% 3	7% 1	100% 15	14 schemes have received an annual Fire prevention information session from the fire service. 1 scheme received an additional session.
We will hold 4 tenant meetings per year at your scheme.	100%	100%	100%	100%	100%	All schemes have received a minimum quarterly tenant meeting. Some schemes have received more frequent meetings.
We will carry out pull cord testing bi-monthly.	95%	99%	97%	98%	97%	Some pullcord tests were missed due to the property being void or residents away from property.
We will test the fire alarm every week and carry out fire equipment checks regularly.	100%	100%	100%	100%	100%	All schemes tested their fire alarm on a weekly basis.
We will complete a fire and general health, safety and security risk assessment annually. 14 sites due.	50% 7	14% 2	14% 2	22% 3	100% 14	8 schemes have completed a fire and general health, safety and security risk assessment, with the remaining due in 4

Specialist Accommodation Satisfaction

We complete a satisfaction survey with residents that have just moved into their new home to see how they felt about the support they received from referral to moving into their new home.

Between 1st April 2025 and 31st March 2026 55 residents out of 81 resident moving into independent living have taken part in our Specialist Accommodation survey.

Overall satisfaction: 93% of residents were satisfied or very satisfied with the overall service they received.

Treated with fairness and respect: 98% of residents were satisfied or very satisfied they were treated with fairness and respect.

Information you receive is clear and accessible: 95% of residents were satisfied or very satisfied the information they receive is clear and accessible.

Support and advice: 97% of residents were satisfied or very satisfied with the support and advice they received.

Information, guidance and communication: 93% of residents were satisfied or very satisfied with the information, guidance, communication from the team throughout the process of finding and moving into their new home.

New home aligned with your preferences and choices: 86% of residents were satisfied or very satisfied their new home aligned with their preferences and choices when they joined the register of need.

Feedback about our Accommodation team

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strong Disagree
Helpful	79%	21%	0%	0%	0%
Sensitive	74%	24%	2%	0%	0%
Understanding	83%	17%	0%	0%	0%
Responsive	76%	24%	0%	0%	0%
Knowledgeable	83%	14%	3%	0%	0%

Independent Living Cleaning Team Satisfaction

We completed a satisfaction survey with residents about the internal cleaning of our schemes provided by the Independent Living Cleaners, and which is separate to the caretaking service.

156 residents out of 863 properties completed the Independent Living Cleaning Survey. (18% of residents).

Overall Satisfaction: 88% were very satisfied or satisfied, 10% neither and 2% were dissatisfied or very dissatisfied.

Helpful: 90% strongly agreed or agreed our cleaning team are helpful, 10% neither agreed or disagreed.

Approachable: 90% strongly agreed or agreed our cleaning team are approachable, 10% neither agreed or disagreed.

Responsive: 88% strongly agreed or agreed, 10% neither and 2% disagreed or strongly disagreed that the cleaning team are responsive.

Professional: 88% percent of residents strongly agreed or agreed that our cleaning team are professional, 11% Neither and 2% disagreed or strongly disagreed.

Feedback about Frequency of cleaning:

Areas	1 day per week	2 days per week	3 days per week	4 days per week	5 days per week
Toilets	4%	5%	15%	5%	71%
Kitchen	7%	12%	42%	3%	36%
Main Entrance	6%	11%	37%	3%	43%
Laundry	26%	15%	31%	3%	25%
Corridors	10%	14%	43%	5%	28%
Lounges	8%	10%	47%	4%	31%
Bin rooms	34%	10%	17%	1%	38%
If applicable	Once a week		Biweekly	3 weekly	4 weekly
Separate flat block, if applicable.	30%		41%	7%	22%



Started Building our New Scheme



Roland Court



Fred Millard Patio



Fred Millard's work with Morgan Sindal.



Team Bake off for GHH

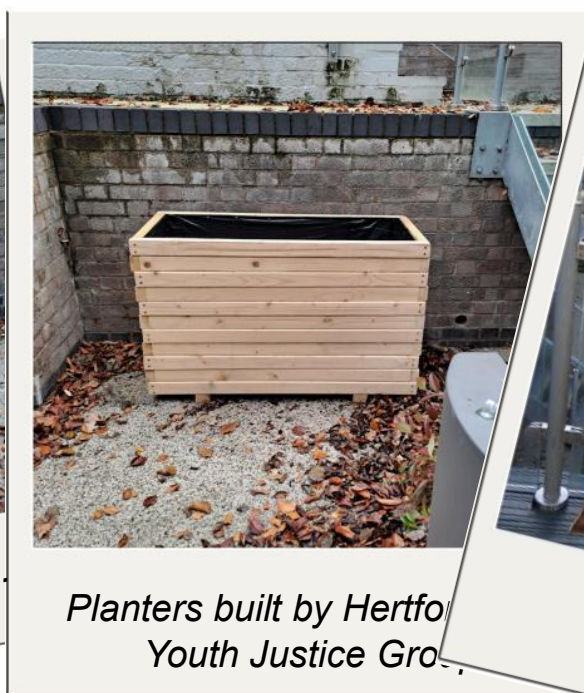


Garden House Hospice donations

Service Highlights...

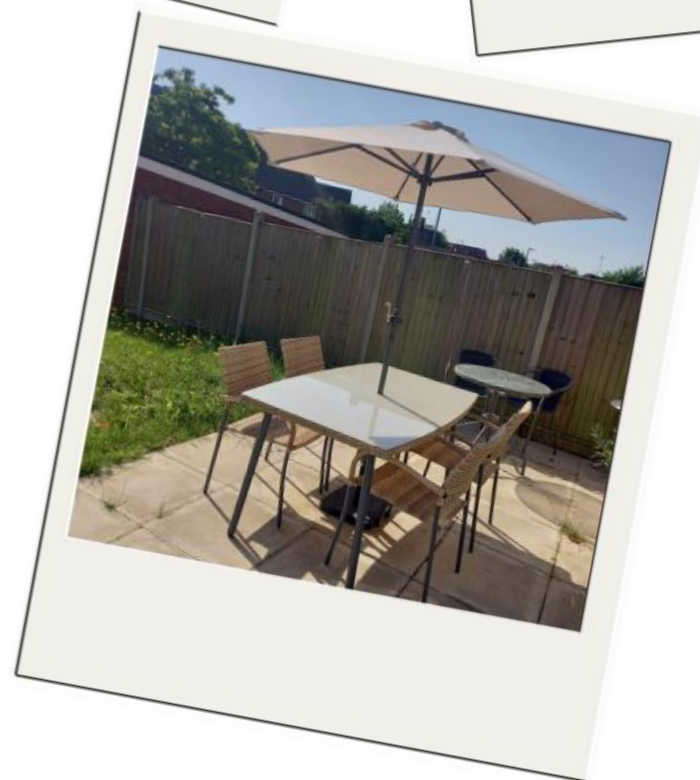
Here are some of our service achievements and highlights from the year

- Fred Millard benefitted from Morgan Sindal's community outreach day, they refreshed the main garden, built planters for the patio, donated new outdoor seating and a water feature. They also donated a new TV and games for the resident lounge.
- We raised £1113.79 for Garden House Hospice through scheme Coffee Mornings and team bake off.
- We started building our brand-new scheme, Roland Court. To hear more about Roland go to:
<https://www.stevenage.gov.uk/housing/specialist-support-services/independent-living-schemes>



Service Highlights continued...

- We created a new outdoor seating area at Southend Close.
- Brodie Court had a defibrillator installed on 11th November 2025 following a successful funding application through The British Heart Foundation community defibrillator funding programme.
- The Hertfordshire Youth Justice Group started working with Highfield Court, building and donating a bench, planters, Christmas decorations and helping with tasks around the resident garden.



What our residents say about us and service....



Better Life Through Better Living – Lottery funded project Year 1 (August 2024- August 2025).

We received funding from the Lottery to provide health and wellbeing sessions to our Independent Living schemes. This funding is a 3 year long project, starting in August 2024. This runs August to August, finishing in August 2027.



We introduced Love to move, Love to Balance, Strength and Balance and Fun and Games.

We provided 688 sessions with 2182 attendances across all 14 schemes.

“Joining in activities has become a highlight of my day, I spend much of the session laughing and catching up with friends. Since joining the exercise sessions, I have found it easier to manage my daily tasks and it has significantly improved my mobility.”

“I really enjoy the weekly exercises and feel much more flexible afterwards”

“I enjoy the sessions to keep me on the move and helps me with mobility, and I feel motivated”

74% of attendees said their general health has improved since taking part in sessions

65% of attendees said their mobility improved by taking part in sessions

76% said they developed better relationships with others since taking part in sessions

75% said they feel less isolated since taking part in sessions



