

Sheltered Housing Consultation Outcome

Thank you to everyone who contributed to the consultation about the future of our sheltered housing service. This ended on 5 January, and since then we have been working on the service model.

As a reminder, we asked you to vote on three options, which were:

- | | | |
|--|-----|------------------------------|
| A. Continue with the existing service at an increased cost | 34% | (171 tenants chose option A) |
| B. Stop the service completely | 19% | (92 tenants chose B) |
| C. Reduce the service by sharing officers between schemes | 47% | (233 tenants chose C) |

New model

We will be going ahead with option C, sharing officers between schemes. Each scheme will receive 18.5 hours of support per week, and we hope to let everyone know soon who their officer will be.

How much do tenants pay now?

Since April 2024, charges for the officer service have ranged from £6.35, (for tenants who receive housing benefit/universal credit) up to £23.13 per week.

What will I be asked to pay in the future?

- The cost of the new service will be £12.96 per week. We originally estimated everyone would pay £11.82 per week. Since then, the costs of operating the service have increased because of changes to employers' national insurance and pay awards.
- We have been able to make some technical changes in how housing benefit/universal credit applies, which means tenants who receive full benefits towards their rent, will no longer need to pay anything for the service from 1 September 2025. Tenants who receive partial benefits will receive a contribution towards the charges.

We propose that the new service and charge will start on Monday 1 September 2025. We will be in touch soon to share more information about the hours and the availability of the officer who will be supporting your scheme.

If you are concerned about affordability, you may be eligible for,

- Personal Independence Payment (PIP). You can find details at: www.gov.uk/pip
- Attendance Allowance (AA) if you've reached state pension age and have a disability or health condition severe enough that you need someone to help look after you. You can find details at: Attendance Allowance: Overview - GOV.UK
- Pension Credit - If you are pension age and on a low income you may be eligible for Pension Credit, you can use the benefit calculator to find out if you could be entitled. Pension Credit calculator - GOV.UK

If you are in receipt of benefits and have any questions or would like to discuss how these changes will impact your housing benefit award, please contact the benefits service on 01908 253100 or benefits@milton-keynes.gov.uk

More information on the Sheltered Housing Consultation can be found here <https://www.milton-keynes.gov.uk/sheltered-housingconsultation>

Yours sincerely

A handwritten signature in black ink, appearing to read 'A Natale', written in a cursive style.

Andrea Natale
Head of Provider Services