

Independent Living Services Benchmarking Project 2025

The benchmarking exercise for Independent Living, Sheltered and Retirement housing has completed the consultation stage and here is the final version:

PERIOD OF PROJECT:	Agree subjects to be included – May 2025 Data collection June-September 2025 Analysis and report October 2025
FEES:	<ul style="list-style-type: none">• Members with 1 scheme £275, non-members with 1 scheme £375• Members with up to 5 schemes £395, non-members up to 5 schemes £495• Members with 6 or more schemes £595, non-members £750

Additional information:

If you have any further question or wish to be included in the project and to register interest, please reply by email to info@erosh.co.uk

Benchmarking of Independent Living Services 2025

Organisation:

Contact person for service information:

Email:

Telephone:

Contact details will be provided in the final report, please confirm you are agreeing to these contact details to be included. Yes/No

Can you please complete as much of the sections as possible and return to info@erosh.co.uk by the **26th of September 2025**. The draft report will be circulated in October.

Organisation Profile

Housing Stock for older people

Property Type	Number of units
Bedsit	
1 bed	
2 bed	
1 bed bungalow	
2 bed bungalow	
Total	

Regions covered

Regions	Yes/no
North of England	
Midlands	
South of England	
Wales	
Northern Ireland	

- Minimum eligible age

Service description

- Please describe the service aims/objectives and staff roles in delivering and managing the service.
- Is the service scheme based or floating support?
- How do you manage the quality of the service?
- Is the service covered by any external quality standards, for example Independent Living Standards?
- Do you have any staff roles/teams with a monitoring and quality assurance remit?
- How are properties allocated? (for example, choice-based lettings, direct lettings, etc.) Also, do you experience difficulties with unsuitable nominations or falling demand and have you made any changes to overcome these problems?
- What arrangements do you have for assessing new tenants? Pre tenancy? At sign up or after moving in? Are you reviewing these arrangements and does the current arrangements cause any challenges?
- Does the older persons service include extra care accommodation and/or do the services work together, for example regarding staff cover arrangements?
- Are you reviewing the older persons housing stock to consider alternative options (option appraisal or upgrading programme)?
- Additional comments:

Rents and Service Charges

- Please provide a typical breakdown of each property type e.g. a 1 bed flat and/or a 1 bed bungalow, to show the amount and types of charges.

Service information

- Staffing arrangements – how many staff are involved in the management of the services for older people, job roles (staff structure if possible), hours spent on site each day, floating support in the community, level of support provided (for example daily calls? Support plans? etc.)
- Have you seen any challenges with staff recruitment and retention? Have you changed anything to improve things?
- Availability of additional support– are there any support services that residents can be referred to, and if so, which?
- Are there any known changes planned in the next 12 months relating to staffing and support available?
- Is there any Supporting People funding being received?
- If Supporting People funding has been withdrawn, are the lifeline charges paid by HB and/or Universal Credit?
- Have you been able to access Intensive Housing Management funds?
- Have you seen an increase in challenging behaviour and ASB? If yes, please describe the problems and its impact on the service and tenants.
- Cleaning – are the staff carrying out the cleaning employed directly or contractors? On average, how many hours per day are they on site?
- Communal heating – what type of heating is provided? Are there any plans to change the type of heating provided? Are you/will you be affected by the Heat Network Regulations?

- Who is your community alarm service monitored by?
- What progress have you made with preparations for Digital switchover?
- Which supplier of alarm equipment do you have? Do you have any plans to make changes (for example by removing hardwired systems)?
- Grounds maintenance - are the staff carrying out the gardening services employed directly or contractors?
- What level of scheme activities are taking place? How do staff support these? What support do you have from external agencies?
- What is your policy for keeping pets? Does your approach cause any difficulties?
- Have you had problems with infestations, including bed bugs? What is your policy and how are any works needed paid for?
- What resident involvement do you have for your older persons service/schemes? Are you signed up to the National Housing Federation's Together with Tenants standard? Please describe the level of involvement from the Independent Living residents.
- Management charges – do you levy a management fee in your service charges? If yes, what percentage charge is made? If no, do you plan to?
- Are there any service charge items that you have discontinued recently? If yes, which ones and why?
- What service charge caps have been recently applied (if any). Do you plan to continue this? If so, please say for how long and how this will be reviewed (if known)?

- What planned works are taking place and/or are planned towards decarbonisation and meeting the Net Zero agenda? What impact do you anticipate of the work on the charging of future rents?
- What challenges do you have with communal lounges? Are external groups allowed to use the facility? What written guidelines do you have regarding its use?
- Guest bedroom – What charges are made for its use? If charges are made, what happens to the income received?
- White goods - Are any provided to individual properties? If yes, what conditions apply to their replacement when needed?
- Mobility vehicles - What approach have you taken with mobility scooters and/or electric wheelchairs and/or electric scooters for storage and charging? Do you anticipate that this will change in the future?
- Has the age profile of your tenants changed in recent years, for example have younger residents moved in?

Thank you for taking part in the benchmarking exercise and if you would like to discuss the questions, please contact me.

Steve Rafferty

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