

# *Independent Living*

**2026-29 Strategy**





# Independent Living *vision*

Our vision is for every older person to have the choice to live independently in a safe, accessible home. We want to support their wellbeing and help them stay connected to the people and places that matter to them.

## Our strategy themes:



### Safe and accessible homes

We want older customers, whether they live in a scheme or in the wider community, to have homes that feel safe, accessible and offer them peace of mind.

#### To achieve this, we will:

- ✓ Make homes accessible and safer to live in.
- ✓ Help arrange adaptations when customers need them.
- ✓ Listen to customers when planning repairs and improvements.
- ✓ Use technology and clear action to help people feel safe in their homes and neighbourhoods.



### Meaningful connections and engagement

We want every older customer to feel seen, included and connected, wherever they live.

#### To achieve this, we will:

- ✓ Support social activities that bring people together.
- ✓ Make shared spaces more welcoming and multifunctional.
- ✓ Create more opportunities for customers to get involved in community activities.
- ✓ Help customers feel more confident using digital services.



### Tailored and responsive support

We want our support to be personal, timely and flexible, recognising that customers' needs can change over time.

“*Having a phone call or a visit helps me realise I am not forgotten about.*”

#### To achieve this, we will:

- ✓ Respect customers' independence and offer support when they need it.
- ✓ Connect customers with other local services that can help.
- ✓ Keep support plans up to date as needs change.
- ✓ Give staff the right training and offer extra check-ins when helpful.



### Review of homes and services

We want our homes and services to meet current expectations and be ready for the future with modern, sustainable and welcoming places to live.

#### To achieve this, we will:

- ✓ Use customer feedback to improve homes and services.
- ✓ Be clear about what Independent Living offers.
- ✓ Make sure services work well and offer good value.
- ✓ Refresh shared spaces so they feel comfortable and inviting.

# About B3Living



**We're a social landlord providing affordable homes and support for local people. We own and manage more than 6000 homes across southeast Hertfordshire and Essex.**

At B3Living, we play an active role in supporting older customers to build thriving communities. We have six independent living schemes and two extra care schemes across the Borough of Broxbourne with more than 350 customers who are 60 years old and above.

Around 49% of our general needs customers are aged 50 and above which means adaptive housing, support services, and community engagement strategies are needed to respond to the evolving needs of older adults.

**Our Independent Living services are valued by customers:**



**96.7%**

feel that their rent provides good value for money



**96.8%**

feel treated fairly



**96.9%**

feel safe in their homes

**Scan the QR code to find out more about our Independent Living services.**

**B3** **LIVING** | Better Homes Communities Business

