

AGENDA ITEM 15

COMMUNITY AND SOCIAL AFFAIRS COMMITTEE

20 MARCH 2012

REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

SUPPORTING PEOPLE SERVICE PERFORMANCE

1.0 PURPOSE OF REPORT

- 1.1 Members to note and comment on the recent validation visit carried out in regards achievements against the Supporting People Quality Assessment Framework (QAF)

2.0 RECOMMENDATIONS

- 2.1 **Members note and comment on the outcome of the Supporting People QAF report which assessed the service as an overall B**
- 2.2 **Delegated authority is given to the Head of Communities & Neighbourhoods in consultation with the Chair of Community & Social Affairs Committee and the Chair of Policy, Finance & Administration Committee to agree the way forward to secure a long term Lifeline Service.**

3.0 KEY ISSUES

3.1 Sheltered Housing for Elderly people in Melton

There are three categories of sheltered housing provided by Melton Borough Council

- I Private Lifeline (Not funded by Supporting People)
- ii Designated elderly person accommodation (Ground floor flats and bungalows)
- iii Sheltered Schemes

3.3 Private lifeline.

This is a service provided to those living in their own accommodation. A Tunstall life line phone is fitted, which has a dedicated pendant. The resident will provide details of their next of kin, doctor, etc. If the resident requires help they can press their pendant, and a call will be made to an operator, who will be able to speak with the resident to ascertain the problem, and call a family member, doctor, or other service. These residents receive an annual visit to check their equipment, and to detail any changes in circumstance.

There are approximately 300 life line phones in private properties in the Borough

3.4 Designated flats and bungalows

MBC owns 294 Bungalows, and 203 ground floor flats which are designated for people over 60 years old. These properties are connected to a community alarm, and receive a regular visit from a mobile supporting people officer. The residents in these properties are provided with a pendant, which can be used to alert the operator in the case of an emergency

3.5 Sheltered schemes.

There are five corridor schemes, and three dispersed schemes in the Borough. They are for people aged over sixty years of age. Each scheme has a supporting people officer on duty during the day, Monday to Friday. The supporting people officer will make a daily call to the residents to check on their wellbeing. At the weekend the call is made by Harborough control. The supporting people officer will also provide advice, obtain help and support for the resident from other agencies as required. They will help to arrange outings and activities for the residents. St Johns Court is a Sheltered Scheme

At Gretton Court extra care scheme staff are on duty twenty four hours per day seven days a week. A mid-day meal is provided each day. The staffing reflects the greater needs of the tenant population. New residents must be over sixty, and have a care package of at least three hours per week. The care residents receive is provided by Help at Home care agency. The amount of care provided is based on identified needs.

3.6 Validation visits and reports are devised to cover the areas of the Supporting people Quality Assessment Framework (QAF), these are:

- C.1.1- Assessment and Support Planning
- C1.2-Security, Health and Safety
- C1.3-Safeguarding and Protection from Abuse
- C1.4-Fair Access, Diversity and Inclusion
- C1.5-Client Involvement and Empowerment

3.7 The full report attached as Appendix A, shows the following outcomes:

Gretton Court

Validated	Desk Top Validation	Desk Top Validation	Desk Top Validation	Validated
C1.1	C.1.2	C1.3	C1.4	C.15
B	C	B	C	C

St Johns Court

Validated	Desk Top Validation	Validated	Desk Top Validation	Desk Top Validation
C1.1	C1.2	C1.3	C1.4	C1.5
C	A	C	B	C

These scores result in an overall Level B

3.8 Members are asked to note that any Desk Top Validation cannot score higher than a C

3.9 Lifeline service

The current lifeline service (until end of December 2012) is provided through Harborough Lifeline and the whole service is out for tender as part of a countywide service. Harborough Lifeline is not tendering for the service and this Council has been asked on how we wish to proceed post December 2012. There are some options in this, which have not been fully analysed and members are asked to delegate the decision to the Head of Communities & Neighbourhoods in consultation with the Chairs of Community & Social Affairs and Policy, Finance & Administrative Committees respectively.

4.0 **POLICY AND CORPORATE IMPLICATIONS**

4.1 The service has direct links to the following priority within the Councils Corporate Plan:

- **Improving the well-being of vulnerable people**

5.0 **FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

5.1 The service receives an annual supporting people grant; however, no direct implications have been identified from the recommendation in this report. The implications of a new lifeline service will not be known until later this year.

6.0 **LEGAL IMPLICATIONS/POWERS**

6.1 The current Supporting People Service contract with Leicestershire County Council is until 31 December 2012. The County Council has started a tendering exercise for this service and any progress on this will be reported back to this committee.

6.2 The Supporting People budget is estimated to cost the Council £60,510 in 2012-13. This is made up of gross expenditure of £299,440 including indirect costs, i.e. support service recharges of £28,910 and income consisting of the supporting people grant of £238,930.

7.0 **COMMUNITY SAFETY**

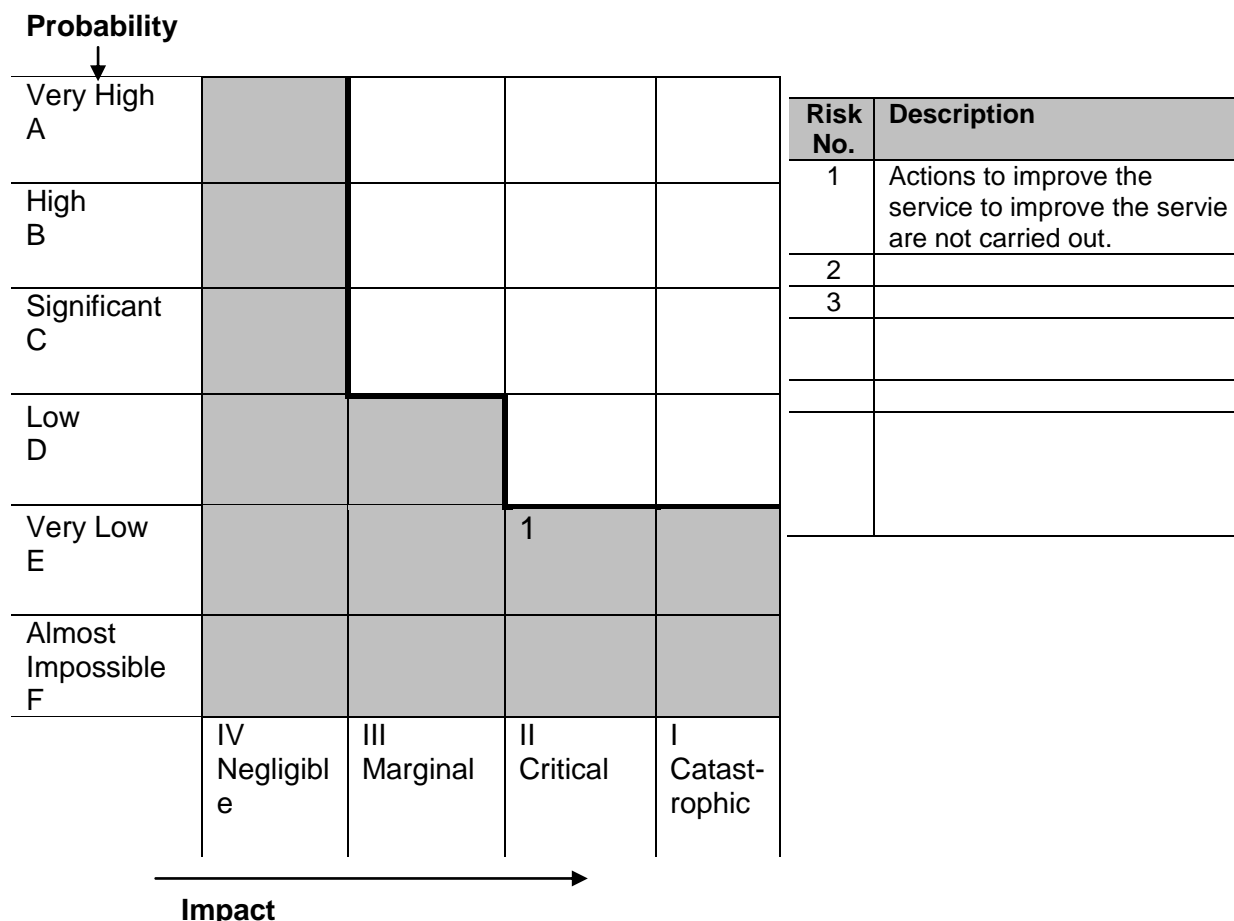
7.1 No direct implications have been identified; however, members will note that section C1.3 assesses Safeguarding and Protection.

8.0 **EQUALITIES**

8.1 No direct implications, however, members will note that section C1.4 assesses fair Access, Diversity and Inclusion.

9.0 **RISKS**

9.1 .



10.0 **CLIMATE CHANGE**

10.1 No implications have been identified

11.0 **CONSULTATION**

11.1 The outcome of this assessment will be subject to an improvement Plan and incorporated into the Communities & Neighbourhoods service Plan 2012/13.

12.0 **WARDS AFFECTED**

12.1 Although the Assessment Locations are 'Town Based' the report does reflect the overall service and therefore all areas where the council has supported housing provision.

Contact Officers H Rai, Head of Communities & Neighbourhoods

Date:

Appendices: Appendix A - Supporting People QAF Action Follow-up report.

Background Paper None

Reference: