ITEM 22

COMMUNITY AND SOCIAL AFFAIRS COMMITTEE

19 SEPTEMBER 2012

REPORT OF HEAD OF COMMUNITIES & NEIGHBOURHOODS

HOUSING RELATED SUPPORT

1.0 **PURPOSE OF REPORT**

1.1 Members to note and comment on the Housing Related Support Service provided to vulnerable tenants.

2.0 **RECOMMENDATIONS**

2.1 **Members note and comment on the Housing Related Support Service provided to tenants.**

3.0 **KEY ISSUES**

3.1 <u>Sheltered Housing for Elderly people in Melton</u>

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

3.2 This report deals with services provided in ii and iii.

3.3 <u>Private lifeline.</u>

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 is 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   Needs assessment

As part of the review of this service in 2006, a comprehensive needs assessment process was introduced that undertakes a needs assessment from when the tenant first moves into a property and then a 6 monthly review is competed to identify any changes in need, so that the support provided can be personalised to meet those needs.

Performance

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

- C1.1- 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

3.8   A recent Validation visit 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

3.9 Housing Related Support - Contract

It was the initial intention of Leicestershire County Council to procure this service, however, recent discussions with the County Council, have suggested the current contract will be extended until 31 March 2014 (at the latest) whilst they review the procurement plans for this service.

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 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.

6.0 LEGAL IMPLICATIONS/POWERS

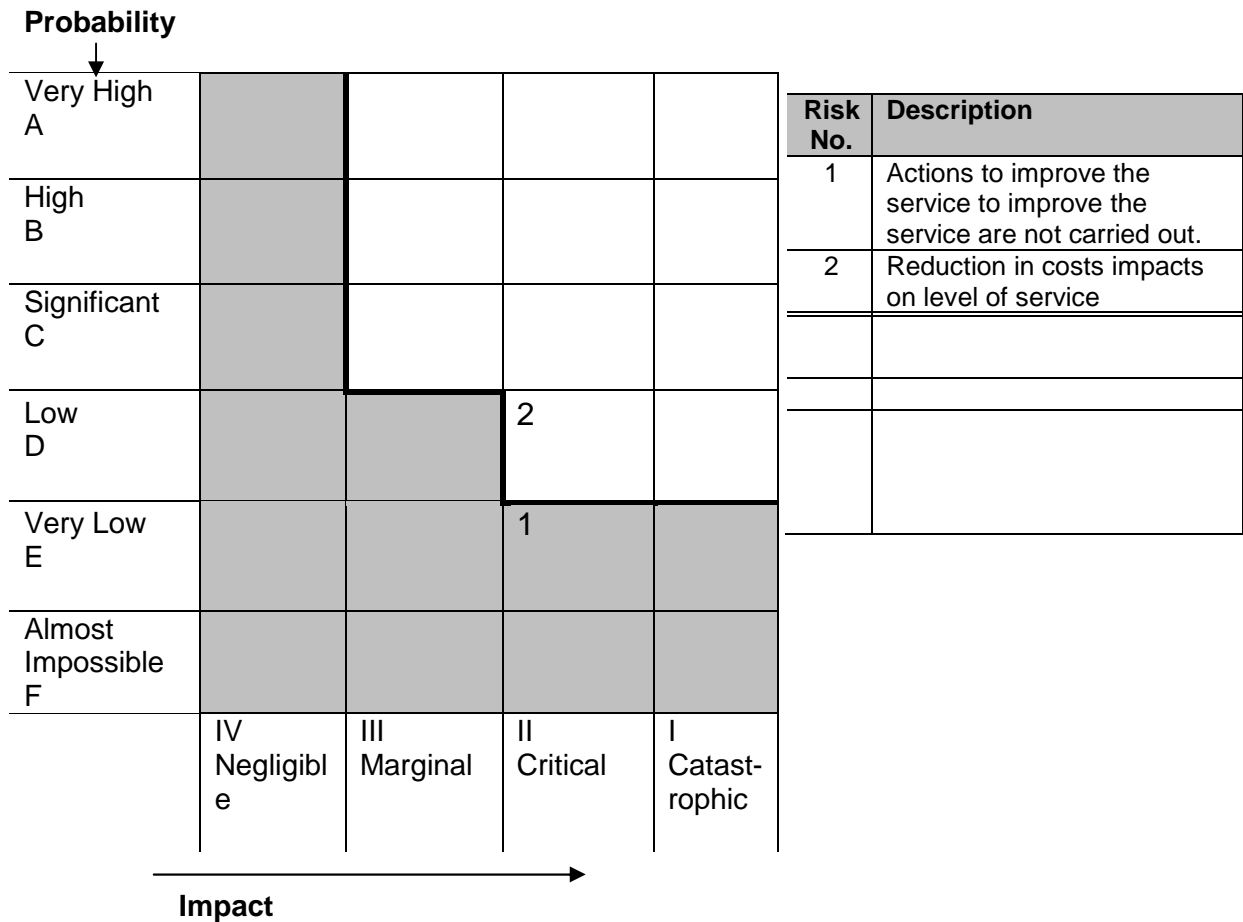6.1 No direct implications have been identified.

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 .

Probability

	IV Negligible	III Marginal	II Critical	I Catastrophic
Very High A				
High B				
Significant C				
Low D			2	
Very Low E			1	
Almost Impossible F				

Impact

Risk No.	Description
1	Actions to improve the service to improve the service are not carried out.
2	Reduction in costs impacts on level of service

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:	6 September 2012
Appendices:	None
Background Paper	None
Reference:	X/C'tees, Council & Sub-C'tees/CSA/2012-13/190912/HR- Housing Related Support