

YOUR HOMES – OUR PROMISE

Review of the Council's Sheltered Housing Service - 2012

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Today's Presentation

- Why undertake a review now?
- What have we done so far?
- Other issues we need to consider
- Your sheltered housing service – the future
- The next steps
- Question and answer session

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Why undertake a review now?

- As part of the offer within its Housing Stock Transfer proposals the Council promised to review the sheltered housing service
- The aim of this Review is to:
 - Develop an improved service for tenants in sheltered housing and also for other older people living in the Council's housing
 - Complete this Review within one year of the ballot result – February 2013
 - In addition, in July 2012 the Welsh Government published its new Supporting People Strategy
 - We will need to take account of this when considering how the new service will operate.

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What have we done so far?

- Established an Older Persons' Housing Group with officers and tenant members (there are currently 10 tenant members) to:
 - Oversee the Review and the consultation process
 - Ensure the views of tenants are heard
- Met with sheltered housing wardens to brief them on the Review and to seek their views
- Appointed specialist consultants, Ridgeway Associates, to assist with the review and provide an independent focus.

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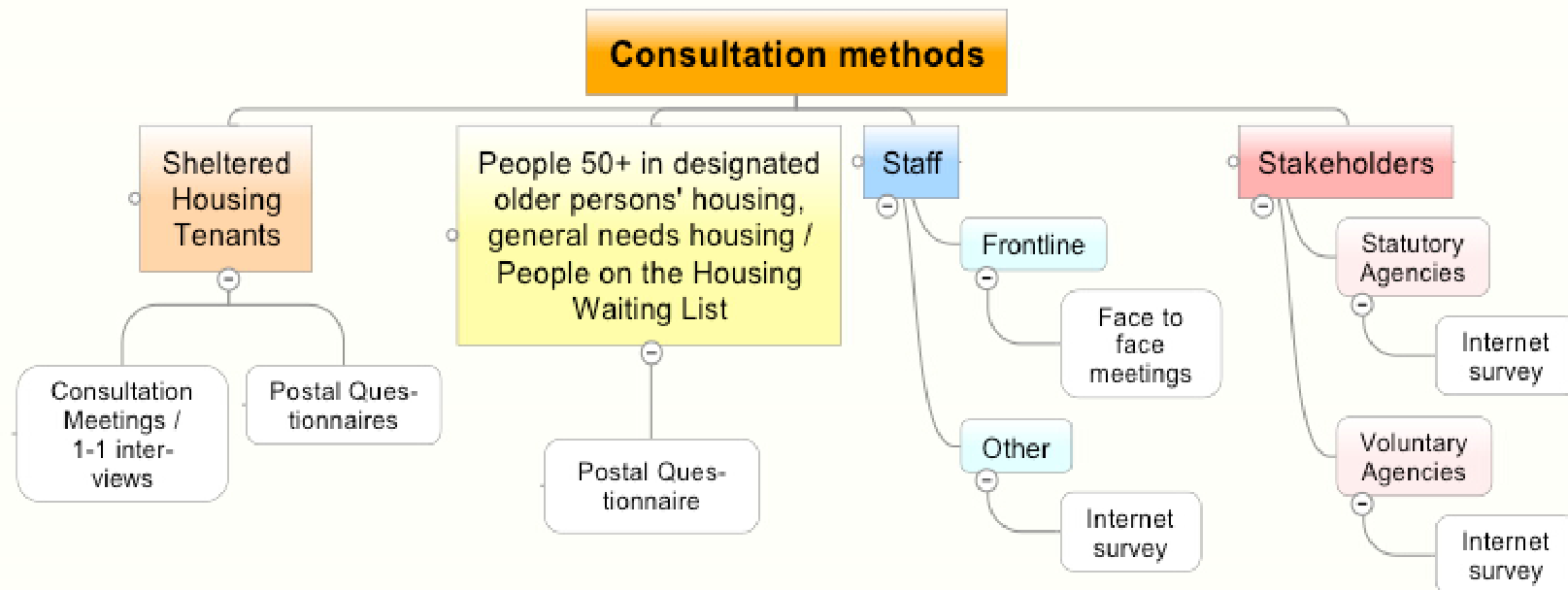
Consultation Processes

- Consulting widely will form an important part of the Review
- We will therefore consult with:
 - Current sheltered housing tenants
 - Potential sheltered housing tenants including:
 - Older people living in designated older persons' housing
 - A sample of people aged 50+ living in general needs housing and on the Housing Waiting List
- Council staff including Social Services, Supporting People Team
- External agencies, e.g. Health
- Voluntary agencies, e.g. Age Concern Cymru.

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How we will consult



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The Review will also include ...

- Analysing the condition of our sheltered housing schemes
 - Will they be fit for the future?
- The needs of our current sheltered housing tenants
- An appraisal of our current service and the way service charges are set out
- A profile of Caerphilly's population now and into the future including:
 - Age, health and housing circumstances
 - Looking at best practice elsewhere.

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Other issues we need to consider (1)

- The Council has seen a reduction in Supporting People income year on year
 - This grant income is used to partly fund the warden service, specifically for the ‘support service’ delivered
- As noted above, we need to consider the new Supporting People Strategy:
- Currently most of the Supporting People funding for older people is spent on those in sheltered housing – even if they have no support needs
- In the future, SP funding will be based on each person’s support needs rather than a traditional ‘blanket service’ where everyone has a service whether they need it or not.

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Other issues we need to consider (2)

- The Supporting People Team have told us that:
'The SP Team will no longer fund the traditional warden type service which delivers 'support' regardless of the needs of the scheme residents. Rather there is an expectation that we will fund more flexible targeted service (Floating Support) which will expand beyond the confines of sheltered housing.'
- This will affect the way we deliver the sheltered housing service in the future – so we must prepare for these changes
- It has been accepted that as Caerphilly has a large number of sheltered housing schemes it will take time to make the changes
- It is expected, however, that the changes will be implemented by April 2016 at the very latest.

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The way ahead

- We have described how the review will run
- But there will also be considerable thought and discussion on how the service should be developed in the future
- We must ensure that it meets the needs of both current and future tenants
- We cannot prejudge the outcomes of the Review but other providers facing similar challenges have chosen the following approaches:

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What makes good sheltered housing? (1)

- Self contained, easy to manage accommodation
- Well designed homes that meet the needs of older people who have poor mobility
- Security and safety – provided by staff and by design features of the building including telecare
- Flexible service delivery based on individual need – which can increase or decrease according to circumstances.



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What makes good sheltered housing (2)

- A supportive community provided by support staff, other tenants and volunteers
- Peace of mind and help in emergencies
- An empowering environment and culture including:
- The promotion of social inclusion, involvement, participation and active citizenship.



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How can these aims be achieved? (1)

- It could be through introducing a 'flexible service' based on each tenant's support needs
- One way other providers have achieved this is by adopting a 'core and cluster' model of service delivery:
 - Each 'core and cluster' comprises approximately 4 – 6 schemes depending on the locality
 - Support Teams are based at core schemes but have identified hours at each core and cluster scheme – so tenants know when they will be on site.

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How can these aims be achieved? (2)

- The support services are delivered through a 'banding system' based on each tenant's support needs
- Additional support is offered in an emergency / times of crisis
- People can move between the bands to meet their changing needs
- Therefore with this model people can choose their level of service.



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What are the benefits of this model?

- The benefits of the 'core and cluster' model include:
 - Delivering a high quality service that is flexible
 - Tenants receiving a service when there are staff shortages due to sickness and annual leave
 - Providing choice in service delivery for tenants, so creating an ethos of independence rather than dependence
 - Utilising staff flexibly to make use of their skills and to provide the best service
 - Making service delivery more equitable by addressing inconsistencies in the number of units managed by wardens.

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Additional Services

- In addition, this model has provided other organisations with the opportunity to build a range of other services for tenants, including:
 - Introducing a new post of ‘Activities Co-ordinator’ to increase social and well being events across schemes
 - Providing:
 - Handyperson services, gardening services, decorating services
 - Organisations who provide these services charge for them but tenants often feel more secure as they are provided by their landlord or trusted contractors.

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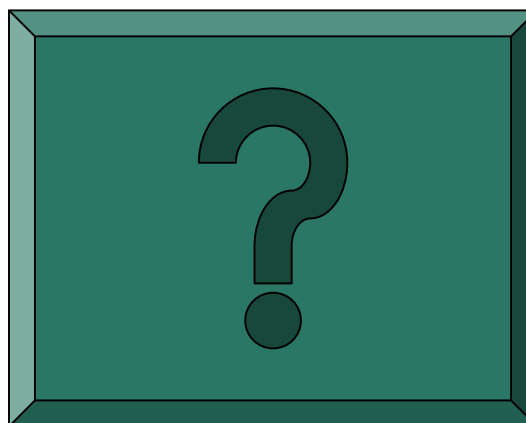
Next Steps

- You will receive regular newsletters giving updates on the Review
 - Together with feedback on the question and answer sessions from the 38 consultation meetings
- Following the completion of the meetings you will be asked to complete a questionnaire designed to help us with the Review
- If you need help completing the questionnaire please tell your warden who will arrange for someone to assist you
- You will have a prepaid envelope to return your questionnaire directly to Ridgeway
 - This will ensure confidentiality.

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Question and Answer Session



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Thank you for listening

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