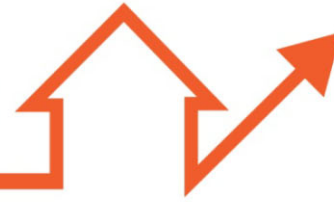


Caerphilly Homes

Cartrefi Caerffili



YOUR HOMES – OUR PROMISE

Review of the Council's Sheltered
Housing Service

2012/2013

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Today's Presentation

- What have we done so far?
- Consultant's report and recommendations
- Officers reports /recommendations
- Question and answer session
- The next steps

What have we done so far? (1)

- Established an Older Persons Housing Group ~ April 2012
- Completed the first round of consultation visits in all sheltered housing schemes between 8th October and 15th November 2012
- Consulted widely with tenants, Council staff included Social Services and the Supporting People Team, as well as with external agencies, e.g. Health and private and voluntary sector agencies

What have we done so far? (2)

Completed the review within 12 months of the ballot decision

Presented the independent consultant's report on the sheltered housing review to Caerphilly Homes Task Group and to the Housing Cabinet Sub Committee (WHQS) on 4th April 2013

Actions agreed by Caerphilly Homes Task Group and the Cabinet Sub-Committee (1)

- The consultants independent report would be published on the internet / intranet
- A copy of the report would be made available to all Members on request
- Feedback sessions /further consultation would be arranged at all sheltered housing schemes over the next three months

Actions agreed by Caerphilly Homes Task Group and the Cabinet Sub-Committee(2)

- Feedback from tenants will then be collated and included in the final Officers' report
- The final report will be discussed with the Older Persons Housing Group before being submitted to Caerphilly Homes Task Group and on to the Housing Cabinet Sub- Committee (WHQS)
- A newsletter will then be issued to tenants to advise them of the outcome and decisions made

Consultant's Recommendations (1)

- The four schemes without communal facilities would no longer be classified as sheltered housing. Tenants in these schemes would:
 - Be given the opportunity of an assessment for floating support **or**
 - Priority for a transfer to a sheltered housing scheme with communal facilities

Consultant's Recommendations (2)

- The Council would no longer be able to provide a traditional service as this is not financially viable with the the change in Supporting People funding and the intention to fund only those tenants who have a need for support
- A number of options have therefore been considered

Consultant's Recommendations (2 cont'd)

- **Option 1** – Housing Management service only
- **Option 2** – Introduction of a service where staff employment is based on the number of units they manage
- **Option 3** – A 'cluster' based service delivery model

The consultant recommends a move towards
Option 3

Consultant's Recommendations (3)

- The title 'warden' is outdated and should be replaced with a more appropriate title, e.g. Housing and Support Assistants
 - This change would better reflect the new service delivery and staff roles

Consultant's Recommendations (4)

- New job descriptions should be drawn up together with a proposed range of key tasks for the new role
 - Full details of these key tasks are provided in the handout

Consultant's Recommendations (5)

- The title ' Sheltered Housing Officer' should also be replaced with a more appropriate title, e.g.
Housing and Support Officer
 - This would better reflect their new role and the proposed new service delivery

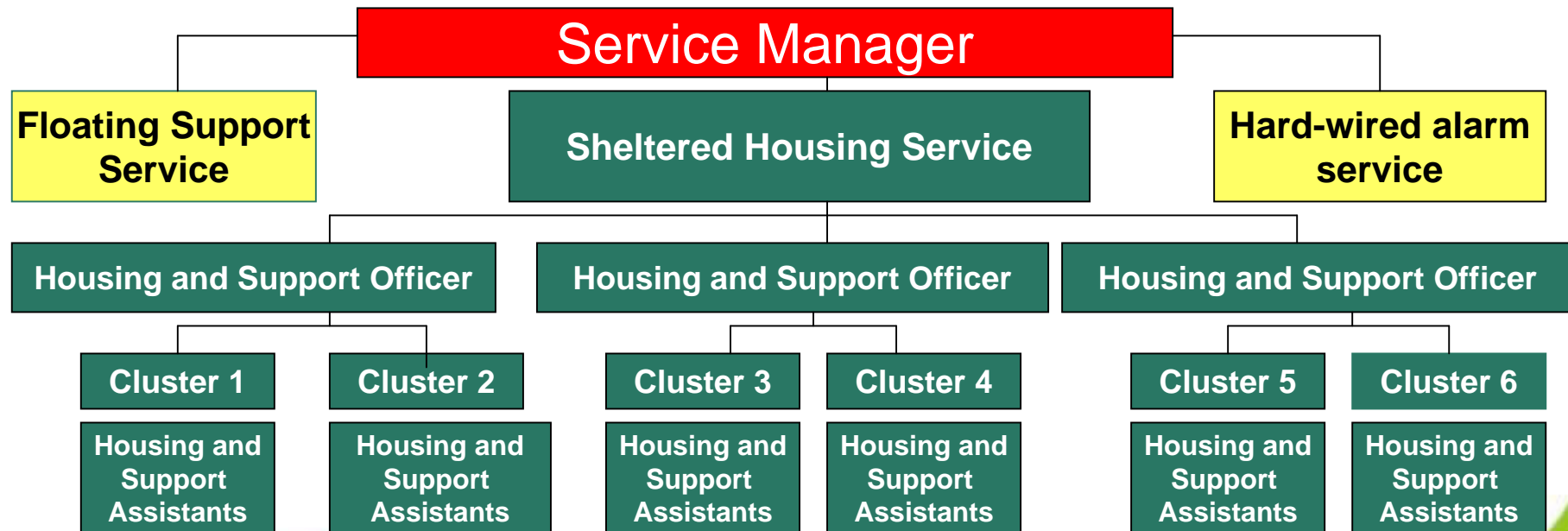
Consultant's Recommendations (6)

- The introduction of a new Activities Co-ordinator Post. The role for this member of staff would include:
 - Working with tenants to help them organise events in their schemes
 - Encouraging the wider use of communal facilities for the older and vulnerable community as a whole
 - Developing good working relationships with other agencies to promote health and well being services
 - Establishing befriending services
 - Applying for grant aid to extend services to tenants

Consultant's Recommendations (7)

- A new structure is recommended to manage Older Persons Housing Services, including sheltered housing, floating support services and the hard-wired alarm service.
- A new post of Service Manager is recommended to head up this service

Consultant's Recommendations (7cont'd)



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Consultant's Recommendations (8)

- The introduction of a banded service for the housing related support service provided to eligible tenants based on individual tenants' assessed needs:

Bronze Service

Silver Service

Gold Service

Consultant's Recommendations (9)

- Implementing the new service model recommended will require considerable resources
- It is recommended that the Council introduce this new service model in 12 months if this option is approved.

Consultant's Recommendations (10)

- It is recommended that staff are well trained to provide a quality service that aims to meet best practice.
- This training will be essential if the move to the new service model is to be successful
- A comprehensive training programme will be required

Consultant's Recommendations (11)

- A further report on developing improved services for older people, as promised in the offer document, will be submitted by Officers for consideration shortly

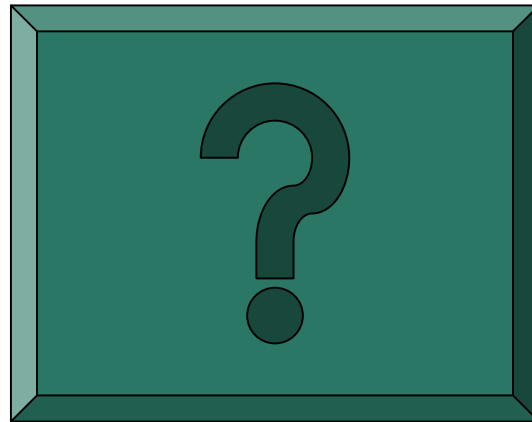
Officers Reports and Recommendations

- In addition to the Consultant's report, the Council approved reports on:
 - Revised arrangements for the collection of gas, electric and water charges
 - Stock Appraisal
- Other Services – Floating Support, Handyperson Scheme, Decorating and Gardening Services are also being considered

Next Steps

- We would like to seek your views on the independent consultant's recommendations
- Your views will be taken into account when the final Officers' report is being prepared
- The Officers report will be discussed with members of the Older Persons Working Group
- The report will then be submitted to Caerphilly Homes Task Group in September 2013

Question and Answer Session



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Thank you for listening

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