



CAERPHILLY HOMES TASK GROUP – 5TH SEPTEMBER 2013

SUBJECT: SHELTERED HOUSING REVIEW – FINAL UPDATE

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 Following completion of the sheltered housing review and the subsequent independent consultant's report, this report provides options for the future service delivery and recommendations for members of the Caerphilly Homes Task Group to consider and agree an appropriate course of action.

2. SUMMARY

- 2.1 On 17th February 2012, the stock transfer ballot resulted in a majority vote from the tenants in favour of their homes remaining with the Council.
- 2.2 As part of the offer within its Stock Transfer proposals, the Council promised to provide extra funding for a review of the sheltered housing service and the development of improved services for sheltered housing tenants and other older tenants, following full consultation within twelve months of the ballot, i.e. 17th February 2013. The review was completed within this timescale and members of Caerphilly Homes Task Group received a presentation on the Independent Consultant's review report on 4th April 2013.
- 2.3 Following the presentation, it was agreed that a second round of tenant consultation meetings would be undertaken in every scheme. This report incorporates the views of tenants attending the consultation meetings and in consideration of the responses received provides recommendations for the future delivery of this service.

3. LINKS TO STRATEGY

- 3.1 This report identifies the need to promote the good health and wellbeing of older people living in the county borough by helping people to live as actively and independently as possible.
- 3.2 The review of the sheltered housing service should contribute to the aims of the following strategic documents:-
- The Local Housing Strategy 'People, Property and Places' aims to provide good quality, well managed houses in communities where people want to live, and offer people housing choices which meet their needs and aspirations.
 - Health, Social Care and Well Being Strategy
 - Community Safety Strategy
 - Corporate Improvement Plan
 - Community Plan
 - Older Persons Strategy

- Strategic Equality Plan – Objectives 3, 4, and 5

In addition, there are a number of other relevant strategies and published papers that link and influence the direction of this review. These include the following:-

- Welsh Housing Strategy ‘ Improving Lives and Communities – Homes in Wales’ (April 2010) – This strategy includes the following requirements:
 - Improve the quality and standard of all existing houses and rented accommodation, including energy efficiency;
 - Giving tenants a clear voice in decisions which affect them;
 - Ensuring services reflect the needs of those who use them not the needs of organisations who deliver them.
- Supporting People Programme Grant (SPPG) Guidance (Wales) – July 2012
- Supporting People Caerphilly – Planning for the Future (2013 – 2015)
- Joseph Rowntree Foundation – Older People’s Housing: Choice, Quality of Life and Under – Occupation
- In One Place – Local Health Board

4. THE REPORT

4.1 Background

4.1.1 Following the Council’s promise to review the sheltered housing service, the summary below provides details of the actions taken to complete this process:

- (i) An Older Persons Working Group was established in April 2012 to:
 - Oversee the review and the consultation process as well as ensuring tenants views are heard and taken into account.
- (ii) Appointment of external consultant in September 2012 to:
 - Assist with the preparation for the consultation process, including the design of questionnaires and preparation of information for the consultation meetings to ensure the desired outcomes were achieved.
 - Participate in panel meetings following the completion of the consultation process to assist with reports to Caerphilly Homes Task Group.
 - Prepare a report and presentation for Caerphilly Homes Task Group.
 - Ensure the outcomes of the review process are aligned to the standards and procedures required for the Council’s service to work towards the achievement of the Industry Excellence Standards.
- (iii) Sheltered Housing Consultation Meetings – 1st Round (08/10/12 – 15/11/12)
 - A total of 36 consultations meetings were held in sheltered housing schemes to explain the reasons for the review and the issues that needed to be taken into consideration.
- (iv) Questionnaires – December 2012
 - A total of 4780 questionnaires were sent out to sheltered housing tenants, a 30% sample of older people (55+) in general needs housing, older people (50+) in designated older persons housing, a 30% sample of older people on the Housing Waiting List, Stakeholders and Scheme Wardens.
 - A total of 1,513 questionnaires were returned and these were analysed by the consultant and the results were published in the independent consultant’s report,

which has since been widely circulated. A newsletter was also sent out to all sheltered housing tenants to provide them with an analysis of the results.

(v) Consultant's Independent Report – 4th April 2013

- Following practical completion of the review in February 2013, the Consultant's independent report was submitted to the Caerphilly Homes Task Group on 4th April 2013.
- The Caerphilly Homes Task Group and the Council's Housing Sub Committee subsequently agreed that a further round of consultation meetings would be undertaken at all sheltered housing schemes to share the findings of the review with tenants and consider how proposals in the report could be progressed.
- The feedback from tenants would then be incorporated within the Officer's final report to Caerphilly Homes Task Group and to the Housing Cabinet Sub-Committee on 5th September 2013

(vi) Stock Appraisal Report – 4th April 2013

- Caerphilly Homes Task Group considered a report on the stock appraisals in sheltered housing on 4th April 2013 and the recommendations in that report were subsequently approved. Further progress reports will be submitted in due course.

(vii) Utilities Charges in Sheltered Housing Schemes – 4th April 2013

- Caerphilly Homes Task Group also considered a report on the current arrangements for utilities charges in sheltered housing schemes on 4th April 2013 and the recommendations in that report were approved.
- Tenants were given an opportunity to discuss the revised arrangements during the consultation meetings and were informed that these would be implemented in September 2013.
- Formal notification of the changes and a variation to existing tenancy terms and conditions were sent out to all sheltered housing tenants affected by the changes on 22nd July 2013. A helpline telephone number was provided for tenants who may need some further assistance when the new arrangements are implemented.

(viii) Consultation Meetings for Older Persons in Designated Older Persons Housing – 23rd April – 8th May 2013

- Consultation meetings were undertaken with older people living in designated older persons housing to seek their views on service improvements as promised in the Offer Document.
- Although attendance was low with only 39 tenants attending these meetings, those present generally supported proposals to introduce new services, i.e. gardening, decorating and handy person schemes. They also supported proposals to upgrade the community alarm service, introduce a Floating Support Service and appoint an Activities Co-ordinator.

(ix) Sheltered Housing Consultation Meetings – 2nd Round (28/05/13 – 11/07/13)

- A total of 35 consultation meetings were undertaken and the overall percentage of tenants attending these meetings was 35%. A detailed scheme-by-scheme attendance breakdown is provided in Appendix 1.

- Copies of the presentation and the handouts distributed to tenants at these meetings were also sent out to every tenant who did not attend any of the consultation meetings.

(x) Sheltered Housing Team – Staff Consultation Meetings

- Consultation meetings have also taken place with the sheltered housing team, including scheme wardens and they have had the same opportunity as the tenants to discuss the recommendations contained in the independent consultant's report.

4.2 Independent Consultants Sheltered Housing Report

4.2.1 The report concludes that the current sheltered housing service unsuccessfully attempts to deliver a traditional service with some wardens' posts lost prior to the stock transfer ballot when the vacancy management policy applied. There are currently 27 wardens covering 38 schemes with a part time warden service operating in most schemes.

4.2.2 The conclusions drawn from the review process emphasise that a range of significant, planned measures need to be implemented if the Council is to deliver appropriate housing and support services for older and vulnerable people in its sheltered housing schemes over the coming decades.

4.2.3 Primarily the Council needs to address the following challenging issues:

- Some of the sheltered stock or elements within it do not meet the physical or aspirational needs of current tenants or those who could benefit from older people's housing in the future.
- The traditional service as delivered will not meet the quality standards and professionalism required by commissioners and other stakeholders.
- The true cost of the service in respect of the service charge has been subsidised by the Housing Revenue Account.
- Following guidance from Welsh Government in July 2012 it is clear that revenue funding through the Supporting People Programme will reduce significantly due to funding of eligible service users only and this is exacerbated by the fact that the Council currently benefits from an additional Supporting People funding allocation of £135,000. This will be removed and future payments will only cover eligible support needs.

The presentation to Caerphilly Homes Task Group covered the above and full details are provided in the review report. Copies have been made available previously to all members of the group.

4.2.4 This final report focuses on options for future service delivery models and the key recommendations in the consultant's report. At each consultation meeting, tenants were given an opportunity to discuss each of the recommendations in the consultant's report. A detailed summary of the feedback from tenants is provided in Appendix 2.

4.3 Consultant's Independent Report – Options Appraisal

4.3.1 Option 1 - Status Quo

Currently the service is not financially viable and, in addition, it is an indisputable fact that the Council's Supporting People fund will face severe cuts through the removal of the de-pooling subsidy and the move from blanket funding for sheltered housing tenants to one based on 'assessed need'.

Also in terms of strategic relevance, funding a service for some people who have no need of it while others in the County Borough who need support services are not offered it is seen as inequitable. Of note, the independent consultant's report confirms that as part of the research undertaken, a significant percentage of those living in the Council's general needs stock (aged 50+) and in designated older people's accommodation expressed a need for a range of support services. The independent consultant in consultation with Officers therefore concluded that suggesting the status quo as an option is not one that is sustainable.

4.3.2 Option 2 - Delivering Housing Management Service Only Within The Sheltered Stock

This is a model chosen by many other providers due to reductions in Supporting People income. A Housing Management Service only would include:-

- Management of the building
- Management of health and safety issues
- Letting of guest bedrooms
- Establishing rotas for use of the laundry
- Repairs Reporting
- Regular testing of alarm equipment
- Security of the buildings

It may also include additional tasks such as:

- Rent collection
- Allocations and lettings
- Rent arrears recovery

The issues to consider with this model are:

- This option could be open to challenge by the tenants
- This option would include devising and agreeing comprehensive and transparent service charge budgets. Arguably, this work is currently a requirement irrespective of the support model chosen, as there is already a deficit.
- Currently wardens deal with many of the day-to-day issues that occur within the stock. External support staff would not undertake these tasks and therefore some form of 'enhanced housing management' above that already provided would be required. One type of model being employed by some providers is the introduction of 'concierge' type services to fill the service gap. However this would increase the overall costs.

This option is not one favoured by the independent consultant as the tenants have voted to stay with the Council and to choose not to provide support to its older and vulnerable tenants would not fit with its 'community ethos'.

4.3.3 Option 3 - Introducing a service whereby staff employment is based on the number of units they manage, e.g. 40+ units representing full time employment with reducing numbers of hours depending on scheme size.

The key advantage of this model is that it retains the current arrangements for the tenants of sheltered housing in respect of the warden working on one scheme.

However the disadvantages are substantial:

- The issue raised by tenants about receiving the service when wardens are absent would not be addressed.
- Inconsistent service delivery across the schemes would continue so the service would not necessarily encompass the needs of all tenants.
- This option does not address the 'one size fits all' service delivery model whereby arguably too much time is spent on 'doorstep calls' rather than support which promotes

independence and therefore would not meet the strategic relevance required by the Supporting People programme.

- It is unlikely that this model would result in a higher quality and more professional service which meets a national accreditation criteria such as the new Centre for Housing and Support 'Excellence Standards'.

Again this option is not one favoured by the consultants as in their opinion it would not address the requirement to modernise the service and so meet the demands of an ageing population. The result would likely be the requirement to undertake another review within a short period of time, causing more uncertainty for both tenants and staff.

4.3.4 Option 4 – A Cluster Service Delivery Model

This model is one being adopted by a number of housing providers in Wales. This model is based on local teams working within a cluster of approximately six schemes in their locality. In addition, schemes can be utilised to provide other additional services, e.g. social and learning events, health services, health prevention services, meals and day care for sheltered housing tenants and other older / vulnerable people living in the community. Scheme wardens would have more scope to assist with these additional service options if their support visits are targeted more effectively

The extent of the service delivered will depend on the facilities available at the individual schemes. The service for sheltered housing tenants would be based on the assessed housing related support needs of the individual service user and either a 'menu of services' or a banded system would be adopted. This is explained in detail later in this report in paragraph 4.4 below and in Appendix 3.

In addition, where housing management duties are included within the Job Description, these would continue to be undertaken by scheme wardens.

This is the model favoured by the consultant and the advantages and disadvantages are outlined below:

Advantages

- Frontline staff working in small teams (no more than 6 schemes per cluster) provides a number of opportunities to deliver a high quality and more professional service including:
 - Enhanced consistency of service provision
 - Service users become familiar with all team members as the teams are concentrated in local areas
 - The majority of tenants will interact well with their warden. However, there are clashes of personality in some cases and team working can minimise these issues from a tenant and management point of view
 - Removing the inequity of staff managing schemes with varying numbers of properties which allows for more consistent service delivery for tenants and also would assist in addressing the budget deficit
 - Providing the opportunity to introduce a flexible service via a 'banded' service delivery system based on an individual's assessed need. This would also address the new Supporting People requirements
 - Addressing the issue of tenants not receiving a service when wardens are sick or on annual leave as the schemes would be covered by the team
 - Offering choice for tenants who can choose the level of service they need which addressed the personalisation agenda
 - Creating opportunity for individual staff to develop specialisms, for example, to meet the needs of older people's services. This also provides an opportunity for staff to increase their skill base
 - Reducing feelings of isolation felt by scheme based staff
 - Enabling self payers (some 20% of tenants) to purchase the level of service they need or wish to have
 - Promoting partnership working between agencies

Disadvantages

- Current tenants may consider that their service is being reduced as there would not be one dedicated warden per scheme
- Both frontline staff and managers would need to substantially amend their working practices. This would create an impact on the workload of all these staff across the organisation during the implementation period
- A substantial training programme would be required
- Considerable resource will be required to consult and inform tenants and other stakeholders within the County Borough about the new model of working
- The removal of one warden per scheme may result in challenging press coverage in the short term until the service is implemented and has bedded down

The Consultant's preferred option is Option 4 and the views of tenants are detailed in Appendix 2. These views were expressed and minuted during each of the consultation meetings.

4.4 Introduction of a Banded Service Based on Assessed Need

4.4.1 The requirement to assess the housing related support needs of each individual tenant in all sheltered housing schemes leads naturally to the introduction of a 'banded service' as outlined in the independent consultant's report.

4.4.2 However, with the intention of providing services according to people's needs, any banding service introduced would need to be flexible and a model based on three levels of support (Bronze, Silver and Gold) was discussed with tenants during each consultation meeting.

4.4.3 If this banding service is introduced, scheme wardens would be present on a daily basis in each scheme to carry out Housing Management Tasks and tenants would have the opportunity to speak to the warden if they needed to whilst they are on site. In addition, wardens would arrange scheduled support visits to those tenants requiring this service following an assessment of their needs.

4.4.4 If a banding service for meeting tenants assessed needs is introduced, the following charging options would need to be considered:

- Introduction of a flat rate for all customers, or
- Introduction of a banding system depending on the level of service received.

During the postal survey, the majority of tenants responding expressed the view that they preferred the introduction of a flat rate service. However, during the actual consultation meetings, tenants had strong feelings that they should only pay for services they received. It should also be noted that currently 80% of tenants have this element of their service funded through Supported People and undoubtedly many of them will lose this funding following an assessment of need which could then influence their views.

At the present time, tenants pay a flat rate of £22.14 as a weekly service charge and £3.10 for the community alarm service over 48 weeks. It is proposed that the weekly service charge and the alarm charge be combined into one housing related support charge if the banding service is approved. A new actual charge would be based on the actual cost for the level of support provided. The table below provides indicative costs based on a banded support service and housing management service element maintained at 2013/2014 levels.

Charge per week	Support Charge (including the alarm charge) £	Service Charge (Non support) Based on current service charge payable for 2013/2014 £	Total Costs £	Increase £
Bronze Band (Baseline Service for everyone)	4.60	22.14	26.74	1.50
Silver Band	7.00	22.14	29.14	3.90
Gold Band	10.50	22.14	32.64	7.40

The Supporting People team has agreed to fund the support costs identified in the above table. The service charge (no support costs) is based on the current charge payable for 2013/2014.

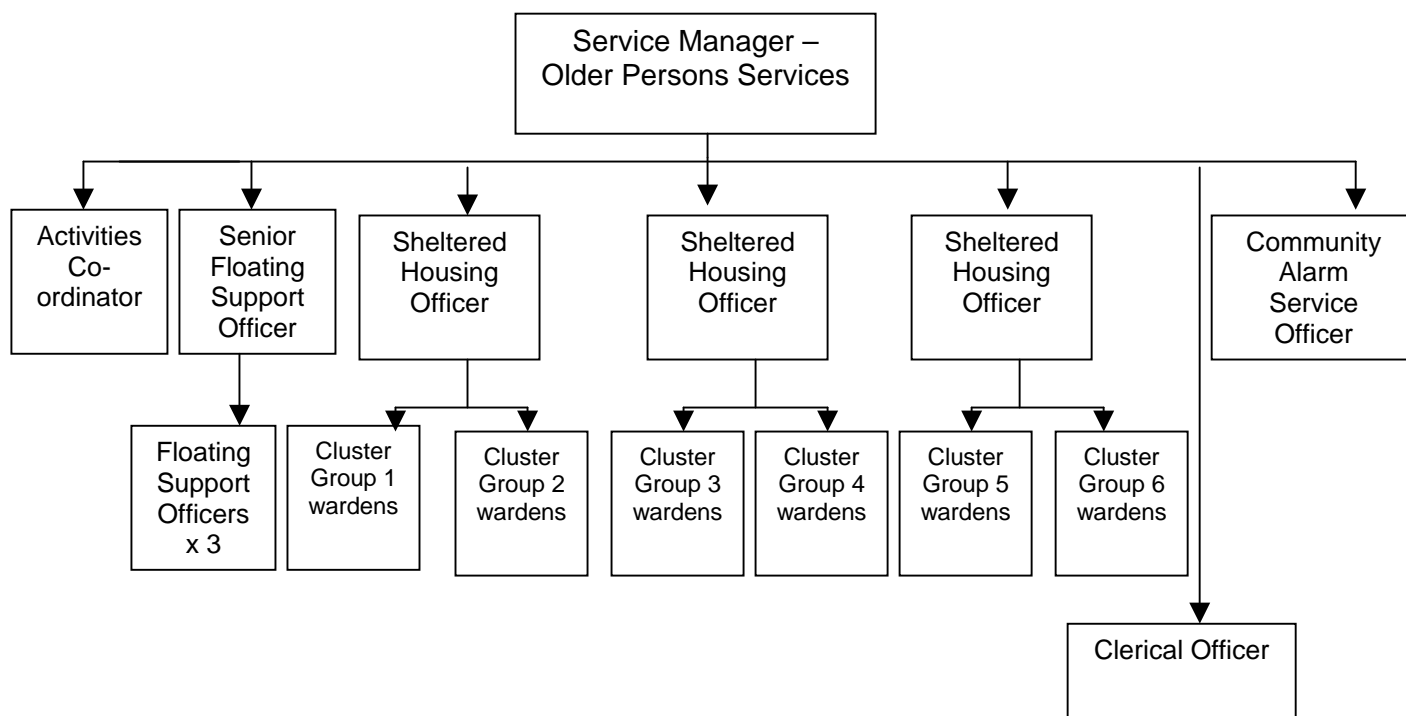
These costs do not at this time represent a balanced budget and would need to be reviewed to achieve this in the future.

4.5 Appointment of an Older Persons Service Manager and Revised Staffing Structure

4.5.1 In terms of the management of the service, the independent consultant worked closely with Officers to consider the most effective way of integrating older people's accommodation and non-accommodation based services into one team. This is particularly important with the proposals to introduce a new floating support service for older and vulnerable people in the county borough and the future proposals for the community alarm service in older persons housing.

4.5.2 The staff structure shown in the diagram below is indicative of the structure that would be put in place to manage this range of services.

PROPOSED STAFF STRUCTURE



4.5.3 The Floating Support staff and the Activities Co-ordinator's post will be fully funded by the Supporting People Fund for a fixed term of 3 years. The Housing Revenue Account will cover the housing management costs for sheltered housing and the community alarm service and the Supporting People Fund will cover the support costs for eligible sheltered housing and community alarm service users. It is also proposed that the Community Alarm Service Officer's post be advertised as a 2-year fixed term appointment.

4.6 Re-classification of the four schemes without communal facilities

4.6.1 Denscombe, Grange Close, Nantddu and Waunfach are sheltered housing schemes in the Caerphilly area that do not have communal facilities. The consultant's report recommends that these schemes should no longer be classified as sheltered housing and the practical considerations that would arise from this decision are as follows:-

- Tenants in these schemes should be given the choice of being assessed to establish their eligibility to receive Supporting People funded floating support service via the new floating support service or be given priority to transfer to a sheltered scheme with full facilities.

4.6.2 However tenants were advised that this change would require a formal notice of a variation to their existing tenancy. This process will be undertaken in September 2013 if this recommendation is accepted.

4.7 Designated Older Persons Housing (excluding sheltered housing)

4.7.1 During the seven consultation meetings with older persons living in other older persons housing and in response to the questionnaires sent out, tenants were largely supportive of the following proposals:

- Upgrading of the community alarm service in older persons housing
- Introduction of a floating support service
- Appointment of an Activities Co-ordinator to develop a range of activities in sheltered housing schemes and in resource centres that could be accessed by other older people
- Gardening, decorating and handyperson schemes

4.8 Cluster Group Service Delivery – Other Implications

4.8.1 Concessionary Television Licences

One of the benefits of a 'traditional sheltered housing service' is a concessionary television licence. However, with the reduction in the number of wardens and the delivery of a shared warden service during the past few years, this benefit is no longer available to all sheltered housing tenants. The rules governing concessionary television licences are summarised below.

Television licences are free to all aged over 75 (in terms of sheltered housing a dwelling will qualify for this as long as just one occupant meets the criteria.

Concessionary licences (£7.50 per dwelling) are available to tenants who live in sheltered housing schemes, where the schemes meet the following government rules:

- 1) The accommodation must form a group of at least four dwellings in a common boundary provided specially for disabled persons, people with mental health problems or retired persons of pensionable age.
- 2) There must be a group of at least four dwellings within a common and exclusive boundary encompassing all and only the accommodation.
- 3) The residents must have the services of a person (sheltered housing warden) who resides within the common boundary of the dwelling or works there for at least 30 hours a week.

- 4) There must also be provided within the common boundary a communal facility intended to meet the needs of the residents.

For a scheme to continue to be eligible for a concessionary licence at least one tenant in each property must be 60 years and retired.

It is sometimes the case that the right to concessionary licences is lost as the scheme no longer meets the government rules 1 – 4 above (for example it could be the case that the sheltered housing warden no longer works at the scheme or works less than 30 hours per week on this site). In these circumstances those tenants who qualified for a concessionary licence originally will have preserved benefits, but only as long as they reside in the same scheme. These residents will therefore still be eligible for a concessionary licence.

If the Council approves a move to a cluster group service delivery, tenants currently in receipt of concessionary licences will be protected. However, as with current arrangements, new tenants will have to pay the full fee unless they are over 75 years of age.

It is recommended that any new tenants to sheltered housing schemes be given information regarding the TV licence fee they need to pay.

4.8.2 Building Cleaning Arrangements

The Housing Department has an internal Service Level Agreement with Building Cleaning Services for the cleaning of communal areas in just over 50% of the sheltered housing schemes. The contract value is £139,000 although additional costs are incurred where specialist ad hoc cleaning is required.

At the present time, all schemes in the Eastern Valley area are included in this contract together with two schemes in the Upper Rhymney Valley area. These are mostly schemes under one roof or schemes with large communal areas.

The remaining schemes have smaller communal areas and historically the scheme wardens have undertaken the cleaning of these areas. These arrangements were in place prior to local government re-organisation in 1996 and have continued unchanged.

The warden service is required to meet high quality standards as a professional service and it is inappropriate for wardens to undertake cleaning duties as well as providing housing management and support services to tenants. Furthermore, if the cluster group service delivery model is adopted, wardens will be spending less time in each scheme. They will be focusing on service delivery and responsibility for cleaning would no longer be part of their role.

Discussions are ongoing with Building Cleaning Services to review the cleaning requirements in all sheltered housing schemes to assess the costs for a cleaning service in every scheme.

4.9 **Floating Support Service**

- 4.9.1 The Floating Support Officers posts are due to be advertised early in August 2013 and following a period of training, these officers will be responsible for assessing the needs of all sheltered housing tenants if the recommendation to move to a cluster group service delivery model is approved.

4.10 **Activities Co-ordinator**

- 4.10.1 The consultant's report recommends the introduction of an Activities Co-ordinator's post (funding for which has already been confirmed by the Supporting People Team). This role will add considerably to the reshaped sheltered housing service and the new floating support service. It also demonstrates the Council's commitment to improve older people's services in the County Borough. The role for this member of staff would include:

- Working with tenants to empower them to organise events within their schemes
- Encouraging the wider use of communal facilities for the older and vulnerable community as a whole
- Developing relationships with other agencies to extend the use of the communal facilities for health and well being services. This would be a particularly important aspect of the role as, for example, issues such as falls prevention, dementia services, nutritional advice will be a vital component in enabling an ageing population to maintain their independence and avoid admission to high forms of accommodation based care establishments.
- Establish befriending services
- Applying for grant aid to extend services for tenants

It is noted that the current range of activities within the schemes is inconsistent and do not meet the aspirations of the range of tenants living in this type of accommodation. An Activities Co-ordinator role will address this issue and ensure that the views of all tenants are sought and, where possible met.

4.11 Other Issues Raised During the Consultation Meetings

- 4.11.1 During the consultation meetings, issues around the lack of car parking, tenants highlighted scooter storage and security and safety issues. It was agreed that these issues would be considered as part of the stock appraisal process and the WHQS investment programme.
- 4.11.2 It was also agreed that some of the issues raised during these consultation meetings would be discussed with the Chief Housing Officer and where appropriate, works required would be addressed as part of a rolling programme as and when funding is identified.

4.12 Partnership Arrangements

- 4.12.1 The sheltered housing review provides an appropriate opportunity to explore options for partnership working and collaboration with Social Services and the Local Health Board. Options for alternative supported housing within sheltered housing schemes for specific client groups are currently being discussed. Any developments will be the subject of a separate report.

5. EQUALITIES IMPLICATIONS

- 5.1 Caerphilly County Borough Council is opposed to discrimination in any form and aims to ensure that all sections of the community have access to and benefit from the full range of services it provides.
- 5.2 The current arrangements for the provision of housing related to tenants require review to ensure consistency and fairness for all sheltered housing tenants regardless of their individual or family backgrounds. Furthermore, this is a priority for Welsh Government to ensure that Supported People funding is targeted at those in need in place of the current arrangements whereby a blanket support service is provided regardless of individual need.

6. FINANCIAL IMPLICATIONS

- 6.1 The independent consultant's report provided costs for the service based on the 2011/2012 budget. It was noted in the report that the Council had not previously established tenants' service and support charges on the basis of the budget and the identified budget deficit for this financial year was £296,911. The amount quoted is dependent on retention of the additional Supporting People funding (de-pooling) identified in paragraph 6.4 below.
- 6.2 The extent of the deficit is not unusual within sheltered housing provision but during the past few years providers have begun to address this issue, as it is in fact their other customers who are effectively subsidising the service so the question of equity becomes a consideration.

Also the cuts in Supporting People income has for housing providers also been a driver in this respect.

- 6.3 Based on the increase in the service charge for 2013 /2014, the deficit quoted in 6.1 above, will reduce to around £239,700 but this does not take into account any inflationary increases in expenditure or the cost of the alarm service.
- 6.4 Three related factors in relation to Supporting People funding are likely to exacerbate the deficit in the future, namely:
- That only tenants with housing related support needs will be funded
 - The fact that the Council allocates sheltered housing on the basis of 'housing need' not 'housing related support' and therefore there is no guarantee that the number of tenants who need support will be sustained at current levels.
 - The reduction in the additional Supporting People funding (de-pooling), which is currently estimated at £136,000.
- 6.5 The establishment of an Older Persons Services Manager and proposals for the integration of older people's accommodation and non-accommodation based services into one team will also have financial implications.

7. PERSONNEL IMPLICATIONS

- 7.1 The Floating Support Officers posts have been evaluated and the business case approved. Two floating support posts are due to be advertised in August 2013. Both posts will be fully funded from the Supporting People budget.
- 7.2 The Job Description for the Activities Co-ordinator's post will be drawn up shortly. This will then be subject to the job evaluation process and approval of the business case prior to the job being advertised.

8. CONSULTATIONS

- 8.1 The Older Persons Project Group has been fully involved in the older persons consultation meetings and in overseeing the sheltered housing review. In accordance with the decision made the Caerphilly Homes Task Group and the Housing Cabinet Sub-Committee at their meetings on 4th April 2013, the Working Group has also been fully consulted on the contents of this final report.
- 8.2 The Trade Union has also been advised of the contents of this report and subject to the recommendations being approved, they will be fully involved in discussions during the implementation period.

9. RECOMMENDATIONS

- 9.1 Following completion of the second round of consultation meetings and feedback from tenants, it is recommended that:-
- 9.1.1 The four sheltered housing schemes without communal facilities be re-classified and tenants be formally consulted in accordance with legal requirements where a variation of tenancy terms and conditions are planned;
- 9.1.2 For the reasons outlined in the options appraisal in this report together with the feedback from tenants during the consultation period, the introduction of a cluster based service delivery be approved.

- 9.1.3 To meet the requirement to assess the housing related support needs of each tenant the introduction of a 'banded' service be approved with costs reflecting the varying levels of support provided.
- 9.1.4 Cleaning arrangements in sheltered housing schemes will be extended to cover all schemes.
- 9.1.5 The introduction of a new structure to integrate older persons services into one team, including the appointment of an Activities Co-ordinator detailed in paragraph 4.5.2 be approved
- 9.1.6 Based on support from tenants in sheltered housing and other designated older persons housing, the development of a range of other services, for example, handyperson services, decorating and gardening services be progressed and reviewed to establish usage and viability.
- 9.1.7 Arrangements for scooter storage, car parking and other improvement requests that arose during the consultation process be considered as part of stock appraisal and WHQS investment programme.
- 9.1.8 A further report be submitted on partnership developments with Social Services;
- 9.1.9 A progress report be submitted on the introduction of the new service delivery model in twelve months time;

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To enable Caerphilly Homes Task Group to consider the issues identified and to seek approval of the recommendations for a new service delivery model for the Council's sheltered housing schemes.
- 10.2 To provide a fair, consistent and improved service to older persons within sheltered and group schemes.

11. STATUTORY POWER

- 11.1 Housing Acts and Local Government Acts. This is a Cabinet Sub-Committee function.

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Consultees: Shaun Couzens, Chief Housing Officer
Graham North, Public Sector Housing Manager
Councillor Gerald Jones, Deputy Leader and Cabinet Member (Housing)
Gareth Hardacre, Head of People Management and Development
Phillip Davy, Head of Programme
Lesley Allen, Group Accountant (Housing)
Malcolm Topping, Supporting People Manager
David A Thomas, Senior Policy Officer (Equalities and Welsh Language)
Mandy Betts, Housing Strategy Manager
Gail Taylor, Tenant Participation Officer
Helene Day, Sheltered Housing Manager
Older Persons Housing Group
Gary Enright, Unison
Neil Funnell, GMB
Andrew Williams, UNITE

Appendices:

- Appendix 1 Sheltered Housing Consultation – Attendance Details
- Appendix 2 Tenants feedback on Independent Consultant’s Recommendations
- Appendix 3 Proposed Banding System for Assessment Process
- Appendix 4 Potential Configuration for Cluster Based Service Delivery Model

Background Paper:

Ridgeway Associates Independent Sheltered Housing Review Report – copies available from Val Parsons upon request