



CAERPHILLY HOMES TASK GROUP – 21ST MAY 2015

SUBJECT: OLDER PERSONS HOUSING – FULL YEAR PROGRESS REPORT

REPORT BY: INTERIM CHIEF EXECUTIVE

1. PURPOSE OF REPORT

- 1.1 To update on the progress made by the Older Persons Housing Team through the implementation of the new service model. This report highlights the positive changes made in relation to the development of this service area.

2. SUMMARY

- 2.1 Since the commencement of the new service generally people are happy with the service being delivered (81%) in sheltered housing schemes. We continue to listen to tenants through tenant meetings and the tenant's satisfaction survey. Where we can make reasonable adjustments to improve the experiences of tenants we will endeavour to do so.
- 2.2 Significant changes have been made to the former sheltered housing service to encompass the housing related support needs of older people across the stock within Caerphilly Homes.
- 2.3 In response to feedback from tenants we have introduced a notice board on the office door of all Sheltered Schemes with the name of the covering officer and their times at the scheme. We are investigating reassurance calls being implemented in schemes and will pilot in three areas to consider whether these can be rolled out to all tenants interested in opting into this service.
- 2.4 The newly established Floating Support service has resulted in positive outcomes for older people living in council properties. Feedback from the survey was very good and our aim for this service is to market ourselves further to ensure we reach more people that need our services.
- 2.5 We recognise the health and wellbeing of tenants impact on how happy they are and that a person that is socially isolated is more likely to suffer effects of depression and poor mental and physical health. The introduction of an Activities Coordinator since the beginning of January 2015 has seen an increase in people engaging in activities and interested in getting involved with future opportunities.

3. LINKS TO STRATEGY

- 3.1 This report continues from the progress report of 18th September 2014 and meets the aims of local, regional and national strategy to enable older people to live well and independently for as long as possible.

3.2 The documents, plans and strategies that drive the strategic direction for the new service and/or which supports the aims of the new service delivery are:

- Single Integrated Plan
- The National Housing Strategy
- The Local Housing Strategy
- Health, Social Care and Wellbeing Strategy
- Corporate Improvement Plan
- Strategic Equality Plan – Objectives 3,4 and 5
- Welsh Housing Strategy – April 2010
- The Older Persons Strategy
- Supporting People Programme Grant Guidance – July 2012
- Supporting People Caerphilly – Planning for the future, 2013- 2015
- In One Place – Aneurin Bevan Health Board/Five Local Authorities, 2013.

4. THE REPORT

4.1 Background

4.1.1 Caerphilly Homes Task Group have requested further progress reports on Older Person's Housing and Support Services in Caerphilly borough to encapsulate the views of tenants since the implementation of the new service.

4.1.2 The changes in service were put into place to meet local and national guidance from Supporting People; to ensure that housing related support services is provided to people who require support and is not funding generic services for people who do not need this help. An extensive consultation was carried out that sought the views of all tenants in Sheltered Housing and the new model aims to understand the needs of the tenants residing in these schemes and provide services to support them based on their individual circumstances.

4.1.3 Whilst future funding threats from Supporting People drove the need to change the service, we also received feedback from tenants that they did not welcome daily interference from staff and therefore, a service tailored to individual tenants was seen as a progressive move in providing excellent services to those that need it. Also, it meant that that tenants paid (via Supporting People funding) only for the level of support they require.

4.1.4 The new service includes:

- A new model of service delivery in sheltered housing; providing support to tenants as they require it through a banding system, whilst maintaining a daily presence (Monday to Friday) at the sheltered scheme.
- A Floating Support Team providing housing related support to tenants over the age of 55, living in any council accommodation.
- An Activities Coordinator developing, in conjunction with Older Person's Housing staff, a range of activities, events and well-being opportunities for all older tenants.
- A continuation of focussed care and support through Tredegar Court, Extra Care Scheme
- Development of 24/7 emergency alarm system to ensure it meets the needs of tenants in sheltered and extra care schemes.

4.1.5 The Older Person's Working Group ended at Christmas 2014 as the working group successfully completed its task and had seen through the implementation of the new service model. However, the group expressed their interest in being available for any future tenant involvement activity for Older Person's Services.

4.2 Sheltered Housing

- 4.2.1 Support has continued to be provided in sheltered housing through a banded service based on an individual's needs and risk assessment, and delivered through a tailored support plan. Assessments are completed by Sheltered Housing Officers, with tenants, every six months unless a significant change has occurred which requires a re-assessment.
- 4.2.2 Tenants are working closer with Sheltered Housing Officers and tenants meetings were introduced to feedback sheltered housing matters to tenants and to hear views from tenants on changes required to schemes. Frequency of meetings is dependent on the scheme, with some schemes welcoming monthly meetings and others preferring bi-monthly or quarterly meetings. Attendance at the meetings is also dependent on the type of scheme, with higher attendance in schemes where there are on-going issues such as parking or where community spirit is high within a scheme.
- 4.2.3 There have been episodes of long term sick throughout 2014 which has plagued the Sheltered Housing Officer teams and this has continued into the first quarter of 2015. We are managing this closely and looking at increasing the number of Sheltered Housing Officers from 16.5 to 19 full time equivalent posts to cover periods of sickness, leave and training. This is a move away from the recommendations of the consultant's report which have proven over the past twelve months to leave tenants feeling that there is insufficient cover at schemes.
- 4.2.4 As the service is moving to be focussed on individual's needs so the staff need to ensure they can assess accurately and support appropriately. Staff were consulted on a revised assessment and support plan form which has reduced the administrative burden and been easier for tenants and staff to follow.
- 4.2.5 Sheltered Housing Officers and Floating Support Officers have developed their skills and attended basic skills courses in literacy and IT to ensure that minutes of tenant meetings are captured accurately. Courses have been attended on nutrition, first aid and record keeping. Officers have faced individual challenges in some schemes and knowledge of hoarding, mental wellbeing and bereavement have been explored to develop skills to meet these support needs.
- 4.2.6 *Sheltered Housing Survey*
- 4.2.7 All 942 tenants were sent a survey (appendix 1) through the post that they could send back using the stamped addressed envelope or give back to the Sheltered Housing Officer to return. Only one tenant asked to be seen face to face to complete the survey. The survey allowed tenants to keep their anonymity if they wished to. The results of the survey can be seen in Appendix 2.
- 4.2.8 333 people responded to the questionnaire (35%) which is expected of a postal survey, with lowest results from Waunfawr House (10%), Prospect Place (17%) and Ty Isaf (18%). There does not appear to be any collective reason why these schemes are particularly low but we will be looking at ways in which we can engage further with the schemes we have had least returns from to understand whether there is any specific reason for lack of response. The highest percentage respondents were from St Gwladys Court (79%), Britannia (62%) and St Peter's Close (56%).
- 4.2.9 *Key Results*

Survey question

- I attended a 'meet and greet' meeting and was introduced to the team in my cluster.
- I know who my regular Sheltered Housing Officer is.

Yes	No
65%	36%
91%	9%

4.2.10 Not all tenants that completed the survey attended the original 'meet and greet' meeting. These were held in the spring of 2014 to introduce all staff, including the Sheltered Housing Officers working in that cluster, the Sheltered Housing Team Leader and the Older Person's Housing Manager. Most sessions were well attended. We recognised that some tenants were unable to attend due to other commitments or health restrictions but all tenants were introduced to the Sheltered Housing Officer in their scheme and should be familiar with them. As a result of this survey, we have asked all Sheltered Housing Officers to make sure they have made themselves known to all tenants. Any new tenants are introduced to their Sheltered Housing Officer in their welcome visit.

Survey Question

- I have pulled my cord/pressed my pendant in an emergency in the last year.
- I have had a response to a call within one minute.

YES	NO
45%	55%
66%	34%

4.2.11 Less than half of respondents have needed to call for assistance in the past year and the majority report that they have received a response within a minute. However, records from the monitoring centre confirm that over 98% of emergency calls are answered within one minute, so the response above may be due to perception.

Survey Question

- I have been able to get assistance when I needed it from a Sheltered Housing Officer or Alarm Service.
- I know who the Sheltered Housing Officer is at my scheme.
- The Sheltered Housing Officer is helpful.
- The Sheltered Housing Officer is professional in their appearance.
- The Sheltered Housing Officer is professional in their attitude.
- I am confident that I can get help from the Sheltered Housing Officer when I need it.
- I am aware of the regular Tenants meetings.
- I choose to attend Tenants meetings.
- Tenants meetings are useful and informative.
- I feel safe in my own home.
- I feel I have an opportunity to join in communal events.
- I am happy with the Sheltered Housing Service.

Always	Sometimes	Never
91%	6%	4%
82%	8%	10%
88%	6%	5%
90%	5%	5%
88%	6%	6%
87%	5%	8%
87%	7%	5%
70%	14%	17%
73%	15%	12%
94%	2%	4%
85%	8%	7%
81%	10%	9%

4.2.12 Based on the results, an unacceptable percentage of tenants appear not to know when the Sheltered Housing Officer is at the scheme. As a result of this we have purchased and are installing notice boards on the office door of a scheme with the name of the Sheltered Housing Officer covering and the times they will be on site for the week ahead. We are also going to pilot in a couple of schemes, a call through the speech module informing tenants that request this service, that we are on site. Tenants are reminded that whilst officers are on site they will be visiting tenants as part of the support service and will not always be at their desk. However, if an emergency occurs a tenant is able to call for assistance via their cord/pendant and a Sheltered Housing Officer will assist them. Whilst the support we would give to those

that need it would not change, these additional reassurance calls may give tenants some security and comfort that they have felt has been missing since the changes were implemented.

4.2.13 *Comments received from survey*

4.2.14 Quantitative information informs generally of the way tenants feel about living in sheltered accommodation and the service they are receiving. However, more detailed information can be achieved through individual's responses, therefore as part of the survey, tenants were asked for comments.

- A high proportion of these were in relation to specific scheme issues such as car parking, laundry, fencing, window cleaning, etc. Where the tenant has informed us of their name and address, we will discuss this directly with them or discuss it at a future tenant's meeting.
- Five people mentioned activities and section 4.4 of this report explains the progress we are making with regard to activities on scheme.
- Three people commented that meetings are not progressing as they would like. All tenant meetings are written up and a copy provided to anyone that requests it. Tenant meetings are dependent on the input of residents and our ability to progress on matters of concern. In some cases, issues are unable to be resolved for many different reasons and we believe this has been a source of frustration in some areas (for example, car parking issues).
- Four people in the Caerphilly area commented on change of Sheltered Housing Officers. This has been due to a change of staff and we are going to be consulting with tenants regarding rotating staff in this area.
- 18 respondents identified that they preferred the previous service of a warden on site visiting everyone daily, and two tenants specifically mentioned their displeasure with the bronze, silver and gold banding service.
- 19 people stated that they were happy with service being delivered, the staff member supporting them and/or their happiness in living in the current circumstances.

Comments are available in appendix 3 and have only been altered to protect anonymity.

4.2.15 Whilst 18 of the comments related to the previous service being preferred, this needs to be balanced with a similar number of tenants stating they were happy with the service. Overall, tenants appear to be satisfied with the new service (81%) and it is understandable that a few tenants will find the change difficult. However, the new service provided is focussed specifically on the individual needs of a tenant and resources are now aimed at supporting tenants that need assistance.

4.2.16 It was anticipated that 10% of tenants would need Gold level support and 30% would need a silver level. This has been realised as less than 3% (26 tenants) needing Gold level support and 21% needing silver. This suggests that the housing related support needs of tenants in Sheltered is not as significant as anticipated and that the loss of a full time warden to a part time Sheltered Housing Officer concentrating on tenants that need support is an improved, more efficient service which is providing better value for money.

4.3 Floating Support

4.3.1 The Floating Support Team consists of a Senior Floating Support Officer and three Floating Support Officers. The team has been in place since October 2014 and over this time has concentrated on building their client list. Marketing of the service has been through regular reminders to other Housing teams, social services, local surgeries, other support providers and Supporting People. Direct mailing to tenants has achieved a number of new referrals and direct tenant referrals are also accepted.

4.3.2 As at 27th March 2015, Floating Support had an active caseload of 77 clients. A small number of these are from the four declassified schemes, and all 133 tenants of these schemes will still receive an annual assessment.

4.3.3 In October 2014, Floating Support became available free to anyone who met the criteria. Supporting People Guidance, 2012, identified that all floating support services should be free at the point of contact for anyone across Wales requiring the service and we were very pleased to ensure this was implemented in Caerphilly.

4.3.4 The team has developed close working relationships with a number of different teams across Housing and achieved significant results. Examples of this include:

- A male tenant was assisted to access reading and writing classes resulting initially in the tenant being able to send the Floating Support Officer a Christmas card. The tenant continues with his studies and is making steady progress.
- A tenant that had previously been house bound was supported to get a ramp to her property installed. The tenant can now exit her property with the assistance of a wheel chair and attend a local community group.
- A couple of female tenants were introduced to each other, as they were new to the area and now they socialise together. They state that it has made a huge difference to their lives.

4.3.5 *Floating Support Satisfaction Survey*

4.3.6 The Floating Support Team handed out surveys to all their clients and the tenant was able to hand back to the Floating Support Officer or post back using the supplied stamped addressed envelope. 61% of the 77 clients responded, which we feel is a very positive response to a survey.

4.3.7 The survey can be found in Appendix 4. The response was as follows:

Question	Percentage stating they agreed* with statement
I knew about the Floating Support Service before they visited me.	38%
It was easy to access the service.	74%
Someone rang me /sent letter before they came to my property.	83%
I always see the same Floating Support Officer.	100%
I always know when the Floating Support Officer is coming.	100%
The Floating Support Officer comes at a time that suits me.	100%
The Floating Support officer is helpful.	100%
The Floating Support Officer is professional	98%
The Floating Support officer is respectful.	100%
The Floating Support Officer is professional in her appearance.	91%
The Floating Support Officer is rushed.	77%
The Floating Support officer spends sufficient time with me.	96%
I am always told of changes to my service from the Floating Support Services.	96%
I know who to contact if I need to get a message to the Floating Support Officer.	96%
The support has made a difference to my life.	98%

I am happy with the service provided by the Floating Support Officer.	100%
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*agreed. Those clients indicating they strongly agreed or agreed with the statement.

4.3.8 As with the sheltered survey, the floating support survey asked for individual comments from clients. 22 comments were received and they all highly praised the service and the staff. These comments can be found in Appendix 5.

4.4 Wellbeing of Older People

4.4.1 An Activities Coordinator was due to start in the autumn of 2014 but unfortunately due to personal issues had to give notice on the position and therefore the job was re-advertised and a new person was appointed to the post in January 2015. Since this date the Activities Coordinator has been to visit all schemes to gain the thoughts and feelings of residents to current activities and their ideas and wishes for future activities. Over this period the coordinator has spoken to over 200 tenants.

4.4.2 From the resident meetings the following ideas have been most popular:

- Possibility of Xtend (gentle exercise)
- Golden oldies taster session (Group singing)
- Possibility of I.T courses
- Working alongside volunteers from the Royal Voluntary Service
- Short bus trips
- Longer bus trips when the summer months arrive
- Hair and beauty treatments
- Arts + Crafts

4.4.3 From these meetings a range of activities is being developed in schemes that have shown most interest. A number of Golden Oldies sessions have taken place and tenants have responded positively to the events. Staff have contacted Crosskeys College and beauty treatments are being offered in schemes. The first event took place on 26th March 2015 at St Mary's Sheltered Housing Scheme and this proved very popular with tenants and students. Similar events are being planned for the near future.

4.4.4 The Activities Coordinator is also working with our Communities First Team and Older Persons Services have supported them to provide mental wellbeing, computers and cookery activities across sheltered schemes in the borough.

4.4.5 The development of the Activities Coordinator post is very much in its infancy and initial response has been very positive. In the future we are expecting to develop further connections with other community groups, develop tenant involvement in befriending services and look at all opportunities to work with other groups to reduce social isolation of older people in Caerphilly Homes properties.

5. EQUALITIES IMPLICATIONS

5.1 An Equalities Impact Assessment is not needed because the issues covered are for information purposes only, therefore the Council's full EIA process does not need to be applied.

6. FINANCIAL IMPLICATIONS

6.1 There are no immediate concerns regarding Older Person's Housing Services although changes in Support People funding arrangements are continually monitored for risks and threats to the future of the service.

7. PERSONNEL IMPLICATIONS

- 7.1 Since the 18th September 2014 report, recruitment into the new team has included Floating Support Officer and Activities Coordinator. The team is now fully in place.

8. CONSULTATIONS

- 8.1 There are no consultation responses that have not been reflected in this report.

9. RECOMMENDATIONS

- 9.1 To note the positive progress made to date in the development of Older Persons Services within Caerphilly Homes and note any areas that the team will be developing further.

10. REASONS FOR THE RECOMMENDATIONS

- 10.1 To ensure the Caerphilly Homes Task Group is satisfied with the progress made by Caerphilly Homes in implementing the outcome of the review of Sheltered Housing.
- 10.2 To provide a fair, consistent and improved service to older persons within sheltered and other housing across Caerphilly Homes.

11. STATUTORY POWER

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

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Background Papers:

Older Person's Housing – Progress Report, Caerphilly Homes Task Group – 18th September 2014

Appendices:

1. Sheltered Housing Survey
2. Sheltered Housing Returns - key results
3. Sheltered Housing – list of properties
4. Sheltered Housing Returns – comments
5. Floating Support Survey
6. Floating Support Returns - comments