

Cheltenham Borough Council

Cabinet 14th July 2015

Older Peoples' housing support service provision under Cheltenham Borough Homes

Accountable member	Cllr Peter Jeffries, Housing
Accountable officer	Martin Stacy, Lead Commissioner – Housing Services
Ward(s) affected	All
Key Decision	Yes
Executive summary	<p>Gloucestershire County Council's Supporting People team (SP) commissioned Cheltenham Borough Council (CBC) to provide housing-related support services to older people living in sheltered housing. This service is delivered by Cheltenham Borough Homes (CBH) as the Council's managing agents through a formal management agreement.</p> <p>In July 2014, following the completion of a 12 month consultation and development process, Cabinet agreed to develop and deliver a Community Asset service model. Essentially this means that CBC (via CBH) will provide a more comprehensive, flexible housing-related support service to older people, both within sheltered housing schemes and in the community at large, whilst also providing a number of community hubs. These hubs will deliver services and activities that benefit both residents of the sheltered housing scheme, as well as those living within the surrounding neighbourhood.</p> <p>Over the last 12 months CBH has undertaken detailed analysis on a number of key areas to further develop the Community Asset Model. These are detailed below:</p> <ul style="list-style-type: none">• The delivery of community based support.• The identification of the second Community Hub.• The range of services and activities that can be delivered from the Community Hubs, with a view to improving the health & wellbeing of older people and reducing social isolation. <p>The results from this work are detailed within Section 2 of this report.</p> <p>The delivery of the Community Asset Model is still at the development stage. If any further decisions require Cabinet approval then these will be brought back to Cabinet at the relevant time.</p>

Recommendations

To agree to the continued development and delivery of the Community Asset Model, and to authorise the Deputy Chief Executive to agree to an extension of the current arrangement until October 2016 or enter into either a new or varied contractual arrangement as appropriate with Gloucestershire County Council in consultation with the s151 Officer and on terms approved by the Borough Solicitor.

Financial implications

The Council currently receives approximately £90,000 in funding from Supporting People. This funding will continue to be made available by SP, if the Council enters into another contract with SP for the following 12 months, from October 2015. Should the Council not enter into a new contract then the funding of older people's housing related support services will have to be subsidised by the HRA. As this service is still at a developmental stage, any income and costs implications associated with the delivery of SP's Community Asset Model will remain under review, and where appropriate brought back to Cabinet for approval.

An option appraisal will also be required to determine a fit for purpose community alarm solution in CBC's sheltered housing schemes that also meets fire alarm and door entry connection requirements. The capital costs of a replacement hard wired alarm system (if required) will be included within HRA budget planning proposals for 2016/2017.

For more information please see section 2.3 of this report.

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<p>Legal implications</p>	<p>CBC has delegated the delivery of housing related support services to older persons to CBH under the current Management Agreement. In October 2013, CBC entered into a contract with Gloucestershire County Council relating to the supply of Older People Housing Related Support Services. A supplemental agreement was entered into with effect from October 2014 to include delivery of the Community Asset Model. The supplemental agreement contains a provision allowing it to be extended for a year until 4 October 2016. However, the County Council will need to decide whether to extend that agreement or if it requires a variation or a further supplemental agreement to be entered into.</p> <p>Although the contract is between CBC and the County Council, it is noted in the agreement that CBH is delivering the services on behalf of CBC. This means that CBC is principally liable for any breach of the contract but risks associated with this arrangement may be mitigated by the monitoring arrangements set up with CBH.</p> <p>Contact officer: Donna Ruck, Donna.Ruck@tewkesbury.gov.uk, 01684 272017</p>
<p>HR implications (including learning and organisational development)</p>	<p>None as a direct result of this report to CBC</p> <p>Contact officer: Richard Hall, Richard.hall@cheltenham.gov.uk, 01594 812634</p>
<p>Key risks</p>	<p>As set out in the risk register</p>
<p>Corporate and community plan Implications</p>	<p>This decision will support our corporate outcome: people live in stronger, safer and healthy communities</p>
<p>Environmental and climate change implications</p>	<p>None as a direct result of this report</p>
<p>Property/Asset Implications</p>	<p>Minor works to improve the communal facilities in the community hubs are planned as part of the capital programme for 2015/16. There may be a requirement to replace the hard wired alarm system in sheltered housing in 2016/17.</p> <p>Contact officer: David Roberts@cheltenham.gov.uk</p>

1. Background

- 1.1 Gloucestershire County Council's Supporting People team (SP) commissioned Cheltenham Borough Council (CBC) to provide housing-related support services to older people living in sheltered housing. This service is delivered by Cheltenham Borough Homes (CBH) as the Council's managing agents through a formal management agreement.
- 1.2 In July 2014, following the completion of a 12 month consultation and development process Cabinet agreed to develop and deliver a Community Asset service model. Essentially this means that CBC (via CBH) will provide a more comprehensive, flexible housing-related support service to older people, both within sheltered housing schemes and in the community at large, whilst also providing two community hubs. These hubs will deliver services and activities that benefit both residents of the sheltered housing scheme, as well as those living within the surrounding neighbourhood.

2. Progress towards the delivery of the Community Asset Model

2.1 Community hubs and the remodelling of sheltered housing facilities

- 2.1.1 The community hub at Wallace House, Hatherley has continued to deliver activities and services to residents from both Wallace House and the surrounding community. A Community Activity Coordinator has been appointed and community hub sessions are being designed and coordinated to support older people. Opportunities to take part in positive activities which are easily accessible, enjoyable and rewarding have increased. Over 252 sessions have been facilitated with 1696 attendees over the last 12 months
- 2.1.2 Extensive work has also been undertaken to build strong relationships with partner organisations to develop a joined-up approach to service delivery at the hub. This ensures that services are cost effective, efficient and sustainable. There are currently 59 active partnerships delivering activities and services at the hub. These include a diverse range of physical activities, arts and crafts, lunch clubs and other social activities, living well with dementia services, chiropody services, hearing aid clinics, stroke club and emotional wellbeing courses. Residents make a contribution to these activities and they are delivered on a cost neutral basis.
- 2.1.3 In early 2015, the layout of Wallace House was redesigned to maximise the space and potential of the communal facilities. This investment has increased both the capacity so that older people are able to attend and improved the range of activities available.
- 2.1.4 It is proposed that the second community hub will be located at Lynworth Court, Whaddon where it will provide a range of services to older people in the Whaddon, Oakley and Prestbury communities of Cheltenham. The selection of this location is based on a review of the number of sheltered housing schemes (there are 5 schemes located in this area), the population of older people in these communities, transport links, access to health and wellbeing services and the quality and accessibility of the existing sheltered housing communal facilities, and is subject to consultation with local residents.

2.2 The development of a flexible service offer for older people

- 2.2.1 CBH has recently commissioned independent market research to increase understanding of the need for older people's services. A sample population of 900 were surveyed (the sample included sheltered housing residents, older people living in general needs council housing and private sector residents). The research indicated that residents were interested in regular wellbeing checks and that a number of those surveyed reported that they are experiencing some form of anxiety, depression or other mental health challenges, or to be suffering from arthritis. A case study (Appendix 3) illustrates how accessing services at the hub can support older people in addressing these health challenges.
- 2.2.2 CBH will therefore develop a flexible service offer in which residents will be offered a limited

number of visits to support them in accessing services and activities at a community hub. Alternatively, residents will be helped to access more intensive support and/or care at home (provided by an external agency) where this is more appropriate. This service offer will also be enhanced by CBH raising awareness of other related services, such as the availability of CBC's Lifeline Alarm Service, where appropriate.

- 2.2.3 This approach will enable CBC (via CBH) to comply with the SP Community Asset Model and deliver flexible, needs based contact or support to older people on a short term basis and facilitate ongoing access to a community hub.

2.3 Financial considerations and the resources required to deliver a revised service.

- 2.3.1 In 2014 Supporting People reduced their funding to the Council by £40k/year as they were no longer able to support the future funding of the Alarm Services, principally within our sheltered housing. This change in funding was anticipated and provision was made available from within the HRA to make up the difference.

- 2.3.2 If CBC enters into another contract with SP, this will secure £90k for a further 12 months from October 2015, but there is no certainty at present whether there will be more funding after October 2016. Work is currently being undertaken to develop a detailed understanding of the service cost base and evaluate the financial viability of delivering the community asset model. CBH are also currently exploring other funding options and an update on the current position is detailed below:

- 2.3.3 CBH have made contact with a number of peer ALMOs and other housing providers delivering housing related support and have established that none of the organisations contacted have been able to access alternative funding streams for the delivery of housing-related support. However, discussions with health and adult social care providers to develop a shared understanding of service delivery priorities are continuing and may result in the opportunity for the funding of additional services at the hubs at a later date. CBH will therefore continue to explore further whether there is the possibility of funding through this avenue.

- 2.3.4 A review is also underway by CBH on the replacement of our hard wired alarm system within our sheltered housing schemes to ensure it remains fit for purpose. Specialist technical advice is currently being sought which will clarify which solution will provide the most customer focussed, economic, effective and efficient outcome. Should a new hard wired alarm system be the most appropriate solution, then this will be included in the HRA capital budget planning proposals for 2016/17. Furthermore, should there be any other key decisions that arise as a result of the review of the Alarm Service then these will be brought to Cabinet for approval at the relevant time.

3. Reasons for recommendations

The ongoing development of the Community Asset Model is strategically aligned to the Council's strength-based approach to community development. It supports community resilience and promotes independent living. The development of this model also reflects what is important to our tenants and the community at large (following consultation by CBH). Most importantly, our tenants within our sheltered housing services will continue to receive the same high quality services as they do currently. This new model of service will simply seek to build on this excellence.

4. Consultation and feedback

Detailed consultation has been undertaken on an ongoing basis with Cheltenham Senior Community Voice, a group of older people from a range of tenures, and with CBH Board. There is broad support for this service, although detailed consultation needs to take place with residents, after the proposal have been considered by Cabinet.

5. Performance Management

Progress in the development of this service will continue to be monitored through regular stakeholder meetings between CBC and CBH officers. These meetings will also be the

mechanism by which the council will monitor the delivery of the service under the SP contract, with any exception being addressed via CBC- CBH's liaison group.

Appendix 1 – Risk Assessment

Appendix 2 – Community Impact Assessment

Appendix 3 – Case Study

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Appendices	<ol style="list-style-type: none">1. Risk Assessment2. Community Impact Assessment Form3. Case Study
Background information	Cabinet report 15 th July 2014

The risk				Original risk score (impact x likelihood)			Managing risk				
Risk ref.	Risk description	Risk Owner	Date raised	Impact 1-5	Likelihood 1-6	Score	Control	Action	Deadline	Responsible officer	Transferred to risk register
	If we fail to agree to a new contractual arrangement with SP, then the council will not receive funding for the delivery of housing-related support services for older people in sheltered housing (although this could be financed from the HRA).	Pat Pratley	12.6.15	1	6	6	reduce	Agree to the new contract	14.7.15	Martin Stacy	
<p>Explanatory notes</p> <p>Impact – an assessment of the impact if the risk occurs on a scale of 1-5 (1 being least impact and 5 being major or critical)</p> <p>Likelihood – how likely is it that the risk will occur on a scale of 1-6 (1 being almost impossible, 2 is very low, 3 is low, 4 significant, 5 high and 6 a very high probability)</p> <p>Control - Either: Reduce / Accept / Transfer to 3rd party / Close</p>											