

Cheltenham Borough Council
Cabinet – 22nd December 2020

**Better Care Funding – Creation of two new Older People’s
Community hubs within CBC Sheltered Housing Schemes**

Accountable member	Councillor Peter Jeffries, Deputy leader of the Council and Cabinet member Housing & Homelessness
Accountable officer	Martin Stacy, Lead Commissioner - Housing Services
Ward(s) affected	St Paul’s and Charlton Kings
KeyDecision	Yes
Executive summary	<p>The Better Care Fund is a budget which is pooled across Local Government, the NHS and Social Care departments, and which is administered by Gloucestershire County Council. The purpose of the Fund is to improve the health and wellbeing outcomes of some of our most vulnerable people in society, with a particular focus on supporting independent living.</p> <p>The county-wide Strategic Housing Partnership have been seeking bids for funding (using the Better Care Fund) from districts and partner organisations to support independent living for older people and/or for those with physical disabilities living in our communities.</p> <p>Cheltenham Borough Homes (CBH) has recently put in a bid for capital funding to the value of £75k, with a view to converting the communal areas of two of our sheltered housing schemes (Popes Close, in the town centre; and at Coopers Court, Charlton Kings) into more dynamic, interactive community hubs - building on the successes of our other older peoples’ community hubs at Wallace house, Hatherley and at Lynworth Court.</p> <p>CBH have now been successful with this bid.</p>
Recommendations	That Cabinet authorises works to be carried out on the communal areas of above-mentioned sheltered housing schemes, with a view to creating two new community hubs as detailed in Section 2.1 of this report.

Financial implications	<p>The HRA Capital programme budget has an allocated investment in the communal areas in the two sheltered housing schemes, and projected spend is in place for future years.</p> <p>The award of £75k Better Care Funding will enable additional capital investment in the sheltered housing schemes in order to upgrade both schemes to community hubs. This funding will initially come from the council's DFG budget, with reimbursement from the County Council's Better Care Fund at the end of the financial year.</p> <p>Sufficient revenue support is in place to ensure the sustainability of the hubs through existing budget provision so that no additional HRA revenue funding will be required.</p> <p>Contact officer: Paul Jones, Executive Director, Finance & Assets paul.jones@cheltenham.gov.uk, 01242 264365</p>
Legal implications	<p>The Authority will need to comply with the Contract Rules and procurement law in respect of the infrastructure works.</p> <p>Contact officer: One Legal, legal.services@tewkesbury.gov.uk, 01684 272691</p>
HR implications (including learning and organisational development)	<p>None</p>
Risks	<p>Please see risk register at appendix 1.</p>
Corporate and community plan Implications	<p>This initiative supports our corporate priority to invest in building resilient communities, as detailed in section 2.1 of this report.</p>
Environmental and climate change implications	<p>None</p>
Property/Asset Implications	<p>The funding provides an opportunity to improve the communal areas of both sheltered housing schemes.</p> <p>Contact officer: Dominic.Stead@cheltenham.gov.uk</p>

1. Background

- 1.1** The Better Care Fund is a budget which is pooled across Local Government, the NHS and Social Care departments, and which is administered by Gloucestershire County Council. The purpose of the Fund is to improve the health and wellbeing outcomes of some of our most vulnerable people in society, with a particular focus on supporting independent living.
- 1.2** Cheltenham Borough Council (CBC) and Cheltenham Borough Homes (CBH) successfully applied for grant funding of £75,000 (capital funding) from the Better Care Fund to provide two additional community hubs by remodelling and refurbishing the communal spaces within two well established sheltered housing schemes, at Coopers Court and Popes Close located in Charlton Kings and St Paul's respectively.
- 1.3** It is anticipated the implementation of this proposal would be completed during 2021/22.

2. Reasons for recommendations

- 2.1** These two community hubs would help support the health, wellbeing and reduction of isolation of older people, both for CBC tenants within these sheltered schemes and the wider community. CBH would like to offer a more diverse service with the new hubs, creating a space that would offer a wide range of activities/events/IT equipment with free on-line access, services and therapies. It would also include a memory café, a multi-sensory area, suitable kitchen for lunch clubs, and garden areas with raised sensory planting beds and seating. (Please refer to Appendix 2 for an example of what this could look like.) Opening up the hubs to the wider community would make the provision of facilities within the schemes more financially viable and would ensure a lively and ever-changing mix of people and a crucial link between the schemes and the surrounding communities. The two schemes were selected to ensure the locations complemented existing community hubs in Hatherley and Lynworth. Locating a hub in Charlton Kings will support a cluster of sheltered housing schemes which are in close proximity to Coopers Court. Both of the additional community hubs will support existing resident led activity in the schemes.
- 2.2** CBC & CBH have a proven track record of being a trusted partner of choice to deliver services

and enabling community and partner led activities. CBC & CBH have worked with key stakeholders, charities and external organisations to deliver a variety of health opportunities. Applications could be made for further funding to continue to enhance the community offer to older people in sheltered housing and the wider community.

3. Alternative options considered

3.1 Not to carry out the above-mentioned works. This option is rejected on the basis that the proposal supports one of the council's key priorities in its corporate plan, which is to build more resilient communities. It also supports the council's Housing, Homelessness & Rough Strategy in that it will help to improve the health and wellbeing of our communities by supporting independent living. A decision not to carry out the works would also mean the loss of an opportunity to accept capital funding from the Gloucestershire County Council's Better Care Fund to finance the refurbishment of these schemes.

4. How this initiative contributes to the corporate plan

4.1 The project will support the delivery of a key priority within the Corporate Plan 2019-2023, which is to build resilient communities. Section 2.1 of this report explains how this priority will be supported.

5. Consultation and feedback

5.1 Consultation was undertaken during August and September 2020 via telephone calls and covid-secure face to face contact with tenants at Popes Close, Coopers Court and other sheltered housing schemes in Charlton Kings. A total of 115 residents responded to the consultation.

Popes Close, St Pauls (47 residents)	75% (35) responded to the consultation 89% (31) supported the proposals for the communal lounge
Coopers Court , Charlton Kings (34 residents)	74% (25) responded to the consultation

	88% (22) supported the proposals for the communal lounge
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A further 55 members of the wider community responded to the consultation, supported the proposals and were interested in attending the activities offered in the schemes.

Quotes from residents on the consultation include:

“Would love more activities to keep the brain active”

“Would welcome more activities and visitors to the lounge, would like to meet more people”

5.2 A range of partner agencies have also been consulted on the proposals, with a view to their potential support in delivering activities, etc. from the hubs. These include: Age UK (for the provision of IT access, support and advice, with a specific focus of reducing isolation); Adult Education (for cooking courses, IT courses and keep fit); Art Shape (for arts and crafts activities); and Glos wildlife (for making wooden gardening items that will then be installed in the scheme gardens). The response from our partners was universally positive, with the potential opportunity to deliver activities to the community in the new spaces being warmly welcomed.

6. Performance management –monitoring and review

6.1 CBH plan to measure the social value derived from the services and activities that are to be provided to older people in these communities. The project will use also data and technology, including insight from customers to ensure residents’ needs are met.

6.2 Updates on the progress of the project and the outcomes achieved in the delivery of activities will be communicated regularly to the Lead Commissioner - Housing Services as part of the CBC-CBH liaison meetings.

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Appendices	<ol style="list-style-type: none"> 1. Risk Assessment 2. Example of proposed works 3. Community impact assessment
Background information	

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 the costs of refurbishing the works exceed the £75k funding from the Better Care Fund, this will impact on the HRA capital budgets	Caroline Walker	12.11.20	1	3	3		The works will be subject to valuation, budget control and management of the contractor / project. CBH are experienced in ensuring projects are delivered within established budgets.	April - September 2021	Caroline Walker	
	If the refurbishment works are carried out during the pandemic, there is an increased risk of COVID 19 being transmitted across the community and within our two sheltered housing schemes	Caroline Walker	12.11.20	4	6	24	Reduce	CBH are experienced and have a positive track record of delivering refurbishment works in sheltered housing schemes. Works will be carried out within government guidelines and in line with Covid secure best practice. Risk assessments and method statements will be in place to ensure the works are delivered in a safe and considerate way	April – September 2021	Caroline Walker	
	If activities and services are carried out during the pandemic, there is an increased risk of COVID 19 being transmitted across the community and	Caroline Walker	12.11.20	4	6	24	Reduce	Activities and services will not be delivered unless they can be carried out within government guidelines and in a	Ongoing	Caroline Walker	

	within our two sheltered housing schemes							covid secure way			
	If the refurbishment works and delivery of services are undertaken without sufficient consideration to our sheltered housing residents, there will be increased levels of dissatisfaction and complaints.	Caroline Walker	12.11.20	3	2	6	Reduce	Residents will be keep informed throughout the refurbishment process, any feedback will be listened to and acted upon without delay. Services will be flexible and responsive to customer's changing needs and preferences. Any areas of dissatisfaction will be addressed	April – September 2021	Caroline Walker	