



**Service Delivery
Committee**

13 October 2015

**Information and
Decision**

Title: **Housing Related Support**

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1. Introduction

This report is to provide an update to the Service Delivery Committee on the delivery of Housing Related Support (HRS) for various age groups following the County Councils withdrawal of Supporting People funding at the end of September.

2. Recommendations

Members are asked to approve the proposals to restructure the Housing and Community Support services and roles as set out in this report.

3. Information

Supporting People funding which supported the Council's Warden Provision came to an end in September 2015.

Consultations with tenants were carried out and the response reported to this Committee in October 2014. The response was as follows:

- 322 residents surveyed
- 154 responses received (47%)
- 67% of respondents would NOT be willing to pay for the housing support service once the funding was withdrawn.
- 73% of respondents said they used the service because it was there.
- 57% of respondents felt the most important aspect of the service was having a support worker.
- 91% of respondents have a "lifeline" but 44% have never had to use it.
- 2% of respondents stated they did not use the service at all.

The consequence of this outcome was that the service as it was at that time was no longer viable. A programme of staff and resident consultations has been carried out and these have led to the formulation of new proposals for a reshaped service.

In 2014 there were;

- three full time wardens;
 - one mobile warden providing the service to 150 residents in scattered bungalows,
 - two scheme based wardens - located at William Peardon Court and Marriot House, and
- one part time warden based at Chartwell House.

Since that time the part time and one full time warden have left.

It is now proposed to re-shape the support service providing wider support to all tenants whilst retaining support for the elderly where required and retaining the two remaining staff in revised posts.

The service provided will consist of:

- morning calls made to all elderly residents who request one
- intensive support for those who require assistance in organising their individual care plans
- prospective tenants supported before and during the early stages of new tenancies
- tenants surgeries will be held bi-monthly at all three schemes by the local Housing Officer

This will enable the new service to be funded from the HRA and involve both employees becoming Housing Support Workers and being issued by mutual consent with new job descriptions and initial discussions have already been held with the two remaining workers.

In addition it is proposed to utilise the remaining available HRA budget to enable to current Community Development Officer Post to be retained and expanded when the existing Lottery Funding (which made this post possible) ends in February 2016.

A summary of these roles are set out in the table below:

Housing Support Worker	Community Development Officer
<u>Job Context</u> - To provide a housing support service for older and disabled tenants of the Borough Council, in both properties designated for older people including sheltered housing.	<u>Job Context</u> Lead, develop, deliver and coordinate the outcomes identified for sheltered and other high profile estate schemes
Provide a range of housing related support to tenants of the Borough Council Liaise with Contractors / Suppliers and Adult Social Services with regard to lifeline equipment updates and repairs.	Deliver actions against agreed indicators including recruitment of volunteers within agreed timescales
Liaise with Social Services, Mental Health Units, and Local Health Centres to ensure appropriate care and support packages exist. Visit and contact prospective tenants and residents to support	To assist groups, individuals to support the community projects as identified in the resident involvement delivery plans

To support new residents both in Council housing and sheltered schemes Work closely with Housing management and community development	Promote and maintain a culture of community empowerment to ensure that residents are able to take ownership of the project once capacity is built
Help residents with access to local services, welfare benefits within the Authority and with the Department of Work and Pensions	Seek relevant funding opportunities both local and others to support groups to operate independently

Housing Related Support (Adult Homeless Service)

Following the closure of Kennedy House by Leicestershire County Council (LCC) as reported in a previous report at this Committee, LCC have now made provision for 30 bed spaces at the Falcon Centre, Loughborough with follow on floating support for when residents move into independent accommodation.

It is anticipated that length of stay at the Falcon Centre would be around 6 months. The provider of this service has experience of having delivered the current service along with Kennedy House.

To date there remains no replacement for Kennedy House nor any plans to provide one.

The referrals for this group of people will open from 1 October 2015 and Oadby and Wigston Borough Council Housing Options Team will be vigorously promoting referrals.

Housing Related Support 16/17 Accommodation

There are currently 8 supported projects in the County which are losing funding and most will close by the end of September, none are in Oadby and Wigston Borough Council area.

Briefings to Officers confirm that the replacement service is being provided by Adullam Homes using four hubs including one in Oadby. A further 10 units of dispersed accommodation will be provided which may include units in our area and we are awaiting details from LCC on these units.

Referrals will open shortly and 30 bed spaces will be available. It is envisaged that the majority of the service users will be children who are being accommodated by Social Services under the Children Act.

A referral panel has been set up and this Council is represented by Officers. Referrals will be accepted from this Borough, other District councils and other statutory bodies.

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Implications	
Financial (PL)	The proposed posts are contained in the HRA budgets.
Risk (APM)	CR1 Decreasing financial risks if the Council have to use its own resources to provide emergency accommodation due to the shortage of bed spaces available CR4 Reputational risk
Equalities (AC)	No Significant Implications
Legal (AC)	No Significant Implications