

FAREHAM

BOROUGH COUNCIL

Report to Housing Tenancy Board

Date 21 April 2015

Report of: Director of Community

Subject: **CHANGES TO THE SHELTERED HOUSING SERVICE**

SUMMARY

This report provides board members with an update of changes to the sheltered housing service that sheltered tenants receive from the Council.

RECOMMENDATION

That Board members note the contents of the report.

INTRODUCTION

1. The Health and Housing Panel received a report on 11 September 2014 titled 'Supporting People – Changes to Budget and Commissioned Services'. The report outlined a loss of funding for our Sheltered Housing Service prompting a review of the Sheltered Housing Team structure and also the Sheltered Housing Service provided to tenants.
2. This report provides board members with an update on changes to both the sheltered housing staffing structure and the sheltered housing service provided to tenants.

VISION FOR OLDER PERSONS HOUSING

3. In May 2010 the Council's Executive approved a vision for older persons housing based on a CORE and CLUSTER sheltered housing scheme model.
4. The CORE sheltered housing schemes made up of 35-40 units of accommodation for tenants who would benefit from the support provided by an onsite Sheltered Housing Officer.
5. The CORE schemes would be located in different areas across the borough and ideally positioned in close proximity to shops, medical centres and transport links. The identified CORE schemes are shown in Appendix A.
6. The CLUSTER schemes are generally smaller in size than the CORE schemes and not so well positioned. The tenants living in CLUSTER schemes are generally more independent and have lower level support needs.

SHELTERED HOUSING STAFF STRUCTURE

7. A revised staffing structure has been drawn up for sheltered housing which supports the Council's vision for sheltered housing in the future, and at the same time helps to reduce the cost of service provision in light of the loss of support funding from the County Council.
8. A copy of the new staffing structure is shown in Appendix B.

CHANGES TO SHELTERED HOUSING SERVICE

9. From April 2015 changes have been made to the service provided to tenants at Assheton Court, Portchester East; Barnfield Court, Fareham South; Crofton Court, Stubbington; Downing Court, Titchfield Common and Melvin Jones House, Stubbington.
10. All tenants have been notified of the proposed changes and given the opportunity to discuss these collectively or individually and raise any concerns that they may have.
11. At Downing Court a number of tenants with high care and support needs who currently receive help with cleaning, laundry and the provision of a mid-day meal from members of the Sheltered Housing Team will have to make alternative arrangements for these support services.
12. The Sheltered Housing Officer team at Downing Court have consulted tenants and their family to ensure other support service arrangements are in place.

13. At Melvin Jones House tenants no longer have access to a full time Sheltered Housing Officer based at the Scheme. From April a member of the Mobile Sheltered Housing Officer team has been based at the scheme but visits tenants on a weekly basis rather than daily as previously was the case.
14. Tenants at Melvin Jones House were fully consulted on an individual basis to identify and assess their support needs. Feedback from tenants showed support for a weekly visit from the Sheltered Housing Officer Team, in a couple of cases tenants expressed interest in a move to a CORE scheme.
15. At Assheton Court, Barnfield Court, Collingwood Court, Crofton Court and Downing Court tenants will no longer receive a visit at weekends from a member of the Sheltered Housing Officer team.
16. Tenants at Assheton Court, Barnfield Court, Collingwood Court, Crofton Court and Downing Court will continue to have access to a full time Sheltered Housing Officer based at the scheme Monday to Friday.
17. Tenants living in accommodation supported by the Mobile Sheltered Housing Officer Team will be consulted over the summer on possible changes to the service they receive. The results of any changes may give rise to changes in the future allocation of some accommodation.
18. All sheltered housing tenants will still be able to summon assistance in an emergency via Careline Central Control Centre 24/7 all year round.

RISK ASSESSMENT

19. There are no significant risk considerations in relation to this report

CONCLUSION

20. This report has provided panel members with an update on proposed changes to the Sheltered Housing service from April 2015.

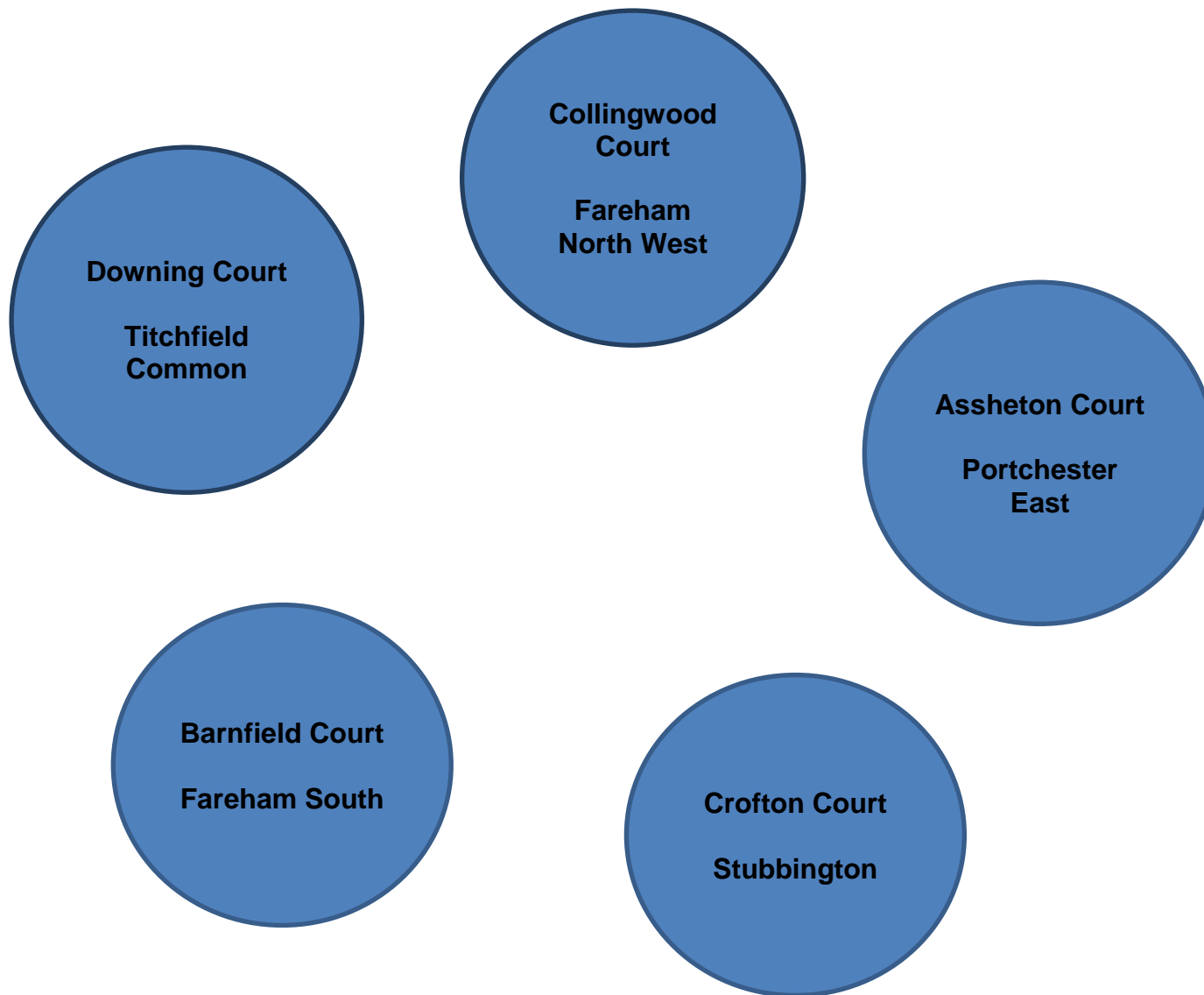
Appendices: Appendix A - CORE schemes
Appendix B – Sheltered Housing Staffing Structure

Background Papers: None

Reference Papers: 'Supporting People – Changes to Budget and Commissioned Services' - Report to HHPDRP – 11 September 2014

Enquiries: For further information on this report please contact Jon Shore. (Ext 4540)

Sheltered Housing Service (CORE Schemes)



Proposed Sheltered Housing Staffing Structure (April 2015)

