

Committee: Community

Agenda Item

Date: 18 September 2008

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Title: **REVIEW OF SHELTERED HOUSING & LIFELINE SERVICE**

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Item for decision

Summary

- 1 One of the priorities identified in the Housing service 2007/08 Divisional Plan was that a full review of the sheltered housing and Lifeline service was due, and that work should commence in September 2008. The review will take approximately one year to complete and any recommendations for customer/service improvement resulting from the review will be made to a future meeting of the Community Committee.

Recommendations

- 2 a) That the Committee agree to establish a time limited Task Group to undertake the review of Sheltered Housing and Lifeline by September 2009.

b) That the Committee nominate 5 Members to participate in the task group which will also include two tenant forum representatives

This group will be advised and guided by the following professionals

- Lifeline Officer
- Sheltered Housing Officers
- Supporting People representative
- Primary Care Trust representative
- Social Care representative

- c) That the terms of reference included in the body of the report be agreed.

Background Papers

- 4 Internal Audit report, Elderly Persons 2007/08

Impact

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Communication/Consultation	Service users/potential services users/appropriate agencies and the wider community will be consulted
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Community Safety	No specific community safety issues contained in this report
Equalities	No specific equalities implications contained in this report
Finance	Review being carried out within existing budget.
Human Rights	No specific human rights issues contained in this report
Legal implications	No specific legal implications contained in this report
Ward-specific impacts	No ward specific implications contained in this report
Workforce/Workplace	Review being carried out without any additional recourses

Situation

6. The last review of this service was carried out in 2001/02. Officers feel that it is an appropriate time to carry out a new review and this is a key priority in this year's Housing Services Divisional Plan.
7. The review will focus on services provided for people over the age of 60 years and other vulnerable adults including sheltered housing and lifeline.
8. The Council has a total of 18 Sheltered Housing Schemes providing 465 units of accommodation for older people in the district. This amounts to 16% of the Council's housing stock.
9. An Internal Audit was carried out on the service in 2007/08 which identified some areas of weakness within the service that will be fully addressed during the review.
10. There are other factors that will need to be taken into account, when looking ahead as to how to improve delivery of the service, for example quality, cost effectiveness and partnership working and to look at the current as well as unmet need.
11. There needs to be extensive consultation with services users, staff and the wider community. The population of older people is increasing and there must be a clear commitment from all partner agencies to engage fully in this process for it to have a satisfactory outcome for users and potential users of the service. Progress reports will be brought before the Community Committee at a later date with a range of options/recommendations for the Committee to consider.

12. The following terms of reference are suggested:

To carry out a review of the Sheltered Housing and Lifeline service, with a particular focus on ensuring wide consultation to:

- Review the adequacy and standards of existing accommodation for older people in the Council’s housing stock
- Evaluate and consider current and future demands for older person’s accommodation in the district
- Establish client requirements for both Sheltered and Lifeline service
- Review ways of providing ‘real time support’ for older people and other vulnerable adults to those who may need more housing support than others
- Explore ways of raising awareness of what sheltered housing and Life line have to offer
- Make suitable recommendations to committee that are cost effective and affordable, ensuring that these recommendations fit with the Housing Revenue Business Plan
- Recommend a strategy as to how the service will be delivered for the next 5 years in light of the outcome of the Supporting People review
- Undertake research into good practice from other providers
- Ensure adequate resources are available to deliver effective outcomes

Risk Analysis

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Risk	Likelihood	Impact	Mitigating actions
That the review does not consult with all service users, potential services users, staff and relevant agencies. If this happens an opportunity will be missed by way of all parties being able to plan future improvements to the service.	1	3	Ensure the review is widely promoted to tenants, staff, the wider community and partner agencies

- 1 = Little or no risk or impact
- 2 = Some risk or impact – action may be necessary.
- 3 = Significant risk or impact – action required
- 4 = Near certainty of risk occurring, catastrophic effect or failure of project.