

Date:	3 May 2016
Title of Report:	Sheltered Housing Options Paper
Author(s):	Karen Sugars, Adults Services, Interim Service Head, Commissioning and Health

1. Purpose of Report

- 1.1 This report sets out the options for the future models of delivering support to sheltered housing schemes within the current funding envelope which is not sufficient to deliver a sustainable service.
- 1.2 It is acknowledged that whilst this paper only focuses on one type of accommodation, it will feed into a much larger strategic review of older people's services that will inform the council's longer-term commissioning approach.
- 1.3 The paper is being put forward ahead of the completion of the wider strategic review of older peoples' accommodation and services because of the immediate need to make a decision on the existing sheltered contracts which end on 31 March 2017.
- 1.4 The report explores the historic nature of services, strategic context and identifies the issues, implications and key commissioning considerations.
- 1.5 The Tower Hamlets Older Persons Housing Statement is currently being refreshed, and therefore this paper is aligned to the 2013-15 Older Persons Housing Statement which, in turn is strongly linked with the Supporting People Strategy (2011- 16), Housing Strategy (2009-12) and the Council's Community Plan (2011) and is based on two aims which are to:
 - Provide a range of good quality accommodation and access to home adaptations and improvements that offers older people housing that meets their needs.
 - Help older people to continue to remain active, independent and healthy in their homes supported by flexible inclusive and affordable services.

2. Introduction and Background

- 2.1 As part of the commissioning process a review of the current sheltered housing contracts has taken place to ensure that any revised contract is fit for purpose. This paper sets out the results of this review, identifying the key issues and sets out a number of options for the model of sheltered housing in the borough.
- 2.2 There are 26 sheltered housing schemes (711 units) managed by nine different providers. Gateway Housing is the largest provider, with 14 schemes (408) units. Sheltered housing is committed to improving the quality of life for people aged 55 years and over through the provision of accommodation that is safe and which promotes personalisation, prevention and early intervention support services that have an enablement focus.
- 2.3 Of the 26 schemes, three are specifically targeted at older people from BME communities – Mosque Tower (Gateway Housing) and Cavell Street (ASRA) are for Asian elders and Bustaan Raada (Gateway Housing) is a Somali elders focused scheme.
- 2.4 Schemes are purpose built for the client group with communal areas for group activities, the majority have gardens, lifts and all are fitted with a community alarm service.
- 2.5 The council funds the warden support service which is delivered Mondays to Fridays, generally between 9am - 5pm or at alternative times agreed with service users. See Appendix 3 for examples of the type of support provided in sheltered schemes.
- 2.6 Every person living in sheltered accommodation has a tenancy with the landlord, who may or may not be the support provider. Rents vary across the schemes due to property size and location.
- 2.7 The over-arching aim of sheltered accommodation is to support older people to set up and maintain independent living within their community for as long as possible to ensure early intervention and prevention of the need for higher support services. The support provided in sheltered services focuses on engaging with, and assisting tenants to maximise the use of the community available to them whilst sustaining their knowledge, life skills and ability to manage their tenancy successfully.
- 2.8 The sheltered services support the borough in the delivery of a number of key strategic priorities, including:
 - London Borough of Tower Hamlets Adults Health and Wellbeing Commissioning Plan 2012-2015;
 - Tower Hamlets Supporting People Commissioning Strategy, 2011 – 2016;
 - Tower Hamlets Community Plan, 2015
 - Older Persons' Housing Statement (2013-15);
 - Strategy for Promoting Independence in the London Borough of Tower Hamlets
- 2.9 The annual cost for the support in the 26 schemes at full occupancy is £610,370 (2015-16), with the projected spend for 2016/17, taking into account voids and self-funders is estimated at £563,498.

- 2.10 There are 13 contracts in place, which are paid on a subsidy basis; this means that the council subsidises the service by funding the cost of the warden for those people that are eligible to receive benefits. Individuals whose income is above set thresholds will be required to fund the warden support (self-fund) directly to the landlord. All potential tenants are means tested. As of March 2016, 33 self-funders were living in the schemes
- 2.11 Cabinet has given authority for the existing contracts to be extended to 31 March 2017.
- 2.12 Previously, as part of the Joint Framework agreement with the London Borough of Newham, the council sought to tender a number of these contracts, but was unable to do so because of the historic funding arrangements in place. The services were tendered at their current rates / contract value and a very low number of bids or no bids were received; the market view being that without any additional funding they were financially unviable due to the level of subsidy by the existing provider.
- 2.13 All contracts, apart from two are set to end on 31 March 2017. The other two contracts will end in April and June 2017 respectively. Each of the sheltered schemes has a named support officer who is generally available Monday – Friday, 9am-5pm i.e. normal office hours. Outside of the contracted support hours, a community alarm service and on-call system is in operation.
- 2.14 Providers are required to provide 1-to-1 personalised support to tenants in their own homes that facilitates engagement and relationship building. The services are also required to develop and promote opportunities for networking, peer support and facilitated support groups.
- 2.15 The support hours vary across the schemes as they are reflective of both the size of the scheme and the needs of the tenants living in the schemes. In the 14 Gateway Housing (GH) schemes, roughly one hour of support per person per week is provided, and in the other 12 schemes, on average 1.3 hours of support is provided per person per week.
- 2.16 The support cost per person per week varies across the contracts, with the lowest price at £5.93 and the highest rate currently at £19.55. This inconsistency in rates is due to a number of services being heavily subsidised by providers through housing service charge elements of the rent. This is not unusual in sheltered schemes where historically the warden's role was viewed as both a housing management and support role.
- 2.17 Several Registered Social Landlords (RSL)/providers have expressed that they do not wish to continue with this level of subsidy. Previously, when a number of sheltered housing schemes were subject to a competitive tender exercise via the Supporting People Framework Agreement, either a very low number of bids or no bids were received due to the level of subsidy by the current provider, making them unsustainable for any new provider. The table below details the current contracts for sheltered services in the borough.

Annual contract value and unit costs for sheltered services (2016-17)							
RSL	No of schemes	Units	Annual Amount	Unit Cost per Week	Support Hours per Person	Cost Per Hour	Total Support Hours
Gateway (4 contracts)	14	408	£305,000	£14.33	1.00	£14.33	408.00
Genesis (Colin Winter House)	1	34	£32,073	£18.08	1.29	£14.01	43.86
Genesis (Manchester Road)	1	27	£23,020	£16.34	1.44	£11.35	38.88
Genesis (Hogarth Court)	1	31	£23,020	£14.23	1.25	£11.39	38.75
Centra (Gawthorne Court)	1	30	£39,000	£24.91	1.30	£19.16	39.00
Centra (Pebble Centre)	1	26	£39,000	£28.75	1.50	£19.16	39.00
Asra	1	11	£10,220	£17.81	1.11	£16.04	12.21
Industrial Dwelling Society	1	19	£16,472	£16.62	0.98	£16.95	18.62
East Thames Living	2	45	£52,878	£22.52	1.23	£18.31	55.35
Sanctuary Housing	1	32	£17,119	£10.25	1.25	£8.20	40.00
One Housing Group	1	30	£39,475	£25.22	1.29	£19.55	38.70
Mercers	1	18	£13,093	£13.94	2.35	£5.93	42.30
Average				£16.45	1.33	£12.35	
Projected spend for 2016/16			£563,498				
Total	26	711	£610,370				947.41

3. Strategic Context: Meeting Local Need and Demand

3.1 All applicants on the council's choice based lettings register who wish to be considered for sheltered housing are assessed by the council's client support team within the Lettings Department. Officers undertake an in-depth interview and assessment to ensure that sheltered accommodation is taken up by people with the appropriate need, and to ensure that they will benefit from the support to be provided.

The council's Needs Assessment for Sheltered Housing assesses an individual's suitability for sheltered housing based on agreed criteria. The criteria for accessing older person's schemes are:

- aged 60 or over (on occasion this may be reduced to 55);

- physically or emotionally frail due to ill health, disability or for medical reasons; and
- in housing need / or wish to move to sheltered accommodation
- willing to engage with the support process

3.2 Greater London Authority (GLA) projections indicate that the total population of Tower Hamlets is to increase from 296,300 in 2016 to 374,000 in 2026 and 64,300 of the additional residents are projected to be aged 40 and over. By 2026, the number of people aged over 60 is expected to grow by an additional 34,000.

3.3 The most recent Census in 2011 showed 33 per cent of the population classified as white British, 12 per cent other white and the remainder from a BME community, including 7.3 per cent black Caribbean /African/ British and 41 per cent Asian. The biggest population group (32 per cent) is Bangladeshi although there are also distinctive Somali, Indian, Pakistani, Chinese, Vietnamese and eastern European groups.

3.4 Over the next 16 years the over 65 white population will reduce as a proportion of the over 65's from 63 per cent in 2014 to 48 per cent in 2040. The number of ethnic minorities will increase with 'other' Asian communities increasing threefold. Bangladeshis over 65 are expected to double by 2030 to 6,223 when they will form 26 per cent of the age cohort.

Population projections by age, 2016 to 2036

Age group	2016	2021	2026	2031	2036	% increase 2016-2026
0 to 9	41,000	46,900	51,100	50,900	49,800	25%
10 to 19	30,300	35,100	40,400	43,500	44,500	33%
20 to 29	76,400	83,000	83,000	82,600	84,400	9%
30 to 39	68,800	79,300	84,100	80,200	76,300	22%
40 to 49	34,300	43,000	50,900	53,800	53,300	49%
50 to 59	21,200	26,000	30,300	34,400	38,100	43%
60 to 69	12,600	15,400	18,300	20,900	22,900	45%
70 to 79	7,000	8,000	9,900	11,600	13,300	43%
80 to 89	4,000	4,300	4,400	5,200	6,400	10%
90+	700	1,100	1,400	1,700	1,900	93%
All ages	296,300	342,100	374,000	384,800	390,800	26%

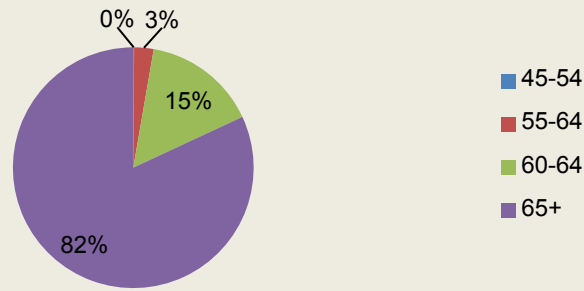
Source: GLA 2014 Round Projections (SHLAA, Capped Average Household Size, Short-term Migration)

3.4 Older adults are generally expected to have higher than average population growth. While residents aged 90+ are by far the smallest group in number, this group is expected to nearly double over the next decade, growing faster than any other. The population of residents in their forties, fifties, sixties, and seventies is also expected to grow faster than the average for all residents.

3.5 The increasing numbers of older people is likely to contribute to a continuing demand for sheltered services, and a corresponding increase in the number of people using services for physical disability, sensory impairment, dementia and frailty.

3.6 A breakdown of sheltered tenants by age is set out below:

Age groups of tenants



- 3.7 There is a pretty even split between the genders with 48 per cent female and 52 per cent male.
- 3.8 There is a steady demand for sheltered housing. From 1 April 2015 to 29 February 2016, a total of 957 bids were made to sheltered housing properties and 48 properties were let. The 48 successful applicants fell into the following bands:

Banding	Total
1A - Medical/Disability need for ground floor or wheelchair accessible property	7
1A - Under-occupiers	3
1B - Priority medical	2
2 – Homeless	1
3 – Households with no defined housing need	35
Total	48

Band 3 applicants are aged 55+ (age criteria for sheltered housing) and/or need a level of support that is available in the sheltered schemes. See Appendix 4 for details of the bids received.

- 3.9 At the time of writing, 664 people were living in sheltered accommodation, of which 33 were self-funders, leaving 47 properties empty, which equates to a 6.61% per cent voids rate across the schemes. It should be noted that in this financial year, a number of voids have not been filled as a result of refurbishment/building works at several of the GH schemes.
- 3.10 Some individual schemes are less popular; consultation carried out for the Older Persons Housing Statement (2013-15) showed that this often relates more to location than to the quality of accommodation on offer.

4. Sheltered Review (October 2015 – January 2016)

- 4.1 Between Oct 2015 and Jan 2016, the Vulnerable Adults Commissioning Team (VACT) visited 14 schemes to carry out a minimum standards monitoring visit. In addition, a service user needs analysis was carried out, as well as a tenants' satisfaction survey. 335 tenants completed the satisfaction survey - a return rate of around 48 percent.

4.2 Tenants' Satisfaction Survey Findings

- 4.3 The survey revealed that 61 per cent of the tenants who responded were 'very satisfied' with the overall quality of their home, and a further 33 per cent were 'fairly satisfied'.
- 4.4 69 per cent of respondents were 'very satisfied' with the frequency of contact with their sheltered housing officer, and when asked about the overall support they receive to help them live independently, 68 per cent said that they were 'very satisfied'. When asked about how they were treated in terms of their levels of privacy, dignity and respect, 82 per cent said that they were 'very satisfied' with how staff treat them.
- 4.5 When asked about the reasons for moving into sheltered accommodation, respondents reported that: remaining independent, feeling secure and having somebody around onsite during the day were the top three reasons. See table below.

Top three reasons you moved to Sheltered Accommodation	
To downsize to accommodate that is easier to manage	6%
To live somewhere that feels more secure	20%
To have a home with improves accessibility	11%
Opportunities to socialise and meet new people	9%
To have access to a community alarm/pull	14%
To enable me to remain independent in my home	23%
To have somebody onsite during the day if I require help	15%
Other	2%

4.6 Needs Analysis Findings

- 4.7 The needs analysis of sheltered tenants found that 28 per cent of tenants have opted out of the daily wellbeing check by choice, with 37 per cent of tenants receiving informal care from family and/or friends.
- 4.8 For the vast majority of tenants, there are no concerns as to their ability to live independently. See table below.

Concerns as to their ability to live independently	percentage
Neglect of self	2%
Neglect of environment	0%
Problematic Hoarding	0.4%
More than one	5%
Other*	2.3%
No	90.2
Total	100%

- 4.9 The data also confirms that only 19 per cent of tenants receive a care package and have an allocated social worker – see Appendix 1.
- 4.10 Overall, the needs analysis and tenants' questionnaire suggests that although the level of support provided across the schemes could be reduced and more targeted to those most in need, 87 per cent of tenants have stated that having a warden based at the scheme helps them to feel socially included in their environment.
- 4.11 Service Review – Minimum Standards Monitoring Visit Findings**
- 4.12 During October 2015 and January 2016, 14 sheltered schemes were visited by officers from the VACT to carry out a minimum standards review. As part of the visit, officers inspected the scheme environment to ensure it was fit-for-purpose and was meeting essential health and safety and fire standards; checked progress against performance indicators; examined a sample of tenants' files and consulted with a number of tenants from each scheme to get their views on the scheme and support provided at the scheme.
- 4.13 The 14 schemes that were visited were prioritised after a review of the needs analysis showed that there were areas of concern in each of them. Initial findings from the review show that 13 of the 14 were given a 'green' RAG status in meeting the minimum standards with no major concerns.
- 4.14 Service Quality**
- 4.15 All contracts are subject to a quarterly and an annual contract review by VACT monitoring officers where performance against key indicators and outcomes agreed at the start of the contract are measured.
- 4.16 The most recent monitoring information indicates that there are no major quality concerns in the schemes. For 2015/16 three safeguarding referrals were made, of which, two were around financial abuse. Appropriate action has been taken by the provider following meetings with the council's Safeguarding and Mental Capacity Team.
- 4.17 There are some concerns around providers under reporting incidents, and this is an area that will be further explored, going forward.

5. Key Commissioning Considerations

5.1 Gateway Housing contracts

Gateway Housing (GH) has been heavily subsidising their contracts through the rental service charges at the schemes.

- 5.2 Gateway's costing model is unusual in the extent to which the warden's role is funded through the housing service charge. This situation is further complicated as Gateway, under their new management structures, have recently stated that they do not wish to continue with this level of subsidy.
- 5.3 The current model of provision, and the model preferred by tenants, is the one warden one scheme model. This sees a warden usually based within a communal facility or office located at the service.

- 5.4 The current staff carry out housing management as well as the support on an 18:82 split. If GH were not chosen as the preferred bidder, they have advised that they would retain the housing management element and that it would not be part of an integrated service.
- 5.5 The implication for this contract, in addition to the deficit created by GH's subsidy, is the £44,300 office costs GH has stated they wish to charge any incoming support provider.
- 5.6 This means that other providers will effectively not be able to submit a sustainable bid within the funding envelope unless we choose to increase the contractual threshold.
- 5.7 In addition, the issues above are further compounded as the GH schemes are composed of three distinct groups of properties. Originally GH traded as Bethnal Green & Victoria Park Housing Association (BGVPHA) and significantly subsidised five of the schemes. A further seven are LBTH stock transfer schemes and two are former Labo Housing Association schemes.
- 5.8 At the point of stock transfer (2005), the LBTH tenants who were self-funders were offered Transactional Protection/Relief to the end of their tenancy, for which a dowry was paid to BGVPHA. Originally this applied to 30 tenants, the dowry totalling £362,251. As of October 2013, GH advised that 14 tenants were still in receipt of transactional protection. GH has indicated that should they be unsuccessful in a competitive tender, they will not pass the transactional protection to the incoming provider. If this were to happen, then there will be a need to fund up to 14 tenants at a cost of around £9,096 per annum.
- 5.9 The situation is further complicated as GH advised that the current staff undertake housing management as well as the support on an 18:82 split. Going forward, if they were not successful in a tender process, GH has stated that they will deliver the housing management and that it will not be part of an integrated service. This would lead to a reduced staff presence at the schemes so giving the impression to residents that the service provision has been cut as part of the tender exercise. This will need to be carefully managed.

5.10 Asra HA, Sanctuary Housing and Mercers contracts

Asra Housing Association delivers the warden support service in their own building, an eleven unit scheme for Asian elders at Cavell Street, Stepney. Sanctuary Housing delivers the warden support in their own building too – Shaftsbury Lodge, a 32 unit scheme in Poplar. Mercers delivers the warden support services at Lady Mico's Almshouses in Stepney.

- 5.11 All three schemes were previously excluded from a tender exercise because the contract value for each one is significantly lower than comparisons with other similar services. As each service is subsidised, there is a risk that procuring these will result in an increased contract value. All the buildings are owned by the RSL that provide the support service and therefore, may choose to operate outside the framework agreement if a new contract is not awarded.
- 5.12 All three services are signed up to the Common Housing Register/Choice Based Lettings. Therefore if the RSLs choose to operate outside of it, they could accept referrals from outside of the borough, thus reducing the number of units available to Tower Hamlets residents.

5.13 One Housing Group contract

The contract with One Housing Group delivers the warden support service from their own building, John Sinclair Court, a 30 unit scheme in Spitalfields. They have confirmed that they do not wish to allow another provider to operate in their building.

These complexities mean there are a number of risks associated with re-commissioning services in the current configuration.

6. Financial Implications

- 6.1 The current funding envelope is insufficient to provide a financially sustainable service across all 26 sheltered housing schemes. For option 1, it is calculated that an additional £140,000 would be required to maintain the services inclusive of office costs at a rate acceptable to some providers.
- 6.2 Option 2 costs an enhanced service with additional daily wellbeing checks provided at weekends and the provision of a quality premium for activities. Whilst some residents may welcome such enhancements, current non-take up of daily wellbeing checks (28%), the provision of informal support by family and friends (37%) and limited citing of having someone on site daily as a top three reason for moving to sheltered (15%) provides some evidence of over-provision of the current services.
- 6.3 Option 3 models the reduction in support provision if delivered within the funding envelope; it reduces from an average of 1.33 hours per person per week to approximately 49 minutes.
- 6.4 Option 4 costs a visiting support model, which is the preferred model used by a number of boroughs including Greenwich. Support staff visit each sheltered scheme for a set number of hours per week. This has been based on the provision of 6 half days presence per scheme per week. This figure has been chosen to enable a daily presence to be provided which maximises in-scheme presence, inclusive of one day at the weekend which arguably enhances the current model. This model allows for a flexible provision as the support hours can be varied at each service according to individual need.
- 6.5 If this service were delivered through a block contract this would give further sustainability to providers and is in line with current annual payment when voids and self-payers are taken into consideration as at 2.10.
- 6.6 Option 5 costs an alternative model of categorising housing related support. A number of boroughs who reduced the former Supporting People Budget, for example, Southwark, Lewisham, Barnet and Harrow provide an enhanced model of housing management. This would entail a re-categorisation of tasks away from support to housing management which would be eligible for housing benefit. Although the personal support element in this model is withdrawn, the management service provided ensures security of the scheme and safeguards residents by providing an on-site presence during working hours. It allows for daily contact with residents and ensures that they are able to access appropriate support services and make full use of the schemes facilities. This would not impact on self-funders as the support costs would transfer to housing service charge both of which would be chargeable. This option is only likely to be viable for large providers of multiple schemes.

- 6.7 Option 5 models a 50 per cent split of costs between housing management and support which would achieve savings of £233,000 based on this year's budget.
- 6.8 The table overleaf lists the options, and the costs associated with each option.

Existing service	Total cost of service	Any additional costs/comments	Total cost	Key Findings	Position
Warden based delivering approximately 1 hour of support per person per week.	£604,458.44	X	£604,458.44 (actual spend forecast for this financial year is £563,498)	<ul style="list-style-type: none"> According to providers, there are no concerns for 90 per cent of sheltered tenants' ability to live independently. 19 per cent of tenants receive a care package and have an allocated social worker. 87 per cent of tenants stated that having a warden based at the scheme helps them to feel socially included in their environment. Top three reasons for moving into sheltered accommodation are: remaining independent (23%), feeling secure (20%) and having somebody around onsite during the day (15%). 28 per cent of tenants have opted out of the daily wellbeing check. 81 per cent of tenants are not in need of a care package. 30 tenants are not engaging with the service 23 tenants are in employment 	<p>A review of existing services, together with a needs assessment and findings from a tenants' questionnaire suggests that the existing provision is being underused.</p> <p>Option 3 and Option 4 will better target resources to those tenants that most need support, and make the most of the warden's time at each of the schemes.</p> <p>By having a more targeted approach to tenants' needs, it is anticipated that Option 3, and to a greater extent, Option 4 will provide best value without putting the wellbeing of tenants at risk.</p>
Model/ service	Annual cost of service	Any additional costs/comments	Total cost	Impact	Position
Option 1 Existing service with market price rates.	£742,000	Transitional Protection for eligible service users to be funded through dowry.	£742,000	<ul style="list-style-type: none"> No impact to tenants as the service will remain unchanged. An additional £140,000 would be required to maintain the existing level of services inclusive of office costs at market rate. 	This option is not being recommended because the cost does not fit within the existing funding envelope and there are risks associated with re-commissioning the current configuration of services.
Option 2 An enhanced service which has provision for	£850,105	Quality premium for outcome based activities	£958,210	<ul style="list-style-type: none"> No negative impacts on tenants as this option enhances the existing provision. This option builds on the existing service by providing additional daily wellbeing checks at 	This option is not being recommended because our findings from the needs assessment suggests that

outcome based activities and will include wellbeing checks at the weekends.		4 hours per week per scheme totals £108,105pa		the weekend, which addresses some of the tenants' concerns around safety and security at weekends	current levels of support are more than adequate and this option would not justify the increased cost.
Option 3 Accommodation based service delivered within the current funding envelope.	£604,799	@ 49 minutes per person per week	£604,799 (actual spend forecast for this financial year is £563,498)	<ul style="list-style-type: none"> Reducing the support provided per person per week (pppw) from an average of 1.33 hours to 49 min pppw would mean that on a day-to-day basis, the warden would spend less time at each scheme, but would still be able to carry out the support function in a more targeted way. There may be some resistance from tenants as one of the three key factors in people choosing to move into sheltered housing is having a warden onsite during working hours. As 28 per cent of tenants living in the schemes have opted out of the daily wellbeing checks, this model will use available resources more efficiently. 	Potentially a recommended option for the short-term however there are risks involved in recommissioning services within the current configuration and the sustainability of this model with population growth.
Option 4 Visiting/floating support	£534,178	Equivalent to 3 days per week per scheme – at a reduced hourly rate.	£534,178	<ul style="list-style-type: none"> Removing the scheme based warden will be a significant change for tenants as they have always had that service. Based on the provision of 6 half days presence per scheme per week, support staff will visit each sheltered scheme for a set number of hours per week instead of being based at a scheme. There will be a daily presence which maximises in-scheme presence, inclusive of one day at the weekend which enhances the current model. This model allows for a flexible provision as the support hours can be varied at each service according to individual need. 	Recommended option

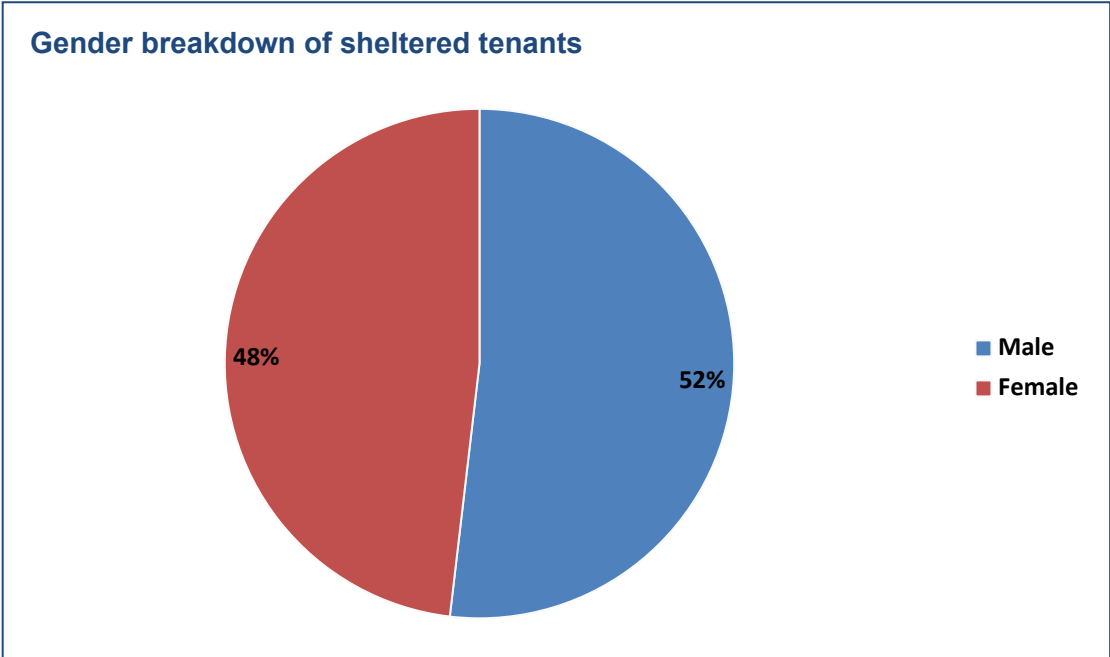
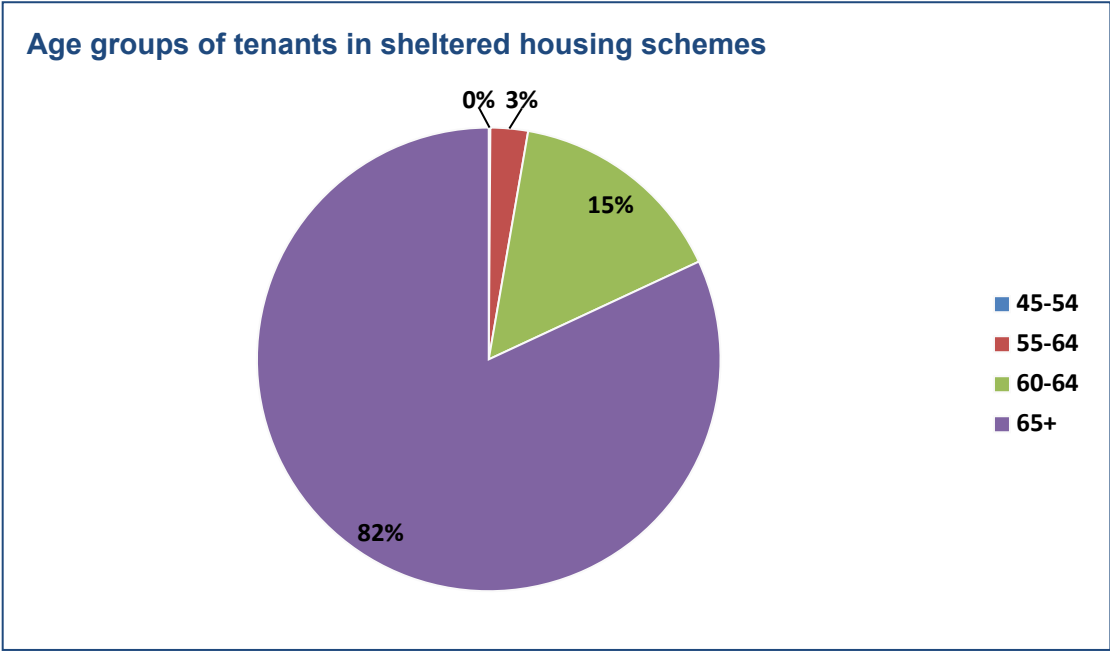
				<ul style="list-style-type: none"> • This model provides a sustainable model going forward. • As in Option 2, this model will use available resources more efficiently. • There may be some resistance from tenants as one of the three key factors in people choosing to move into sheltered housing is having a warden onsite during working hours (generally 9am-5pm). 	
<p>Option 5 Existing level of service, but charged 50% support and 50% intensive housing management.</p>	£371,000	<p>£371,000 to be paid by tenants through a service charge/rent that is eligible for Housing Benefits</p> <p>@£10.10 per week additional housing service charge.</p>	£371,000	<ul style="list-style-type: none"> • As this model is a change in the way the existing service is provided, tenants will not be impacted in any way. • Reconfiguring the personal support element to housing management will ensure the security of the scheme and safeguard tenants by providing onsite presence during working hours. • Providers will maintain daily contact with tenants and ensure that tenants are able to access appropriate support services and make full use of the schemes facilities. • Self-funders will have to pay for this service through an increased service charge. • Only large providers of multiple schemes are likely to be able to provide enhanced housing management in this way. 	Unlikely to be an effective model for all local schemes and does not address flexibility of the model.

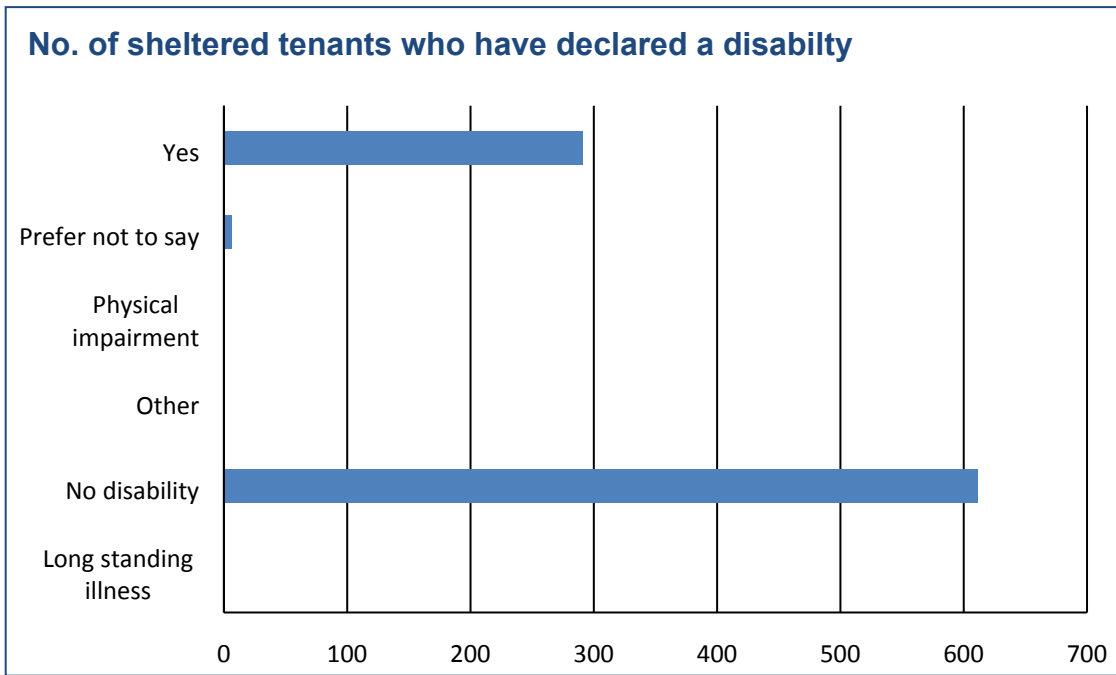
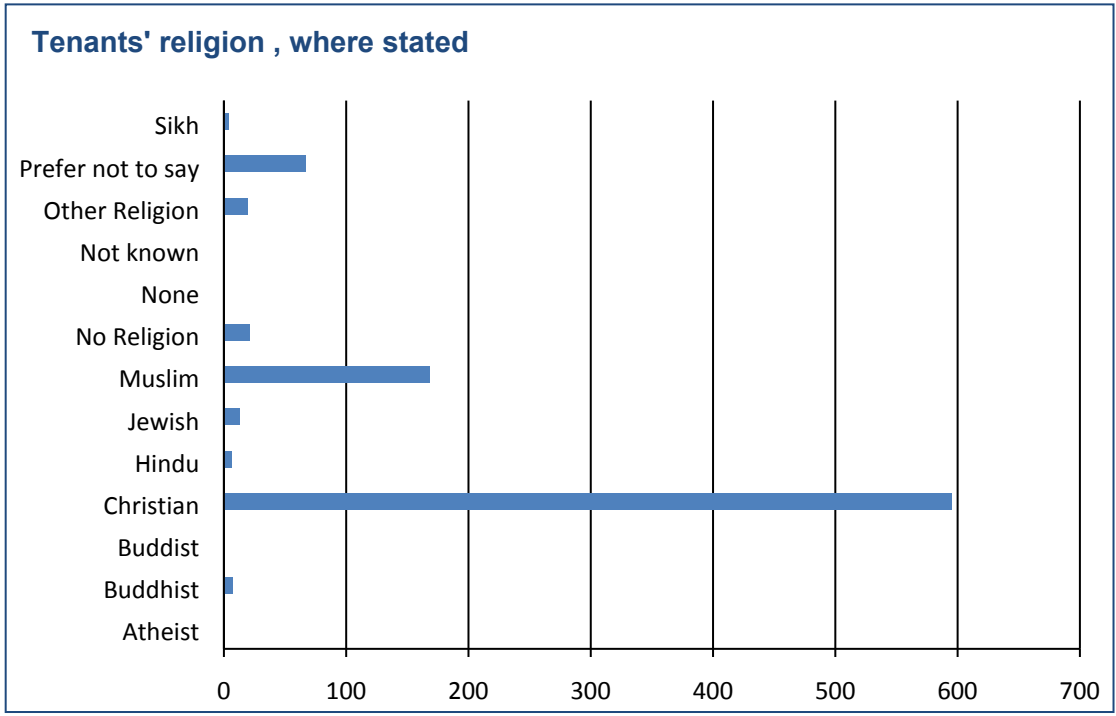
7. Generic Risks

- 7.1 Landlords will have to be consulted on any change in model and will be required to agree that they release their building for the procurement process. One Housing Group has previously advised that they will not agree to an alternative support provider operating within their building. Previous legal advice on such matters has stated that this is a landlord choice; accordingly we have made an allowance for continued funding of the service.
- 7.2 The sheltered services are funded until 1 April 2017 and there is a small window in which to consult with tenants living in the schemes and procure services, should there be a move to an alternative model of provision (Option 4). Contracts may need to be extended to cover the re-procurement timescale.
- 7.3 Any move away from the current model (scheme based warden) is likely to generate significant interest and concern and will require consultation with tenants, carers and stakeholders. Officers from the VACT will ensure that a comprehensive consultation exercise will take place prior to any competitive tender. There is learning from other councils who have shifted provision to a floating support model.

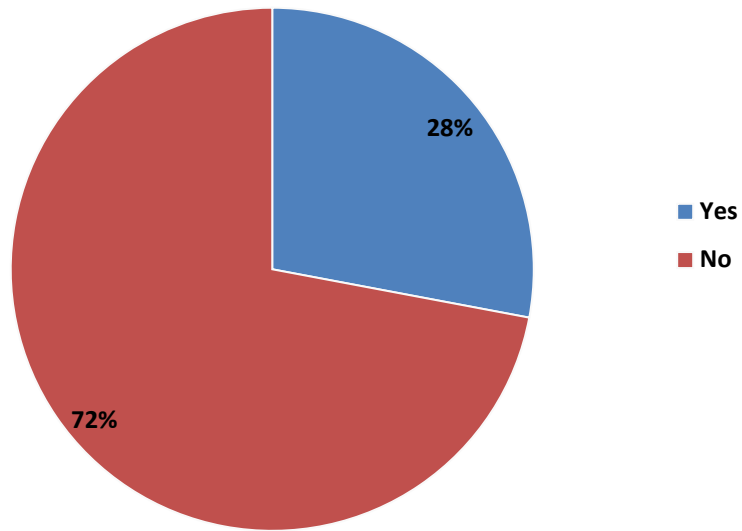
Appendix 1

Sheltered housing tenants user information from performance monitoring data 2015 – 2016 and needs analysis October 2015.

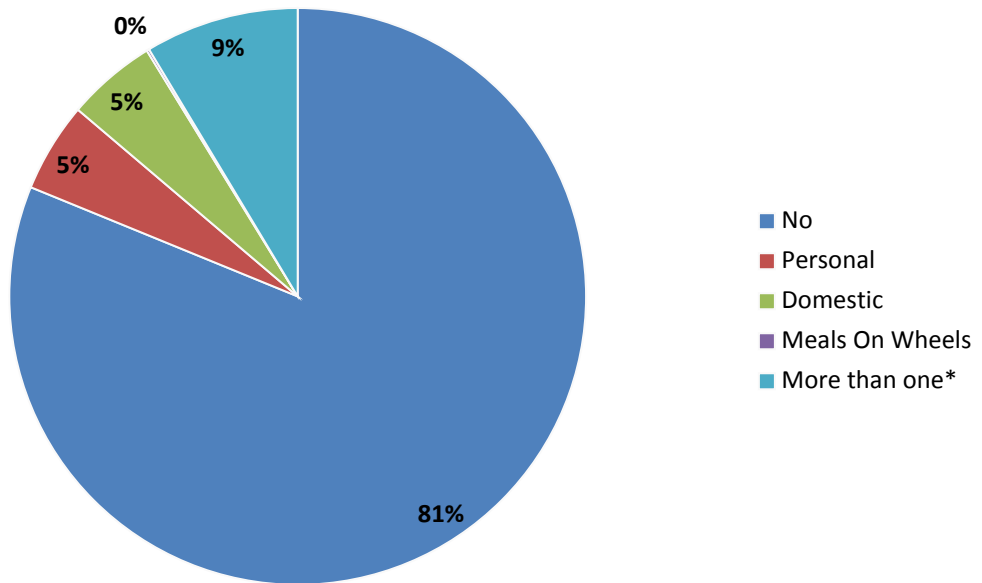




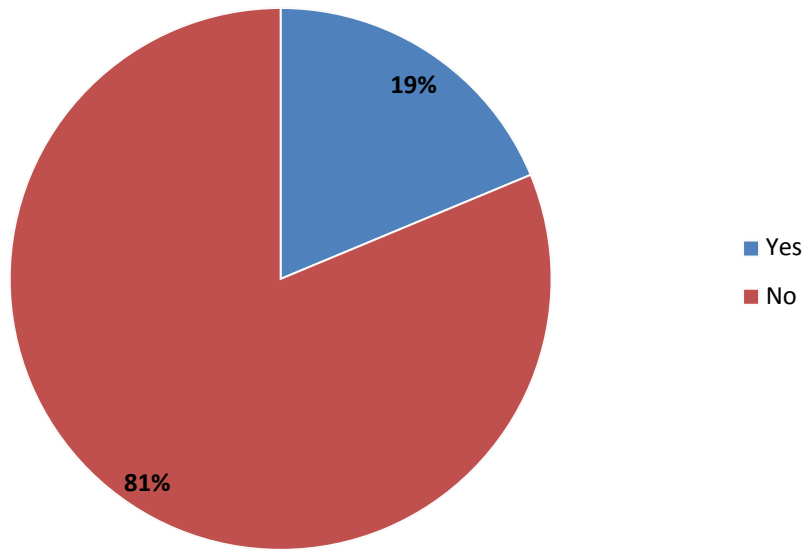
Percentage of tenants who have opted out of receiving a daily wellbeing check



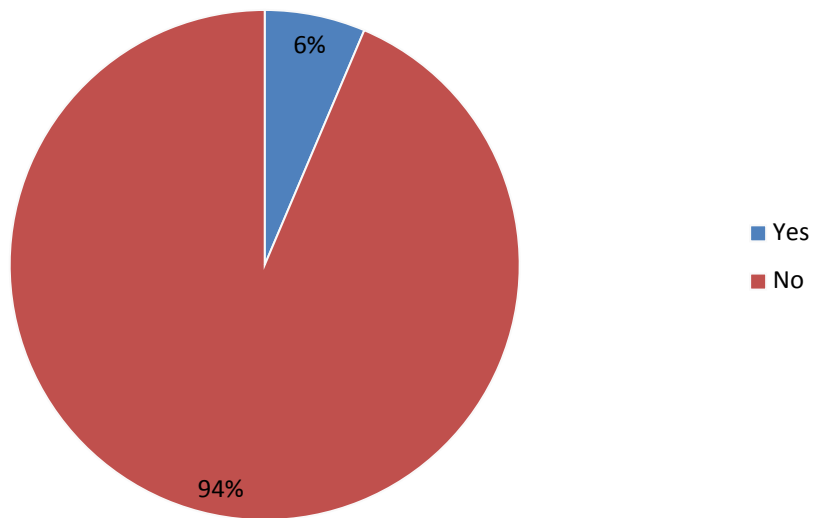
Percentage of tenants in need of a care package



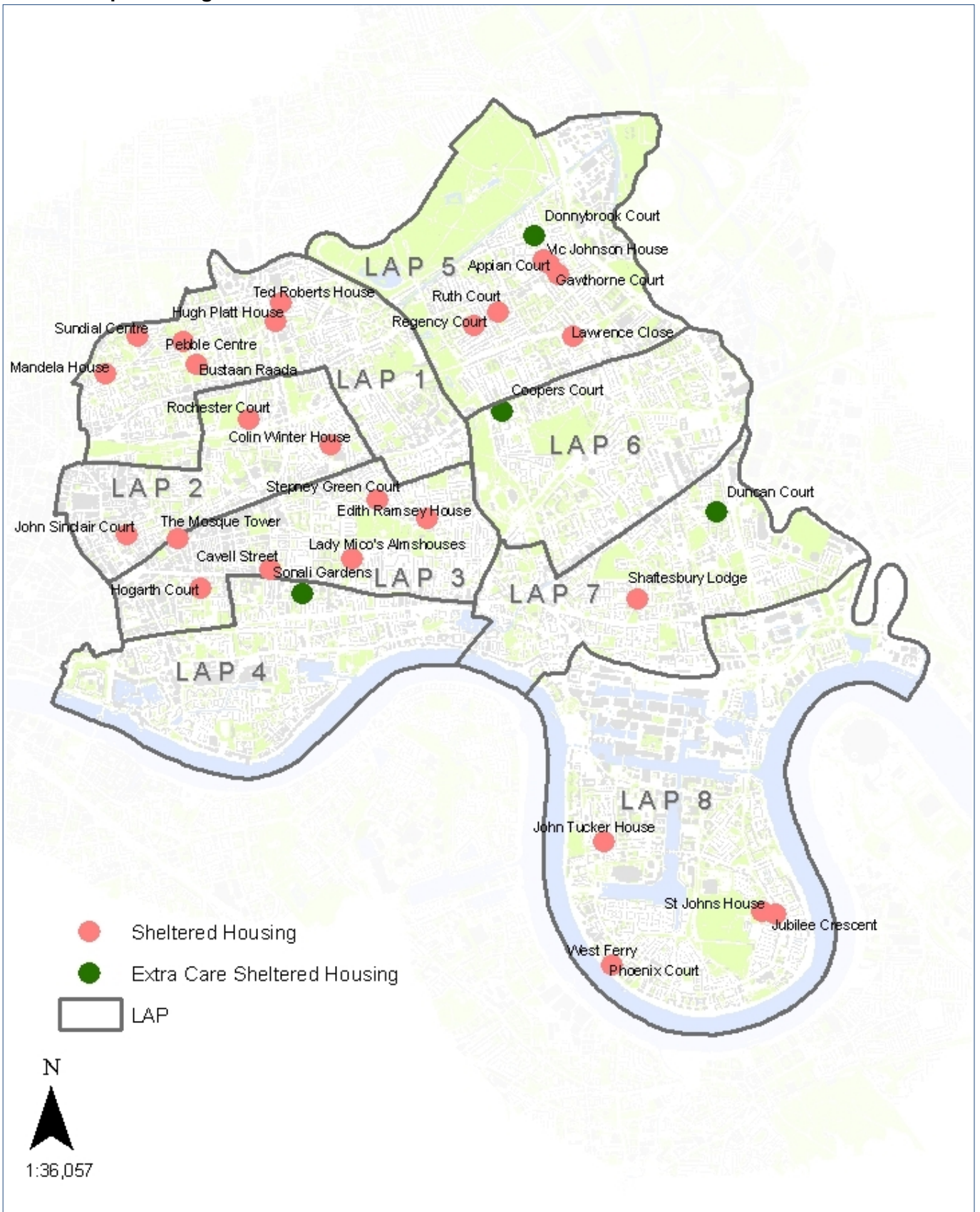
Percentage of tenants who have an allocated social worker



No. of tenants who receive support from the CMHT



Appendix 2
Map showing location of schemes



Appendix 3

Types of support funded in sheltered housing schemes

Activity	Examples of support provided
Support planning and key working	<p>Conducting needs and risks assessments and support plans</p> <p>Liaison with relevant professionals.</p>
Emotional and Personal Identity	<p>Support around personal identity – in relation to, for example, sexuality or gender identity, including contact with relevant support groups</p> <p>Support in expressing, maintaining and pursuing cultural, religious and spiritual choices and sign posting to culturally specific services as appropriate</p> <p>Support to access appropriate advocacy services</p> <p>Support to personalise own home</p> <p>Support in managing relationships with family and friends including referrals to specialist agencies</p>
Mental and Physical Health	<p>Assistance in registering with a GP</p> <p>Provision of information around primary and sexual health</p> <p>Provision of information on services available locally</p> <p>Support and advice around personal hygiene</p> <p>Support in self managing medication – not including the administration</p> <p>Advice and information on substance misuse, including referral to specialist services</p> <p>Attending meetings where appropriate</p> <p>Referral to mental health services- encouraging service users to maintain contacts</p>
Support with the move to new accommodation	<p>Support to move into the scheme</p> <p>Support to manage the transition to new accommodation</p> <p>Information and support to become familiar with a new area</p> <p>Assistance with grant applications</p> <p>Assistance with accessing ID, transferring or setting up records from a new address</p> <p>benefit claims</p>
Developing and Maintaining Relationships	<p>Facilitation of peer support networks and befriending opportunities</p> <p>Advice and support in expressing emotions and feelings including meeting new people</p> <p>Advice and assistance on managing social situations and preventing isolation</p>
Welfare Benefits and housing issues	<p>Advice and support to managing the property and organising repairs</p> <p>Managing conflict and neighbourhood disputes</p> <p>Support in managing and understanding requirements of a tenancy agreement</p> <p>Support to develop a positive relationship with immediate neighbours</p> <p>Assistance with applications and appeals for housing and other benefits to which the service user is entitled</p>
Help establishing personal security	<p>Support in maintaining the security of individual accommodation</p> <p>Support and advice to maintain the accommodation appropriately and develop an understanding of health and safety in the home</p>
Life skills – bridging and managing finances	<p>Support to manage personal finances. Providing advice on bills and debt relating to managing a home</p> <p>Support to help service users prevent or manage debts, referring to outside debt management services where appropriate</p>
Life skills – domestic management	<p>Advice and encouragement to prepare and cook meals safely</p> <p>Advice and encouragement to maintain cleanliness of the home and launder</p> <p>Support with shopping and errands as required</p>
Self-management	<p>To encourage and motivate service users to maintain any appointments or session in relation to improving their ability to manage themselves in their accommodation</p>
Meaningful occupation and employment	<p>Support to provide service users with information on leisure activities and motivation to make appropriate use of such activities</p>

	<p>Support and assistance to access training and further education opportunities inclusive of</p> <ul style="list-style-type: none"> • Full and part time courses • Evening and day courses college lifelong learning • Accompanying service users to initial appointments and reminding or encouraging service users to attend training courses, interviews etc.
Help gaining access to other services	Support to access other services, in agreement with the service user, as part of the support planning process.
Equipment and Adaptations	Support and advice to users on equipment, adaptations and access
Police and courts	Giving advice on dealing with the police and courts where this relates to housing matters and attending court with the service user where appropriate

Appendix 4

Sheltered units advertised and bids received (01.04.15 - 21.03.16)
Information provided LBTH Housing Options team

Sheltered property advertised	No of units	No of bids
EDITH RAMSAY HOUSE DUCKETT STREET E1 4TD	4	75
GAWTHORNE COURT MOSTYN GROVE E3 2DU	5	157
HOGARTH COURT BATTY STREET E1 1RN	4	93
HUGH PLATT HOUSE PATRIOT SQUARE E2 9NS	4	42
JOHN SINCLAIR COURT THRAWL STREET E1 6RN	5	36
JOHN TUCKER HOUSE MELLISH STREET E14 8NS	3	36
LAWRENCE CLOSE E3 2BQ	2	65
MANCHESTER ROAD E14 3HN	1	12
MANDELA HOUSE VIRGINIA ROAD E2 7NE	5	54
MOSQUE TOWER FIELDGATE STREET E1 1JU	1	19
PEBBLE CENTRE WARNER PLACE E2 7DA	2	44
PHOENIX COURT MAST HOUSE TERRACE E14 3RE	2	74
ROCHESTER COURT WILMOT STREET E2 0BP	1	9
RUTH COURT MEDWAY ROAD E3 5DS	3	74
SHAFTESBURY LODGE UPPER NORTH STREET E14 6EH	1	24
TED ROBERTS HOUSE PARMITER STREET E2 9NH	4	97
VIC JOHNSON HOUSE ARMAGH ROAD E3 2HT	3	46
Total	50	957