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To: Members of the Sheltered Housing Task and Finish Forum
(Christine Drew, Douglas Hull, Jim Knight, Sally Lancaster,
Christine Morrison, Sue Saunders, Pauline Stott)

Andy Austin - Mobile Support Officer
Sue Bewes - Landlord Services Manager
Dennis Boobier - Housing Needs and Strategy Manager
Amy Gilbert - Support Services Manager
John Golding - Head of Housing
Jenny Netherway - Mobile Support Officer
Peter Richards – Rental Manager
Mandy White – Senior Finance Officer

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Meeting of the Sheltered Housing
Task and Finish Forum
Friday 15 February 2013 at 10.00am
Committee Room, Knowle, Sidmouth

Councillors and members of the public are reminded to switch off mobile phones during the meeting. If this is not practical due to particular circumstances, please advise the Chairman in advance of the meeting.

AGENDA

		Page/s
1.	To receive the notes of the meeting held on 31 August 2013.	4 - 9
2.	To receive any apologies for absence.	
3.	To receive any declarations of interest relating to items on the agenda.	
4.	To receive the report to be presented to the next meeting of the Housing Review Board: Closing report and summary of the Sheltered Housing Task and Finish Forum.	10 – 16
5.	To re-visit the terms of reference.	17
6.	Conclusions and final report of the Task and Finish Forum.	To follow

Decision making and equality duties

- The Council will give due regard under the Equality Act 2010 to the equality impact of its decisions.
- An appropriate level of analysis of equality issues, assessment of equalities impact and any mitigation and/or monitoring of impact will be addressed in committee reports.
- Consultation on major policy changes will take place in line with any legal requirements and with what is appropriate and fair for the decisions being taken.
- Members will be expected to give reasons for decisions which demonstrate they have addressed equality issues.

Members and co-opted members remember!

- You must declare the nature of any disclosable pecuniary interests. [Under the Localism Act 2011, this means the interests of your spouse, or civil partner, a person with whom you are living with as husband and wife or a person with whom you are living as if you are civil partners]. You must also disclose any personal interest.
- You must disclose your interest in an item whenever it becomes apparent that you have an interest in the business being considered.
- Make sure you say what your interest is as this has to be included in the minutes. [For example, 'I have a disclosable pecuniary interest because this planning application is made by my husband's employer'.]
- If your interest is a disclosable pecuniary interest you cannot participate in the discussion, cannot vote and must leave the room unless you have obtained a dispensation from the Council's Monitoring Officer or Standards Committee.

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From Ottery St Mary – 379, 387

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EAST DEVON DISTRICT COUNCIL

Notes of a meeting of the Sheltered Housing Task and Finish Forum held at Knowle, Sidmouth on 31 August 2012

Present: **Councillors:**
 Jim Knight (Chairman)
 Pauline Stott

Tenant:
Sue Saunders

Officers:
Sue Bewes – Landlord Services Manager
Tina Cureton - Senior Housing Support Officer
Amy Gilbert – Support Services Manager
Jenny Netherway – Mobile Support Officer
Peter Richards – Rental Manager
Alethea Thompson –Democratic Services Officer
Mandy White – Senior Finance Officer

Apologies: **Councillor:**
 Stephanie Jones

Tenant:
Christine Morrison

Officers:
Andy Austin – Mobile Support Officer
John Golding – Head of Housing

The meeting started at 9.00am and ended at 11.55am.

*42 Welcome and introductions

The Chairman welcomed all those present to the meeting and invited everyone to introduce themselves. Membership of the TaFF was discussed and the need to appoint a replacement for Councillor Sullivan at the next meeting of the Housing Review Board was agreed.

RESOLVED: that replacement members be appointed to the Sheltered Housing Task and Finish Forum at the Housing Review Board meeting on 6 September 2012.

*43 Notes of the last meeting

The notes of the meeting of the Sheltered Housing Task and Finish Forum held on 10 February 2012 were received and noted as a true record.

*44 Declarations of interest

TaFF Member	Minute number	Type of interest	Nature of interest
Jim Knight		Personal	His daughter lived in a Council owned property.
Jim Knight		Personal	Devon County Council Councillor
Sue Saunders		Personal	Lived in sheltered accommodation
Jenny Netherway		Personal	Lived in a sheltered flat at Dunning Court

45 Update on sheltered housing decommissioning

The Support Services Manager updated the TaFF on the process of decommissioning sheltered housing. This was a three stage programme to be done over 1, 3 and 5 years. So far the whole of the year one stage (99 properties) had gone through the decommissioning process and around 66 properties had been decommissioned, at a loss of approximately £34,000 per year in Supporting People funding.

Since the initial decommissioning process there had been a number of changes and the old Supporting People criteria no longer applied. Due to these changes the TaFF agreed that they should revisit the properties in the three and five year programmes, with these visits to commence in January 2013. The extra care agenda would also be considered whilst visiting the sites. The TaFF requested that the Housing Enabling Officer and the Housing Senior Technical Officer should attend all of the site visits.

It was suggested that a number of 'good' sheltered accommodation schemes be identified and that an investment plan for these properties be agreed, with the core sites being kept for the tenants with the most support need.

RESOLVED: that the Sheltered Housing Task and Finish Forum revisit the properties identified under the three and five year decommissioning stages, with the site visits commencing in January 2013.

RECOMMENDED: that the Housing Enabling Officer and the Housing Senior Technical Officer should attend all of these site visits.

*46 Update on the report to the Housing Review Board

The Landlord Services Manager updated the TaFF on work that had been undertaken since their last meeting in February 2012. The key decisions and an overview of the work of the TaFF had been presented to the May 2012 meeting of the Housing Review Board (HRB), which recommended the following:

*46 Update on the report to the Housing Review Board (cont'd)

- that a single price support charge of £9.85 per week be introduced to all sheltered housing residents regardless of where they live, subject to prior consultation with the Tenant Representative Group. (Following the recent negotiations over price this is now subject to review);
- that the spot contracts route be agreed in principle, but that no decision be made until more was known about the eligibility criteria, longevity of the contracts and the freedoms and flexibilities allowed;
- that officers develop a separate support contract for customers who had a support need according to the eligibility criteria, subject to the following conditions:
 - a) that the Housing Review Board considers the draft agreement prior to approval;
 - b) that assurances are gained from Devon County Council that the money released from block contracts can be reinvested, before EDDC enters into spot contracts;
 - c) that sheltered housing continues to be used for those with support needs;
- that officers run a pilot project for Mobile Support Officers to deliver support to tenants living within the authority's general needs accommodation. The costings and eligibility criteria for the pilot would be brought to a future Board meeting;
- that the Board agree a vision, a simple statement to clearly encompass the values and aspirations held for the future of support services in East Devon. The vision would be "to deliver outstanding support services to all residents of East Devon, regardless of housing tenure";
- that a risk/impact assessment be undertaken on recommendations 2 and 3 and that a report be referred to the Board on the financial impact and service delivery impact on residents.

The Landlord Services Manager took a report on the financial risks and service delivery impact for tenants in moving to spot contracts to the June 2012 meeting of the HRB. Members noted and discussed the risks and service delivery impacts along with the suggested mitigating actions contained in the report.

An impact assessment had been produced by Devon County Council (DCC) on Devon older persons' targeted support. It was noted that the risks under spot contracts were seen by them to be 'minor' in terms of severity and 'unlikely' in terms of likelihood (rather than 'possible' under block contracts).

It was reported that there had been displays at Tesco, Seaton and B&Q, Exmouth based around the Home Safeguard community alarm service and raising its profile in the community. This service provided a key relationship to picking up referrals for new customers under spot contracts. Existing customers already paying a charge for the alarm could opt for additional support.

*47 Draft community alarm/support service eligibility criteria

The TaFF then went on to consider additional eligibility criteria agreed by the Devon Sheltered Housing Forum for the community alarm/support service. This would be used in addition to the mandatory criteria of being 55 years old or over, and eligible for a free service (financial assessment). It was acknowledged that benefit reform would have a massive impact on the financial assessment although there were limitations to the affect this would have on older people.

*48 Current Supporting People position and DCC draft contract proposal

The Support Services Manager and the Landlord Services Manager had met twice with DCC on the basis that DCC wanted something in writing from EDDC giving its firm position, and that DCC had presented EDDC with the DCC People Services Agreement. Officers had sought clarification on some of the draft clauses within the contract, such as the cost of providing a hub, and helping tenants to cook. There was particular concern about the risks inherent in operating under a contract that had a 13 week notice clause, especially relating to service delivery (the use of temporary contract/agency staff as opposed to staff invested in and trained to a high quality) and employment issues. It was however acknowledged that this standard 13 week notice period would safeguard tenants who were not happy with the service. The service should also improve as officers would constantly be reviewing their clients and their needs.

EDDC sought acknowledgement from DCC that it had some tenants living in its sheltered homes that were under 55 years old, some receiving support and others not, and EDDC's plans for making transitional arrangements for these customers under the spot route. EDDC also sought recognition of its need to consult with tenants not currently receiving support in terms of options for the future.

Negotiations were needed on the price of the contract. Supporting People were now asking for such meetings to take place. Some time was required for officers to 'get our house in order' to ensure they were ready to have these talks. This involved ensuring there was a clear picture of the current needs of EDDC's tenants and what options the Council hoped to offer them in the future. A 25 % reduction in income was expected.

It was reported that some sheltered housing providers had already signed the contract with EDDC, but others had not signed due to concerns about the 13 week rolling service. The contract, once signed would run for 2 years.

*49 Tenants who live in sheltered housing under the age of 55

Previously sheltered housing had been offered on the basis of need, not age, but now Supporting People funding was only for older people.

DCC had originally supplied EDDC with a list of around 160 names of tenants under the age of 55 living in sheltered accommodation. Many of these had since turned 55, leaving 125 tenants under the age of 55 in sheltered housing. 11 more tenants were due to turn 55 in the next 12 months. Of the remaining tenants, 59 received day to day support, and 66 received no support at all.

*49 Tenants who live in sheltered housing under the age of 55 (cont'd)

Discussion took place over who would support the tenants under 55 years old, needing support. In some cases, especially in cases with mental health issues, all their other forms of support had been withdrawn. The Support Services Manager gave two examples of existing tenants currently receiving support. Officers were now investigating each case on an individual basis, as many of these supported tenants were vulnerable people.

EDDC intended to use such tenants as an area of negotiation and would look at these on a case by case basis. DCC had a duty of care towards vulnerable people and paying for their support.

With regards to the 66 tenants under 55 years old currently living in sheltered accommodation, not receiving support, EDDC would have no basis to continue to receive funding for them and might need to consider the possibility of moving the tenants. The risk of properties specially adapted for higher level support needs being used by people who did not require them had already been identified. In order to mitigate this risk EDDC would need to identify these properties and only let them to those that had a specific requirement. The Council should also make sure that tenants were clear from the outset when allocated sheltered properties that if they no longer required the customised property, they could be moved to an appropriate alternative. However, tenants on secure tenancies could not be forced to move.

*50 Tenants who are over 55 but not in need of support/menu of services

There were four categories of tenants in sheltered housing:

- Residents over the age of 55 receiving support.
- Residents over the age of 55 not receiving/in need of support.
- Residents under the age of 55 receiving support.
- Residents under the age of 55 not receiving/in need of support.

Each EDDC sheltered housing scheme would be looked at in terms of the makeup of the support service. A spreadsheet was being drawn up in terms of tenant, address and level of support category.

The Housing Support Services Manager gave examples of the levels of support being offered by other housing providers, in terms of low, medium and high.

EDDC needed to decide on the cost of support services to tenants. Every sheltered housing tenant would need to be consulted with in terms of level of support/menu of services. The level of support decided upon would also need to be reviewed.

An agreement was needed over allocations – to be based on the support required. People of the highest support need should be allocated to the very best schemes. In future tenants under 55 years old should not be allocated to such schemes. It was hoped that this would then lead to accommodation schemes of fully supported people. This occurred in other areas and it was suggested that it would be useful for the TaFF to visit such 'very sheltered' schemes.

*50 Tenants who are over 55 but not in need of support/menu of services (cont'd)

It was suggested that pilot support schemes should be run in small locations and rural areas with existing sheltered accommodation.

It was noted that EDDC tenants already demonstrated a high level of customer satisfaction.

Members of the TAFF were urged to read the National Housing Federation's document ' More than a few kinds words', in particular section 6. This was circulated at the meeting.

51 Service charges for sheltered housing equipment

It was proposed that sheltered housing tenants should pay an element of the cost of an alarm as part of a service charge. In the private sector these alarms were paid for by the individual. Based on examples from other authorities it was suggested that tenants be charged £1 per week for a pendant alarm. Detailed discussion then took place on whether tenants should be charged for pendants, and how the charge should be made. Further discussions were needed on the most cost effective way of charging.

RECOMMENDED: that the TaFF supports charging for sheltered housing equipment, but that the Housing Support Services Manager bring a further report to the Sheltered Housing TaFF for discussion before going to the HRB.

*52 Date of next meeting

The next Sheltered Housing Task and Finish Forum would be held on Friday 26 October 2012, at 9.00am in Room One, Knowle, Sidmouth.

Agenda Item

Housing Review Board

March 2013

SB/AG



Closing report and summary of Sheltered Housing Task and Finish Forum

Summary

This report brings members up to date with the work to date of the Sheltered Housing Task and Finish Forum. This includes an update on progress towards a new targeted Support contract which is due to commence in April 2013. It also outlines the progress towards a transformation of services in line with the new support based contract and the aspirations of the Support Service for the next 12 months.

Recommendations

- (1) To approve the commencement of the new Targeted Support Spot Contract from April 2013**
- (2) To note the contents of the report which outlines the work of the Sheltered Housing Task and Finish Forum over the past 12 months.**
- (3) To approve the closure of the Sheltered Housing Task and Finish Forum**

a) Reasons for Recommendation

To seek board approval for the commencement of the new targeted support based contract due to start in April 2013.

To update the board on the recommendations of the Sheltered Housing Task and Finish Forum and outline how officers will prepare the service for the transition of the new contract.

b) Alternative Options

Not to enter into a new contract and remain on existing block subsidy contract. This will see an inability to grow the service and present limitations with regards to how the service can expand.

c) Risk Considerations

Not meeting the criteria as set out in the new contract could risk the income of future Supporting People subsidy which in turn will risk the funding of frontline service delivery

d) Policy and Budgetary Considerations

The Support Service receives in the region of £500.000 per annum to run the Sheltered Housing Support Services.

The budget for 2013/14 reflects a 10% reduction in income from Supporting People

e) Date for Review of Decision

March 2014

1. Introduction and current Supporting People Position
 - 1.1 Members will recall that at its meeting on 3 May 2012 a series of recommendations were made around the future of Housing Support Services for older people in East Devon. A further report on the financial risks and service delivery impact for tenants in moving to spot contracts was presented to its June 2012 meeting, where members noted and discussed the mitigating actions put forward by the Landlord Services Manager
 - 1.2 Since then Officers have continued to work closely with members of the Sheltered Housing Task and Finish Forum to pave the way for a successful transition from the current Support 'Supporting People' block contract scenario to the new 'targeted support for older people' spot contract that, with your approval will commence from 1 April this year.
 - 1.3 Members may recall that previous reports had suggested we thought at that time that the reduction in our grant from Devon County Council under the new contract could be as much as 25%, but we have managed to successfully negotiate a reduction of around 10%, as a fixed price for an initial 12 month period.
 - 1.4 The Housing Review Board requested that the draft agreement be brought back for its consideration prior to approval, and this is now provided at Appendix 1, having been fully discussed and its contents checked by Housing Officers and our in house legal team.
 - 1.5 Members will note the agreement contains at Section D an unusually large amount of detail in terms of service specification, and is very specific both in terms of the outcomes our support service is expected to achieve, both for providers, but also importantly individual service users.

The Outcomes under the specification for individual users are:

- Improving physical health and wellbeing
- Improving emotional wellbeing and mental health
- Maintaining and developing activities of daily living
- Motivating and helping to maintain self care and personal hygiene
- Improving social wellbeing
- Managing medication
- Staying safe and reducing risk

- 1.6 The above outcomes are in line with those used by Social Care, which will be helpful as they will be our new budget

holders and will need to see us achieving outcomes that they see valuable to meet their own targets. The shift to Social Care has been a direct result of the removal of the ring fence that protected the Supporting People subsidy for the purpose of Support Service.

2. Developing and administering the principles of the new contract
 - 2.1 We have worked closely with the Devon Sheltered Housing Forum on key pieces of work such as the eligibility criteria for the support service, and also to source an appropriate client information management system so that our performance can be managed according to the new agreement.
 - 2.2 We have viewed several web based 'purpose built' solutions that are coming into the market, but come to the conclusion that the new 'networked' system we are sourcing for all our Housing Service work will be able to provide what is required. We will be able to use the 'outcomes' detail provided within the service specification to act as direct prompts to staff to always be providing support that has a specific outcome in mind.
 - 2.3 The current reporting requirements of 4 weekly notifications and quarterly outcome reports relating to delivery of the service will cease at the end of March. It is noted though that due to the need to ensure we can continue to allocate subsidy, we will continue to hold information internally. Until the new Housing Management system is set up with an appropriate reporting system, there will be a period of time where such information will not be sent to Devon County Council but will be available on request.
3. The transition of schemes onto the new contract and choices that will be offered to tenants
 - 3.1 The Sheltered Housing Task and Finish Forum studied information regarding problems faced with residents living in sheltered housing properties but choose to not receive support services. Historically this problem has faced the service for some time, and along with many other providers in Devon, Devon County Council have made it clear that future provision of services should be based around on needs of individuals, hence the name of the new contract 'targeting support'.
 - 3.2 EDDC believe in the principles of ensuring support is going to where it is required and the past few years has seen higher expectations of Mobile Support Officers to ensure residents are being correctly assessed and that the correct level of support is being delivered.
 - 3.3 As outlined in the report to the board in May 2012, residents who fall under this criteria present various problems to the service (often there is a refusal to engage) and valuable resource is being taken up within the service when higher risk residents with more complex needs are requiring greater officer time.
 - 3.4 Under the new contract an emphasis must be placed on targeting support where it is required and EDDC propose to ensure that scheme by scheme further choices are given to residents around this matter. The choice to opt out of a service will not necessarily see the decommissioning of the property, but it will (providing there are no concerns on the

vulnerability of the client) mean that they can opt for the minimal level of service. This will mean an alarm only and will be reflected in a lower price.

3.5 Allowing tenants to opt out of the service completely will only be available on schemes that have been identified for 1 year decommissioning, or where the tenant is under 55. This means that they will no longer have use of the sheltered housing equipment.

3.6 Although the majority of Year 1 properties for decommissioning is now complete, this move will compliment the work already done with the decommissioning programme and will ensure that schemes identified for year 1 decommissioning will eventually turn into general purpose properties.

3.7 As part of the work of the Sheltered Housing Task and Finish it has been acknowledged that due to the abolition of the Supporting People criteria for Sheltered Housing, EDDC should carefully consider the decision to decommission further properties as part of the 3 and 5 year plan. This is strengthened further by current financial pressures and the move towards targeting support to individuals that require it (not necessarily property linked).

4. Retaining and protecting Sheltered Housing

4.1 It has been recommended by the Sheltered Housing Task and Finish Forum that all sheltered schemes be placed in a programme of suitability which compares both information gained as part of the decommissioning project as well as the current take up levels of support across the scheme.

4.2 At the meeting of the HRB in June 2012, members approved a recommendation that proposed the development of a criteria for sheltered housing in order to meet the needs of people with support needs. The table below gives an example of how we can now consider each scheme against a criteria that will categorise how allocate onto the scheme in the future

<p>Category 1: Good Sheltered accommodation to retain</p>	<ul style="list-style-type: none"> • Schemes not identified for 3 or 5 year decommissioning • Schemes currently receiving high levels of support • All tenants to receive at least minimal level of support • Schemes attached to Community Centres with good facilities • Allocations should be made on high levels of support being required • Eligibility criteria applied to receive services funded by SP
<p>Category 2: Sheltered Housing where support can be delivered as and when required</p>	<ul style="list-style-type: none"> • Schemes that have been identified as part of year 3 and 5 decommissioning. • Tenants can opt out of service if assessed as being suitable to do so • Allocations should be made on a

	<p>range of support needs being required.</p> <ul style="list-style-type: none"> • Eligibility criteria applied to receive services funded by SP
Category 3: Support to people who do not live in sheltered housing	<ul style="list-style-type: none"> • New model of support to be delivered to tenants living in general purpose properties/ private sector. • Support needs will fluctuate as outcomes are met with customers.

5. Reshaping Support 2013

- 5.1. As part of the work to ensure a smooth transition onto the new contract, an Officer group has been set up to lead on actions as set out by the Sheltered Housing Task and Finish Forum. Membership of this group includes the Landlord Services Manager, Support Services and Home Safeguard Manager, Senior Support Officer, Rental Manager and the Allocations Manager. The group have already started to work towards matters arising and will be giving a full update on matters that are being worked on to the close of the Task and Finish Forum meeting on February 15th.
- 5.2 The group have approved and implemented the recently agreed eligibility criteria for sheltered housing in line with the new expectations as set out in the targeted support contract. This has also seen a review of the information collected as part of assessing whether or not a tenant is suitable for sheltered housing and whether support needs can be met. The levels of support are being developed which will result in a menu of choices that tenants will be presented with as part of transition onto a new contract. Factored into this piece of work is the price that will be charged for each option on the menu, it is noted that the number of tenants that pay this is minimal with the majority of tenants falling under the provision of Supporting People funding. Therefore the only current tenants subject to this charge will be self funders and anyone under the age of 55 wishing to assess the service. This charge will be market tested and will see a consistent price across all schemes which will soon be launched into the private sector also.
- 5.3 The menu of options will be based on the various levels of support that tenants can be offered by our team of Mobile Support Officers and through the Home Safeguard service. Currently these levels of support are categorised by a risk rating, the high risk tenants receiving the maximum number of calls and visits. The diagram below demonstrates the categories that will be priced and how the costs of the service at each level will be quantified.

<p>Low Level support</p> <ul style="list-style-type: none"> • Alarm system • Completion of Support Plan • no set calls and visits but one off support can be required as and when 	£??
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<p>Medium level support</p> <ul style="list-style-type: none"> • Alarm system • Completion of support plan • Up to 1 visit per week • Calls as and when required up to 5 per week • Reactive support as and when required 	<p>£??</p>
<p>High Level support</p> <ul style="list-style-type: none"> • Alarm System • Completion of Support Plan • 2 visits per week (or any more) • Calls as and when required up to 7 per week • Reactive support as and when required 	<p>£??</p>

5.4 As outlined at the meeting of the HRB in May 2012, our current approach to support charges is inconsistent, and the new proposals ensure a fair approach is given regardless of what scheme the tenant resides on and will reflect the level of service received.

6. Tenants under the age of 55

6.1 Over the past 12 months on numerous occasions we have been faced with uncertainty by Supporting People with regards to tenants we support who are under the age of 55. It should be pointed out that for many years now we have received Supporting People funding to fund these individuals who reside in sheltered housing and we consider the support they receive as an integral part of how they manage their day to day lives.

6.2 As part of transitional arrangements, tenants who are under the age of 55 and are in receipt of support will be transferred to the new contract. Tenants who are not receiving support, under the age of 55 will be given the option to opt out of services.

6.4 As part of reclassification of the contract under the older persons' criteria, we have to ensure that future allocation of our Supporting People subsidy is taken up only by tenants over the age of 55. We are not ruling out under 55's accessing support within our sheltered housing but this will come at a cost to the tenant and this will be reflected within the new charging structure, reflecting the level of support delivered. Evidence suggests that as we have already been evoking this charge for the past 2 months, residents under the age of 55 who require support are willing to pay for the service out of benefits already gained for the purpose of staying independent, such as disability living allowance.

6.5 Part of the reason why Supporting People have been reluctant to fund the under 55 age group is that many of these residents are already receiving Supporting People funding from other pots such as learning disability (enablement) or mental health. EDDC has not disputed this but has continued to raise the profile of the need for such tenants to have the support that sheltered housing offers, in particular the alarm facility.

7. Conclusion

- 7.1 Approximately 80% of our tenants support is funded for by the Supporting People subsidy grant. In order to protect services for current tenants as well as tenants in the future, we must ensure that funding is protected and the principles of the new contract are signed up to.
- 7.2 The Support Services Team will apply the criteria and choices available as outlined in this report to all current tenants to ensure a smooth transition onto the new contract, and that support is available and delivered to those that require it and that the current waste in the system is minimal.
- 7.3 As part of changes required to enter into the new contract, the service will be re-launched under the targeting support name and tenants will be invited to a series of events that will attempt to communicate the future changes to them. Mobile Support Officers will be a key part of assessing the needs of current tenants and correct training against the eligibility criteria will be rolled out.
- 7.4 The Sheltered Housing Review Group have explored all of the issues in this report in great detail and as part of their work have look nationally and indeed locally at changes being implemented by other Providers.
- 7.5 The changes outlined in this report are in line with the recently produced More Than Just a Few Kind Words document produced by the National Housing Federation and fit with many case studies as featured within it.
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Legal Implications

Financial Implications

Consultation on Reports to the Executive

None.

Background Papers

- Breaking the mould '*Re-visioning older peoples housing*'
 - *More than Just a Few Kind Words*, National Housing Federation
 - Minutes and Agendas for Meetings of the Sheltered Housing Task and Finish Forum
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Amy Gilbert
Support Services Manager

Housing Review Board
March 2013

Sue Bewes
Landlord Services Manager



HOUSING REVIEW BOARD

TASK AND FINISH FORUM ON THE REVIEW OF SHELTERED HOUSING

TaFF purpose and terms of reference

The TaFF is called on to:

- Continue to receive updates and monitor the progress of the decommissioning of Sheltered Housing.
- Explore the options to deliver a Housing Related Support Service to the wider Community, reaching residents in General Needs Council housing and private sector housing, and propose a preferred model of delivery.
- Examine business models to enable support services to maintain Supporting People income and expand, including assessing the value of Social Enterprise Agencies and working with neighbours/partners
- Consult with key agencies to ensure a multi-agency approach is adopted in providing support services to East Devon residents with the aim of encouraging people with support needs to live independently in their homes.
- Consider the threats and opportunities in relation to the Supporting People budgets and recommend action to safeguard services.
- Explore good practice in the delivery of support services and the options more applicable to East Devon District Council. Make recommendations to create a new support contract in addition to the tenancy agreement.
- Consider income generation opportunities through the application of support charges, equipment charges and service charges for services to residents in need of support.
- Examine the links between support services and Home Safeguard and propose improvements in service delivery.
- Make recommendations for inclusion in an Older Persons Strategy.
- To report the work of the TaFF to the Housing Review Board with recommendations.