

REPORT TO: HOUSING COMMITTEE – 9 FEBRUARY 2015

REPORT ON: SHELTERED HOUSING SERVICE – UPDATE

REPORT BY: DIRECTOR OF HOUSING

REPORT NO: 25-2015

1. PURPOSE OF REPORT

The purpose of this report is to update Housing Committee on:

- 1.1. Progress towards delivering on the recommendations contained in the report entitled “Sheltered Housing Review” which was approved at Housing Committee on 9 June 2014 (Report No 261-2014, Article IV refers).
- 1.2. Progress towards meeting the areas for improvement contained in the inspection report by the Care Inspectorate following their inspection of the Sheltered Housing Warden Service in February 2014, which was approved at Housing Committee on 25 August 2014 (Report No 298-2014, Article VII refers).
- 1.3. The outcome of the needs assessment of all existing Council sheltered tenants, recommended as part of the Sheltered Housing Review report approved at Housing Committee on 9 June 2014. (Report No 261-2014, Article IV refers).

2. RECOMMENDATION

It is recommended that Housing Committee:

- 2.1. Note the progress made in relation to the Sheltered Housing Review and the Care Inspectorate Inspection Action Plan.

3. FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

4. BACKGROUND / CONTEXT

Reference is made to Article IV of the minute of meeting of this Committee of 9 June 2014, when the Committee approved Report No 261-2014 entitled ‘Sheltered Housing Review’. This report contained a number of recommendations which were key to the implementation of the reshaped Sheltered Housing Service.

Reference is made to Article VII of the minute of the meeting of this Committee of 25 August 2014, when the Committee approved Report No 298-2014 entitled ‘Inspection of Sheltered Housing Warden Service by the Care Inspectorate’. This report identified a number of areas for improvement within the sheltered service.

This report provides an update on progress made on delivering on the recommendations contained in both the ‘Sheltered Housing Review’ report and the ‘Inspection of the Sheltered Housing Warden Service by the Care Inspectorate’ report.

4.1. **Sheltered Housing Review Report**

This report, approved by Housing Committee on 9 June 2014, (Report No 261-2014, Article IV refers) contained the following recommendations:

- i. Development of a Consultation Strategy for engagement with all stakeholders;
- ii. Creation of a relief pool of 5 wardens to provide cover and support for the city-wide service;
- iii. Establishment of a new post of Activities Co-ordinator and the development of a Volunteer Bank to assist in the delivery of social activities;
- iv. A needs assessment of all existing sheltered tenants be carried out within 6 months of approval of this report;
- v. On completion of (iv) a further report, detailing the support needs of the sheltered tenants and how these will be met, will be prepared;
- vi. Introduction of alternative warden arrangements for continuing to deliver sheltered services at the complexes at Kirk Street, Whorterbank, Watson Street and Happyhillock to more accurately reflect the demand from the remaining sheltered tenants in these complexes.

Progress on these recommendations is as follows:

- The service has now engaged with all the main stakeholders on the outcome of the Sheltered Housing Review. Various meetings have taken place, particularly with staff and tenants to help explain the key recommendations contained in the report approved at Housing Committee.
- The relief pool has now been created and is helping provide cover across the service.
- The Activities Co-ordinator is now in post and working on not only promoting social activities more widely within the service, but also seeking to recruit a bank of volunteers to assist in delivering these activities.
- The assessment of the support needs of all existing sheltered tenants has been carried out. As agreed, the results are detailed later in this report in section 4.3 'Findings of the needs re-assessment of all existing sheltered tenants'.
- Alternative warden arrangements are now in place for continuing to deliver sheltered services at the complexes at Kirk Street; Whorterbank; Watson Street and Happyhillock.

In summary, all the recommendations contained in the report to Housing Committee on 9 June 2014, (Report No 261-2014, Article IV refers) have now been implemented.

4.2. **Inspection of the Sheltered Housing Warden Service by the Care Inspectorate Report**

This report, approved by Housing Committee on 25 August 2014, (Report No 298-2014, Article VII refers) contained the following requirements and recommendations:

Requirements:

- i. The service Involvement Strategy requires to be completed.
- ii. The service needs to address the issue of awarding permanent contracts to the service's staff.

- iii. The service must ensure at all times, suitably qualified and competent persons are working in the service in such numbers as are appropriate for the health and welfare of the service users.
- iv. A provider shall provide the service in a manner which promotes and respects the independence of the service user and, so far as it is practical to do so, affords them choice in the way that the service is provided to them.
- v. The provider shall ensure that no service user is subject to restraint unless it is the only practicable means of securing the welfare of that or any other service user and there are exceptional circumstances.
- vi. The service shall provide a written statement of the Aims and Objectives of the service.
- vii. The provider shall have regard to the size and the nature of the service, the statement of Aims and Objectives and the number of needs of the service users to ensure:

The service must ensure, at all times, suitably qualified and competent persons are working in the service in such numbers as are appropriate for the health and welfare of the service users.

Progress on these requirements is as follows

- The service now has an updated Involvement Strategy which is being implemented.
- All temporary staff in the warden service have now been given permanent contracts.
- The Sheltered Housing Review acknowledged the need for a more flexible use of existing staff resources, thus ensuring suitably qualified and competent persons are working in the service in such numbers as are appropriate for the health and welfare of the service users. The creation of the relief pool has assisted in providing cover and support for the city wide service.
- The service now has a written statement of its Aims and Objectives which is available in every sheltered complex. Included is a commitment to not only promote and respect the independence of sheltered tenants but also to ensure that this is embedded within all aspects of the Sheltered Housing service. Also included is the freedom for sheltered tenants to make choices in the way the service is delivered to them.
- The Sheltered Housing service is free from restraint of any kind and the motion sensors that are in place in all sheltered tenancies are designed to assist tenants in respect of their health and wellbeing. The service now seeks the express, written permission from all existing and new sheltered tenants regarding the use of motion sensors in sheltered housing tenancies.

Recommendations:

- i. The Manager must encourage and include tenants in ensuring the quality of the service offered meets the needs of the tenants.
- ii. The Manager must consult with staff to enable them to carry out duties to the best of their ability and be trained to carry out the roles of the warden service.

Progress on these recommendations is as follows:

- The establishment of the Involvement Strategy has addressed the need for the Manager to encourage and include tenants in ensuring the quality of the service offered meets the needs of the tenants.

- Regular communication with staff through support and supervision sessions and the Employee Performance Development Review Scheme (EPDR), has been established to ensure staff are able to carry out duties to the best of their ability and be trained to carry out the roles of the warden service.

In summary, all the requirements and recommendations contained in the report to Housing Committee on 25 August 2014, (Report No 298-2014, Article VII refers).have now been implemented.

4.3. **Outcome of the Needs Assessment of all Existing Sheltered Tenants**

As detailed in Report No 261-2014, to the Housing Committee on 9 June 2014 (Article IV refers), the needs assessment of the existing sheltered tenants was carried out by a team comprising of staff from the Housing Department's Housing Support Team and the Social Work Department's Home Care Team and the local on-site sheltered warden.

A joint assessment tool was developed by the Housing and Social Work Departments thus ensuring all support needs would be able to be identified through this process.

However, in summary

- There were a total of 1,789 sheltered households visited as part of this process.
- Of the 1,647 who were re-assessed:
 - 1,335 (81%) had no support needs.
 - 197 (12%) had an identified support need but already had an existing support package in place from other than the Sheltered Warden to meet the need.
 - 107 (6.5%) tenants were referred to other agencies such as OTs, Energy Advice, with relatively minor needs.
 - 8 (0.5%) had an identified but unmet support need and were referred to the Housing Support Team.
 - 142 (8%) were not at home

Of the 142 (8%) who were not at home, every effort was made to contact them. Initially, the Warden contacted all their tenants to inform them when the re-assessment was taking place. If the tenant was not in, a card was left asking the tenant to contact a member of the re-assessment team and a visit would be arranged, if required. Finally, the Wardens were given a list of all their tenants not contacted by the team and asked to again contact their tenants to give them the opportunity to participate in this process.

In addition to the efforts during the one off exercise anyone who has opted not to have an assessment done can be referred to the Housing Support Team by Warden Staff at any time if they feel that a needs assessment would be beneficial.

5. **ASSESSING FUTURE SUPPORT NEEDS AND DELIVERING SUPPORT**

All new tenants to the sheltered service will require to be assessed to determine what needs, if any, they have and how these needs might be met. In addition, the information already held about the needs of existing sheltered tenants requires regular updating to reflect any new or amended support needs.

This provides an opportunity to have the support needs assessed by sheltered wardens along with specialist housing support staff who already meet SSSC registration requirements and are working in services currently regulated by the Care Inspectorate. One such provider is the Dundee City Council Housing Department Housing Support Team. Staff within this Team assisted in the recent needs assessment exercise of all existing sheltered tenants so are familiar with the service.

Therefore, this Team will ensure the support needs of the sheltered tenants are assessed and Support Plans are developed and reviewed, with the input and involvement of the sheltered wardens.

6. **CONCLUSION**

This report details the progress made by the Sheltered Housing Service as it seeks to implement the changes/improvements to the service as recommended in the Sheltered Housing Review report and the report on the most recent inspection of the service by the Care Inspectorate.

The purpose of these changes/improvements is to ensure that the sheltered service continues to be fit for purpose and continues to deliver a quality service which meets the needs of the tenants.

This report confirms that significant progress has already been made, and continues to be made to meet this objective.

7. **POLICY IMPLICATIONS**

This report has been screened for any policy implications in respect of Sustainability, Strategic Environmental Assessment, Anti-Poverty, Equality Impact Assessment and Risk Management.

There are no major issues.

8. **CONSULTATION**

The Chief Executive, Director of Corporate Service and Head of Democratic and Legal Services, all other Chief Officers and Dundee Federation of Tenants' Associations have been consulted on the preparation of this report. No concerns were expressed.

9. **BACKGROUND PAPERS**

None.

ELAINE ZWIRLEIN
DIRECTOR OF HOUSING

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