

REPORT TO:	HOUSING AND COMMUNITY SERVICES	AGENDA ITEM: 10
DATE OF MEETING:	31ST JANUARY 2019	CATEGORY:
		RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	PAULWHITTINGHAM 01283595984 paul.whittingham@southderbys.gov.uk	DOC:
SUBJECT:	DERBYSHIRE COUNTY COUNCIL CONSULTATION ON TELECARE /CARELINE SERVICES AND PROCUREMENT OF OLDER PERSONS FLOATING SUPPORT	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE:

1.0 Recommendations

- 1.1 To approve the Council response to the Derbyshire County Council (DCC) consultation on the provision of Careline and Telecare Services
- 1.2 To note the extension of the current contract to provide Floating Support (Wardens) services until November 2019.
- 1.3 To accept the offer from DCC to deliver the 'Independent Living (Wardens) Service' to current and new service users for two years from November 2019.
- 1.4 To note that during the period of this agreement, the Council will work with DCC and other providers of Housing, Social and Health Care to develop new services for older and vulnerable people.

2.0 Purpose of the Report

- 2.1 To advise members of the consultation into telecare and care line service provision by Derbyshire County Council
- 2.2 To advise members of the possible impacts of the outcomes of this consultation
- 2.3 To advise members of the extension by DCC of the Older Persons Floating Support (Wardens) contract until November 2019
- 2.4 To seek members approval of the acceptance of the offer from DCC to deliver the Floating Support Service under a new name of the 'Independent Living Service' and the terms under which this offer has been made.

3.0 Detail

Introduction

- 3.1 Derbyshire County Council (DCC) has provided funding for community alarms (known as Careline) and Older Persons Floating Support (Wardens) in South Derbyshire since the Supporting People programme was introduced in April 2003. The Council has contracts to deliver both of these services to tenants and other eligible residents in South Derbyshire.
- 3.2 DCC initially provided funding for an unlimited number of clients provided they met an eligibility criteria (in receipt of housing benefit or pension credit, or met the County Council's Fairer Charging criteria) which included an assessment of the applicants ability to pay a charge.
- 3.3 On 5th November 2018 Derbyshire County Council informed South Derbyshire District Council and other providers of Telecare (Careline) and Floating Support (Wardens) services of its proposals for public consultation on the provision of Telecare services and the retendering of Older Persons Floating Support services.
- 3.4 The proposals regarding the Community Alarm and Telecare service were agreed by DCC's Cabinet on 8 November 2018. The initial proposal to re tender the Floating Support service was agreed by DCC's Cabinet on 20 September 2018. The proposals included an initial extension of the current contract for Floating Support until November 2019 and a proposal to extend the contract for Careline and Telecare Services until 2021.
- 3.5 The consultation process for Community Alarms and Telecare has involved DCC contacting all current service users who were also invited to a consultation event at Oakland's on 12 December 2018. The consultation period ran until 25 January 2019 although the Council has asked for an extension so that a formal response can be agreed by this Committee. The proposed response to the proposals are attached at Appendix A

SDDC Telecare and Careline Services

- 3.6 Currently, 459 tenants receive funding from DCC for the Careline Monitoring Service. 276 of these tenants also receive funding the for the Floating Support (Wardens) service. Payments made to the Council under these contracts are £2.60 per week for Telecare and £5.92 per week for Floating Support. Tenants in receipt of the Careline/Telecare service would be responsible for these payments themselves if funding is withdrawn as there is no other benefit provision for this.
- 3.7 The detail regarding the funded and non-funded users of both services is contained in the table below.

Service Level	SDDC Sheltered Tenants (Self-Funded)	SDDC Sheltered Tenants (DCC Funded)	SDDC Sheltered Tenants (Joint Funded)	Total
2 visits/week +Careline	3	88	3	94

1 visit /week+Careline	12	105	5	122
Fortnightly visit+Careline	3	4	0	7
Monthly visit+Careline	0	12	0	12
Quarterly visit+Careline	3	59	0	62
Careline Monitoring Only	103	180	3	286
Total	124	448	11	583

3.8 The Council also provides the 'Falls Recovery' Service under contract to DCC. This Service relies on the Careline Service to allow vulnerable people who have fallen in their homes to make instant contact with the Careline Service who will then arrange for specially trained Council staff to attend their home and make them comfortable.

3.9 These services are also offered to vulnerable older people in the private sector. Currently 618 households use this service paying charges ranging from £104 per year to £260 per year. There are currently no service users within the private sector who are funded by DCC although this service is available to all tenures.

DCC Consultation

3.10 DCC identified a number of key issues which is driving a need for review. These are:

- The Service model is varied across Derbyshire
- The Service is district focused – a mix of providers, some directly provided services and some specific housing schemes
- The delivery models are complex
- Service contracts have been rolled forward for several years
- Transformation and change models have been previously proposed but not progressed
- DCC procurement protocols do not allow for any further contract extensions.

Key Aims

3.11 The key aims of the consultation are:

- Further contract extensions of current services to March 2021
- To shift the Service to deliver more outcomes for customers rather than outputs
- That as an 'Enterprising Council', DCC should look at role of technology in Adult Social Care
- DCC is looking at a long-term sustainable approach which delivers benefits across a range of client groups
- Complex transformational project which will take time to evolve and develop.

Key Proposals

3.12 The key proposals in the consultation are:

- Service eligibility is changed to solely focus on providing equipment and monitoring to Care Act (2014) eligible clients who have an eligible health or social care need
- Individuals, irrespective of eligibility, would be provided (where need is identified) with a community alarms based unit and telecare equipment free of charge, via the statutory requirement to provide minor aids and equipment. Once the equipment is identified as being no longer required it will be removed by the provider.
- For the ongoing monitoring and maintenance costs associated with telecare and community alarms for Derbyshire Care Act (2014) eligible clients will be assessed under the appropriate charging regulations and the individual's personal budget will reflect this.
- Self-funding clients, who are not eligible to receive financial support under the Care Act (2014) guidance, would have to pay the full cost of monitoring and maintenance.
- Should a self-funding client become eligible for financial support under the Care Act (2014) following a period of time and a subsequent financial assessment, they will be able to access a personal budget to allow them to access telecare and community alarms provision.
- That community alarms and telecare is provided free (to include provision of equipment and monitoring charge) as part of a six-week enablement service. Non-Care Act eligible clients who choose to retain the service after the end of the enablement period would be required to pay to receive the service, Or, if following full assessment, they are identified as Care Act eligible they would continue to receive the service via a personal budget or direct payment as per the proposals outlined above.

Financial and Other Impact

- 3.13 The proposed shift in eligibility criteria from benefits based eligibility to one based on need means that individuals who currently access the Service as they are in receipt of Housing Benefit or Pension Credit (Guarantee Credit only) will no longer receive a subsidised service and if required will be assessed to see if they have an eligible need as defined by the Care Act (2014). The Act introduced a national eligibility threshold, which consists of three criteria, all of which must be met for a person's needs to be eligible.
- whether a person's needs are due to a physical or mental impairment or illness
 - to what extent a person's needs affect their ability to achieve two or more specified outcomes
 - and whether and to what extent this impacts on their wellbeing.

The Act identifies the following outcomes for the applicant two of which must be met to become eligible for Care Act Assistance

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed

- Being able to make use of the adult's home safely
- Maintaining a habitable home environment
- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community including public transport and recreational facilities or services
- Carrying out any caring responsibilities the adult has for a child

3.14 Current eligibility based on entitlement to benefit and generic housing needs.

3.15 The total income for the Careline Monitoring Service is budgeted at £292,486 per year. This comprises of funding from DCC of £66,884 and £222,601 from private households.

3.16 The Council and other similar providers expect the income from DCC to reduce by around 75% if the proposals are implemented. This could constitute a loss of income to the Housing Revenue Account of around £50,000 per annum. The current income associated with the Careline service are:

Income	YTD	Out Turn	75% Reduction
Monitoring - County	50,163.32	66,884.43	50,163.32
Monitoring - Private	169,201.22	225,601.63	
Other income			
Total		292,486.05	242,323.05

3.17 The current costs associated with the Careline Service are:

Expenditure	Amount
Salaries	231,408
Apprenticeship Levy	559
Enhanced Pension	12,984
Computer Maintenance	47,500
Mileage	3,200
Insurance	2,771
Recharges	200,457
Training	1,500
Premises Costs	39,625
Equipment	32,000
Other	2,223
Total	574,227

3.18 Currently this creates a running deficit for the service of £281,740. This will increase to a possible £331,903.

3.19 DCC has confirmed that whilst the current contract has been extended it may begin to change the eligibility criteria and therefore withdraw funding from the summer of 2019 onwards.

3.20 This will leave many service users having to pay for the service themselves. As all of these tenants will be in receipt of benefits this may leave them facing a degree of financial hardship. Alternatively, tenants may choose not to use the service any longer. This may result in vulnerable tenants being at risk of physical harm and unable to access services in an emergency for example if they have fallen and are unable to move.

3.21 The proposals will also create a confused service for tenants. Those tenants receiving services under the Floating Support contract will still receive funding for this service but may be ineligible for funding for the Careline monitoring service.

SDDC Older People's Floating Support Service (OPFS)

3.22 DCC's view of the current provision of the Floating Support (wardens) service is that it:

- Complements other work taking place to enable people to stay independent and at home for as long as possible in older age
- Provides low level housing related support
- Enables vulnerable older adults to live independently
- Supports people in their own homes
- Offers differing service levels to support varying need
- Provides the Falls Service response
- Is part of Adult Care's preventative offer under the Care Act 2014
- Is available in all eight districts/boroughs of Derbyshire
- Has Capacity to support over 5,000 people
- Supports almost 3,900 people to remain independent

3.23 The original intention of DCC to retender the Floating Support Service may have led to SDDC losing the contract with the subsequent loss of income and also the transfer of staff to the successful provider under the Transfer of Undertakings (Employment Protection) TUPE regulations.

3.24 Following consultation with service providers, DCC has now offered the Council a two-year 'Inter-Authority Agreement to provide Floating Support Service from November 2019. The specification for this service is largely unchanged from the current contract. The capacity of the contract will remain at 425 service users and will also include the Falls Recovery Service. The Council will receive a payment of £130,000 per year for the Independent Living Service, this is an increase of £46,000. The Council will receive payments of £34.00 for each customer that is visited by the Falls Recovery Service. Between now and November 2021, the Council will work to increase take-up of the Service from older and vulnerable residents in all tenures. The Council will also work with DCC and other providers to identify options for the development of new services that make best use of the available funding for older and vulnerable people.

3.25 DCC's rationale for offering the Council and other similar providers a new agreement to deliver this service is " to support the continuity of the existing Service provision; providing a seamless transition for people already in receiving of support".

3.26 This approach assists in meeting the challenge for DCC and other partner agencies and providers to respond to an Ageing population whilst remaining efficient and cost effective.

3.27 DCC required the Council to signal its intent to accept the proposal to deliver the Floating support service by 25th January. Officers have signalled this intent subject to the approval of this Committee.

3.28 Should the Council not be willing to enter into this Agreement, DCC intends to pursue its original course of action for the service in South Derbyshire to be retendered along with other similar services in the County which have already been tendered previously.

3.29 The current costs of the Floating Support service are:

Expenditure	Amount
Salaries	212,260
Apprenticeship Levy	566
Enhanced Pension	12,984
DBS	200
Mileage	12,800
Insurance	2,130
Recharges	53,440
Training	1,500
Car Parking	40
Other	2,213
Total	298,133

3.30 The current income generated by the service is:

	Out-turn
Floating Support - County	83,840.76
Floating Support - Private	314.67
Total	84,155.43

3.31 Consequently the Service operates at a deficit of £213,977 which is funded by the Housing Revenue Account (HRA).

3.32 Under the new arrangement whilst costs will remain the same the income from DCC will increase by approximately £46,000.

Risks and Opportunities

3.33 Both elements of this package of proposals create risks and opportunities for the Council in their own right and as a combined service.

3.34 Risks identified for the Council are:

- Further Loss of income to the Housing Revenue Account
- Requirement to retrain workforce
- Marginally vulnerable households not funded/supported
- Increased burden on HRA through management of non-funded vulnerable applicants
- Increased administration of means tested services
- Possible impact on property allocations- applicant unable to remain at home
- Possible increase in care home admissions/void properties
- Lack of clarity of Care Act eligibility.

3.35 Opportunities for the Council are that its:

- Expand the Community alarms and Telecare Service by absorbing other providers' services
- Develops broader service in partnership through the Place Alliance and other forums- provide basic care, basic health care. Basic medication review. Provide enhanced technological service.
- Increases income through broader service offer in South Derbyshire
- Enhances the falls recovery services direct with East Midlands Ambulance Service (EMAS) for other customers

3.36 The Committee will be advised once the outcome of the consultation process for Telecare is known. This may lead to further investigation to identify possible future options for the provision of the service.

4.0 Financial Implications

4.1 The results of the Telecare/Careline consultation are currently unknown and therefore it is too early to report the potential financial implications.

4.3 The Council will keep the outcomes of the consultation under review and report the detail once known.

5.0 Corporate Implications

Employment Implications

5.1 The exact employment implications will only become clear once DCC have confirmed the outcomes of the consultation regarding the Careline service.

Legal Implications

5.2 None at Present

Corporate Plan Implications

5.3 None at Present

Risk Impact

5.4 None at present

6.0 Community Impact

Consultation

6.1 DCC has consulted individually with all current service users and provider agencies.

Equality and Diversity Impact

6.2 None at present

Social Value Impact

6.3 None at present

Environmental Sustainability

6.4 None at present