
REPORT TO:	Housing and Community Services Committee	AGENDA ITEM: 10
DATE OF MEETING:	1st September 2011	CATEGORY: RECOMMENDED
REPORT FROM:	Mark Alflat – Director of Operations	OPEN PARAGRAPH NO:
MEMBERS' CONTACT POINT:	Ros White Housing Operations Manager Ext. 5797	DOC:
SUBJECT:	Supported Housing Services	REF:
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: HCSO1

1. Recommendations

- 1.1 Members note the implementation of the Supported Housing Services review.
- 1.2 Members note Derbyshire County Council's intention with regards to the tendering of Supporting People funded contracts.
- 1.3 Members note the work completed to date on the tendering process for the Call Monitoring contract.
- 1.4 Members approve spend of £10k on consultancy services to further progress work on the tendering of the Call Monitoring Contract.

2. Purpose of Report

- 2.1 To update Members on the implementation of the Supported Housing Services Review.
- 2.2 To advise Members of how Derbyshire County Council intends to procure Supporting People funded contracts in the future and of the work completed to date on the tendering process for one of the contracts.
- 2.3 To gain approval to spend £10k on consultants to provide expert advice and guidance on tendering for the Call Monitoring contract.

3. Supported Housing Review

- 3.1 A review of the Supported Housing Service was undertaken during 2010/11. The purpose of the review was to identify ways in which the Sheltered Housing Service could be revised and broadened to become tenure neutral, to provide a person centred (rather than property based) service and to bring it in line with current national and county thinking on older people services.

- 3.2 A Working Group was formed consisting of Elected Members, residents and staff. The Working Group considered a number of delivery models for the service and the one agreed upon was run as a pilot in a third of the district for 2 months last year.
- 3.3 Following the pilot and feedback from residents at public meetings, the recommendation to adopt the new model was approved by both the Housing and Community Services Committee and the Finance and Management Committee in February 2011. The model was offered to all residents across the district, with each resident given a choice about the level of service they needed and whether or not they needed the service at all.
- 3.4 The new model was primarily, although not exclusively, about the services provided by our wardens. The rationale for reducing the number of Community Wardens from 10 to 7 in order to deliver the proposed new model was also approved by the February cycle of Committees.
- 3.5 The restructuring of the service began on 7th March 2011, in line with the Guidance on Organisational Change. The consultation period ended on 4th April 2011. No objections were received and so the Head of Housing and Environmental Services implemented the changes, as per the delegated authority given to him by Committee in February 2011.
- 3.6 The reduction in the number of wardens was achieved through redeployment opportunities.
- 3.7 The 'new' service was launched on 1st August 2011. Feedback so far from residents, their family and carers has been good. All welcome the element of choice available and all believe it is a service which should be offered to all those aged 60+ living in South Derbyshire, regardless of tenure.
- 3.8 Monitoring of the service will continue and any problems will sought to be resolved quickly so that the service continues to deliver quality housing related support.

4. Supporting People Funded Contracts

- 4.1 The current contracts relating to all aspects of the Supporting People elements of the Older Persons services expire on 31st December 2011 and it is the County Council's current intention that new contracts be in place from 1st January 2012. This is a very challenging timescale for all involved although, from our perspective, it is hoped that contracts will be extended, if only marginally, to ensure a quality outcome. The two contracts which affect SDDC are the Peripatetic Warden and the Control Room contracts.

Warden services

- 4.2 The Peripatetic Warden Contract will be tendered on a traditional specification basis. There will be 8 district based contracts. Providers can choose to bid for one or more of the contracts. It is anticipated that the current number of clients for which SP funding is received will reduce from the current level of 748. The exact number will not be known until the tender documents are received and the contract awarded.

Careline Control and Monitoring Contracts

- 4.3 This Council and the other two in Derbyshire with retained housing stock run standalone control monitoring centres. The County Council have suggested that, for

example, there could be one centrally based 'hub' operating 24/7. To support the 'hub', a number of call centres would work as satellite centres working 9-5pm. Outside of these hours they would switch over to the 'hub'. The hub and satellite offices would:

- Handle all calls for Derbyshire
- Handle all installations of Telecare, Telehealth and Assistive Technology
- Maintain Telecare, Telehealth and Assistive Technology equipment
- Manufacture Telecare, Telehealth and Assistive Technology equipment

4.4 A number of options have been considered on how this Council should respond to this agenda and the one now proposed is for SDDC to look into the possibility of forming a consortium with the other 2 local authorities (Chesterfield, and Bolsover).

4.5 To date the 3 authorities have had preliminary discussions about forming a consortium. This idea has also been discussed with representatives from the County Council and they have formally expressed interest in progressing this as a proposed solution.

4.6 The 3 local authorities produce a proposal for interested and suitably qualified consultants to assist us in the considerable work involved in setting up this formal partnership. 4 consultants were interviewed and approval is now sought for SDDC to commit to this project supplying a third share of the costs up to £10k.

4.7 The advantages of a consortium would include:

- We continue to provide these services locally. Tenants have told us that they value us as a local provider with local knowledge and expertise.
- Mean that each local authority maintains its own identity in this key service area.
- That potentially the service can be provided at lower cost not only to the County Council, on behalf of those in receipt of benefit, but also to those customers paying directly for their own service.

4.8 The 3 local authorities have also had discussions with a leading (and current) equipment provider, who has indicated that they would be willing to support the consortium in the manufacture and maintenance of equipment aspects of the contract.

5. Corporate Implications

5.1 The Council's vision is being delivered through actions grouped into 4 themes within the Corporate Plan 2009-2014. Working as a partner in a consortium with two other local authorities to provide locally based services, which are tailored to an individual's needs contributes to two themes:

- Theme 2 - Safe & Secure. This theme covers quality decent homes to promote independent living in neighbourhoods that feel safe and secure.
- Themes 4 - Value for Money. This theme includes continuing to meet community needs, improving performance and reducing costs through efficiencies.

5.2 This policy also contributes to Housing Services' mission statement that:

“Through high quality services, delivered in partnership with customers, the provision of well maintained affordable homes that meet the requirements and aspirations of the people of South Derbyshire.”

6. Financial Implications

- 6.1 There are no additional financial implications. The £10k for consultancy services is proposed to be contained within existing budgets.

7. Community Implications

- 7.1 To be able to maintain a highly valued service locally and potentially provide it at lower cost should meet with community approval.