

# Public Document Pack

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Head of Legal and Democratic Services  
Pennaeth Gwasanaethau Cyfreithiol a Democraataidd



To:

CS/NG

Councillors: Marion Bateman, Amanda Bragg,  
David Cox, Peter Curtis, Ron Davies,  
Adele Davies-Cooke, Glenys Diskin,  
Rosetta Dolphin, Andy Dunbobbin, Carol Ellis,  
Jim Falshaw, Veronica Gay, Alison Halford,  
Ron Hampson, George Hardcastle, Cindy Hinds,  
Ray Hughes, Hilary Isherwood, Stella Jones,  
Brian Lloyd, Mike Lowe, Dave Mackie,  
Hilary McGuill, Mike Reece, Gareth Roberts,  
Ian Smith, Sharon Williams and David Wisinger

31 January 2014

Tracy Waters 01352 702331

Dear Sir / Madam

A meeting of the **JOINT HOUSING AND SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE** will be held in the **LLYS JASMINE, JASMINE CRESCENT, MOLD CH7 1TP** on **THURSDAY, 6TH FEBRUARY, 2014** at **2.00 PM** to consider the following items.

**\*\*PLEASE NOTE: Members are requested to arrive at Llys Jasmine at 1.00 pm to take part in a tour of the facilities prior to the meeting starting at 2.00 pm\*\***

Yours faithfully

Democracy & Governance Manager

## **AGENDA**

### **1 APPOINTMENT OF CHAIRMAN**

Nominations will be sought for a Chairman for the meeting.

### **2 APOLOGIES**

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Tel. 01352 702400 DX 708591 Mold 4

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The Council welcomes correspondence in Welsh or English  
Mae'r Cyngor yn croesawau gohebiaeth yn y Cymraeg neu'r Saesneg

- 3 **DECLARATIONS OF INTEREST (INCLUDING WHIPPING DECLARATIONS)**
- 4 **EXTRA CARE PROVISION IN FLINTSHIRE** (Pages 1 - 8)  
Report of Director of Community Services enclosed.
- 5 **TELECARE** (Pages 9 - 24)  
Report of Director of Community Services enclosed.
- 6 **DELIVERING HOME ADAPTATIONS** (Pages 25 - 46)  
Report of Director of Community Services enclosed.
- 7 **SUPPORTING PEOPLE** (Pages 47 - 76)  
Report of Director of Community Services enclosed.

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **JOINT HOUSING & SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY 6 FEBRUARY, 2014**

**REPORT BY:** **DIRECTOR OF COMMUNITY SERVICES**

**SUBJECT:** **EXTRA CARE PROVISION IN FLINTSHIRE**

### **1.00 PURPOSE OF REPORT**

1.01 This report is designed to provide members with a brief update regarding:-

- Current Extra Care provision within Flintshire
- Detail regarding the most recent development in Mold at Llys Jasmine
- Potential future developments

### **2.00 BACKGROUND**

2.01 Extra Care Housing was introduced in Flintshire to increase housing choice and support options for older people and is consistent with national drivers to improve housing availability for older people.

2.02 Since 2006 the Council has successfully taken forward two extra care developments with Llys Eleanor in Shotton opening in 2009, and more recently Llys Jasmine in Mold opening in October 2013.

### **3.00 CONSIDERATIONS**

#### **Current Extra Care Provision in Flintshire**

3.01 Across two current developments Flintshire has 111 apartments of accommodation.

3.02 Llys Eleanor in Shotton has 50 apartments providing 25 one bedded and 25 two bedded apartments. Llys Eleanor was developed in partnership with Clwyd Alyn Housing Association.

3.03 Llys Jasmine in Mold has 61 apartments providing 33 one bedded and 28 two bedded apartments. Llys Jasmine was developed in partnership with Wales & West Housing Association.

### **Llys Jasmine**

- 3.04 Llys Jasmine is the first extra care development in Wales to provide specific accommodation for individuals suffering from a Dementia, with 15 flats supporting individuals in their own tenancies.
- 3.05 Llys Eleanor tenants were involved in the recruitment process for staff in the development at Llys Jasmine. Candidates were observed for their interaction with the tenants, with observers considering their empathy, engagement and communication skills. We consider this to have supported the recruitment of an excellent staff team.
- 3.06 As of the 16 December, 2013 Llys Jasmine has been fully occupied. Of those who have tenancies within the unit, 20 are considered to have high needs, 16 have moderate needs and 38 have low needs. The definition of high, medium and low needs are shown in Appendix 1.
- 3.07 Since its opening date individuals and couples have moved in at a steady rate with apartments being occupied at a rate of approximately 5 to 6 per week.
- 3.08 Individuals with a dementia have had a longer 'lead in' time from their initial viewing of apartments. They have attended coffee mornings and lunches for up to four weeks prior to their move to assist with their orientation.
- 3.09 The average age of tenants within Llys Jasmine is 81.

### **Future Proposed Developments**

- 3.10 Having developed provision in both North East and South Localities of Flintshire since 2009 it is proposed that future provision is developed in the North West of the county.
- 3.11 Specifically, it is proposed that developments are considered in both Flint & Holywell. It is proposed that future developments include apartments for younger adults with a physical and / or learning disability in addition to provision for Older People and Older People with a diagnosis of Dementia.
- 3.12 Funding for care in future provision will be met from reductions in residential care costs within current local authority provided or commissioned residential services. This will be in both older peoples residential accommodation and in supported living for individuals with a disability.
- 3.13 To date early discussion with Social Landlords have occurred.

#### **4.00 RECOMMENDATIONS**

4.01 Members are asked to note the contents of this report and progress made in developing further extra care provision in Flintshire.

#### **5.00 FINANCIAL IMPLICATIONS**

5.01 In the absence of Social Housing Grant from the Welsh Assembly Government, future developments will need to be funded in full by our housing partner.

5.02 The care element of any future provision will need to be met by the County Council.

#### **6.00 ANTI POVERTY IMPACT**

6.01 Current extra care as a housing option is available to older people with qualifying levels of support needs.

6.02 Future developments will also include individuals with a disability with qualifying levels of support needs

#### **7.00 ENVIRONMENTAL IMPACT**

7.01 Extra care housing brings additional resources to local areas enhancing facilities available for persons within that community.

#### **8.00 EQUALITIES IMPACT**

8.01 Future developments will be subject to an Equalities Impact Assessments.

#### **9.00 PERSONNEL IMPLICATIONS**

9.01 None at this stage.

#### **10.00 CONSULTATION REQUIRED**

10.01 Further consultation on potential sites for future developments in Flint and Holywell will be undertaken with local council member, residents and key stakeholders as further progress is made.

#### **11.00 CONSULTATION UNDERTAKEN**

11.01 None at this stage.

#### **12.00 APPENDICES**

12.01 Appendix 1 – Guidance for Dependency Levels in Extra Care.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985**  
**BACKGROUND DOCUMENTS**

None

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[susie.lunt@flintshire.gov.uk](mailto:susie.lunt@flintshire.gov.uk)

Appendix I

Guidance for Dependency Levels in Extra Care.

Activity	Low	Medium	High
<b>Practical and Domestic Tasks</b>	<ul style="list-style-type: none"> <li>• Advice and support on maintaining the interior of the dwelling in an appropriate condition.</li> <li>• Helping the user to maintain the safety of the dwelling e.g. use of gas and electrical appliances.</li> <li>• Minor repairs to equipment such as changing fuses, tightening screws.</li> <li>• Assistance / advice with personal budgeting &amp; debt counselling.</li> <li>• May require and advice and assistance with menu setting.</li> </ul>		
	<ul style="list-style-type: none"> <li>• Sharing life skills such as cooking and supervising meal preparation.</li> <li>• Advice on use of cooking and kitchen equipment.</li> <li>• Advice on use of equipment provided for tenants' own use such as washing machines, TV, video.</li> <li>• Assistance with planning shopping and occasional errands.</li> <li>• Support to arrange servicing to individuals tenants' appliances.</li> <li>• Completing benefit forms and assisting in dealing with benefit claims.</li> </ul>		<ul style="list-style-type: none"> <li>• Will require assistance with meal preparation, shopping and washing etc.</li> <li>• Arranging servicing to individual tenants' appliances.</li> <li>• Will require assistance with managing finances.</li> </ul>
<b>Eating and Drinking</b>	<ul style="list-style-type: none"> <li>• Independent, but may need some supervision and encouragement at mealtimes and with drinking.</li> </ul>	<ul style="list-style-type: none"> <li>• Essentially independent but may require assistance in cutting up food.</li> </ul>	<ul style="list-style-type: none"> <li>• Needs meals prepared / provided.</li> <li>• Needs prompting; assistance and monitoring by 1 staff member to ensure and maintain a good nutritional and fluid intake.</li> <li>• May require dietetic support e.g. assessment by SALT or prescribed supplementary nutrition.</li> <li>• Maintaining life skills such as supervising meal and drink preparation and kitchen hygiene.</li> </ul>
<b>Medication</b>	<ul style="list-style-type: none"> <li>• Assisting with liaison with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting with liaison with other agencies</li> </ul>	<ul style="list-style-type: none"> <li>• Assisting with liaison with other agencies</li> </ul>

Activity	Low	Medium	High
	<p>and arranging for professionals to call e.g. for health promotion and protection (flu vaccinations)</p> <ul style="list-style-type: none"> <li>Assistance with using assistive technology e.g. pill dispensers.</li> </ul>	<p>and arranging for professional to call e.g. specific health screening.</p> <ul style="list-style-type: none"> <li>Assistance with using assistive technology e.g. pill dispensers.</li> <li>Needs prompting; assistance and monitoring by 1 carer who has the relevant training in supervision and management of medication.</li> </ul>	<p>and arranging for professionals to call e.g. referral to the Long Term Conditions Team.</p> <ul style="list-style-type: none"> <li>Assistance with using assistive technology e.g. pill dispensers.</li> <li>Unable to take medication unaided; needs prompting; assistance, monitoring and oversight by district nurses.</li> </ul>
<b>Personal Hygiene / Contenance / Skin Integrity</b>	<ul style="list-style-type: none"> <li>May neglect personal hygiene without prompting; assistance and supervision.</li> </ul>		
	<ul style="list-style-type: none"> <li>May need support to access continence assessment.</li> <li>May need prompting to go to the toilet and need minimum assistance.</li> </ul>	<ul style="list-style-type: none"> <li>Needs supervision and assistance with assessed continence needs and aids by 1 staff member who has the relevant knowledge and skills to assist and monitor in this area.</li> <li>May need minimal assistance to access toilet or commode during the night.</li> </ul>	<ul style="list-style-type: none"> <li>Needs prompting; assistance and supervision on a daily basis to attend to personal hygiene and oral hygiene needs.</li> <li>Needs assistance or supervision to access bathing/ showering facilities.</li> <li>Needs monitoring of skin integrity on an ongoing daily basis by 1 carer who has the relevant knowledge and skills.</li> <li>Input by district nurse may be required to prevent development of wounds.</li> <li>May have some incontinence and require supervision of bowel and bladder function by 1 member of staff who has the relevant knowledge and skills to assist and monitor in this area.</li> <li>May have urinary catheter in situ and require supervision and assistance by 1 staff member who has the relevant knowledge and skills to assist and monitor in this area.</li> <li>May require assistance with toileting day and night</li> </ul>
<b>Safety</b>	<ul style="list-style-type: none"> <li>Assistance with the security of the dwelling required due to the nature of the tenant group e.g. reminders to close and lock doors and</li> </ul>		



Activity	Low	Medium	High
	<ul style="list-style-type: none"> <li>windows.</li> <li>• Helping the user to maintain the safety of the dwelling e.g. use of gas and electrical appliances.</li> </ul>	<ul style="list-style-type: none"> <li>• May have difficulties understanding risks but willing to comply with instructions to minimise risk.</li> </ul>	
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Able to communicate needs</li> </ul>	<ul style="list-style-type: none"> <li>• Assistance and support to communicate effectively either verbally or non verbally.</li> <li>• May user specialised equipment or signing to communicate needs and wishes</li> </ul>	<ul style="list-style-type: none"> <li>• Needs the support and assistance of 1 carer who has relevant knowledge and skills to assist and monitor in this area in order to communicate needs and wishes.</li> </ul>
<b>Mental Function / Emotional</b>	<ul style="list-style-type: none"> <li>• Chatting, Social intercourse and arranging social events.</li> <li>• Move in advice and resettlement activities.</li> </ul>	<ul style="list-style-type: none"> <li>• May lack motivation and require support to engage in activities.</li> <li>• May be occasional evidence of impairment / confusion / orientation requiring the assistance of a carer.</li> </ul>	<ul style="list-style-type: none"> <li>• Will require prompting and support to engage in daily activities.</li> <li>• May have mild to moderate cognitive impairment. May lose people, places, and times and require prompting.</li> </ul>
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>• Dealing with neighbour disputes and behaviour management.</li> <li>• Good neighbour tasks.</li> </ul>	<ul style="list-style-type: none"> <li>• May require support to consider the needs of others sharing the building</li> </ul>	<ul style="list-style-type: none"> <li>• May require trained support staff to support and manage.</li> </ul>
<b>Rest and Sleep</b>	<ul style="list-style-type: none"> <li>• Able to summon assistance independently</li> <li>• Stable sleep pattern</li> </ul>		<ul style="list-style-type: none"> <li>• May require assistance through the night.</li> </ul>
<b>Special Individual</b>	<ul style="list-style-type: none"> <li>• Arranging adaptations to cope with disability</li> </ul>		

Activity	Low	Medium	High
<b>Needs (Include mobility)</b>	<ul style="list-style-type: none"> <li>• Unpredictable mobility.</li> <li>• May use equipment to be mobile and require some monitoring of safety.</li> </ul>	<ul style="list-style-type: none"> <li>• Unsteady gait, problems with balance.</li> <li>• May need reminding to use appropriate equipment and encouragement to mobilise. May needs assistance with manoeuvring.</li> </ul>	<ul style="list-style-type: none"> <li>• Has limited mobility.</li> <li>• Requires assistance and support to mobilise and move.</li> <li>• May need treatment that requires supervision from 1 staff member who has the relevant knowledge and skills to assist and monitor in this area; or limited input by a nurse.</li> </ul>

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **JOINT HOUSING & SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY 6 FEBRUARY, 2014**

**REPORT BY:** **DIRECTOR OF COMMUNITY SERVICES**

**SUBJECT:** **TELECARE**

### **1.00 PURPOSE OF REPORT**

1.01 This report is designed to provide members with an update regarding:-

- Progress of the regional call monitoring arrangements (Galw Gofal);
- The current level and nature of Telecare provision within Flintshire;
- Regional progress regarding the roll out of telehealth and current partnership working in the context of a call for bids towards national fund monies.

### **2.00 BACKGROUND**

2.01 Telecare is well established as a social care service which plays an important part in supporting people to live independently in their own homes using a wide range of assistive technology.

2.02 Telecare not only refers to those elements of equipment that were traditionally provided as part of standard community alarms systems by housing departments, but also covers a diverse and varied range of equipment.

2.03 To support Telecare roll out in Flintshire in March 2006, Llwynegrin Lodge on the County Hall site was opened to demonstrate the use of Telecare and its many benefits. We additionally employed a temporary Telecare Officer to support roll out at the time. This post has since become permanent and is a core part of the Reablement service offered to clients.

2.04 Some telecare equipment provided is standalone, whilst other pieces are connected and are monitored through the regional call monitoring arrangements.

### **3.00 CONSIDERATIONS**

#### **Regional Call Monitoring Update**

- 3.01 Galw Gofal (hosted by Conwy Borough County Council) became operational on 1<sup>st</sup> June 2011 and acts as a regional call monitoring centre for telecare and community alarms. The project created the merger of three existing call monitoring centres; Conwy Careline, Gofal Môn and Flintshire Carelink. Galw Gofal provides a fully bilingual regional call monitoring service.
- 3.02 Galw Gofal has a wide database of contacts and information relating to each customer and, due to the delivery of a life critical service, works closely with all emergency services and civil contingencies officers within the region.
- 3.03 In Flintshire the service monitors 2,620 social alarms, 1965 telecare connections and 54 lone worker connections. The service also provides an 'out of hours' service for the following service areas in Flintshire; Environmental Services, Highways, Homeless, Housing, Key-holders, Property Maintenance and Public Protection.
- 3.04 The volume of calls for Flintshire for 2012/13 was 120,251 alarm and telecare calls and 7,151 'out of hours' calls.
- 3.05 10 compliments were received from Flintshire Customers regarding this service, including thanks for urgent responses and support to access emergency services when this was relevant.
- 3.06 10 complaints were received from Flintshire customers regarding this service, 5 of those were upheld and the lessons learnt implemented in the development of the service
- 3.07 Galw Gofal is accountable to the Joint Partnership Board which includes representation from all Partner Local Authorities. Galw Gofal exceeded all Telecare Services Association (TSA) Code of Practice standards in 2012/13 and succeeded in retaining the Telecare Service Association (TSA) accreditation for call monitoring.
- 3.08 Since the inception of Galw Gofal, Flintshire has seen an increase in connections but has managed to maintain costs at the level set in 2011.
- 3.09 Flintshire representation on the relevant groups will continue to work with partners to support ongoing efficiencies and to ensure that this service remains cost effective when compared to benchmark costs of other providers.
- 3.10 In 2013/14 Galw Gofal has piloted small projects in order for the partnership to consider the benefits of widening the remit from call

monitoring. The partnership will consider the cost benefit of any more permanent developments and how these link with the regional priorities of the North Wales Regional Telecare Board.

### **Telecare**

- 3.10 As of the 31 December, 2013 Flintshire had 1037 telecare installations in place across all service groups. The vast majority of installations (939) support frail older people or adults of working age with a disability.
- 3.11 The remaining installations support individuals with a Learning Disability (52), individuals with a Mental Illness (14), Carers (20) and other vulnerable adults (20).
- 3.12 New telecare installation service starts run at nearly 30 a month. This level of activity reflects the central role that telecare in its various guises plays in supporting adults in Flintshire.
- 3.13 In 2014/15 Adult Social Services will be aiming to further develop telecare across all service areas, but with a particular focus within Learning Disability Services. Acknowledging the need to support some individuals with specialist needs with overnight care, it is considered that there are opportunities to support greater independence through the use of specialist telecare equipment.
- 3.14 As a department we acknowledge the need to support individuals and families through any changes.
- 3.15 Examples of equipment provided to individuals are shown in Appendix 1 and Appendix 2 shows the information leaflet shared with service users.

### **Regional Telecare & Telehealth Working**

- 3.16 A Telecare, Telehealth and Assistive Technology Board including representation from all local authorities and BCUHB partners oversees developments on a regional basis.
- 3.17 Announced immediately before Christmas and with a challenging timescale for bids the Welsh Government has recently announced a call for applications for capital investment in Health Technology & Telehealth. In accordance with the bid criteria the fund aims to drive forward the adoption of currently available technologies in new settings and to new uses.
- 3.18 The Regional Board aims to submit a bid covering investment in specialist equipment across a number of specialist groups including individuals with dementia, those individuals in transition and

individuals with a learning disability. The project will be used to demonstrate the benefits of the technologies in specific areas of North Wales with learning shared across all partners.

#### **4.00 RECOMMENDATIONS**

4.01 Members are asked to note this update of local and regional telecare and telehealth developments.

#### **5.00 FINANCIAL IMPLICATIONS**

5.01 Investment in Telecare from 2006 to the present date has been central to the Independence agenda in Flintshire.

5.02 It has contributed to our ability to sustain individuals within their own homes, and therefore contributes to a reduction in the numbers of individuals requiring residential care and associated costs.

#### **6.00 ANTI POVERTY IMPACT**

6.01 Telecare continues to support vulnerable citizens with the use of low level preventative services and hence avoiding more complex and costly services in the future for some individuals.

#### **7.00 ENVIRONMENTAL IMPACT**

7.01 None arising directly from this report.

#### **8.00 EQUALITIES IMPACT**

8.01 None arising directly from this report.

#### **9.00 PERSONNEL IMPLICATIONS**

9.01 None arising directly from this report.

#### **10.00 CONSULTATION REQUIRED**

10.01 No consultation is arising directly from this report.

#### **11.00 CONSULTATION UNDERTAKEN**

11.01 As above.

#### **12.00 APPENDICES**

12.01 Appendix 1 Examples of Telecare Equipment used

12.02 Appendix 2 Telecare leaflet

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985**  
**BACKGROUND DOCUMENTS**

None.

**Contact Officer:** Alwyn Jones  
**Telephone:** 01352 702502  
**Email:** [Alwyn.jones@flintshire.gov.uk](mailto:Alwyn.jones@flintshire.gov.uk)

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# Flintshire Adult Social Care

# Telecare

Examples of sensors linked via Carelink available after assessment



# Telecare Sensors

## **IntelliLink Home Care unit**

The IntelliLink unit uses the BS7369 protocol to ensure compatibility with any monitoring centre. The unit plugs into a power socket and phone socket and dials the monitoring centre when any of the telecare devices are triggered.

## **Fall detector**

The fall detector is worn on the belt and can notify a carer or monitoring centre immediately that a Service User has had a fall, increasing their chances of returning to independent living.

## **PIR Movement sensor; Inactivity monitor**

The PIR can look for movement at pre-set intervals eg every 4 hours during the day. If the Service User has not moved for this time, due to a fall or feeling unwell, for example, the IntelliLink Carephone would send an alarm to the carer/monitoring centre.

## **Intruder monitor**

If the Service User leaves their property to stay with friends or visit a day centre, the green button on the IntelliLink is used to set the system into 'away' mode. This will detect intruders, giving peace of mind.

## **Medication Reminder**

An automatic medication reminder, with up to 4 alarm times per day, prompts users to take their medication, reducing the risk of double-dosing. If the prompt is not accepted, an alarm can be sent to the monitoring centre.

## **Bedlight sensor**

The bedsensor will detect when a user has left the bed and not returned within a pre-set time. When they leave the bed, the bed-side light will be switched on to reduce the risk of a fall. A timer ensures the sensor will work during night time hours.

## **Wandering alert**

Wandering can be detected using door contacts on internal and external doors. When the door is opened, an alarm is sent to a carer or monitoring centre to alert them of the potential risk. A programmable function allows the system to operate within certain hours ie during the night. Door contacts can also monitor non-movement and intruders.

**Flood detector**

An alarm will be raised if water is detected on the floor.

**Heat detector**

An alarm will be raised if the temperature rises above a certain temperature, indicating the presence of fire.

**Low temperature detector**

An alarm will be raised if the temperature falls to an unacceptable level, which may lead to the on-set of hypothermia.

**Gas detector and Shut Off Valve**

The device detects both carbon monoxide and natural gas. If a gas appliance is turned on, but not lit, an alarm will be raised. Once an alarm is raised from the gas detector, this optional piece of equipment can shut-off the supply to the property, ensuring the user is safe while assistance is summoned. The valve must be installed by a Corgi approved engineer.

**Smoke detector**

An alarm is raised to the monitoring centre when fire or excessive smoke is detected.

**Pendant**

The pendant can be worn on the wrist, around the neck or on a clothing clip and when pressed will raise an alarm.

**Bogus caller button**

The button can be used to call for assistance from a monitoring centre operator when an unwanted visitor tries to enter someone's home.

**Bed Exit Mat**

An alarm is raised when the pressure mat is stepped on. This could give indication that a user has got out of bed or a chair and is potentially putting themselves at risk.

**Enuresis Alert**

Provides an early warning for individuals prone to incontinence while sleeping. A sensor pad placed between the bedding and mattress allows detection of excess amounts of moisture. If this occurs, an audible alarm is sounded and an emergency alarm call can be transmitted.

### **Automatic Lighting Control**

For users prone to falls, sensors can detect when they get out of bed during the night and automatically switch on lights in the room(s) they visit.

The IntelliLink and telecare sensors work on the new Approved European frequency 869 MHz.

### **Smart Lodge**

Adult Social Care has fitted out a demonstration house in the grounds of County Hall, Mold. This is known as the Smart Lodge. We can, if appropriate, provide an opportunity for you and your carers to come along and see the equipment and sensors in action.

**For more information, please contact:**

**Telecare Officer 01352 702579**

**or**

**Duty Adult Team 01352 702642**

### **Rhybudd Eniwresis**

Mae hwn yn rhoi rhybudd cynnar i unigolion sy'n tueddu i wlychu'r gwely tra'n cysgu. Mae pad synhwyro yn cael ei osod rhwng y gynfas wely a'r fatres sy'n canfod pan fydd gormod o wlybaniaeth. Os digwydd hyn, bydd larwm yn canu, a gellir trosglwyddo larwm argyfwng.

### **Rheoli Goleuadau yn Awtomatig**

I ddefnyddwyr sy'n syrthio'n aml, gall synwryddion ganfod pan fyddant yn dod allan o'r gwely yn ystod y nos a chynnau goleuadau yn awtomatig yn yr ystafell(oedd) lle byddant yn mynd.

Mae'r IntelliLink a'r synwryddion teleofal yn gweithio ar yr amlder newydd 869 MHz a Gymeradwywyd gan Ewrop.

### **Smart Lodge**

Mae Gofal Cymdeithasol i Oedolion wedi gosod offer mewn tŷ ar dir Neuadd y Sir, Yr Wyddgrug. Enw'r tŷ yw Porthdy Smart. Gellwch chi a'ch gofalwyr, os yn briodol, gael cyfle i alw heibio i weld yr offer a'r synwryddion hyn yn gweithio.

**Am ragor o wybodaeth, cysyllter os gwelwch yn dda â'r:**

**Swyddog Teleofal 01352 702579**

**neu'r**

**Tîm Gwasanaeth i Oedolion sydd ar ddyletswydd 01352 702642**

### **Rhybudd crwydro**

Gellir canfod pryd fydd y defnyddiwr yn crwydro drwy ddefnyddio cysylltiadau drws ar ddrysau mewnol ac allanol. Pan agorir y drws, anfonir larwm at ofalwr neu'r ganolfan fonitro i'w rhybuddio am y perygl posibl. Gellir rhaglennu'r system i weithio yn ystod oriau penodol, megis yn ystod y nos. Hefyd gall cysylltiadau drws fonitro pan na fydd symudiad a hefyd os bydd rhywun yn torri i mewn.

### **Synhwyrdd llif**

Bydd larwm yn canu os canfyddir dŵr ar y llawr.

### **Synhwyrdd gwres**

Bydd larwm yn canu os bydd y tymheredd yn codi'n uwch na thymheredd penodol, sy'n dynodi bod tân wedi cynnau.

### **Synhwyrdd tymheredd isel**

Bydd larwm yn canu os bydd y tymheredd yn syrthio'n is na lefel annerbyniol, a all olygu y bydd y defnyddiwr yn dioddef o hypothermia.

### **Synhwyrdd Nwy a Falf Cau**

Mae'r ddyfais yn canfod carbon monocsid a nwy naturiol. Os yw offer nwy yn cael ei droi ymlaen ond heb ei gynnau, bydd larwm yn canu. Unwaith bod larwm yn canu o'r synhwyrdd nwy, gall falf gau'r cyflenwad nwy i'r eiddo, gan sicrhau bod y defnyddiwr yn ddiogel tra bod cymorth ar ei ffordd. Rhaid i beiriannydd a gymeradwywyd gan Corgi osod y falf hwn.

### **Synhwyrdd mwg**

Bydd larwm yn canu yn y ganolfan fonitro pan ganfyddir tân neu fwg trwchus.

### **Pendant**

Gellir gwisgo'r pendant ar yr arddwrn, o gwmpas y gwddf neu ar ddilledyn, a phan wesgir y pendant bydd larwm yn canu.

### **Botwm galwr ffug**

Gellir defnyddio'r botwm i alw am gymorth gan ganolfan fonitro pan fydd ymwelydd digroeso yn ceisio dod i mewn i gartref y defnyddiwr.

### **Mat dod allan o'r Gwely**

Bydd larwm yn canu pan fydd y defnyddiwr yn camu ar y mat. Bydd hyn yn dangos bod y defnyddiwr wedi dod allan o'r gwely neu o'r gadair ac o bosibl yn rhoi ei hun mewn perygl.

## Synwryddion Teleofal

### **Uned Gofal Cartref IntelliLink**

Mae'r uned IntelliLink yn defnyddio'r protocol BS7369 i sicrhau bod modd cysylltu ag unrhyw ganolfan fonitro. Mae'r uned yn plygio i mewn i soced drydan a soced ffôn ac yn deialu'r ganolfan fonitro pan fydd yn derbyn neges gan unrhyw un o'r dyfeisiau teleofal.

### **Synwrydd syrthio**

Mae'r synwrydd syrthio yn cael ei wisgo ar felt a gall roi gwybod i ofalwr neu ganolfan fonitro yn syth bod Defnyddiwr y Gwasanaeth wedi syrthio. Mae hyn yn ei wneud yn fwy tebygol o allu ailddechrau byw bywyd annibynnol.

### **Synwrydd Symudiad PIR; monitor diffyg symud**

Gall y PIR chwilio am symudiad bob hyn a hyn megis bob 4 awr yn ystod y dydd. Os nad yw'r Defnyddiwr Gwasanaeth wedi symud yn ystod y cyfnod hwn, oherwydd ei fod wedi syrthio neu'n teimlo'n anhwylyd, er enghraifft, byddai'r Ffôn-gofal IntelliLink yn anfon neges at y gofalwr neu i'r ganolfan fonitro.

### **Monitor rhywun yn torri i mewn**

Os yw Defnyddiwr y Gwasanaeth yn gadael ei gartref i aros gyda ffrindiau neu i ymweld â chanolfan ddydd, defnyddir y botwm gwyrdd ar yr IntelliLink i osod y larwm ar y modd 'oddi cartref'. Bydd hyn yn canfod rhywun yn torri i mewn i'r cartref, ac yn rhoi tawelwch meddwl i'r defnyddiwr.

### **Larwm Atgoffa am Feddyginiaeth**

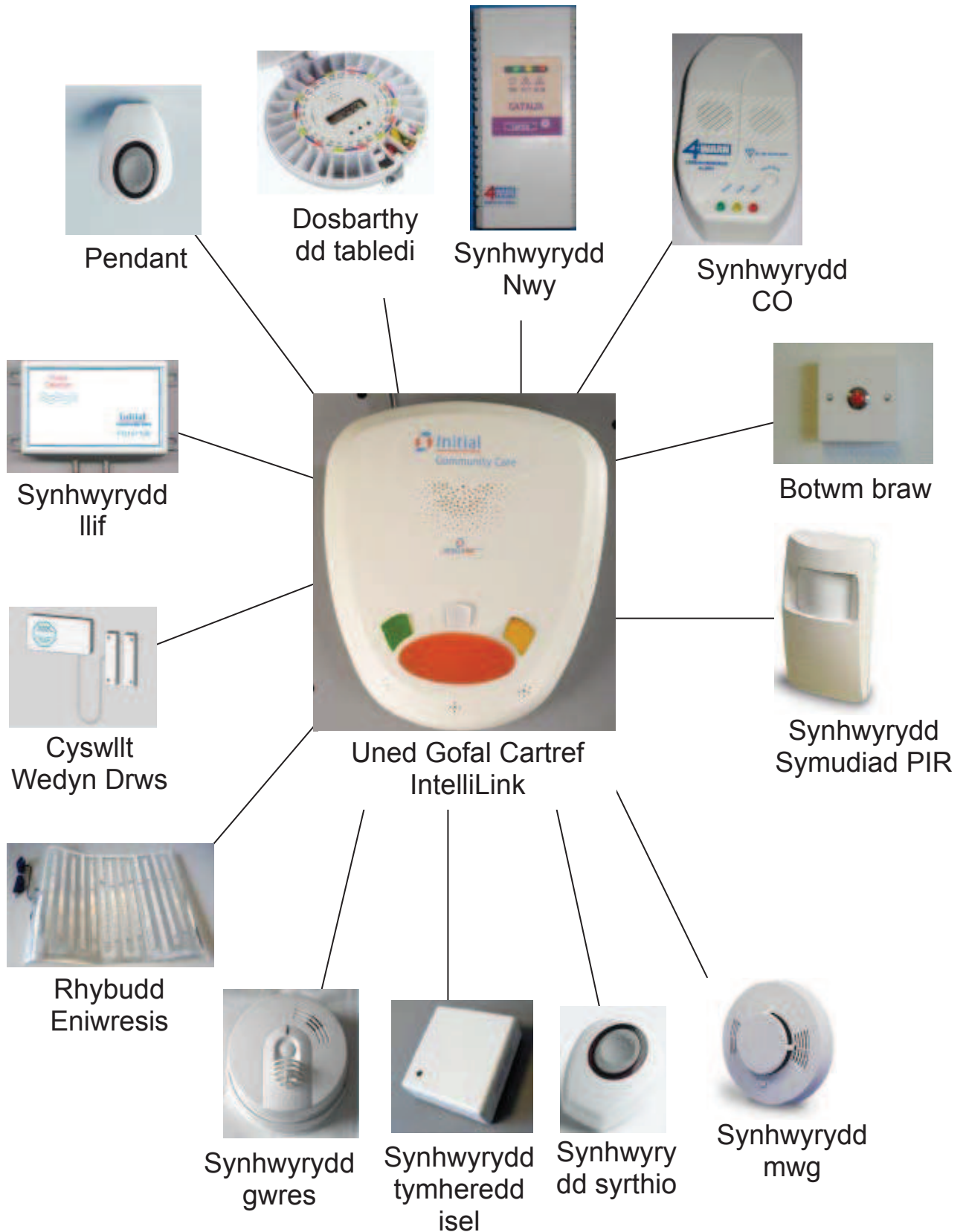
Mae larwm sy'n atgoffa'r defnyddiwr, hyd at 4 gwaith y dydd, ei bod yn amser i gymryd ei feddyginiaeth, yn lleihau'r risg bod y defnyddiwr yn cymryd ei feddyginiaeth ddwywaith. Os na ymatebir i'r larwm atgoffa, gellir anfon larwm i'r ganolfan fonitro.

### **Synwrydd golau erchwyn-gwely**

Bydd y synwrydd gwely yn canfod pryd fydd defnyddiwr wedi gadael y gwely a heb ddychwelyd cyn pen amser penodedig. Pan fydd yn gadael y gwely, bydd y golau erchwyn-gwely yn cynnau i leihau'r perygl bod y defnyddiwr yn syrthio. Mae amserydd yn sicrhau bod y synwrydd yn gweithio yn ystod oriau'r nos.

# Teleofal

Bydd enghreifftiau o synwryddion wedi'u cysylltu drwy Carelink ar gael ar ôl yr asesiad

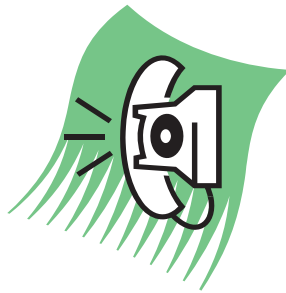




# Telecare Service

Monitored by Care Connect

**“Providing a range of  
Telecare equipment  
that supports  
independence”**



Telecare equipment is a range of sensors and detectors such as:

- Intellilink alarm system
- Flood detector
- Smoke detector
- Bogus caller / panic button

March 2013

- Telecare equipment can be linked to the 24 hour Care Connect monitoring service **or** through to a mobile phone **or** carer alert system. Whatever your situation, help can be summoned.

## What will it Cost?

- The Telecare **equipment** is available following an assessment of need to anyone who lives in Flintshire and feels it may make a difference to their lives
- There is a one off payment of £25 + VAT for the installation
- If you want your Telecare equipment linked to the Care Connect monitoring centre there will be a monitoring charge of £2.20 + VAT per week



Adult Social Services focuses on early intervention, aiming to maintain independence. Reablement, Telecare and aids and adaptations are examples of early intervention services that help prevent people from becoming unnecessarily dependent upon others and requiring more intensive support.

For more information on

**Flintshire**

**Telecare Service**

Please complete this form and send to:

**Flintshire County Council**  
**Social Services**  
**First Contact Team**  
**County Hall, Mold, CH7 6NN**  
who will help you  
Telephone: **01352 702000**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

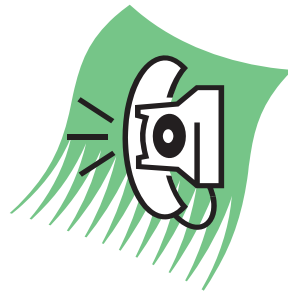
Postcode: \_\_\_\_\_

Telephone No: \_\_\_\_\_

# Gwasanaeth Teleofal

A fonitir gan 'Care Connect'

**“Darparu ystod o offer teleofal sy'n cynorthwyo pobl i fyw'n annibynnol”**



Mae offer teleofal yn ystod o synwryddion a chanfodyddion megis:

- System larwm *Intelliink*
- Canfodydd llifogydd
- Larwm mwg
- Botwm ymwelwyr twyllodrus / panig

Mawrth 2013

- Gellir cysylltu offer teleofal â gwasanaeth monitro 24 awr 'Care Connect' neu â ffôn symudol neu system rhybuddio gofalwr. Gallwn eich helpu beth bynnag fo'ch sefyllfa.

## Faint yw'r gost?

- Mae'r offer Teleofal ar gael i unrhyw un sy'n byw yn Sir y Fflint ac sy'n teimlo y gallai wneud gwahaniaeth i'w bywydau yn dilyn asesiad o anghenion.
- Gofynnir am un taliad o £25 + TAW am osod yr offer
- Os hoffech i ni gysylltu eich offer teleofal â chanolfan fonitro 'Care Connect', codir tâl monitro o £2.20 + TAW yr wythnos.



Mae'r Gwasanaethau Cymdeithasol i Oedolion yn canolbwyntio ar ymyrraeth gynnar, anelu at gynnal annibyniaeth. Mae ailalluogi, teleofal a chymorthyddion ac addasiadau i gyd yn enghreifftiau o wasanaethau ymyrraeth gynnar sy'n helpu i atal pobl rhag bod yn ddibynol ar eraill yn ddi-angen a derbyn cymorth mwy dwys.

Am fwy o wybodaeth am

## Gwasanaeth Teleofal Sir y Fflint

Llenwch y ffurflen hon ac anfonwch hi at:

**Tîm Cyswllt Cyntaf**  
**Gwasanaethau Cymdeithasol**  
**Cyngor Sir y Fflint**  
**Neuadd y Sir, Yr Wyddgrug**  
**CH7 6NN**

am gymorth  
Ffoniwch: **01352 702000**

Enw: \_\_\_\_\_

Cyfeiriad: \_\_\_\_\_

Côd Post: \_\_\_\_\_

Rhif ffôn: \_\_\_\_\_

## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **JOINT HOUSING AND SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY, 6 FEBRUARY 2014**

**REPORT BY:** **DIRECTOR OF COMMUNITY SERVICES**

**SUBJECT:** **DELIVERING HOME ADAPTATIONS**

### **1.00 PURPOSE OF REPORT**

- 1.01 To provide Members with an update on the delivery of home adaptations, including Disabled Facilities Grants and Minor Adaptations.
- 1.02 To share with Members the Home Adaptations Action Plan, developed jointly by officers from Social Services and Housing and to seek support for the Plan, including progress to date.
- 1.03 To seek Member support for a new Policy, to guide decision making for the provision of major adaptations in Flintshire County Council's family houses and upper floor flats.

### **2.00 BACKGROUND**

#### **Disabled Adaptations Performance**

- 2.01 Delivery of disabled adaptations is a challenge for Council's, given the scale and complexity of demand. Over the last two years the Council has made significant performance improvements and is now seeing the benefits of this work. Waiting times for Disabled Facilities Grants (DFG's) have significantly improved. Also, within the period January to September 2013, 258 minor aids and adaptations (those costing under £1K) have been completed outside of the DFG process, to ensure less complex interventions are completed without undue delay.
- 2.02 Flintshire's performance at September 2013 for DFG's against the national performance indicator was 207 days. This meets Flintshire's local improvement target of 400 days for adaptations to meet the needs of adults and 350 days to meet the need of children and is a dramatic improvement on last year's performance of 391 days for all DFG's.
- 2.03 However the guidance for the calculation of this performance indicator has been revised. The new guidance was an attempt by Welsh government to ensure that all Council's are calculating the PI in the

same way, to allow for more accurate national benchmarking. The new guidance clarified a number of exemptions that can be included when calculating the PI and which Flintshire had not been making use of. Therefore, in order to provide a better comparator for Members between the current financial year and the 12/13 financial year the PI for last year has been recalculated using the new guidance. This provided a figure of 283 days for 12/13, against the current performance for 13/14 of 207 days. It is therefore pleasing to note that to date an improvement of 76 days can be seen from the last financial year. All DFG's completed between April and September 2013 therefore comfortably met the target set by the Older People's Commissioner of 365 days.

2.04 The average performance for minor adaptations for the same period was 55 days. The waiting times for occupational therapy assessment have also significantly decreased. People referred to Social Services for an OT assessment can expect to wait on average 1 month, with the longest waiting time in September 2013 being 3.3 months. This again compares favourably with April 2013 when the average wait was 1.5 months and the longest wait of 21 months.

2.05 The Modernisation of Social Services Board has driven the development of reablement and preventative services and highlighted the need to develop locality teams to ensure that Social Services work more closely with health colleagues. This led directly to an increase in OT capacity by 1.5 posts and an increase in the minor adaptations budget by 63% up to £241K. The Council has also seen a small reduction in the number of major disabled adaptations from 157 to 149 and the number of people needing residential care from 481 people in September 2012 down to 445 people in September 2013. Whilst it can be positively assumed that these changes have directly contributed to the reduction in demand, it is not possible to evidence the direct correlation due the number of social factors and other changes being undertaken at this time.

#### **Adapting Council homes**

2.06 In addition to ensuring timely delivery of disabled adaptations, focus is also being given to number, cost and type of major adaptations within the Council's own stock. This is an important consideration as the Council must balance the need of the individual customer, alongside the best use of its housing stock and the capital resources it has at its disposal.

2.07 The budget for home adaptations within Council housing is £850K for major adaptations and £150K for minor adaptations. This £1M budget is always fully spent and there is some additional support provided through the Housing Revenue Account (HRA) to ensure that demand can be met in each financial year. Meeting demand means there is a need to prioritise the resource. When comparing the level of annual budget provision in Flintshire to other social landlords, spend here is

consistently higher than many other organisations. With the number and complexity of adaptations required increasing, a focus on considering re-housing to a more suitable property has been taken over the last 2 years where appropriate. The basis of this approach has been taking a considered approach where adaptations cost over £10K.

- 2.08 Since the 1<sup>st</sup> April 2013, 111 requests for level access showers have been actioned by the in-house adaptations team and these remain the most common adaptation that takes place. It costs approximately £6K to install a level access shower within a property, a total spend of £666K so far in 13/14. Approximately 25% of these level access showers are currently being installed in family houses. A further £150K is expended annually on stairlifts, with a straight stairlift costing approximately £3.5K, and up to £6K for a complex curved stairlift. Examples of other major works provided through the disabled adaptations budget include ramped access, widening of doorways, over bath showers and installation of kitchens designed specifically for people with a disability.
- 2.09 Level access showers in family housing seriously affect the future ability to let a property when it becomes vacant. Young families will often not accept a house with a level access shower, as there is no facility to bathe children. The result is often the need to remove the level access shower and reinstate a bathroom. This can cost a further £6K, along with increasing the period the property is empty and in turn resulting in a loss of rental income.
- 2.10 The Council is proactively installing facilities for disabled tenants in older persons and sheltered accommodation through its capital works programme and using the opportunity of all bathroom upgrades to ensure they meet the Welsh Housing Quality Standard (WHQS), regardless of how the need arises. The Council is also following the lifetime homes principles to ensure that its older persons and sheltered accommodation in particular can flexibly meet the needs of aging tenants where there is a decline in mobility.
- 2.11 However, there remains a need to reduce the number of level access showers which are provided in family houses and upper floor flats. There are historic examples of level access showers in 2<sup>nd</sup> and 3<sup>rd</sup> floor flats where the tenant can only access their accommodation by using one, or sometimes two communal stairlifts to reach each floor. Communal stairlifts are difficult to manage and maintain and the Council has been proactively removing those no longer required.
- 2.12 This proposed Policy is designed to ensure that new requests of this type are unlikely to be progressed and alternative accommodation at ground floor level will be explored and if appropriate offered. In these cases a list of tenants requiring specialist accommodation is maintained and updated on a fortnightly basis. As soon as alternative

accommodation is sourced through Council or Housing Association stock, smaller scale adaptations within the new property are installed where needed to make it fit for purpose by either the Council or Housing Association.

### **3.00 CONSIDERATIONS**

3.01 Services are never static and an action plan is already in place to further improve the performance of major and minor adaptations. The action plan is attached at the end of this report and the views of the Members are sought on this Plan.

3.02 To date the following actions within the plan have been completed, or will be by the end of February 2014: -

- Management of initial demand on OT services – this has been achieved through the redirection of enquiries for basic adaptations, such as handrails, stairrails and lever taps in Council properties to the Housing Asset Management Team, without the need for OT assessment. The impact of this will be monitored for 3 months to evaluate whether it leads to increased demand.
- Reduction of delays for service user – through the introduction of a more streamlined approach between Occupational Therapy and Housing Renewal. Schedules will no longer require individual sign off by OT's unless they are complex.
- Reduced duplication of work within the OT Service - so that when an adaptation recommendation is made, responsibility for the case is transferred in its entirety to Housing Renewal who will case manage the adaptation thereafter, providing a clear separation of roles and responsibilities.
- Robust management of tendering and contracts – ensuring that contractors commit to starting on site with 4 weeks as a condition of award, along with a reduction to the tender period down to 10 days and the issuing of tenders as soon as they arise, rather than being batched on a fortnightly basis.
- Improved flow of information between Social Services and Housing – the Paris share functionality is being introduced to ensure that adaptation recommendation forms are securely and instantly transmitted between teams.

3.03 Further timed actions are present within the Plan and these will be progressed and reported back to Members in either the Social and Health Care Overview & Scrutiny Committee or the Housing Overview & Scrutiny Committee, via the standard reporting mechanisms.

3.04 Along with the improvements to timescales in the provision of Disabled Adaptations, focus is also being given to the appropriateness of Adaptations within the Council's own housing stock. This can particularly be an issue in family houses or upper floor flats. Historically, extensive adaptations have been provided in these types

of properties and there is a recognition that greater consideration should be given to offering customers the opportunity to relocate, rather than having the adaptations carried out at their existing property.

3.05 Within the proposed Policy for Council housing, when determining whether it is right to adapt a property, or propose that the tenant relocates to a property better suited to their needs; the following points are considered on a case by case basis, whether:-

- the applicant occupies a property that is scheduled for modification, or major refurbishment within the next two years
- the resident is actively seeking re-housing
- the adaptation requested is not structurally practicable
- there are properties within the same community which are already adapted, or can be adapted more cost effectively (access to support networks, school catchments, and community facilities will be considered).
- the property is under-occupied
- extensive adaptations are requested (Over £10,000)
- there is an active notice of seeking possession on the tenancy
- suitable alternative accommodation can be provided within a reasonable timescale which the Housing Service and Occupational Therapist deems to meet the needs of the household
- the future ability to let the property would be adversely affected
- the tenant has made an application to purchase the property under the 'Right to Buy' scheme.
- the tenancy is less than 12 months old and the tenant failed to declare that they, or a member of their family had a pre-existing disability, where it is reasonable to do so, i.e. those with an enduring condition

3.06 The proposed policy is also backed up by a robust appeals process and funds from the Tenants Incentive Scheme (TIS) will be utilised to help support the cost of moving home.

#### **Use of adapted pods to provide disabled facilities**

3.07 Whilst the above Policy will reduce the number of major adaptations taking place in Council housing, it may still be appropriate to provide additional facilities in the form of a ground floor extension to accommodate bathroom and/or bedroom facilities in limited cases. When these situations arise consideration will be given to the length of time the facility will be needed. Where a need exists but it is likely to be short to medium term, then consideration will be giving to the use of an adapted pod, secured to the rear of the existing property. This allows for the pod to be removed and recycled when no longer required and ensures that future ability to let a family home is not impacted by a new permanent structure. It also ensures that the

additional bedroom is not a deterrent for those who would have accepted the property, but would now be impacted by the bedroom tax as a consequence of an additional spare room. (Bedroom tax would not apply if all the bedrooms remained fully occupied once the adaptation was complete, so a child was sharing a bedroom but no longer had to as a result of the extension, or a spare room for an overnight carer was required). Stairlifts would continue to be offered in this type of accommodation as they can be recycled and reused and the Council has facility to store them.

#### **4.00 RECOMMENDATIONS**

- 4.01 Members note the reduction in waiting times for Occupational Therapy assessment and improved timescales for the delivery of home adaptations.
- 4.02 Members support the action plan and the workstreams contained within.
- 4.03 Members support the proposed policy regarding the adaptation of family houses and upper floor flats within the Council's housing stock, as attached.

#### **5.00 FINANCIAL IMPLICATIONS**

- 5.01 The realignment of resources has allowed for the increase to the minor adaptations revenue budget within existing resources. This realignment was predicted as a result of the transition to the reablement model.
- 5.02 Despite an aging demographic across Flintshire, there are fewer requests for major adaptations coming forward in the owner occupied sector, meaning that the private sector renewal capital budget has been able to accommodate the 20% cut to Council fund in 2013/14 whilst continuing to meet demand.
- 5.03 The falling number of adaptation requests in the owner occupied sector is not reflected within the Council's own housing stock, which is disproportionately affecting the HRA. The Council continues to spend in excess of £1M per year adapting its housing stock to meet the needs of disabled tenants. This is despite largely eliminating the building of extensions in favour of promoting relocation and creating efficiencies through delivery of disabled adaptations in house.

#### **6.00 ANTI POVERTY IMPACT**

- 6.01 The means tested disabled facilities grant regime targets resources towards those unable to fund adaptations themselves. The national means test considers both income and savings and is a robust tool for prioritising the limited resource.



## **7.00 ENVIRONMENTAL IMPACT**

7.01 There are no environmental impacts arising out of this report.

## **8.00 EQUALITIES IMPACT**

8.01 All policy changes are subject to an Equality Impact Assessment. (EIA).

## **9.00 PERSONNEL IMPLICATIONS**

9.01 None arising as a result of this report

## **10.00 CONSULTATION REQUIRED**

10.1 Staff groups involved in the delivery of home adaptations.

10.2 Tenants will need to be consulted via the Flintshire Tenants and Residents Federation prior to seeking final approval for the proposed policy on the adaptation of family houses and upper floor flats.

## **11.00 CONSULTATION UNDERTAKEN**

All staff groups involved in the delivery of home adaptations have attended workshops and have been involved in identifying opportunities to streamline processes and reduce cost.

## **12.00 APPENDICES**

12.01 Home Adaptations Action Plan

12.02 Proposed Family Houses and Upper Floor Flats Policy and Procedure

12.03 Proposed Appeals Process

## **LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985 BACKGROUND DOCUMENTS**

None.

**Contact Officers: Christine Duffy/Gavin Griffith**

**Telephone: 01352 701336/ 01352 703428**

**Email: [Christine.Duffy@flintshire.gov.uk](mailto:Christine.Duffy@flintshire.gov.uk)**

**[Gavin.Griffith@flintshire.gov.uk](mailto:Gavin.Griffith@flintshire.gov.uk)**

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# Policy Statement: Adaptation of Family Houses and Upper Floor Flats for people living with a disability

2013-2016



Prepared by

**Neighbourhood Housing Management**

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**REVISION HISTORY**

<b>WHO</b>	<b>STATUS</b>	<b>ISSUED TO</b>	<b>DATE OF ISSUE</b>
<b>Neighbourhood Housing Management</b>	1 <sup>st</sup> Version Complete Awaiting Approval		
<b>TENANTS FED</b>			
<i>TENANTS FED REVISIONS</i>			
<b>MEMBERS</b>			
<i>MEMBERS REVISIONS</i>			
<b>SCRUTINY</b>			
<i>SCRUTINY REVISIONS</i>			
<b>IMPLEMENTAION</b>			

**FCC QUALITY STATEMENT**

This Policy was:

Prepared by: .....

Helen Grant  
Neighbourhood Housing Manager

Approved by: .....

Clare Budden  
Head of Housing

Date: .....

## 1. Introduction

Flintshire County Council understands that living with a disability can affect the way in which a person can access, enjoy and use their home.

The Council has developed this policy to support customers to retain their independence whilst balancing the need for the authority to make the best use of its housing stock.

## 2. Scope

This policy sets out the Council's approach to the way in which it responds to requests for adapting a Council home. It applies to customers who require the adaptation for themselves, or for a member of their household.

It applies only to customers who live in family houses and upper floor flats

## 3. Background

The Council's Housing Department receive regular recommendations in relation to the adaptations required to enable customers, or members of their household to live independently

In order to be able to provide customers with a prompt and well-reasoned response to these requests, it has been necessary to develop a consistent but individually tailored approach.

This process supports a "right first time" experience for the customer; however the safeguard of an appeals procedure is included for those customers who think we haven't got it right.

## 4. Definitions

### Definition of a 'person with a disability'

The Equality Act 2010 states that:

A person has a disability if:

- They have a physical or mental impairment
- The impairment has a substantial and long term adverse effect on their ability to perform normal day to day activities

For the purpose of the Act, these words have the following meanings:

- 'substantial' means more than minor or trivial
- 'long term' means that the effect of the impairment has lasted or is likely to last for at least 12 months (there are special rules covering recurring or fluctuating conditions)
- 'normal day to day activities' include everyday things like eating, washing, walking and going shopping'

## 5. Requesting an adaptation of a house or upper floor flat

Flintshire County Council's Occupational Therapy Service has the statutory duty for carrying out an assessment in order to determine what the needs of the customer are.

Following their assessment with the customer, they will send a copy of the assessment to the Council's Neighbourhood Housing Team.

The request will be looked at by the Neighbourhood Housing Officer for the area, who will in some cases need to speak to the customer to obtain further information about their circumstances, their tenancy and their home.

A report will then be sent to the Neighbourhood Team Leader who will provide a written response with the decision on whether the adaptations will be carried out.

## 6. Factors to be taken into account

Flintshire County Council is unlikely to invest in the provision of adaptations where the benefit achieved for the customer is only short term, unless it can be reused for the benefit of any tenant and each decision will be made on a case by case basis.

There may be other circumstances when it is not reasonable or practical to do so, or where the provision of such adaptations may conflict with other aspects of the council's strategic approach to housing.

In cases where the outcome is to refuse a request for adaptations, the decision will always have been considered by the Neighbourhood Housing Team Leader and the following factors will invariably have a bearing on the decision making process:

- the applicant occupies a property that is scheduled for modification, or major refurbishment within the next two years
- the resident is actively seeking re-housing
- the adaptation requested is not structurally practicable



- there are properties within the same community which are already adapted, or can be adapted more cost effectively (access to support networks, school catchments, and community facilities will be considered)
- the property is under-occupied
- extensive adaptations are requested (Over £10,000)
- there is an active notice of seeking possession on the tenancy
- suitable alternative accommodation can be provided within a reasonable timescale which the Housing Service and Occupational Therapist deems to meet the needs of the household
- the future ability to let the property would be adversely affected
- the tenant has made an application to purchase the property under the 'Right to Buy' scheme
- the tenancy is less than 12 months old and the tenant failed to declare that they, or a member of their family had a pre-existing disability, where it is reasonable to do so, i.e. those with an enduring condition

Flintshire County Council has a responsibility to all residents of the county and particularly to those who are currently registered on the housing waiting list, to make best use of the limited social housing properties available.

Whilst the needs of the customer will be given proper consideration, it is inevitable that the use of the Council's housing stock must additionally be considered in parallel to ensure that all residents are being treated fairly, particularly where the nature of the adaptations are substantial.

In some cases, re-housing will be identified as an alternative to carrying out major adaptations to the property. Re-housing may be to another Flintshire County Council property, or to one of the other social housing providers in the county.

Such cases will be considered on an individual basis, and taking into account all relevant information.

The Council understands that moving home can incur additional costs for the customer and some financial assistance may be available for eligible households to help with removal costs and/or other essential expenditure incurred as a result.

Where it is determined that suitable alternative accommodation will be available in a reasonable timescale, then major adaptations will not normally be carried out to the existing property.

## 8. Appeals Procedure

The Council has established an appeals process where customers who do not agree with the outcome of their request, can ask for a review of the decision where there is reasonable cause to believe that a material fact has not been considered.

Upon receiving the formal decision letter, there will be included a form to request a review of the decision.

This must be completed and returned within 14 days. Requests received after this time will not be considered unless there are exceptional circumstances.



An appeal hearing will be convened within 28 days of the request being received.

Customers may bring someone with them to the appeal providing they notify the council in advance.

Any further evidence to be considered as part of the review must be provided by the customer to the chair of the review panel no fewer than 5 working days in advance of the hearing.

The council aims to ensure that all customers are treated fairly and are able to fully access services. In the event that the customer has any requirements on the day of the hearing, they should notify the council in advance so that these can be accommodated where possible.

If you would like this document in another format we can change it into:  
Os hoffech gopi o'r ddogfen hon/cyhoeddiad hwn mewn fformat arall, gallwn ei newid i'r canlynol:

<p>Unrhyw iaith arall Unrhyw liw arall Iaith Arwyddion Prydain Braille Fformat lluniau  Sain</p> <p><b>Font mwy</b> A llawer rhagor...</p>	<p>Any other language <b>Another colour / Another colour</b> British Sign Language Braille Picture Format  Audio</p> <p><b>A Larger font</b> And many more...</p>	<p>Jeśli chcą Państwo otrzymać ten dokument w języku polskim, prosimy o kontakt z obsługą klienta pod numerem tel. 01352 702121</p> <p>Jei norite šį dokumentą skaityti Lietuvių kalba, kreipkitės į Klientų aptarnavimo skyrių telefonu 01352 702121</p> <p>A dokumentumból a 01352 702121 ügyfélszolgálati telefonszámon igényelhető magyar nyelvére változtat.</p> <p>বাংলা ভাষায় এই তথ্যসেতিকে পেতে চাইলে অনুগ্রহপূর্বক 01352 702121 নম্বরে কাস্টমার সার্ভিসের সাথে যোগাযোগ করুন।</p> <p>Ak by ste mali záujem o tento dokument v Slovenčine, prosim kontaktujte zákaznicku linku na čísle 01352 702121</p>
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Ffoniwch y tîm Gwasanaethau Cwsmeriaid ar 01352 702121 / Please contact the Customer Services team on 01352 702121



I would like to request a review of the decision not to adapt my council home, for the following reason(s):

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Please return this form within 14 days of receiving your decision letter. If you do not, your request for a review will not be considered.

The address to send it to is:



If you would like this document in another format we can change it into:

Os hoffech gopi o'r ddogfen hon/cyhoeddiad hwn mewn fformat arall, gallwn ei newid i'r canlynol:

Any other language, another colour, British Sign Language, Braille, Picture Format, Audio, A Larger font, And many more..

Unrhyw iaith arall, unrhyw liw arall, iaith Arwyddion Prydain, Braille, Fformat lluniau, Sain, Font mwy,

Signed .....

Date .....

# “my request to have my home adapted has been refused... How do I appeal this decision?”



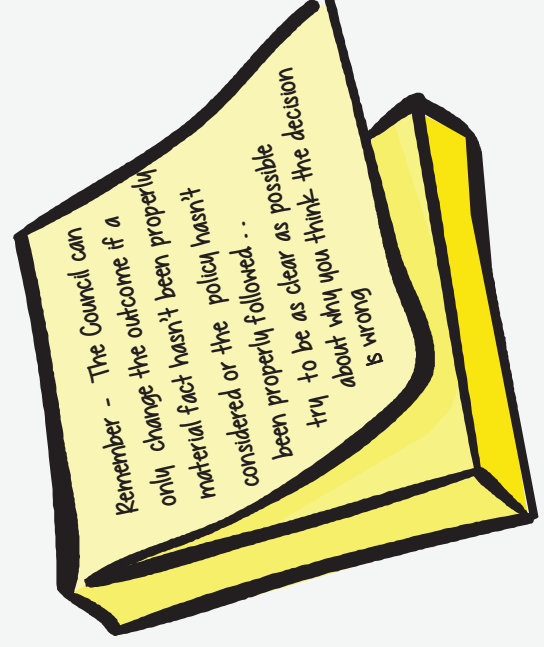
# Application for a review

Once we have received your request, we will arrange a meeting. Your review meeting will be chaired by a senior manager of the council and there will be one or two other people who were not involved in the original decision.

This is your meeting, so think about what you want to say, and why you think the decision is wrong.

The people on the panel may ask you some questions. This isn't to try and catch you out, it is so they can make sure they have understood everything properly.

After the meeting, the review panel will consider everything you have had to say and they will write to you within 14 days with the decision that they have reached.



**This leaflet explains what to do if you think the council's decision not to adapt your council home is wrong**

You have **14 days** to ask for a review of the decision not to adapt your home, so it's important that you act quickly.

Complete the tear off part of this form and return it to the address on the back of this leaflet.

You should set out your reasons clearly for requesting the review.

If you want to send additional documents, you can do so, but you must have got them to the Council at least **5 days** before the review hearing.

You can bring someone with you to the hearing, but please let us know in advance who you are bringing.

If you need any assistance or support to attend your hearing, or at the hearing itself, please let us know so we can arrange this for you.

If there are any dates that you cannot attend the review, please try and let us know in advance.

Name .....

Address .....

Postcode .....

Telephone .....

Mobile .....

Email .....

**Do you wish to attend your review in person?**

Yes  No

**Do you want to submit any further evidence or documents for consideration at your review?**

Yes  No

**Do you require any support or assistance at the review?**

Yes  No

**Please give details of anyone you intend to bring with you** .....

(representative/friend/relative/other)

**Home Adaptations Improvement Action Plan - September 2013 :  
Update January '14**

**Aim: improve the time taken to deliver DFGs and minor adaptations in Flintshire**

	Objective	When	Comments/Update	Evaluation
1	<p>Manage initial demand on OT services</p> <p>Reduce minor adaptations going to OT intake team by ensuring requests for basic adaptations go directly to Housing Adaptations Team.</p>	Jan 2014	<p>Pilot for 3 months initially.</p> <p>May require small amount of training for area housing staff.</p>	Numbers & type Housing send out customer satisfaction questionnaire
2	<p>Reducing delays for service user</p> <p>Surveyors have full responsibility for schedule of works. These do not require sign off by OTs prior to being passed to contractor.</p>	Jan 2014	Schedule of works will be passed to OTs but process will not stop while waiting for OT sign off.	Collection of feedback / calls to OT

	Objective	When	Comments/Update	Evaluation
3	<p>Manage OT workload by reducing duplication and unnecessary tasks</p> <p>Responsibility for major housing adaptations (DFG's) to pass to housing once OT recommendations has been made.</p>	1 <sup>st</sup> Feb	<p>Letter to be sent to service users stating from this point onwards their communication should be directed to Housing colleagues.</p> <p>System to be employed to ensure cases acted on to allow for Duty of Care for service users.</p>	<p>Reduction in % of Joint Visits</p> <p>Calls to OT to be monitored when case transferred to housing</p>
4	<p>Managing workloads by reducing unnecessary tasks.</p> <p><del>POs</del> OTs do not go on 'routine' Joint Visits with stair lift providers.</p> <p><del>POs</del> Surveyors do not go on routine stair lift cases.</p>	Feb 2014	Stair lift providers have proven themselves as reliable and trustworthy partners	Reduction in Joint Visits
5	More robust management of tendering and contracts.	End of Dec 2013	May require increase in contractors	Number of starts within 28 days
6	<p>To stop faxing Adaptation Recommendation Forms to <b>Housing</b> colleagues and secure personal data</p> <p>Provide limited access to Housing colleagues on Paris through 'share functionality'.</p>	Start 1 <sup>st</sup> Feb	<p>Eliminates need for printing /faxing will save resources, paper, ink etc.</p> <p>Minimal training/guidance required.</p>	

	Objective	When	Comments/Update	Evaluation
7	Targeting resources where they can produce most benefit – amend the Occupational Therapy Policy and Guidance	March 2014	WCBC have almost completed this work, consider how we can share this substantial piece of written work.	
8	Reduce delay. Speed up process by embedding policy on 'Adaptation of family houses & upper floor flats'	March 2014		<p>Number of successful &amp; unsuccessful challenges</p> <p>Eliminate delays</p> <p>Regular meetings/feedback from practitioners</p>

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## FLINTSHIRE COUNTY COUNCIL

**REPORT TO:** **JOINT HOUSING AND SOCIAL AND HEALTH CARE OVERVIEW & SCRUTINY COMMITTEE**

**DATE:** **THURSDAY, 6 FEBRUARY 2014**

**REPORT BY:** **DIRECTOR OF COMMUNITY SERVICES**

**SUBJECT:** **SUPPORTING PEOPLE**

### **1.00 PURPOSE OF REPORT**

1.01 To update the Committee on the Supporting People Programme in Flintshire and seek support for the Local Commissioning Plan.

### **2.00 BACKGROUND**

2.01 In 2012, Welsh Government merged the two Supporting People funding streams – Supporting People Grant (SPG) and Supporting People Revenue Grant (SPRG) into one Supporting People Programme Grant (SPPG). The new SPPG also introduced a new governance framework for the programme with the establishment of a Supporting People National Advisory Board, chaired by the Minister, and a number of Regional Collaborative Committees (RCCs), with elected member and lead officer membership, to ensure high quality services are delivered effectively and efficiently across boundaries. The North Wales RCC includes all six North Wales councils.

2.02 The Local Authority is required to develop a 3-year Commissioning Strategy that will inform the priorities within the Regional Commissioning Strategy. Local Authorities in North Wales have developed 12-month Commissioning plans to cover the transition period and allow time for reviewing of existing services, new developments and appropriate targeting of reductions. Welsh Government has been supportive of this approach, recognising that the level of reductions in North Wales makes longer term planning at this stage more of a challenge.

2.03 The Commissioning Plan attached at appendix one details the proposals for how the grant will be allocated for the next year. It is important to note this plan is set within the context of reduced funding. This will be replaced by a longer term strategy to be drafted in the summer of 2014 detailing the Supporting People Commissioning intentions.

### **3.00 CONSIDERATIONS**

#### **3.01 Supporting People Funding Reductions**

The Supporting People Programme Grant is subject to reductions across Wales. The 2013/14 Local Commissioning Plan highlighted that Flintshire was expected to face significant reductions to the Supporting People Programme Grant allocation. Flintshire received a reduction in funding for 2013/2014 of 5% of the grant.

3.02 The reductions for 2014/15 are less than originally indicated. On 29<sup>th</sup> July 2013 a letter was sent from Welsh Government asking for Regional Collaborative Committee feedback on how reductions should be modelled across Wales, at the time the modelling was being based on an assumed average 10% reduction to the grant. The option chosen would have seen Flintshire's grant reduced by 12% in 2014/15. Later in the summer the Local Authority received confirmation from the Minister for Housing and Regeneration that the grant had been protected from that level of reduction. The statement referenced the important role Supporting People services play in dealing with the government's welfare reforms and easing pressure on other statutory services. The exact level of reductions for Flintshire has not been confirmed but Flintshire has received notification of indicative funding levels for 2014/15 and 2015/16 with a grant reduction of circa 5%.

3.03 The reductions to the Supporting People funding are a concern for the Local Authority. The grant funds services that play an important role in preventing people requiring some health and social services and can reduce homelessness and community safety costs. Managing the impacts from the on-going transformation of the social security system, including the development of the Local Support Services Framework to support the implementation of universal credit and changes to the homeless legislation may all increase pressure on housing support services who play a key prevention role and help people deal with the difficult circumstances they face.

#### **Managing the Reductions**

3.04 Flintshire continues to take a pro-active and strategic approach to managing the reductions. Welsh Government suggested that Local Authorities work within some guiding principles when finding savings. Flintshire has committed to these guiding principles and shared them with service providers who have been invited to submit a challenge if they believe the Local Authority is not adhering to the principles.

##### **3.04.1 'A Strategic Approach'**

Flintshire has not proposed blanket cuts to services and the LCP demonstrates a commitment to find efficiency savings through housekeeping and innovative approaches that do not see cuts to

services or impact customers, such as remodelling projects or working with providers on leaner processes. Flintshire is aware that some more recently commissioned projects have been through these processes and are in line with Supporting People cost guidelines and could not manage a blanket cut applied across projects.

#### 3.04.2 'Homeless Prevention at Core'

Welsh Government has suggested that the commissioning of services is focussed on homeless prevention in preparation for the changes to the Homeless Legislation in 2015. Flintshire recognises the valuable contribution these services make to preventing homelessness and recently commissioned developments contribute directly to the homeless prevention agenda, such as the two homeless prevention projects described in section 4.2 of the Local Commissioning Plan and 3.07.9 of this plan.

#### 3.04.3 'Quality of Services'

It is expected that Local Authorities avoid commissioning processes that drive down costs and create 'cheap services'. Commissioning should have a clear emphasis on quality services. The supporting people procurement and tendering evaluation process has a strong weighting on quality as opposed to cost. The team need to ensure that this remains a priority within regional and collaborative proposals.

#### 3.04.4 'Exploring Alternative Funding Options'

The Local Authority and Regional Collaborative Committee are asked to consider alternative appropriate funding wherever this is relevant to prevent the need to lose valuable services. There is ongoing work with Social Services to identify appropriate funding streams where it is identified that services are not eligible or not a priority for supporting people funding. The team have successfully realigned ineligible funding and invested in strategically relevant services such as Extra Care and the Promoting Independence Service for people with physical disabilities.

#### 3.04.5 'Savings through Collaboration and Regional Approaches'

The Regional Collaborative Committee has now been fully implemented. There is recognition that partnership working and regional collaboration can achieve efficiencies without reducing or affecting service delivery. Over the last twelve months, Flintshire has achieved savings through collaborative working on a sub regional basis. The LCP proposes further plans for collaborative projects in 2014 including a sub-regional older person's service and sub-regional work on grant administration efficiencies.

#### 3.04.6 'Equality Impact of Reductions and Involvement of Providers'

Flintshire will carry out a comprehensive equality impact assessment of its Local Commissioning Plan. Flintshire held a well attended provider forum in September 2013 to consult and seek feedback from support providers. There is also senior level representation on the

regional provider forum and the Regional Collaborative Committee. The team invites providers to present their proposals for service improvements and efficiencies throughout the year.

## **National, Regional and Local Developments**

### **Regional Collaboration**

- 3.05 The Regional Collaborative Committee (RCC) has a role in delivering a fair and consistent approach across the region and identifying opportunities for savings through collaboration. The RCC has been in place since September 2012. During this transitional period the RCC has implemented a number of work packages (such as consistency, information sharing and a young people's work package). The RCC has also endorsed the development of jointly commissioned projects.
- 3.06 Following a review of the success of the RCCs across Wales, a Memorandum of Understanding has been developed and is currently out for consultation to strengthen the existing governance arrangements of the committees.
- 3.07 On a National level, we know that Welsh Government will continue to review the overall provision through the Supporting People Grant. The reduction for 2014/15 was less than originally indicated, but clearly this position remains subject to change. In this context, there is an ongoing need for regular view of Supporting People provision in light of the changing overall financial position.

### **Flintshire Developments over the Last Twelve Months**

- 3.08 Flintshire Supporting People Team has led on a number of successful local and sub regional developments over the last twelve months
- 3.08.1 **Flintshire 'Nightstop' Service** – Supporting People has joint commissioned this with Housing and Children's Services. The project provides a safe alternative to emergency B&B accommodation in a family home for homeless 16-18 year olds. The project commenced in April and up to December 2013 provided 511 nights of accommodation. The homeless prevention and move on outcomes for young people have been outstanding and the project has saved approximately £5,000 for Social Services for Children and Housing in accommodation costs.
- 3.08.2 **The Service User Engagement Project** – This project has been delivered by Us UnLtd who have been carrying out focus groups and engaging with a range of customers who have used supporting people and homeless services. The project will submit a report by the end of March which will be used to shape future service delivery.

- 3.08.3 **Llys Jasmine Resettlement Officer** – Supporting People funding provided additional support whilst residents moved into Llys Jasmine and funds an ongoing activities co-ordinator which will build on the success of the post in Llys Eleanor.
- 3.08.4 **Supported Lodgings** – Flintshire has been delivering a successful Supported Lodgings Project in the county that provides a supported environment for young people to develop independent living skills in a home environment. This year the team worked with Denbighshire County Council to develop the scheme into a sub regional scheme with additional capacity.
- 3.08.5 **Body Positive** – Flintshire has led on the commissioning and review of the North Wales Body Positive Service which is a floating support service for people with HIV and AIDS. The Regional Collaborative Committee has committed to continuing to fund this project based on the positive performance reports and review outcomes.
- 3.08.6 **Regional Domestic Abuse Project** – The Supporting People team has achieved cost efficiencies by decommissioning two domestic abuse floating support projects and commissioning one single sub regional project working across Wrexham and Flintshire.
- 3.08.7 **The Support Gateway** – The support gateway has been in development over recent months and was launched as a central referral gateway in January 2014. The work to date has already realised some positive outcomes including reduced duplication of services, reduced waiting lists and empty spaces on support projects. The investment in the gateway has been an important development to ensure best use is made of resources including better matching of service users to projects, reduction in vacant places, improved turnover in projects and reduced risk of people with complex needs falling between gaps in services.
- 3.08.8 The project now intends to work with third sector providers and the Department for Work and Pensions to see if the benefits of the gateway can extend to advice services. Community Support Services are keen to develop and pilot a combined Advice and Support Gateway. The aim is to simplify and increase resident's access to advice and support services. Within the Gateway, advice referrals will be triaged, ensuring that the most effective service provider is requested to assist the resident in a timely manner. The Gateway will also maximise the effective use of available resources by identifying (and reducing) duplication of effort and assist advice providers by only referring through to a particular service residents who meet any eligibility criteria.
- 3.08.9 **Homeless Prevention** – Supporting People Programme Grant is a ring fenced grant. Flintshire has committed to investing in valuable short term projects to make use of money while it is available for the

benefit of the community and to support other statutory services. In the past six months Supporting People funding has funded support officers to complement the work of the homeless prevention services.

One temporary post has been working with families and individuals in interim accommodation to reduce the length of time people remain in B&B accommodation. Another temporary post has been supporting people placed in private sector accommodation to reduce the level of tenancy breakdown and repeat homelessness. Both initiatives have been successful and the reduction in B&B usage is reflected in the housing quarterly performance reporting data.

### **The Local Commissioning Plan**

- 3.09 The Local Commissioning Plan (LCP) details the strategic priorities for Flintshire and focuses on ensuring that the programme funds the most appropriate housing related support services for local people, in order to maximise the outcomes achieved by service users. The LCP also covers a summary of the current need, existing supply and service gaps. Consultation on the Supporting People Programme is an integral part of the work of the team. The LCP details good examples of partnership working and consultation. The Supporting People Team has been supporting customer engagement across a number of other services.

### **Local Commissioning Plan Priorities 2014/15**

#### **New Investment**

- 3.10 As funding is reduced year on year, there remain opportunities for some short term developments to make best use of funding that is available now but cannot be committed long term.
- 3.10.1 **A two year Mental Health Low Level Floating Support Service –** The LCP provides the background information which demonstrates the need for this service. Flintshire has a shortage of support outside of Social Services for individuals with mental health needs. This service will work closely with Social Services for Adults and be able to provide support to those individuals who do not meet the threshold for social services and provide a service to meet the demand in Flintshire.
- 3.10.2 **One year additional funding to Age Connects -** This funding is being allocated for one year to allow time for a gradual reduction to the service following the withdrawal of BCUHB funding from April 2014. This funding will prevent a negative impact for existing vulnerable people in receipt of support by preventing a sudden and significant reduction in service.

## **Reductions**

3.10.3 The Supporting People Team have been working with providers to identify the necessary savings.

3.10.4

- A reduction of £211,000 from Adult Social Services from services which are not eligible to be funded by Supporting People Programme Grant.

- A reduction of £98,280 from BCUHB Learning Disability Services which are not eligible to be funded by Supporting People Programme Grant.

- The plan details the ongoing efficiency savings from external projects, formerly funded via SPRG tariffs, in order to demonstrate value for money.

## **4.00 RECOMMENDATIONS**

4.01 Committee notes the reductions to the Supporting People Grant and supports the proposed approach to managing reductions.

4.02 Committee notes the progress of the Supporting People team in the last twelve months.

4.03 Committee supports the Draft Flintshire Local Commissioning Plan

## **5.00 FINANCIAL IMPLICATIONS**

5.01 The Supporting People Grant is a specific grant for funding housing related support services. For 2014-2015 Flintshire County Council have been informed of a reduction to the grant of 5% with further reductions expected in the following years as a result of redistribution.

5.02 The LCP highlights new services for priority development. However, services will only be developed according to available funding.

5.03 The LCP has identified a need to reduce funding to some services which are deemed ineligible for Supporting People funding. This will have an impact on Adult Social Services and as such Adult Social Services have planned to manage this reduction.

## **6.00 ANTI POVERTY IMPACT**

6.01 There are no specific anti-poverty implications within this report.

## **7.00 ENVIRONMENTAL IMPACT**

7.01 There are no specific environmental implications within this report.

## **8.00 EQUALITIES IMPACT**

8.01 The Supporting People Programme was established to provide low - level accommodation support services to people with an assessed need for support. Access to these support services should be available to all people who need them.

8.02 At present, some services are delivered as part of Social Services core services. Releasing SPPG funding from these 'core' services will provide the opportunity to develop services in the community. This will enable equality of access to accommodation support services amongst those in our communities who have a need for such support.

## **9.00 PERSONNEL IMPLICATIONS**

9.01 Flintshire County Council expects the sub-regional collaboration project reviewing the administration of the grant to create circa £40k savings.

9.02 All necessary consultation will take place with staff that may be affected.

## **10.00 CONSULTATION REQUIRED**

10.01 A joint Supporting People and Homeless Forum which includes a range of stakeholders was held in September 2013 to consult on the Flintshire Supporting People Commissioning Strategy. The Commissioning Strategy will be presented to the Regional Collaborative Committee. The Supporting People Team will meet all providers individually to discuss their projects and explore opportunities to make best use of resources.

## **11.00 CONSULTATION UNDERTAKEN**

11.01 Flintshire Supporting People have had a three year commissioning strategy up to 2013 which was developed in partnership with stakeholders and providers. Flintshire Supporting People Team hold a provider forum annually to keep providers informed about local, regional and national developments and consult on changes within the annual plans and this transitional plan.

11.02 Information on need, supply and gaps is collected through information provided from service users, providers and wider stakeholders through the needs mapping exercise, the annual supply return, quarterly monitoring meetings and formal reviews.

## **12.00 APPENDICES**

12.01 Appendix 1: Flintshire Local Commissioning Plan



**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985**  
**BACKGROUND DOCUMENTS**

None

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**Telephone:** 01352 703518  
**Email:** [katie.davis@flintshire.gov.uk](mailto:katie.davis@flintshire.gov.uk)

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# Flintshire County Council

## Supporting People Local Commissioning Plan

2014-2015

Awaiting Approval



## Contents:

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# 1. Introduction

In 2012, Welsh Government merged the two Supporting People funding streams – Supporting People Grant (SPG) and Supporting People Revenue Grant (SPRG) into one Supporting People Programme Grant (SPPG). The new SPPG also introduced a new governance framework for the programme with the establishment of a Supporting People National Advisory Board, chaired by the Minister, and a number of Regional Collaborative Committees (RCCs), with elected member and lead officer membership, to ensure high quality services are delivered effectively and efficiently across boundaries. The North Wales RCC includes all six North Wales councils.

The Local Authority is required to develop a 3-year Commissioning Strategy that will inform the priorities within the Regional Commissioning Strategy. Local Authorities in North Wales have developed 12-month Commissioning plans to cover the transition period and allow time for reviewing of existing services, new developments and appropriate targeting of reductions. Welsh Government has been supportive of this approach, recognising that the level of reductions in North Wales makes longer term planning at this stage more of a challenge.

The commissioning plan details how the grant will be allocated for the next year. This plan will be replaced by a longer term strategy to be drafted in the summer of 2014. It is important to note that this plan is set within the context of reduced funding and Flintshire continues to take a pro-active and strategic approach to managing the reductions.

The previous Local Commissioning Plan highlighted that Flintshire was to receive a funding reduction of 5% of the grant for the period 2013/2014.

Welsh Government has now provided Local Authorities with indicative budget allocations for 2014/15 and 2015/16 which show a proposed 5% reduction.

## 2. Strategic Priorities

Flintshire Supporting People Team continues to ensure that the programme funds the most appropriate housing related support services for the county, in order to maximise the outcomes achieved by service users.

Welsh Government suggested that Local Authorities work within some guiding principles when finding savings. Flintshire has committed to these guiding principles and shared them with providers and invited challenge where providers do not feel the Local Authority is adhering to these principles.

- A Strategic Approach

Flintshire has not proposed blanket cuts to services and the LCP demonstrates a commitment to find efficiency savings through housekeeping and innovative approaches that do not see cuts to services or impact customers, such as remodelling projects or working with providers on leaner processes. Flintshire is aware that some more recently commissioned projects have been through these processes and are in line with Supporting People cost guidelines and could not manage a blanket cut applied across projects.

- Homeless Prevention at Core

Welsh Government has suggested that the commissioning of services is focussed on homeless prevention in preparation for the changes to the Homeless Legislation in 2015. Flintshire recognises the valuable contribution these services make to preventing homelessness and recently commissioned developments contribute directly to the homeless prevention agenda, such as the two homeless prevention projects described in section 4.2 of the plan.

- Quality of Services

The Local Authority and Regional Collaborative Committee are asked to consider alternative appropriate funding wherever this is relevant to prevent the need to lose valuable services. There is ongoing work with Social Services to identify appropriate funding streams where it is identified that services are not eligible or not a priority for supporting people funding. The team have successfully realigned ineligible funding and invested in strategically relevant services such as Extra Care and the Promoting Independence Service for people with physical disabilities.

- Exploring Alternative Funding Options

The Local Authority and Regional Collaborative Committee are asked to consider alternative appropriate funding wherever this is relevant to prevent the need to lose valuable services. There is ongoing work with Social Services to identify appropriate funding streams where it is identified that

services are not eligible or not a priority for supporting people funding. The team have successfully realigned ineligible funding and invested in strategically relevant services such as Extra Care and the Promoting Independence Service for people with physical disabilities.

- Savings through Collaboration and Regional Approaches

The Regional Collaborative Committee has now been fully implemented. There is recognition that partnership working and regional collaboration can achieve efficiencies without reducing or affecting service delivery. Over the last twelve months, Flintshire has achieved savings through collaborative working on a sub regional basis. The LCP proposes further plans for collaborative projects in 2014 including a sub-regional older person's service and sub-regional work on grant administration efficiencies.

- Equality Impact of Reductions and Involvement of Providers

Flintshire will carry out a comprehensive equality impact assessment of its Local Commissioning Plan. Flintshire held a well attended provider forum in September 2013 to consult and seek feedback from support providers. There is also senior level representation on the regional provider forum and the Regional Collaborative Committee. The team invites providers to present their proposals for service improvements and efficiencies throughout the year.

### 3. Need, supply and service gaps

#### 3.1 Need

North Wales Supporting People Teams have developed a regional Needs Mapping Database, which is hosted by Denbighshire County Council.

Flintshire Supporting People providers submitted the lowest number of Needs Mapping Forms from across the region, for the period 2012/2013. In order to address this and ensure that all relevant information is submitted, with effect from April 2014, the Needs Mapping Form will be a requirement of the Central Referral Gateway, and referrals will not be accepted unless the form has been completed.

The development of the Central Referral Gateway will also provide more detailed information in relation to repeat presentations and complex needs. All referrals to Supporting People projects (other than direct access) will be directed through the Gateway. Any referral highlighted as complex needs, will instigate a complex needs meeting prior to allocation of the referral, in order that all relevant stakeholders can be involved in the development of a support plan.

The council expects Welfare Reform changes to start to have an impact both on the number of people presenting as homeless and also the number of people requesting support to sustain their current accommodation. Supporting People needs to ensure that reductions to the grant funding are implemented whilst also continuing to provide a range of quality, effective services to meet the needs of vulnerable people.

#### 3.2 Supply

The current supply for Flintshire is summarised below into client groups, this corresponds with the spend plan information recently submitted to the North Wales Regional Collaborative Committee.

<b>Client Group</b>	<b>Number of Units 2013/14</b>	<b>Number of Units 2014/15</b>	<b>Reason for Change</b>
Women experiencing Domestic Abuse	54	47	Decommissioned 2 floating support projects – created 1 sub-regional project
Men experiencing Domestic Abuse	0	0	(Supply included in above category)
People with Learning Disabilities	122	116	Withdrawal of funding from BCUHB LD project



People with Mental Health Issues	56	76	Development of low level floating support service
People with Alcohol Issues	0	0	(supply included in substance misuse category)
People with Substance Misuse Issues	46	46	No change
People with Criminal Offending History	40	40	No change
People with Refugee Status	0	0	No targeted provision but this group covered within generic services.
People with Physical and/or Sensory Disabilities	37	32	Withdrawal of funding from Greenfield ABI project
People with Developmental Disorders (i.e. Autism)	0	0	No targeted provision but this group included in other groups and generic provision.
People with Chronic Illnesses (including HIV, Aids)	3	3	No change
Young People who are Care Leavers	0	0	This group is included in the young people provision. No provision exclusively for care leavers.
Young People with Support Needs (16 to 24)	137	125	Amendment of support units for the service user involvement project.
Single Parent Families with Support Needs	0	0	Included with family provision. There is no differentiation between single parents and other families.

Families with Support Needs	71	64	Reduction to number of family units at Plas Bellin
Single People with Support Needs not listed above (25 to 64)	0	0	
People with 55 years of age with Support Needs (this category must be exclusive of alarm services)	2851	2901	Allocation of funding to the new Extra Care project – Llys Jasmine
Generic/Floating Support/Peripatetic (tenancy support services which cover a range of user needs)	169	169	No change
Alarm Services (including in sheltered/extra care)	217	217	No change
<b>Total</b>	<b>3803</b>	<b>3833</b>	<b>Increase in 30 units of provision.</b>

A full breakdown of the types of support provided, either accommodation based or floating support, can be viewed in Appendix A (Spend Plan for 2014/2015).

Over the previous 12 months, Flintshire Supporting People Team has led on a number of sub-regional developments. These are:-

**Supported Lodgings** – A sub-regional project in conjunction with Denbighshire County Council. Flintshire has been delivering a successful Supported Lodgings Project in the county that provides a supported environment for young people to develop independent living skills in a home environment. This year the team worked with Denbighshire to develop the scheme into a sub regional scheme with additional capacity.

**Nightstop** – A sub-regional project in conjunction with Denbighshire County Council. Supporting People has joint commissioned this with Housing and Children’s Services. The project provides a safe alternative to emergency B&B accommodation in a family home for homeless 16-18 year olds. The project commenced in April and up to December 2013 provided 511 nights of accommodation. The homeless prevention and move on outcomes for young people have been outstanding and the project has saved approximately £5,000 for Children’s and Housing in accommodation costs.

**Domestic Abuse Floating Support** – A sub-regional project in conjunction with Wrexham County Borough Council. The Supporting People team has achieved cost efficiencies by decommissioning two domestic abuse floating support projects and commissioning one single sub regional project working across Wrexham and Flintshire.

**Body Positive** – A regional project with all 6 North Wales Local Authorities. Flintshire has led on the commissioning and review of the North Wales Body Positive Service. The Regional Collaborative Committee has committed to continuing to fund this project based on the positive performance reports and review outcomes.

### 3.3 Gaps

Building on the work undertaken by the Department of Communities and Local Government, around the Positive Pathway Approach for young people, Flintshire believes these principles can also be applied to other vulnerable groups and will use them to guide the housing solutions and services it provides to deliver the Homeless Prevention Strategy and the Supporting People, Local Commissioning Plan. The principles are:-

- Integrated whole system actions to prevent homelessness, support, where necessary, an individual's planned moves along a positive pathway to independence
- An ethos which places individuals and their families at the heart of planning and delivery – significant, supportive relationships with one or two skilled professionals often the key to success
- Invest in early intervention rather than just reacting to crisis
- Seamless, joined up and coordinated, easy to use services, making the best use of resources, pooling budgets of all agencies, local knowledge, community assets and voluntary effort, whenever it is effective to do so
- Information and advice at all stages of the pathway, not only about housing, but on other aspects of individuals lives where they may need support
- Progress to independence for each individual, through having a range of accommodation options to meet different needs
- Service users involved in how services are shaped and delivered leads to excellence in provision and gives individuals important learning opportunities for the future

We have and will continue to assess our current provision against these principles alongside wider needs information and stakeholder feedback to identify gaps.

## **4. Consultation evidence**

### **4.1 Stakeholder Involvement**

Flintshire Supporting People have had a three year commissioning strategy in place which ended in 2013. This was developed in partnership with stakeholders and providers and Flintshire Supporting People Team hold a provider forum annually to keep providers informed about local, regional and national developments and consult on changes within the annual plans and this transitional plan.

Information on need, supply and gaps is collected through information provided from service users, providers and wider stakeholders through the needs mapping exercise, the annual supply return, quarterly monitoring meetings and formal reviews.

A joint Supporting People and Homeless Forum which includes a range of stakeholders was held in September 2013 to consult on the Local Commissioning Plan. The Plan will be presented to the Regional Collaborative Committee. The Supporting People Team will meet all providers individually to discuss their projects and explore opportunities to make best use of resources.

### **4.2 Working in Partnership**

Supporting People has worked closely with Housing Options, Neighbourhood Housing Services, Children's Services, Adult Social Services, Service Providers, Housing Associations, Probation, Youth Justice and the Health Board on pilot projects. There are currently 2 pilot projects operating within Flintshire Housing Services.

Support Worker – Flintshire Bond Scheme – providing floating support to tenants who access the private rented sector via a Flintshire Bond Deposit.

Support Worker – Temporary Accommodation – providing floating support to those people placed in emergency temporary accommodation, such as Bed & Breakfast, to enable them to move on to more settled accommodation as quickly as possible.

The Flintshire Housing Partnership is currently carrying out the role of the Local Supporting People Planning Group and additional members and stakeholders are co-opted onto this group in order to feed in to the Supporting People Planning Process. This group has overseen the Supporting People Programme since September 2013.

### **4.3 Service User Involvement**

Flintshire is committed to involving service users and is aware that this needs to go beyond consultation events to incorporate meaningful participation and engagement. Flintshire wants to be sure that service user involvement delivers these key outcomes:-

- Increases the influence of service users on how Homelessness and Supporting People and other related services are commissioned and delivered in Flintshire
- To involve and inspire those who have been homeless or are receiving housing related support and give them the confidence to provide constructive feedback on all areas of service planning, delivery, policy and review.

In order to improve service user involvement in Flintshire and deliver these outcomes, the team engaged a service user led Social Enterprise to deliver on the following areas:-

- Delivering opportunities for people who have been Homeless or who are receiving support including volunteering opportunities, involvement in street football and peer mentoring and reviewing opportunities.
- Work with people who've experienced homelessness, supported housing and other forms of social exclusion; to consult, learn and listen; so that they can influence the improvement of services. The organisation will be able to seek views from a more neutral perspective than the Local Authority or service provider.
- When decisions are made it can only be good practice to consult with those who will feel a direct impact. The organisation will build on the peer reviewing programme to train and develop a group of service users / ex- service users who can be called upon to provide advice on policy or service developments and participate as a key stakeholder in development groups and forums.
- The organisation will offer the services of users to undertake questionnaires and interviews in relation to the effectiveness of existing services.

A full review of the outcomes achieved by this project is underway, and it is the intention of the Supporting People Team to continue with this project (albeit at a reduced level) in 2014/15.

**4.4** An Equality Impact Assessment will be undertaken on this Plan in March 2014.

## 5. Priorities for development

The Supporting People Programme Grant covers a range of client groups. These can be split into the three main policy areas to which the programme makes a contribution. The main changes within these three areas are detailed below.

### 5.1 Community Care

Flintshire Social Services for Adults have provided continued commitment to reduce the amount of ineligible funding currently allocated to the Learning Disabilities Service. Supporting People and Social Services have worked in partnership to ensure that there is a plan for reduction in place which does not destabilise current services.

In addition, further reductions will be made to services delivered by BCUHB where it has been identified that the funding provided does not meet the SPPG criteria.

Supporting People are currently working with Social Services for Adults in order to re-commission the supported housing service based at Ty Nyth in Mold.

Increasingly, Supporting People projects are working with service users with a range of complex needs. One of the major factors in this is the people who present with low-level mental health needs and are not eligible for statutory services. In previous years, Supporting People have funded training for support staff in relation to mental health awareness, in order to try and address the difficulties faced by support workers in achieving outcomes for service users.

A survey undertaken by Homeless Link (2011) identified that around 70 percent of people accessing homelessness services have a mental health problem. Although the causes of homelessness are complex, mental ill health is a major contributing factor.

Flintshire Community Mental Health Teams have seen a 70% increase in the number of referrals from Care Coordinators requesting floating support for service users.

In order to assess the on-going need for services, Supporting People will develop a 2 year pilot project, which will provide low-level floating support to those people who are not eligible for statutory mental health services, and/or those who are ready to move-on from statutory services and require some level of on-going support within the community.

In 2010, Supporting People introduced a small funding element into the Acquired Brain Injury project in Greenfield, to recognise the element of support required in order for people to resettle into homes within the

community. Initially, this worked well and assisted service users to establish their tenancies. However, the need for this continued support is no longer evident. The support required is now predominantly in relation to personal care needs, and as a result, the supporting People element of funding will be withdrawn.

Supporting People are committed to the continuing funding for the disability outreach service and the promoting independence service. Specialist support for people who can not access statutory services, and/or for those who are socially isolated as a result of their disability is key to sustaining independence.

Flintshire Supporting People has led on the Regional Development of the Body Positive pilot project, which ends In March 2014. The Regional Collaborative Committee have agreed an extension to this project and Flintshire will continue to lead on this contract for a further 2 years.

## **5.2 Community Safety**

Over the past 12 months Flintshire, in partnership with Wrexham County Borough Council, have developed a sub-regional domestic abuse floating support service. This service, the Aster Hope project, is delivered by Hafan Cymru and has capacity to support up to 40 individuals across both counties.

In order to ensure that there are appropriate pathways of support available for people experiencing domestic abuse, Flintshire are committed to piloting the dispersed domestic abuse refuge project. The tender for this project will be developed as a priority within 2014/15.

Flintshire Supporting People funds the Doorstop project which provides support and accommodation for people with substance misuse issues. Recently, as a result of welfare reform and the implementation of the spare room subsidy, it has become increasingly difficult for service users to afford to access this project and the service has become reliant upon Discretionary Housing Payments to enhance the Housing Benefit levels. Supporting People are working closely with the Landlord and the service provider in order to resolve these issues, and this may involve some element of remodelling in order to make the project more accessible for this client group and strengthen the links between substance misuse and offending.

## **5.3 Homeless and Homeless Prevention**

Supporting People are committed to ensuring that there are appropriate pathways of support for all young people who need to access homeless or homeless prevention services.

Over the past 18 months, Supporting People has played an integral role in the development of improved joint services as a result of the Southwark ruling. Part of this work has been the development of a Nightstop service in order to provide an alternative to young people accessing Bed and Breakfast accommodation. This is a jointly commissioned service with Denbighshire County Council and involves Housing, Children's and Supporting People funding in each Local Authority.

Supporting People have worked with Social Services for Children to agree a reduction to the Youth Justice Post that works alongside the Housing Options Service to prevent homelessness for 16 and 17 year olds. Funding from children's services budgets will give this post more flexibility to deliver innovative solutions to youth homelessness. It is proposed that the funding withdrawn is invested in the Additional Support to Parents Project that will provide preventative support to families at the earliest opportunity.

In 2012, across Wales there was a transfer of projects from the former Supporting People Revenue Grant funding stream to the new Supporting People Programme Grant funding stream. The final three projects were transferred to Flintshire at in October 2013, with a new support provider. These projects are Plas Bellin, Sunraye and Outreach support, formerly delivered by Save the Family and now delivered by Local Solutions. Flintshire Supporting People Team is working with the provider and wider stakeholders to consider the future specification for all three services and how they will contribute to strategic priorities.

Flintshire Housing statistics show that for the past 3 years 46% of people aged 25 and over, found to be homeless are males. Supported accommodation for males aged 25 and over is limited to one hostel, (Greenbank Villas). Females have previously been able to access both Greenbank Villas and Sunraye. Therefore, Supporting People proposes to remodel the current provision at Sunraye to generic supported accommodation which can be accessed by males and females. This will include the transfer of support for single females from Sunraye hostel to Plas Bellin, where support will be provided in single units in the main house.

The Central Referral Gateway for all referrals into Supporting People services went live in January 2014. The start up period has been phased to initially take referrals for all supported accommodation projects (except those that are Direct Access) and will be followed by the floating support services in April 2014. The aim of the Gateway is to reduce duplication for referrers and projects, and to be able to best match a person requiring support with the most appropriate project.

The project now intends to work with third sector providers to see if the benefits of the gateway can extend to advice services. Community Support Services are keen to develop and pilot a combined Advice and



Support Gateway. The aim is to simplify access to advice and support services and ensure people receive the correct service as early as possible.

#### **5.4 Regional Priorities**

Flintshire are committed to continuing to work with North Wales authorities in order to improve the services that we provide.

Flintshire currently lead on a number of regional and sub-regional projects as detailed in **3.2**. During 2014, Flintshire will work with Wrexham County Borough Council to develop a cross-boundary service for Older People, providing short-term support in order to prevent the need to access statutory services.

In addition, Flintshire will continue to contribute to the work of the RCC including delivering on the outcomes required from the current work packages such as the Young People's Work Package and the Consistency Work Package. There are further opportunities to provide efficiencies across all Local Authorities by expanding on the current arrangements for Information Sharing.

Flintshire also feels that there are opportunities for efficiencies within the administration of the grant. Flintshire is commencing discussions with neighbouring Local Authorities to scope the potential benefits and efficiencies of taking a more regional or sub regional approach to some aspects of the grant administration role. Initial areas for consideration will be the contracting, reviewing and commissioning functions.

## 6. Service Development

Timescale	Client Group	Action	Remodel / New Service/ Decommission / Service Improvement / One-Off Project	Financial Cost (+, -, neutral)	Development Priority (Low, Medium, High, On-going)	Expected Outcome
2014/2015	<b>Domestic Abuse</b>	Continue with the pilot development of dispersed refuge units	New Service	Budget allocation £90,000	High	To enable a full assessment of the housing needs for people fleeing domestic abuse. To be able to provide a range of accommodation based services for people with larger families, pets etc.
		Ensure appropriate pathways of support are available for people experiencing/fleeing domestic abuse	Service Improvement	Neutral	On-going	To ensure that Supporting People funding is targeted at flexible and responsive services in order to meet the needs of individuals and their families
	<b>Learning Disabilities</b>	Reduction to funding for BCUHB LD projects, previously identified as not strategically relevant	Decommission	£-98,280	High	To ensure that all SPPG funding is targeted at those services which meet the strategic aims of the programme
		Reduction to funding for FCC LD projects, previously identified as not strategically relevant	Decommission	£-200,000	High	To ensure that all SPPG funding is targeted at those services which meet the strategic aims of the programme

		Joint commissioning of the Ty Nyth project in collaboration with Social Services for Adults	Service Improvement	Neutral	High	To ensure that appropriate pathways of support are available for people with learning disabilities
	<b>Mental Health</b>	Commission a 2 year floating support service for people experiencing low level mental health issues	New Service	£35,000	High	To assess the need for the provision of low level support for people who fall outside of the criteria for statutory services
	<b>Substance Misuse</b>	Remodel of accommodation and support services for people with substance misuse issues	Service Improvement	Neutral	High	To ensure services are accessible to those most in need
Page 73	<b>Offenders</b>	On-going commitment to the requirement for floating support provision for this service user group	On-going	Neutral	Medium	Continue to improve outcomes for this client group
	<b>PDSI</b>	Decommissioning of the Supporting People internal funding element of the Greenfield ABI project	Decommission	-£11,055	High	To ensure that all SPPG funding is targeted at those services which meet the strategic aims of the programme
	<b>Chronic Illness</b>	Continued commitment to the regional HIV/AIDS project	Service Improvement	Neutral	High	To ensure that service users from this client group receive support from a project that understands their needs
	<b>Young People</b>	Continued commitment to the involvement of	Service Improvement	Neutral	High	Service users feel fully involved and informed in

		service users at all levels of the Supporting People commissioning process				relation to all aspects of the Supporting People commissioning process
		Move-on properties – remodelling of the current outreach flats	Remodel	Neutral	High	Better mix of client groups across current provision. Ensures that young people are not faced with unrealistic expectations in relation to the availability of move on properties
Page 74		Relocation of the current Sunraye project to Plas Bellin site. This will allow the current property in Connahs Quay to be remodelled to provide generic supported accommodation for both genders age 18+	Remodel	Neutral	High	Better utilisation of the rooms within the main house at Plas Bellin, which are not suitable for use as family accommodation. Increase of supported accommodation available for people aged 18+
		Reduction to the SP funding element for the current Youth Justice Post.	Remodel	-£15,000	High	Allow improved flexibility in relation to support able to be provided by the YJT Accommodation Support Worker
	<b>Families</b>	Reduction to the number of units for families at Plas Bellin.	Remodel	Neutral	High	Reduce the number of families expected to reside in accommodation that is not self contained
		Increase to the Additional Support to Parents project	Remodel	+£15,000	High	To meet the demands of the current service and reduce the amount of time that families are waiting to receive support

	<b>Over 55's</b>	Develop a cross-boundary preventative support service in partnership with WCBC	Remodel	+£40,000	High	To ensure continuing support is available, in order to minimise the need for people to access statutory services
		Continue to monitor the success of the tenure neutral community based accommodation support service. This service has been remodelled to reduce costs and support more people. Move forward to assess how this links with other floating support services for older people	On-going	Neutral	Medium	To ensure that services are targeted at those most in need and ensure as much support is available within existing resources.
	<b>Generic</b>	Provide a 9 bed supported accommodation project for people aged 18+	Remodel	Neutral	High	To ensure that there is appropriate supported accommodation available for both males and females aged 18+
		Expansion of the Central Referral gateway to include complex case support and referrals for advice services	Service Improvement	+£20,000	High	To build on the success of the project implemented in Denbighshire, which shows a drastic reduction in the number of evictions from Supporting People projects
	<b>Local Service Improvements</b>	Value for Money discussions with all former SPRG providers to ensure that funding levels are appropriate	Service Improvement	TBC	High	To ensure that vital services are sustainable as a result of the reduction to the SPPG

		and proportionate to the support provided				
	<b>Regional Service Improvements</b>	Continue to seek opportunities for regional collaboration, where this will provide improved outcomes for service users and improved value for money	Service Improvement	TBC	High	To continue to commit to the WG agenda for the efficient governance of the SPPG
		Continue to work with neighbouring authorities to look for efficiency savings relating to the administration of Supporting People	Service Improvement	TBC	High	To ensure that the SPPG is targeted in the most efficient way, and the administration burden for providers is reduced.