

# Housing Support Transformation Older People

Housing & Regeneration Scrutiny Panel  
Civic Centre  
March 2018

# Background

# What is Housing-Related Support?

Housing-related support for older people is a preventative and early help provision designed to address homelessness, reduce social isolation and de-escalate and/or manage social care needs.

The council currently commissions the following services for older people:

- **1333** sheltered housing tenancies within Council owned stock, managed by Homes for Haringey (within this are 16 'step-down' properties)
- **609** sheltered housing tenancies commissioned with housing associations and older people's support providers
- **810** units of Community Alarm Service support
- **65** units of floating support

Residential and nursing care are not within the scope of housing-related support, but there is partnership working to enable step-up/downs and care packages to be delivered effectively as people's needs change.

# Background

- The Supported Housing Review concluded in March 2017 with Cabinet approval of a suite of data, analysis and recommendations.
- As a joint project between Adults & Housing, the Review was an objective under Priority 5 of the Corporate Plan with clear links to Priorities 2 and 1.
- Its purpose was to consider **supply & demand**, and the efficacy of **support models** & built environments.
- The review was governed by a dedicated Project Board, a Members Working Group and monitored in P5.
- The outcome of the review was the Housing Support Transformation Framework: a 5-yr programme of change governed by four strategic principles.
- There are three specific recommendations for older people's services, with a further four relevant universal recommendations

# Recap on Review Findings

## Supply & Demand

- Less than 10% demand for this provision type
- Over-supply of low support provision
- High void rates across internal and external provision
- Need for 200 additional Extra Care units
- No provision for older people with LD/MH despite growing need
- A changing demand picture

## Gaps

- Those with particular needs e.g. wheelchair users, have extended wait
- Need more adapted and specialist properties
- Need more preventative options and assistive tech development

## Support Models

- Residents want more opportunities to remain independent, to share their skills & access health services
- Most residents have low or very low support needs, 10% of cohort have significant care needs.
- The outcomes of the service offer need to be modernised in line with tenant and strategic expectations
- Older people with LD & MH 'fall through the net' too frequently
- Inconsistent quality and availability of support dependent on individual scheme
- Very little bringing people from different backgrounds and experiences together, no intergenerational support

## Built Environments

- Wide variance in building quality, location suitability & specification
- Communal spaces are routinely under used but are an excellent resource
- A number of good neighbour schemes are unsuitable e.g. no lifts, geography, mixed with general needs
- 9 properties identified for possible change; modernisation, redevelopment as Extra Care, return to General Needs or innovation projects

# Principles for Change

- **Cross-cutting Prevention:** housing support services will prevent homelessness, reduce demand on supported housing and prevent escalation into residential care and unplanned hospitalisation.
- **Community Inclusion:** housing support should reduce social exclusion, isolation, stigma and multiple disadvantage by securing housing, work and wellbeing opportunities that bring diverse people and services together.
- **Integrating Support & Care:** bringing together services, professionals and commissioning functions will create more robust pathways of housing support & care. Our approach will ensure that people don't 'fall through the net', offer opportunities to secure better value for money and efficiency as well as taking greater advantage of available best practice and innovation
- **Commissioning for the Future:** maximising the reach of Council resources to meet the changing demographics and support needs of Haringey residents. Our approach should deliver improved value for money, improved collaboration with specialist providers and a housing support sector that can be responsive to the changing political and economic landscape.

# The Recommendations

Recommendations	Progress
<p>To support Homes for Haringey to remodel the current supported housing offer for older people, moving to a hub and cluster approach with 8 open-access hub services spread equally between the east and west of the borough that will make better use of facilities as well as supporting older people in a more personalised way.</p>	<p><b>In progress</b> – implementation is well underway, 8 hubs are in place, work is ongoing to develop new partnerships and service delivery practices, personnel in place.</p>
<p>To commit to building 200 units of Extra-Care provision in the borough by exploring the potential redevelopment of existing sheltered housing schemes for this purpose. This will start with in-depth appraisals of nine Council sheltered schemes as well as discussions with RSL's about other suitable sites in the borough.</p>	<p><b>On hold</b> – the demand picture is more developed now than previously and further work is being undertaken before a further building appraisal occurs.</p>
<p>To increase the availability of floating support for older people to enable extended independence in the community and ensure earlier access to assistive technologies, adaptations and social inclusion activities</p>	<p><b>In progress</b> – new commissioning models are being explored ready for commissioning process in summer 2018.</p>

# The Recommendations

Recommendations	Progress
<p>To create the <b>Supported Housing Tenants Charter</b> that sets a foundation for our commitments to supported housing service users affected by changes as part of this programme</p>	<p><b>Completed</b> - agreed at Cabinet in January 2018, comms strategy in progress.</p>
<p>To note that the Housing Strategy commitment to <b>build new specialist housing</b> should be rigorously explored for all new proposed development work in the borough to increase the available supply of supported housing</p>	<p><b>Ongoing</b> – conversations are in progress around the Wood Green redevelopment.</p>
<p>That a commissioning practice should mandate <b>improved and streamlined data collection and outcomes monitoring</b> practices in supported housing as well as a <b>commitment to provider collaboration</b> that strengthens relationships between vulnerable people and their communities.</p>	<p><b>In progress</b> - new outcomes monitoring practices in consultation, due to commence use in 18/19</p>
<p>To build on the proud LGBT history in Haringey by addressing the lack of <b>data, professional training and visibility of the LGBT supported housing community</b>, with particular focus on older and younger people, people from BAME communities and those with disabilities.</p>	<p><b>In progress</b> - commissioned Opening Doors London &amp; Wise Thoughts to work in our sheltered schemes in 18/19</p>



# The Hub and Cluster Model

- This model aims to reinvigorate unused communal spaces by bringing in a range of new health, wellbeing and participation opportunities and partnerships.
- Hubs will become vibrant community spaces for older people living in and around the service; reducing social isolation, proactively addressing health issues and broaden the reach of Council resources.
- There are 8 HfH managed hub services across the borough, each attached to 3-6 cluster services.
- Hubs are staffed Mon-Fri and cluster services receive visiting support. All service users are able to access the Community Alarm Service.
- New partnerships have been formed with Jacksons Lane, Wise Thoughts and Local Area Coordinators with more to follow.
- Implementation; Homes for Haringey colleagues are working with Commissioning to agree a formal Service Level Agreement and performance management framework.

# Activities in Progress

- A £1.3m improvement programme is underway at Larkspur Close
- Work has begun on a trailblazer intergenerational supported housing service for older people and young parents
- Consideration is being given to specifying a scheme for older people with learning disabilities in line with the needs and supply gap identified in the Review
- New protocols to use step-down properties for people needing short-term support after leaving hospital are in development
- Work is getting underway on further asset appraisal and development work recommended during the Review

# Activities in Progress

- A Co-Production Group of HfH tenants meets monthly
- The Members Working Group has continued to support the Housing Support Transformation programme through it's delivery
- The Community Alarm Service is under review to improve clarity of the support offer available
- Work has commenced to design the future operating model for externally commissioned services