

Report for: Cabinet – 6 December 2022

Title: Cabinet Response to Scrutiny Panel Review on Sheltered Housing: Access to Health and Social Care Services

Report authorised by: Gill Taylor, Assistant Director for Communities and Housing Support

Lead Officer: Rochelle Jamieson, Head of Adults Transformation,
Rochelle.Jamieson@haringey.gov.uk

Ward(s) affected: All

Report for Key/Non Key Decision: Non-Key Decision

1. Describe the issue under consideration

- 1.1. This report is the response to the Adults and Health Scrutiny Panel Review of Sheltered Housing – Access to Health and Social Care Services. The report was agreed for submission to Cabinet at the meeting of Overview and Scrutiny dated 17 March 2022.

2. Cabinet Member Introduction

- 2.1. I welcome the report from Adults and Health Scrutiny Panel which makes a number of recommendations to improve the experiences of residents in sheltered housing, and ensure their health and wellbeing is supported in the right way, at the right time.
- 2.2. Housing is fundamental to the health and wellbeing of Haringey residents. Where older residents require more support, there are a wide range of Sheltered Housing schemes within the borough, delivered by the Council and our partners. There are more than 2000 older people living in sheltered housing provision, 1365 of them live in Council schemes.
- 2.3. Simply being housed is not enough though, we need to make sure that our residents have access to the right information, support, care, and health services. In 2023, we will review our approach supporting vulnerable sheltered housing residents to make sure our offer is co-produced, equitable and locality-based.
- 2.4. Alongside this, older residents want to take part in the life of their community, feel connected to others and continue to feel valued.
- 2.5. Supporting residents of sheltered housing requires a coordinated response across the council and with partners. Cllr Dana Carlin (the portfolio lead for Housing Services, Private Renters and Planning) and I are pleased to see this shared commitment reflected in the responses to the recommendations.

3. Recommendations

Cabinet is asked:

- 3.1 To note the report and recommendations of the Adults and Health Scrutiny Panel (AHSP), outlined in Section 7 of this report, and the progress made on each to date.
- 3.2 To agree to the proposed response to each of the proposed recommendations as set out in Section 7 of this report.

4. Reasons for decision

- 4.1 On 17 March 2022, the Overview and Scrutiny Committee approved the report and its recommendations and agreed that it be submitted to Cabinet for response.
- 4.2 This report outlines the Cabinet response to the AHSP recommendations. As the report contains recommendations for health and mental health partners, their response has been sought and is incorporated into the response.

5. Alternative options considered

- 5.1 Full consideration of the recommendations has been undertaken so no alternative options have been considered.

6. Background information

- 6.1 Support to residents of sheltered housing is provided in collaboration across the council and with partners. This aims to provide a holistic response to residents needs and aspirations, offering the right information, support and guidance in all areas of their daily lives where it is needed.
- 6.2 The sheltered housing co-production group is a forum that encourages discussion and input, so by listening and learning we can continue to improve and develop the information and support that is important to residents.
- 6.3 Since the scrutiny report was written, the functions undertaken by Homes for Haringey (referred to in recommendations 3, 9 and 10) are now delivered directly by the Council. Therefore, the responses in those areas are now understood to be the responsibility of the Council to implement.
- 6.4 The report and recommendations of the Adults and Health Scrutiny Panel have been carefully reviewed to contribute to further learning and development in this area. A response to each recommendation is outlined in Section 7 of this report.

7. Recommendations from the Scrutiny Report

Recommendation & Action	Agreed	Who	Comments / current progress, November 2022
-------------------------	--------	-----	--

	Partially/ Agreed / Not Agreed		
<p>Recommendation 1: Sheltered housing schemes should be fully embedded into the new localities approach in Haringey with health and wellbeing services made more easily accessible to residents. The Council should report back to the Scrutiny Panel in 6 months' time to set out how an integrated offer for sheltered housing residents into locality working will work in practice assisting them to navigate the system and overcome practical barriers to accessing services such as mobility issues.</p>	Agreed	<p>Gill Taylor, Assistant Director - Communities and Housing Support (Acting)</p> <p>Judith During, Assistant Director – Housing Management</p>	<p>Sheltered housing operates in a hub-and-spoke model based around 8 localities. Due to the changing nature of our population, and our commitments to transform our approach to housing management, we intend to conduct a review of the model in 2023.</p> <p>A key strand of the North Tottenham Localities trailblazer will be to connect with sheltered accommodation (both Council-delivered and provided by other social landlords) residents and staff to embed existing services and activities within the programme and to identify how the needs of older residents will be met by moving to locality working. We are working closely with health partners to ensure our approach is integrated and holistic.</p> <p>Due to the emerging nature of the ICB, our the intention to review the Hub and Cluster model in sheltered housing, and the practical delivery of the Localities approach, a meaningful report about the localities offer to older people will be brought forward in late Summer 2023.</p>
<p>Recommendation 2: Support for clients with high needs including specialised targeted support where appropriate, to be prioritised as part of the locality working approach, particularly</p>	Agreed	<p>Gill Taylor, Assistant Director - Communities and Housing Support (Acting)</p>	<p>Improving the coordination of support for people facing multiple disadvantage is a key aim of the localities programme. Although this work often centres on young people we recognise the growing number of older people facing challenges with mental health,</p>

when their behaviour is understood to be having a significant impact on other residents.			substance use and criminal justice involvement; each locality will develop a network of practitioners, community groups and council teams who will work together to improve access to services and enable faster responses to people in crisis.
Recommendation 3: HfH should carry out a review of arrangements for residents in non-hub schemes to access activities/services in hub schemes, including the availability of transport and accessibility requirements.	Agreed	Helidon Topulli, Head of Support and Wellbeing Service	<p>Activities organised in any of our sheltered housing schemes are available to all residents, and to older people living in the nearby community. Transport is provided for large events and celebration and activities are advertised widely.</p> <p>As part of individual support planning residents are supported to register with taxi card services, local volunteer driving schemes and obtain their Freedom Pass.</p> <p>We will conduct an informal review of these arrangements as recommended to ensure the offer is equitable and accessible.</p>
Recommendation 4: For the possibility of district nurses to visit sheltered housing on a regular basis to be considered as part of the locality working approach.	This is a Whittington Health decision	n/a	<p>District nursing is provided to individual residents, on a case by case basis, according to their needs.</p> <p>We have shared this recommendation with the Integrated Care Board for consideration.</p>
Recommendation 5: For consideration to be given to setting up a direct line to GPs that supported housing staff could call in cases where a resident has a high level of needs.	This is a GP Federation and Integrated Care Board decision.	n/a	Sheltered housing services support all residents to register with a GP; many are registered with practices in a range of locations. If a sheltered accommodation service has specific concerns about a resident, they are able to contact the practice, with the patients consent, to discuss their concerns.

			We have shared this recommendation with the GP Federation and Integrated Care Board for consideration.
Recommendation 6: BEH-MHT should work to ensure that mental health staff based within localities teams have close links with their local sheltered housing schemes so that residents can obtain quicker and easier access to mental health services when required and that sheltered housing managers can obtain support for urgent mental health related issues when they arise.	This is a BEH-MHT decision.	n/a	<p>All urgent concerns about someone's mental health can be directed to the boroughs Crisis Service - 0800 151 0023. This service is able to provide an immediate response for residents in Sheltered accommodation in a mental health crisis.</p> <p>We have shared this recommendation with Barnet, Enfield and Haringey Mental Health Trust and Integrated Care Board for consideration.</p>
Recommendation 7: Local Area Coordinators should have a regular presence in sheltered housing schemes in their area, with contact details made prominently available and information provided to all residents about how they can access the services at their closest Community Locality Hub.	Agreed	Gill Taylor, Assistant Director - Communities and Housing Support (Acting)	<p>Connected Communities and Local Area Coordinators have a regular scheduled presence at a range of sheltered housing hub and cluster services across the borough. There are plans in development to have a regular presence at a further five schemes by February 2023.</p> <p>The Connected Communities team are developing a poster to promote the LAC service and what it offers, which will be made available to all sheltered housing hubs from late December 2022.</p>
Recommendation 8: As part of the locality working approach, the Council should consider what existing befriending services are available in the Borough and whether these could be linked into sheltered housing schemes to support isolated	Agreed	Gill Taylor, Assistant Director - Communities and Housing Support (Acting)	The Council funds a borough-wide befriending service, provided by the Reach & Connect Service. They work closely with residents in the sheltered housing schemes, offering face to face and telephone service. More information can be found here:

residents, including considering whether additional resourcing for such services would be required to make this possible.			Haringey Reach and Connect Happy healthy lives for over 50s
Recommendation 9: Communication with sheltered housing staff and residents about expected timescales for reported repairs to be carried out should be prioritised, with updates to be automatically provided when a repair date is scheduled or changed. HfH should provide the Scrutiny Panel to demonstrate how they intend to provide information to sheltered housing managers and residents about when repairs can be expected to be carried out.	Agreed	Judith During, Assistant Director - Housing Management Services	The Housing Repairs Services is going through a major transformation programme. The needs of older people living in sheltered and other supported housing services is a key element of this. In particular, it is recognised that communication about repairs, and the speed of repairs to vulnerable tenants is a key concern of this work. The Head of Service for the Support and Wellbeing Service who manage sheltered housing is involved in this piece of work.
Recommendation 10: HfH should ensure that the co-production group includes wide representation from sheltered housing steering groups across the Borough and should also be attended by senior members of staff from HfH, Social Care and the Localities Team. This group should in turn report to the Haringey Borough Partnership	Agreed	n/a	<p>The Support and Wellbeing Co-production Group was set up to enable sheltered housing residents to shape operational decisions about the running of the sheltered housing service they live in. The group produced its own Terms of Reference, is chaired by it's members on a rotating basis and is attended by the Head of Service.</p> <p>The recommendation is agreed in principle and will be taken to the group as an agenda item for discussion by Helidon Topulli, Head of Support and Wellbeing Service.</p>

8. Contribution to strategic outcomes

- 8.1 This will contribute to achieving the priorities of the Borough Plan, in particular the Residents Engagement Pledge and the People priorities.

9. Statutory Officer Comments (Director of Finance (procurement), Head of Legal and Governance, Equalities)

9.1. Finance

Finance has been consulted in the drafting of the responses to the Scrutiny review recommendations. The contents of the report, on its own, appears not to have additional financial implication. However, any accepted, will be assessed prior to implementation to ascertain if there is an additional financial implication and to what extent.

9.2. Procurement

Procurement has been consulted in the preparation of this report there are no procurement ramifications.

9.3. Legal

Under Section 9F Local Government Act 2000 ("The Act"), Overview and Scrutiny Committee (OSC) have the powers to review or scrutinise decisions made or other action taken in connection with the discharge of any executive and non-executive functions and to make reports or recommendations to the executive or to the authority with respect to the discharge of those functions. OSC also have the powers to make reports or recommendations to the executive or to the authority on matters, which affect the authority's area or the inhabitants of its area.

In order to discharge this scrutiny function, OSC has appointed Scrutiny Review Panels, which includes the Adult and Health Scrutiny Panel. Pursuant to the above provision, the Adults and Health Scutiny Panel has conducted a review of Adult Social Care Commissioning and Co-production and made a number of recommendations to Cabinet that has been approved by OSC. Under Section 9FE of the Act, there is a duty on Cabinet to respond to the scrutiny report and recommendations, indicating what (if any) action Cabinet proposes to take, within 2 months of receiving the report and recommendations.

9.4. Equality

The council has a public sector equality duty under the Equality Act (2010) to have due regard to:

- Tackle discrimination and victimisation of persons that share the characteristics protected under S4 of the Act. These include the characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation;
- Advance equality of opportunity between people who share those protected characteristics and people who do not; and

- Foster good relations between people who share those characteristics and people who do not.

The aim of the recommendations made by the Adults and Health Scrutiny Panel is to improve the experiences of residents in sheltered housing, and ensure their health and wellbeing is supported in the right way, at the right time.

This report outlines the proposed response to each of the recommendations and reasons for this response.

Given the intention of the recommendations which are either accepted or partially accepted, it is anticipated that the equalities impact is likely to have a positive impact on residents of supported housing. These impacts with disproportionately benefit older and disabled residents, as these groups are more represented in our sheltered housing provision.

10. Local Government (Access to Information) Act 1985

- 10.1 This report provides a response to the Scrutiny Review titled Sheltered Housing – Access to Health and Social Care Services. This document can be found at: [Sheltered Housing Review - final draft.pdf \(haringey.gov.uk\)](#) and is included as Appendix 1.