

HOUSING MANAGEMENT CONSULTATIVE COMMITTEE

Agenda Item 45

Brighton & Hove City Council

Subject: Out Of Hours Service in Sheltered Housing

Date of Meeting: 7 December 2009

Report of: Director of Housing & Adult Social Care

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Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

1.1 This report is an update on the work of the officer and resident project group set up to review the out of hour's service provision in sheltered housing.

1.2 A report on the work the project group has carried out to date is attached as Appendix 1.

2. RECOMMENDATIONS:

2.1 (1) That the Housing Management Consultative Committee notes the contents of this report.

2.2 (2) That a further report is presented to the Housing Management Consultative Committee when a specification has been drawn up for the out of hours service and a process is in place to determine how this service will be provided.

3. RELEVANT BACKGROUND INFORMATION:

3.1 A report on the model of support for sheltered housing residents was presented to the February Housing Cabinet Member Meeting. It was agreed at this meeting that the model of support would be based on, on-site, non-residential, Scheme Managers, and that savings could be made within the sheltered housing service by changing the out of hour's service provision.

3.2 After the model of support was agreed, officers worked with the Sheltered Housing Action Group to draw up an improvement plan for the sheltered housing service. The plan identified the out of hour's service as an area for immediate attention.

3.3 The sheltered service provides a scheme manager service, Monday to Friday 8.30am to 5pm, (ending 4.30pm on Friday). Any service provided at other times is described as the out of hour's service. The out of hour's service is currently provided by Carelink Plus and mobile sheltered officers.

3.4 A project group was formed made up of officers and resident representatives from the sheltered housing action group, including a former Scheme Manager. This group met between July and October and undertook a range of tasks, including research on how out of hours services are provided in other organisations, contacting other service providers and visiting non council sheltered housing schemes.

3.5 In the short term, the group recommended re-negotiating the existing arrangements with Carelink Plus to reduce current cost (in line with the fixed price sum for alarm services in the supported housing sector, that the Commission Team will introduce from April 2010), and that consideration should be given to the competitive tendering process, to secure long term savings.

4. CONSULTATION

4.1 The report of the project group was presented to the Sheltered Housing Action Group on 11 November 2009.

4.2 The Sheltered Housing Action Group supported the recommendations of the project group and is keen that a competitive process is considered to procure a 'high quality, good value, out of hour's service'.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

5.1 Failure to renegotiate the cost of the Carelink Plus service relating to the Out of Hours service will result in increasing service pressures to the Housing Revenue Account in future years due to the reduction in Supporting People funding.

Finance Officer Consulted: Gary Driver

Date: 11 November 2009

Legal Implications:

5.2 The council is empowered to provide sheltered housing, and to impose a reasonable charge on tenants for that service.

5.3 Any tendering of the alarm service currently provided by Carelink Plus would be conducted within the framework of the Corporate Procurement Strategy 2008-2011.

Lawyer Consulted: Liz Woodley

Date: 11 November 2009

Equalities Implications:

5.4 Any proposed changes to the out of hours service will require an Equality Impact Assessment to identify what effect or likely effect they will have on different groups within our communities .

Sustainability Implications:

5.5 There are no direct sustainability implications.

Crime & Disorder Implications:

5.6 There are no direct crime and disorder implications.

Risk and Opportunity Management Implications:

5.7 There are no direct risk and opportunity implications.

Corporate / Citywide Implications:

5.8 Achieving savings, and better value for money, meets the council's priority of making better use of public money.

5.9 Changes to the out of hour's service in sheltered housing will affect the current arrangements the service has with Carelink Plus. Officers from the sheltered service regularly meet with managers from Carelink Plus to advise them of the changes being considered and to enable them to forward plan to meet potential changes to their service.

SUPPORTING DOCUMENTATION

Appendices:

1. Report to the Sheltered Housing Action Group by the Out of Hours Project Group, 11/11/09.

Background Documents

1. Delivery of support services for council sheltered housing residents – a report to the Housing Cabinet Member Meeting on 11 February 2009.
2. Sheltered Housing Service Improvement Plan, 2009-10.

