

# AGENDA ITEM 20: APPENDIX P

## WAVERLEY BOROUGH COUNCIL

EXECUTIVE – 30 SEPTEMBER 2014

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**Title:**

**PROPOSALS TO PILOT A FLOATING SUPPORT SERVICE FOR VULNERABLE  
OLDER PEOPLE IN THE WIDER COMMUNITY**

**[Portfolio Holder: Cllr Carole King]**

**[Wards Affected: All]**

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**Summary and purpose:**

This report presents proposals to trial a pilot scheme to provide a Floating Support service to older vulnerable people, regardless of tenure within the wider community. The support provided will reflect the same high quality standard of support currently provided by Sheltered Services to tenants in the Councils Sheltered Housing schemes. The pilot scheme will consist of two temporary full time posts that are externally funded and will run for one year.

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**How this report relates to the Council's Corporate Priorities:**

The proposals will positively contribute to the corporate priority of understanding our residents' needs by providing support to vulnerable and older people within Waverley.

**Financial Implications:**

The reduction nationally in Supporting People funding is having an impact on the amount of funding that Waverley is able to draw down from Surrey County Council who administers this funding. At the same time, Waverley is working positively to reduce its reliance on this time-limited resource and ensuring that local services are sustainable and fit for purpose for the future.

Surrey County Council Supporting People funding has been reduced by £62,856 within the 2014-17 contract. Additionally, the Council is required, under the terms of the remaining funding, to set aside 10% of the 2014-17 funding to support the development of a Floating Support service to meet the needs of older people in the wider community.

There is sufficient funding available for the temporary posts from the existing budget provision for sheltered schemes and initially the Supporting People grant. A funding allocation will be set aside to meet any redundancy costs should the project not continue beyond the pilot.

**Legal Implications:**

There are no direct legal implications associated with this report.

## **Human Resource Implications:**

There are no immediate staffing implications arising from the implementation of the one year pilot. Whilst these posts have not yet been job evaluated, it is anticipated that the proposed pilot scheme can be accommodated through the use of current vacancies. Should the pilot scheme be extended beyond one year, this could continue to be funded through these vacancies. Should the success of the pilot scheme indicate that more than two posts are required; it would require additional funding and would be the subject of a further Executive report at that time.

If the floating support service was adopted throughout the Borough following the pilot this would have implications for the structure of the sheltered housing service which would be subject of a further Executive report at that time.

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## **Background**

1. Society is changing and people are living longer and in greater prosperity. Older people are an increasingly diverse group, ranging from those who are in mid-life to those who have reached and exceeded their centenaries. The 2011 census recorded that 25,200 residents within Waverley were aged 65+. This is projected to increase by 14.3% by 2020. The 85+ population is projected to increase by 28.6% by 2020. Waverley therefore has a significant challenge ahead: - ensuring high quality accommodation and support for an increasingly vulnerable group of older adults.
2. The increasing need for care and support, both within Council-owned properties and other tenures within the wider community, has huge implications for all services. Today, older people are much less likely to go into residential or nursing care as they age; instead remaining in their own homes. Not only is this more financially viable in the current economic climate, it means that older people are choosing to and can, with the right level of support, live independently in their own homes for longer. However, as a result, they are living in the community with complex conditions such as dementia and chronic illness.
3. Sheltered Housing has been a positive option for many older people within Waverley for the last 30-40 years. But due to availability or choice, it is not always the answer people are looking for and therefore many older people are remaining in their own homes but without the support to remain independent.
4. Floating Support aims to meet the continuing needs and aspirations of an ageing population; transform and modernising the way the Council provides support services. Floating Support has the potential to develop over time to become a vital, preventative service.
5. Floating Support can be defined as individual and tenure-neutral short to medium-term support that promotes and empowers independent living. This will include: support with budgeting, welfare and benefit entitlement advice; help with completing paperwork and applying for grants; supporting access to the internet and other forms of assistive technology; referrals and sign-posting (where appropriate) to agencies such as the Citizen's Advice Bureau or Age Concern.

6. A Floating Support service will also draw the wider community in to existing Sheltered Housing schemes enabling non-resident older people who are beginning to feel isolated to benefit from the facilities and activities that are available, including positive social interaction.
7. The Floating Support service will contribute to an important part of Waverley's positive approach to Ageing Well and Health and Wellbeing, and ensure that there is awareness and enough demand for our sheltered housing services.
8. It will also assist tenants from within the Sheltered Housing schemes to develop links with the wider community, and to access community-based facilities and activities.

### **The drivers for development**

9. The need to trial and develop a Floating Support service is driven by a number of factors:
  - The significant projected increase in the older population
  - The increasing risk of social isolation as older people become frailer
  - The number of older people with increasing frailty choosing to live independently in their own homes
  - The decreasing availability of residential care as a means of meeting the needs of frail older people
  - The need to provide a more flexible, responsive and seamless service that better aligns with other services such as Careline
  - The shift in priorities for Government funding giving a much stronger emphasis to additional Floating Support services to older people in the wider (non-sheltered) community. It is expected that 10% of the current funding will be set aside to develop this service.
10. There is an opportunity to build on the excellent quality services delivered by the Sheltered Housing Service; to develop an equally high quality Floating Support service which will enable the Council's services to reach a much wider group of older and increasingly frail people in the local community.

### **Proposed Floating Support services for older people**

11. Floating Support will provide and enhance services to older people in the wider community; offering a flexible support service centred on the needs of the individual and focused on enabling people to develop independently living skills necessary to sustain their tenancy/accommodation and live in the community.
12. The service will provide individual support packages for anyone living in their own home, who has been deemed eligible through a needs assessment and offer short to medium term support to older people living in Waverley.
13. The sustainability of this type of service will be maximised by supporting older people to make use of other support networks available to them. This can include sign posting to other agencies such as the Citizens Advice Bureau or Age Concern, supporting older people to access the internet and other forms of

assistive technology as well as getting older people within the wider community involved with sheltered scheme based activities.

14. Furthermore, by working alongside the sheltered schemes with a Floating Support service, Waverley Borough Council will be able to deliver an integrated community service of accommodation based support and have the dual function of:

- Bringing the wider community into sheltered schemes to fully utilise the facilities and activities that are available.
- Encourage tenants to utilise and enjoy the wide range of activities and facilities available in the local communities.

15. Facilities and services will include:

- Help to promote and empower independent living & coping strategies
- Support to practically manage and maintain tenant's homes
- One-to-one support and tailored support plans
- Develop daily living skills and involvement in the community
- Assist in completing forms & applying for grants (e.g. home insulation or disabled facilities)
- Welfare and benefit entitlement advice
- Support with budgeting income and expenditure
- Referrals and sign-posting to other appropriate services

16. The Council will work with and help coordinate the work of other agencies, such as health and social care, as part of a multi-agency approach to community support services.

17. The proposed pilot will also deliver a number of other benefits. Specifically, it will:

- Increase the provision of community alarms in the Borough through the promotion of the Careline service
- Increase value for money and customer satisfaction within older peoples services
- Positively impact on the reputation of the Council as a provider of good quality accommodation and service for older people
- Enable the Council to respond to reductions in Government funding without compromising the quality of service to customers.

18. The strengths and weaknesses associated with this pilot service are analysed in the Table below:

<b>Strengths:</b>
<ul style="list-style-type: none"><li>• A more innovative and flexible approach in proving support to a greater number of older people</li><li>• Ability to meet the support demands of the community instead of 'scheme only' support</li><li>• Meet the financial requirements of Government funding cuts</li><li>• Potential to free up much needed council stock by assisting older people to downsize to smaller accommodation</li></ul>

- Reduce the need for older people to travel to seek housing related support
- Ageing population receives greater support i.e. with isolation, fuel poverty, under occupation
- Community hubs within sheltered schemes deliver a range of new services E.g. promoting social inclusion/professional workshops/dementia forums/support groups etc.
- Sheltered Services maintains a positive profile of service to wider communities and neighbouring boroughs
- Greater ability to focus on preventing social isolation and developing own social networks
- Supporting the need for tenants to remain in their own home in their own community when personal needs increase.

**Weaknesses:**

- Remaining without change could have a negative impact on external funding
- Potential opposition to change if not delivered effectively
- Planning any new service inevitably creates uncertainties in the short run.

19. The staff proposal is outlined below:

- In anticipation of reductions (in Supporting People block funding) and wanting to minimise the impact on current staff, the service has actively managed its vacancies in order to provide the flexibility needed to provide the proposed pilot. This has been achieved while at the same time maintaining service levels.
- Whilst the proposed temporary full-time posts have not yet been job evaluated, it is anticipated that they will be funded from the Sheltered Housing vacancies and there will therefore be no additional cost.
- There would be sufficient Supporting People block funding contribution (£32,790) in 2014/15 to start to develop the Council's Floating Support Service through recruitment to one full-time post (1 year fixed term contract).
- There would also be sufficient staff savings from the Sheltered Service held vacancies (£26,817) in 2014/15 for recruitment to one further full-time post (1 year fixed term contract).
- Therefore creating an opportunity to develop two full time posts, both on a 1 year fixed term contract.
- This funding would only be available for one year due to reductions in next years funding.
- This would enable the Council to establish two temporary posts funded from the current staffing budget for Sheltered Housing for one year.

20. An expectation is that a Floating Support Service will be in place within Sheltered Services and running by April 2015 and that it will, by then, support 25 individuals in the community.

21. The successful negotiations with Surrey County Council have resulted in the reduced funding of £62,856 for Sheltered Services. This reduction is being spread across the contracted three years from 2014 to 2017.

22. However, this funding is conditional upon a minimum of 10% being set aside for the delivery of a Floating Support service for older people in the wider community. If the Council fails to meet these conditions, then funding may be withdrawn completely post 2017.

## **Risks**

23. The 2014-17 Sheltered Services contract is subject to annual review. If the Council is unable to show that it has developed the Floating Support service, there is a risk that Supporting People funding may not be available to Waverley in the future. In this scenario there would be financial risk to both the Sheltered Housing service and the Floating Support service. The cost implications of this would be clarified at that time.
24. The proposed Floating Support service not only mitigates this risk, but it also permits the development of a service that will maintain the quality of service currently enjoyed by Sheltered Housing tenants; the proposed service model will add value and benefit greater numbers of vulnerable older people in Waverley as part of the Council's developing Ageing Well strategy.

## **Recommendation**

It is recommended that the Executive:

1. considers and approves the proposals to pilot a Floating Support Service for older people in the wider community;
2. agrees to establish two temporary posts funded from the current staffing budget for Sheltered Housing; and
3. receives a report back in 12 months time on the progress and outcomes of the pilot support service.

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## **Background papers**

There are no background papers (as defined by Section 100D (5) of the Local Government Act 1972) relating to this report.

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## **CONTACT OFFICERS:**

**Name:** Christian Evans

**Telephone:** 01483 523358

**E-mail:** [christian.evans@waverley.gov.uk](mailto:christian.evans@waverley.gov.uk)

**Name:** Hugh Wagstaff

**Telephone:** 01483 523363

**E-mail:** [hugh.wagstaff@waverley.gov.uk](mailto:hugh.wagstaff@waverley.gov.uk)