

WAVERLEY BOROUGH COUNCIL

HOUSING OVERVIEW AND SCRUTINY COMMITTEE

26 FEBRUARY 2019

Title:

UPDATE REPORT - IMPLEMENTATION OF SENIOR LIVING SERVICE

**[Portfolio Holder: Cllr Carole King]
[Wards Affected: All]**

Summary and purpose:

To provide an update on the new Senior Living service following its implementation in April 2018.

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

This report relates to all corporate priorities; People, Place and Prosperity identifying tenants options, community and independent living.

Equality and Diversity Implications:

The team ensure information is made available in a range of mediums according to needs.

Financial Implications:

The new service has been resourced and delivered through the growth bid agreed in 2017/18 for the 2018/19 budget. Service expenditure on track according to budget monitoring.

Legal Implications:

There are no direct legal implications associated with this report.

Background

1. Following the withdrawal of Supporting People funding from Surrey County Council in April 2018, our sheltered housing provision was changed to Senior Living. This has meant a new model of delivery, providing older people with housing that promotes their independence and strives for excellent customer service. The new service also has an emphasis on working more closely with the wider community.
2. The key objectives going forward were defined as:
 - to retain a manager presence on site to:
 - reduce the impacts of social isolation for our tenants.
 - help to ensure the safety of tenants and help them live independently.
 - ensure that the building management and maintenance is effectively managed.
 - enable tenancy sign-ups and management are dealt with efficiently.

- to promote 'Good Neighbour' schemes, encouraging tenants to support one another.
- to develop the managers' role to include:
 - marketing the Schemes to potential tenants.
 - promoting the Schemes as a community hub, to maximise the use of the communal areas, develop links with community groups and parish councils, and become a source of income.

Review

3. A review of the Senior Living service was carried out during the autumn of 2018, six months after its implementation. Meetings were held with tenants at each of our 8 Senior Living schemes, chaired by our Senior Living and Careline Services Manager, David Brown, and attended by representatives of Waverley's Tenants Panel, primarily its Chair, Adrian Waller. A summary of the review findings are below:
 - Tenants commented that they have seen little difference between the Sheltered Housing service and the new Senior Living service. This is primarily because the on-site presence of a Senior Living Officer at each scheme has been maintained, which tenants say they are pleased about.
 - The on-site presence of an officer means that they are easily available for tenants, whilst continuing to promote the tenants independence by signposting them to other support services, which again tenants said they like.
 - Tenants said that they miss the daily welfare check, which stopped in April 2018 when the Supporting People funding ceased.
 - Some schemes have made progress in creating more engagement with the wider community, but there is some resistance to this by tenants at other schemes. For example, engagement has been made with local children's nurseries and children have attended the Senior Living schemes and held an art/craft session with our tenants.
 - Tenants at some schemes have made progress in developing social activities for tenants. At other schemes however, progress has been slower as tenants report that they are unable to take this on and/or there is reluctance from other tenants to engage.
 - During the review meetings, tenants took the opportunity to discuss issues regarding repairs and garden maintenance. These issues were following up separately as part of the usual day to day operations.
4. The Waverley Scrutiny Group completed a review in September 2018 making recommendations to improve communications to promote the service and encourage downsizing to Senior Living Schemes. The team have commenced work on implementing the recommendations, updating the website, promoting service through the tenants newsletter, hosting a pilot open day and planning open days to start spring 2019.

Conclusion

5. The implementation of the Senior Living service has gone smoothly and tenants reported that they are happy with the service provided. They did however also

report that they missed the care and support element of the service that was funded by Surrey County Council. Our Senior Living Community Officers will continue to signpost tenants to other support services, including Adult Social Care, endeavouring to minimise the impact of this funding cut.

6. It was agreed with tenants that an annual review of the Senior Living service would be undertaken by the Senior Living and Careline Services Manager.
7. In order to promote the service further, as recommended by the Waverley Scrutiny Group, work has begun to produce a new Senior Living brochure for prospective tenants. The webpage has also been updated.
8. Open Day dates have been set at each of the eight schemes during 2019, as recommended by the Waverley Scrutiny Group. These open days will also be targeted to local tenants in general needs homes who may wish to downsize to Senior Living.
9. Senior Living Community Officers will continue to work with tenants to promote community engagement.

Recommendation

It is recommended that the Committee:

1. notes the progress made and outcome of the review;
2. supports Senior Living schemes in the promotion of services and wider community engagement; and
3. requests a progress report in 12 months on development and outcomes of service.

Background Papers

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

CONTACT OFFICER:

Name: David Brown

Telephone: 01483 523358

E-mail: david.brown@waverley.gov.uk