

**WAVERLEY BOROUGH COUNCIL**

**EXECUTIVE – 7 JULY 2015**

---

**PROPOSALS FOR THE DEVELOPMENT OF SERVICES AND  
ACCOMMODATION FOR OLDER PEOPLE**

**[Portfolio Holders: Cllrs Carole King and Kevin Deanus]  
[Wards Affected: All]**

---

**Note pursuant to Section 100B (5) of the Local Government Act 1972**

An annexe to this report contains exempt information by virtue of which the public is likely to be excluded during the item to which the report relates, as specified in Paragraph 3 of the revised Part 1 of Schedule 12A to the Local Government Act 1972, namely:

Information relating to the financial or business affairs of any particular person (including the authority holding that information).

---

**Summary and purpose:**

This report presents proposals to carry out a comprehensive programme of consultation for staff and tenants regarding the need to remodel the present sheltered housing service whilst addressing reductions in Supporting People funding.

---

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

The proposals will positively contribute to the corporate priority of providing support to vulnerable and older people within the Waverley borough.

**Financial Implications:**

The Government's reductions in Supporting People funding paid to Surrey County Council are having a knock on impact on funding paid to Waverley. The external funding for Waverley's Sheltered Housing Service has been reduced by £62,856 within the latest funding agreement. As a consequence, the external support grant per person/tenant within sheltered housing is reducing from £15.90 to £11 per week.

However, successful negotiations have resulted in additional funding of £35,000 per annum from Surrey County Council from April 2015 to assist in the development and maintenance of Waverley's new Floating Support Service.

---

**Background**

1. Society is changing. 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 average age of Waverley's sheltered housing tenants has risen to 85 years. The increasing need for care and support, both within Council-owned sheltered housing and the wider community has huge implications for the service. Today, older people are much less likely to go into residential care as they age; remaining instead in their own homes which includes sheltered housing. Not only is this more financially viable in the current economic climate, it means that older people can, with the right level of support, live independently for longer. As a result, they are living in the community longer with complex conditions such as dementia and chronic illness.
3. Sheltered housing has been the preferred option for many older people within Waverley for the last 30-40 years. But if it is going to continue to meet the needs and aspirations of an ageing population, it must transform and modernise. Sheltered housing has a continued role preventative service; but it also has the capacity to function as a central hub that can look outward to benefit older people living in the wider community as well.

### **The drivers for change**

4. The need to review and develop the 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 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 Waverley Careline
  - To need to do more for older people living in the wider community
  - The reductions in external Government funding

### **Current services for older people**

5. The Council's current sheltered housing service is traditional and well-established, having remained unchanged for a considerable period of time:
  - Of the eight sheltered schemes, two are referred to as 'Extra Care'.
    - *Extra care sheltered housing provides households with independent accommodation together with a care package which most generally includes help with washing, dressing, shopping, laundry etc. In addition, meals are provided on site. Care packages are delivered by Surrey County Council's Adult Social Care service.*
  - Each scheme has operated in the past with a manager, a part-time assistant manager and a member of staff who undertakes domestic duties
  - In all, the council provides sheltered accommodation for 245 households in a mix of one and two-bedroomed flats

- It will be noted that the Council does not provide “care” (i.e. personal/domestic) to tenants in sheltered housing, only housing-related support.
6. Whilst satisfaction levels with the current service remain high, it will not be capable of meeting the needs of an older and increasingly frail population.

### **Proposed services for older people**

7. Comparisons have been made with other services that have already been significantly remodelled, some of which have been stripped back to as little as just a concierge service. This type of service provides tenants with a point of contact only, and focuses predominantly on scheme-based maintenance issues. No direct housing-related support is provided. This option is not recommended as a way forward, and nor would it be favoured by current tenants.

8. ***The development of floating support for older people in the wider community:***

- Having reviewed the way that services to sheltered housing tenants are delivered, a positive opportunity arose for Waverley to pilot and develop a floating support service. This service started at the start of 2015/16 offering support across the whole borough.
- Creating two full time Floating Support posts, this is key to ensuring that older people in the wider community receive the support, advice and signposting they need in order to remain independent within their own homes.
- Floating support can be defined as individual and tenure-neutral short term support that promotes and empowers independent living. This includes: 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.
- The Floating Support service also draws the wider community in to existing sheltered housing schemes enabling non-resident older people to benefit from the facilities and activities that are available.
- Floating Support also assists tenants from within the sheltered housing schemes to develop links with the wider community, and to access community-based facilities and activities.

9. The proposals contained in this report 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 Waverley Careline service
- Increase value for money and customer satisfaction with services
- Positively impact on the reputation of the Council as a provider of high quality accommodation and service for older people

- Enable the Council to positively respond to challenges with reductions of Government funding without compromising the quality of service to our residents.

10. The proposals will enable the best aspects of the current service to continue, including dedicated support for each of the Council's Sheltered units, alongside more flexible support for those living in the community. This will deliver:

- An opportunity to offer more preventative support for older people in the wider community
- Ensuring a more innovative and flexible approach in providing support to a greater number of older people
- Ability to meet the support demands within the community instead of 'scheme only' support
- Meet the financial challenges with Government funding reductions
- Potential to free up much needed council stock by assisting older people who wish to downsize to smaller accommodation that better meets their needs
- Extra care services to continue in two of the Sheltered schemes
- Reduce the need for older people to travel to seek housing related support
- Community hubs within schemes deliver a range of new services E.g. promoting social inclusion/professional workshops/dementia forums/support groups etc.
- Service maintains a positive profile of service to wider communities
- 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.

### **Recommendation**

It is recommended that the Executive gives approval to officers commencing a formal consultation process with staff and tenants in the sheltered housing service, based on the proposals contained in this report and reports back to the next meeting of the Executive with final recommendations.

---

### **Background papers**

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

---

### **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)