

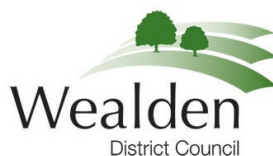


## East Sussex Supporting People

**The move forward:  
Consultation on proposed housing  
support services for older people**

## Consultation response

January 2010



# The move forward: the Supporting People partnership need your views:

## Proposed housing support services for older people

### Consultation response

This report contains our response to the public consultation that took place between June and September 2009 and feedback from people who use Supporting People funded services for older people (including sheltered housing).

The findings from the consultation can be seen in a separate report that is available on the East Sussex County Council website:

[www.eastsussex.gov.uk/yourcouncil/consultation](http://www.eastsussex.gov.uk/yourcouncil/consultation). It is also available from the Supporting People team (our contact details are at the end of the report).

#### 1 Background to the consultation

In July 2007 we published an updated version of our Supporting People Strategy (2005 to 2010) and a separate Plain English summary. The strategy is being implemented as a commissioning project which has three phases:

- Phase one looked at services for people aged 16 - 64 years. We consulted on our proposals during 2008 and set up a countywide housing support service from 1 July 2009.
- Phase two covers existing Supporting People services for people aged 65 years and over.
- Phase three covers Supporting People services that have been retained as 'specialised' services.

This report is about the consultation on phase two of the project that considered housing support services for older people.

If you would like more information about the background to the consultation please contact us and we will send you the consultation document. Our contact details are at the end of the report.

## 2 Response to the issues raised at the Service User Network (SUN) meetings (24 February, 20 April and 21 April 2009)

Consultation theme and reference number in the consultation report	Response
<p>1. Information, help with form filling and help to achieve a secure home and a helpline.</p>	<p>We are working with colleagues in Adult Social Care and district and borough council housing departments on a Housing Options project which is looking at how we can support people to achieve a secure home.</p> <p>We have passed this feedback on to colleagues who are working on the Adult Social Care Joint Information and Advice Project.</p> <p>There is a national helpline for older people: First Stop Advice 0800 377 7070 <a href="http://www.firststopadvice.org.uk">www.firststopadvice.org.uk</a></p>
<p>2. Flexible, sensitive support seven days a week, to know what is going on in their local area, consistent countywide standards in schemes, to be in control and a flexible support service to adapt to people's changing needs.</p>	<p>We will encourage sheltered housing providers to invite people living in the wider community to take part in activities held in sheltered housing schemes where this is appropriate. This will include giving information and advice about what is going on in the local area.</p> <p>We will make sure that Supporting People funded services for older people are flexible and can adapt to people's changing needs.</p> <p>We will also make sure that sheltered housing service providers work to a common specification across the county.</p> <p>It is very expensive to provide housing support services seven days a week however we will talk to providers about whether this is feasible in light of the relatively cheap unit cost of sheltered housing.</p> <p>We will also consider this requirement when we specify non-accommodation based services.</p>

### 3 Response to the issues raised by service users in sheltered housing (March – April 2009)

Consultation theme and reference number in the consultation report	Response
3. Many service users do not want one to one support sessions.	Our re-modelled sheltered housing services will offer a flexible housing support service that makes sure that outcomes can be achieved through communal activities as well as one to one support sessions.
4. Many service users are happy to visit the scheme manager in his or her office as they need to.	Our re-modelled sheltered housing services will offer a face to face service that can be delivered either within the communal areas of the accommodation, in a staff office or in a service user's own flat.
5. For all service users a lack of transport is often a barrier to joining in with community activities	<p>We have passed this feedback on to the Transport and Environment Department and linked this to feedback given through the Older People's Engagement Day.</p> <p>East Sussex County Council is running a project to encourage the growth and expansion of community transport schemes in the county.</p>
6. Most people are happy for people who do not live at the scheme to join in scheme activities, providing the safety and security of residents is not compromised and others respect it is their home.	We will encourage sheltered housing providers to invite people living in the wider community to take part in activities held in sheltered housing schemes where this is appropriate.
7. The majority of service users believe their scheme manager does not have the capacity to offer support to people in the community.	We will not expect sheltered housing providers to deliver support to people living in the wider community. We will however expect them to offer support to people through activities organised within the schemes where they have the capacity to do this.

Consultation theme and reference number in the consultation report	Response
8. Many service users would like their lounges to be used for information and advice giving sessions.	We will encourage sheltered housing providers to invite people living in the wider community to take part in activities held in sheltered housing schemes where this is appropriate. This will include information and advice giving sessions.
9. Some service users (particularly in smaller schemes) would like more help to arrange social and well being activities.	We will encourage sheltered housing providers to offer service users help to arrange social and well being activities through the new core specification for sheltered housing.
10. All service users reported the need for a handy person service (some providers do offer this).	<p>We will encourage sheltered housing providers to offer a handyperson service within their sheltered housing service.</p> <p>People living in sheltered housing can also apply for a handyperson grant (through the Supporting People handyperson grant pilot project) to pay towards the cost of small jobs that are not their landlord's responsibility.</p>
11. Lifeline provides reassurance but often there needs to be an improved third party response.	<p>Our re-modelled sheltered housing service will provide a lifeline service that can be accessed at any time.</p> <p>Improvements to lifeline services across the county are being negotiated through the Adult Social Care Telecare Project.</p>
12. Many service users commented that they valued an on site presence at the scheme.	It has been agreed that Supporting People can continue to fund an on site presence in sheltered housing where it currently exists.

#### 4 Response to the public consultation findings: consultation cafés and questionnaires (8 June 2009 – 31 August 2009)

Consultation theme and reference number in the consultation report	Response
13. Access to information about what is available, where from, when and how	<p>We have passed this feedback on to colleagues working on the Adult Social Care Joint Information and Advice Project.</p> <p>A pilot with First Stop Shop will start during 2010 to provide telephone information and advice services targeted at older people.</p>
14. Transport requirements	<p>We have passed this feedback on to the Transport and Environment Department.</p> <p>East Sussex County Council is running a project to encourage the growth and expansion of community transport schemes in the county.</p>
15. Handyperson services	<p>The Supporting People partnership has agreed that handyperson services for older people are a priority.</p> <p>We have set up a pilot project to give older people grants of up to £200 to spend on handyperson jobs. We will consider how we fund and deliver future handyperson services when we have evaluated the success of this project.</p>
16. Socialisation and tackling isolation	<p>It has been agreed that Supporting People funded housing support for older people will offer structured advice and support to enable people to achieve desirable outcomes including engaging positively with the local community.</p>

Consultation theme and reference number in the consultation report	Response
17. Help with managing finances – form filling and correspondence	<p>It has been agreed that Supporting People funded housing support for older people will focus on maintaining independent living. This includes making sure people have access to advice and information to support their independence and are supported to deal with housing related paperwork and professionals.</p> <p>This requirement will be included in the specifications for Supporting People funded sheltered housing and floating support from April 2010.</p>
18. Needs based support and recognition of different support needs	<p>We will continue to use the Supporting People Quality Assessment Framework to make sure that service users receive a personalised assessment of their individual needs and a support plan to set out how their needs will be addressed.</p>
19. Awareness of the need for specialised services	<p>Sheltered housing scheme managers and visiting support workers will continue to be required to help people to access specialist services provided by the Primary Care Trusts, Adult Social Care and Voluntary Organisations.</p> <p>It has been agreed that specialist Supporting People funded services for older people will be considered as part of phase three of the Commissioning Project.</p>
20. Adaptations	<p>Adaptations are dealt with through the Disabled Facilities Grant process. Adult Social Care and the district and borough council housing departments are reviewing this process to see how it can be improved and made more efficient.</p>

Consultation theme and reference number in the consultation report	Response
21. Odd jobs	<p>The Supporting People partnership has agreed that handyperson services for older people are a priority.</p> <p>We have set up a pilot project to give older people grants of up to £200 to spend on handyperson jobs. We will consider how we fund and deliver handyperson services when we have evaluated the success of this project.</p>
22. Peer befriending	<p>Age Concern East Sussex provides a countywide peer befriending service. The contact number for this service is 07850 987137.</p>
23. Help with managing finance particularly after bereavement	<p>It has been agreed that Supporting People funded housing support for older people will focus on maintaining independent living. This includes making sure people have access to advice and information to support their independence and support to deal with housing related paperwork and professionals.</p> <p>This requirement will be included in the specifications for Supporting People funded sheltered housing and visiting support from April 2010.</p> <p>We will make sure that flexible visiting support is provided across the county to offer housing support to people at times when they need it most such as after bereavement.</p>
24. Rapid adaptations (particularly when leaving hospital)	<p>Adaptations are dealt with through the Disabled Facilities Grant process. Adult Social Care and the district and borough council housing departments are reviewing this process to see how it can be improved and made more efficient.</p>
25. Hospital discharge	<p>Hospital discharge is dealt with by Adult Social Care.</p>

Consultation theme and reference number in the consultation report	Response
26. Decorating	Decorating is included in the handyman grant pilot project (see above). We will consider whether this is appropriate and whether it will be included in any future handyman services or projects when we have evaluated this project.
27. Home health checks	<p>The fire service offers fire safety checks for older people.</p> <p>We have passed this information on to the Primary Care Trusts.</p>
28. Access to IT as information is so often via websites	<p>We will encourage sheltered housing providers to invite people living in the wider community to take part in activities held in sheltered housing schemes where this is appropriate. This could include making computer facilities available.</p> <p>We will make sure that other Supporting People funded services such as visiting support are able to support people to access information from the internet.</p>
29. Shopping	<p>Scheme managers and housing support workers can help people to develop alternative techniques to enable them to do their own shopping.</p> <p>Adult Social Care can arrange help for people who are finding it difficult to manage on their own. Home carers may give personal care, for example, help with washing and dressing. They may also do practical things, such as shopping. Home carers also support people who help look after a relative or friend at home.</p> <p>We will also encourage providers of sheltered housing to make computer facilities available so that service users can shop online. This could be extended to older people in the community</p>

Consultation theme and reference number in the consultation report	Response
30. Advice to move house/down size	<p>The East Sussex County Older People's Housing and Support Group has set up a housing information and advice subgroup to look at what housing information and advice services are available for older people at the moment, and what the gaps are.</p> <p>This group includes Supporting People, Adult Social Care, Housing, the Home Improvement Agencies and other voluntary organisations. With this group we will establish whether there is a need for a housing options service and consider how to provide it.</p>
31. A moving on and "hand holding" service	<p>The East Sussex County Older People's Housing and Support Group has set up a housing information and advice subgroup to look at what housing information and advice services are available for older people at the moment, and what the gaps are.</p> <p>This group includes Supporting People, Adult Social Care, Housing, the Home Improvement Agencies and other voluntary organisations. With this group we will establish whether there is a need for a housing options service and consider how to provide it.</p>
32. Emotional support	<p>Housing support is about those lower levels of practical support or emotional support that enables an individual to remain in their own home. This means that services will be specified to address this need and to link into wellbeing services in the wider community.</p>
33. Services to be coordinated	<p>We are working with our colleagues in Adult Social Care, the Primary Care Trusts, District and Borough Councils and voluntary organisations to make sure that this is achieved.</p>

Consultation theme and reference number in the consultation report	Response
34. No duplication	We are working with our colleagues in Adult Social Care, the Primary Care Trusts, District and Borough Councils and voluntary organisations to make sure that this is achieved.
35. A consistent service	We will make sure that older people have access to the same range and choice of Supporting People funded services wherever they are in East Sussex.
36. A “personal touch” from services	From April 2010, all Supporting People funded services for older people will be required to offer a personalised service.
37. Human interaction	It has been agreed that Supporting People funded housing support for older people will offer structured advice and support to enable people to achieve desirable outcomes including engaging positively with the local community.
38. No stereotyping from services and professionals	We are working with our colleagues in Adult Social Care, the Primary Care Trusts, District and Borough Councils and voluntary organisations to make sure that this is achieved.
39. To feel secure	<p>It has been agreed that Supporting People funded housing support for older people will focus on maintaining independent living including supporting people to feel safe within their home.</p> <p>This will be included in the specifications for Supporting People funded sheltered housing and floating support from April 2010.</p>
40. To be recognised as people who have things to offer	<p>It has been agreed that Supporting People funded housing support for older people will offer structured advice and support to enable people to achieve desirable outcomes including engaging positively with the local community.</p> <p>Older people also have opportunities to be involved in developing the Supporting People programme through our Service User Network.</p>

Consultation theme and reference number in the consultation report	Response
41. Carers to be recognised	<p>We will continue to work with the Adult Social Care Strategic Commissioning Manager for Carers to make sure that carers' needs are recognised by staff working in Supporting People funded services.</p> <p>From April 2010, all Supporting People funded services for older people will be required to recognise and offer support to carers.</p>
42. Social interaction	<p>It has been agreed that Supporting People funded housing support for older people will offer structured advice and support to enable people to achieve desirable outcomes including engaging positively with the local community.</p>
43. Rural issues to be understood	<p>We will make sure that we recognise and understand the specific needs of people living in rural areas when planning and setting up new and re-modelled services.</p>
44. To be listened to.	<p>We will make sure that we continue to listen to the views of older people through the Supporting People Service User Network, Older People's Forums and groups in services such as tenants groups.</p>
45. Services personalised to individual wants and needs	<p>From April 2010, all Supporting People funded services for older people will be required to offer a personalised service.</p>
46. A visiting information service	<p>The Countywide Navigator service provided by Anchor Staying Put provides a visiting information service.</p>
47. A community alarm service	<p>Adult Social Care will continue to fund and provide a community alarm service for older people.</p>
48. A short term visiting support service	<p>It has been agreed that we will commission a countywide short-term visiting support service for older people in 2010 to start in 2011.</p>

Consultation theme and reference number in the consultation report	Response
49. A housing options service	<p>The East Sussex County Older People's Housing and Support Group has set up a housing information and advice subgroup to look at what housing information and advice services are available for older people at the moment, and what the gaps are.</p> <p>This group includes Supporting People, Adult Social Care, Housing, the Home Improvement Agencies and other voluntary organisations. With this group we will establish whether there is a need for a housing options service.</p>
50. A handy person service	<p>The Supporting People partnership has agreed that handyperson services for older people are a priority.</p> <p>We have set up a pilot project to give older people grants of up to £200 to spend on handyperson jobs. We will consider how we fund and deliver handyperson services when we have evaluated the success of this project.</p>
51. A long term accommodation service	<p>It has been agreed that we will continue to fund a long term accommodation service in sheltered housing. This service will be re-modelled to reflect the feedback gathered during this consultation and the new service will start from April 2010.</p>
52. A long term visiting support service	<p>There is not enough funding available to pay for a long term visiting support service. People will be able to 'dip in and out of' the short term visiting support service and will be supported to access alternative long term help and support as available.</p>

Consultation theme and reference number in the consultation report	Response
53. Cleaning, gardening and decorating	Adult Social Care can arrange help for people who are finding it difficult to manage on their own. Home carers may give personal care, for example, help with washing and dressing. They may also do practical things, such as cleaning. Home carers also support people who help look after a relative or friend at home.
54. Getting out and about	It has been agreed that Supporting People funded housing support for older people will offer structured advice and support to enable people to achieve desirable outcomes including engaging positively with the local community.
55. Collecting pensions	Adult Social Care can arrange help for people who are finding it difficult to manage on their own. Home carers may give personal care, for example, help with washing and dressing. They may also do practical things, such as collecting pensions. Home carers also support people who help look after a relative or friend at home.
56. Paperwork	<p>It has been agreed that Supporting People funded housing support for older people will focus on maintaining independent living. This includes making sure people have access to advice and information to support their independence and are supported to deal with housing related paperwork and professionals</p> <p>This requirement will be included in the specifications for Supporting People funded sheltered housing and floating support from April 2010.</p>

Consultation theme and reference number in the consultation report	Response
57. Shopping	<p>Scheme managers and housing support workers can help people to develop alternative techniques to enable them to do their own shopping.</p> <p>Adult Social Care can arrange help for people who are finding it difficult to manage on their own. Home carers may give personal care, for example, help with washing and dressing. They may also do practical things, such as shopping. Home carers also support people who help look after a relative or friend at home.</p>
58. Transport	<p>We have passed this feedback on to the Transport and Environment Department.</p> <p>East Sussex County Council is running a project to encourage the growth and expansion of community transport schemes in the county.</p>
59. There is a need to opt in and out of services as required	<p>From April 2010, all Supporting People funded services for older people will be required to offer a flexible, personalised service. The planned short-term floating support service will be available for people to opt in and out of as needed.</p>
60. Quick aids and adaptations – particular references made to stair lifts	<p>Adaptations are dealt with through the Disabled Facilities Grant process. Adult Social Care and the district and borough council housing departments are reviewing this process to see how it can be improved and made more efficient.</p>
61. Quicker OT assessments	<p>We have passed this feedback on to the Adult Social Care Occupational Therapy team.</p>
62. An improved Life line	<p>We are working with our colleagues to improve the quality of lifeline services and to make it simpler to get a lifeline.</p>
63. Services available in isolated areas	<p>We will make sure that we recognise and understand the specific needs of people living in rural and isolated areas when planning and setting up new and re-modelled services.</p>

Consultation theme and reference number in the consultation report	Response
64. Moving	We will consider how to address this need through the housing information and advice subgroup (see number 49 above) as it is a fundamental feature of a housing option service.
65. Choices for people with disabilities so do not have to commit to extra care	We will consider how to address this when we specify services for older people. We have also passed this expressed need from people with a disability on to the Head of Strategic Commissioning (Physical Disability and Sensory Impairment).
66. Post bereavement service	We will make sure that flexible visiting support is provided across the county to offer housing support to people at times when they need it most such as after bereavement.
67. Pet services	There are voluntary and private organisations in East Sussex that offer help to look after pets. The information and advice services will support people to find this information.

## 5 More information

If you would like more information about the Supporting People commissioning project, have any queries about this consultation response report or you need a copy of it in a different language or in a different format such as large print, Braille or cassette tape please contact **Jude Davies, Project Manager:**

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