



## East Sussex Supporting People

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

## Consultation report October 2009



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

## Proposed housing support services for older people

### Consultation report

This report contains:

- The results of the formal consultation on phase two of the Supporting People Commissioning Project which ran from 8 June 2009 to 31 August 2009.
- The findings from consultation with service users currently living in Supporting People funded sheltered housing services.

A separate report with our response to the consultation will be available on our website from early 2010 [www.eastsussex.gov.uk/yourcouncil/consultation](http://www.eastsussex.gov.uk/yourcouncil/consultation).

## 1 Introduction and 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 out proposals during 2008 and set up a countywide housing support service from July 1 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 results of 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 Consultation since November 2008

We produced a vision and plan for phase two on which we consulted by working with a wide range of people interested in the Supporting People programme in East Sussex and considering an abundance of information.

This included:

- relevant information already collected by Adult Social Care;
- the findings of a report we commissioned to look at 'lessons learnt elsewhere';
- views of sheltered housing managers as expressed in focus groups;
- views of all housing authorities;
- views of the Primary Care Trusts;
- information from housing strategies;
- views of our service user network;
- views of people who use our services;
- data received from providers;
- the findings of an evaluation of the three Home Improvement Agencies;
- an up to date analysis of our community alarms programme;
- Adult Social Care, health and housing strategies;
- the views of the Community Safety Team including the Drug and Alcohol team;
- Pride of Place – the East Sussex sustainable communities strategy; and
- national reports and strategies that relate to housing support services for older people.

### **3 Service User Network (SUN) meetings: 24 February 2009, 20 April 2009 and 21 April 2009**

The Supporting People Service User Network held three network meetings in Crowborough, Newhaven and Hastings specifically to seek the views of older service users from a range of Supporting People funded services.

The groups discussed housing support services and told us:

**1. The most important services are an alarm service, advice and information, help with form filling and help to achieve a secure home and a helpline.**

They also told us:

**2. They would like 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.**

## **4 Consultation with service users in sheltered housing**

During March and April 2009 we held 23 meetings with 313 service users living in Supporting People funded sheltered housing services. A meeting was held with one service for each sheltered housing provider and we have responses from a cross section of services in urban, rural and seaside areas across the five district and boroughs.

The findings are:

- 3. Many service users do not want 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.**
- 5. For all service users a lack of transport is often a barrier to joining in with community activities.**
- 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.**
- 7. The majority of service users believe their scheme manager does not have the capacity to offer support to people in the community.**
- 8. Many service users would like their lounges to be used for information and advice giving sessions.**
- 9. Some service users (particularly in smaller schemes) would like more help to arrange social and well being activities.**
- 10. All service users reported the need for a handy person service (some providers do offer this).**
- 11. Lifeline provides reassurance but often there needs to be an improved third party response.**
- 12. Many service users commented that they valued an on site presence at the scheme.**



## 5 The public consultation: 8 June 2009 – 31 August 2009

Our public consultation focused on finding out about the range and type of housing support services needed to help older people live as independently as possible for as long as possible.

### 5.1 Publicity

Details of the consultation and the consultation cafés were publicised in a number of ways:

- On the East Sussex County Council website in the 'have your say – consultations and forums section' and on the Supporting People home page.
- Through the Supporting People newsletter and in other local newsletters.
- By email direct to a range of organisations.
- By sending flyers direct to service providers to pass on to service users.
- By issuing a press release to local papers to advertise our cafés.
- On the East Sussex Strategic Partnership website.
- On the Council for Voluntary Services websites.
- On district and borough websites.

### 5.2 Consultation cafes

We held a consultation café in each district and borough:

Wealden	26 June 2009
Rother	30 June 2009
Hastings	2 July 2009
Eastbourne	7 July 2009
Lewes	10 July 2009



### 5.3 What we are told

187 people attended the consultation cafés. The majority of these attendees were older owner occupiers and people renting in the private and social housing sector. We also had representatives from a wide range of statutory and voluntary organisations including parish councils, Sussex police, East Sussex Seniors Forums, Age Concern, housing associations and a number of organisations representing people with a disability. Feedback shows that **everyone** enjoyed themselves and felt they had made a valued contribution. 82% of people said they had a great time.

The top five themes from the **consultation cafés** about what older people need to support their independence are:

### Eastbourne

<b>1</b>	Access to information about what is available, where from, when and how	<b>4</b>	Transport requirements
<b>2</b>	Needs based support and recognition of different support needs	<b>5</b>	Handyperson services
<b>3</b>	Socialisation and tackling isolation		

### Hastings

<b>1</b>	Access to information about what is available, where from, when and how	<b>4</b>	Help with managing finances form filling and correspondence
<b>2</b>	Adaptations	<b>5</b>	Socialisation and tackling isolation
<b>3</b>	Handyperson services		

## Lewes

<b>1</b>	Access to information about what is available, where from, when and how	<b>4</b>	Socialisation and tackling isolation
<b>2</b>	Transport requirements	<b>5</b>	Awareness of the need for specialised services
<b>3</b>	Help with managing finances, form filling and correspondence		

## Rother

<b>1</b>	Access to information about what is available, where from, when and how	<b>4</b>	Help with managing finances, form filling and correspondence
<b>2</b>	Socialisation and tackling isolation	<b>5</b>	Adaptations
<b>3</b>	Transport requirements		



## Wealden

<b>1</b>	Access to information about what is available, where from, when and how	<b>4</b>	Needs based support and recognition of different support needs
<b>2</b>	Socialisation and tackling isolation	<b>5</b>	Transport requirements
<b>3</b>	Awareness of the need for specialised services		

In summary, these are the top themes:

- 13. Access to information about what is available, where from, when and how**
- 14. Transport requirements**
- 15. Handyperson services**
- 16. Socialisation and tackling isolation**
- 17. Help with managing finances – form filling and correspondence**
- 18. Needs based support and recognition of different support needs**
- 19. Awareness of the need for specialised services**
- 20. Adaptations**

Access to information was overwhelmingly the major topic of conversation at the cafés.

We were told that to stay living independently older people need help with the following tasks:

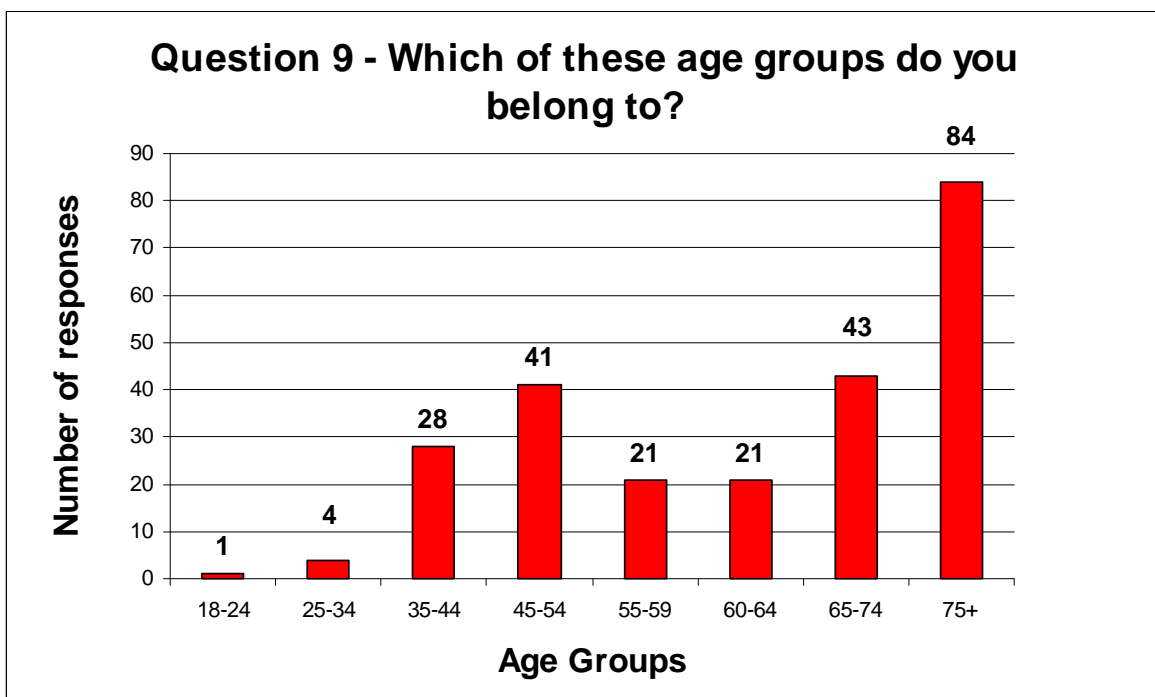
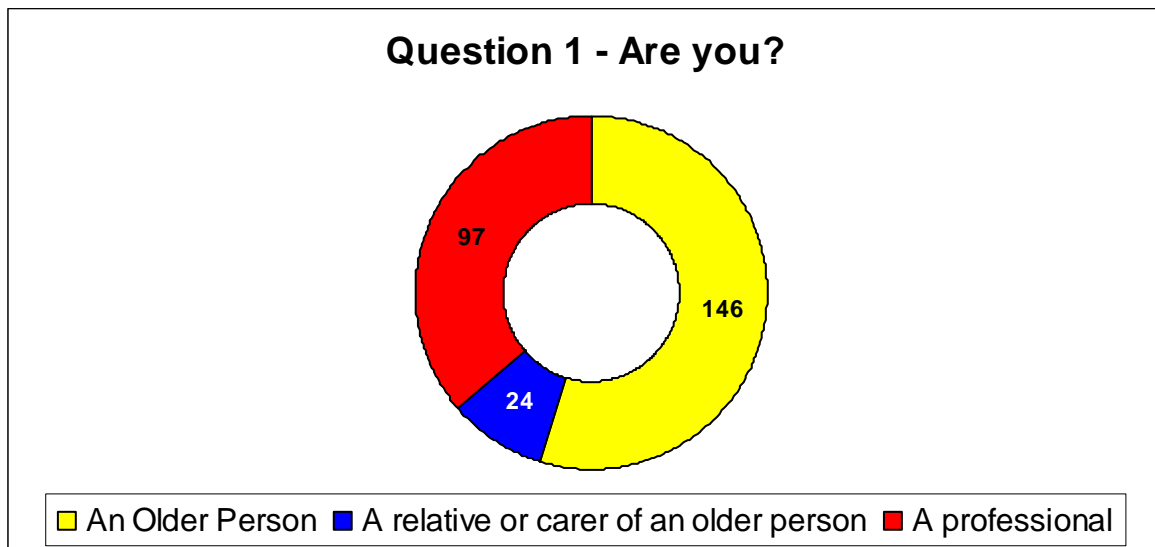
- 21. Odd jobs**
- 22. Peer befriending**
- 23. Help with managing finance particularly after bereavement**
- 24. Rapid adaptations (particularly when leave hospital)**
- 25. Hospital discharge**
- 26. Decorating**
- 27. Home health checks**
- 28. Access to IT as information is so often via websites**
- 29. Shopping**
- 30. Advice to move house/down size**
- 31. A moving on and hand holding service**

People also told us they want:

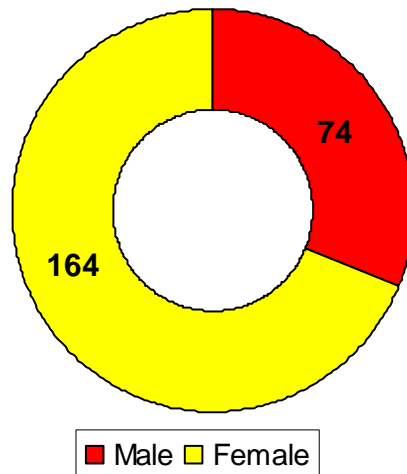
- 32. Emotional support**
- 33. Services to be coordinated**
- 34. No duplication**
- 35. A consistent service**
- 36. A “personal touch” from services**
- 37. Human interaction**
- 38. No stereotyping from services and professionals**
- 39. To feel secure**
- 40. To be recognised as people who have things to offer**
- 41. Carers to be recognised**
- 42. Social interaction**
- 43. Rural issues to be understood**
- 44. To be listened to**
- 45. Services personalised to individual wants and needs**

## 5.4 Questionnaires

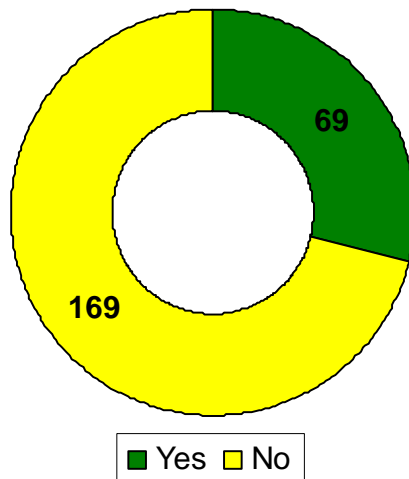
We received 269 completed questionnaires during the consultation period. The majority of responses came from people aged 65, many of whom were over 74, and from a significant number of people who consider they are disabled.



**Question 8 - Are you:**



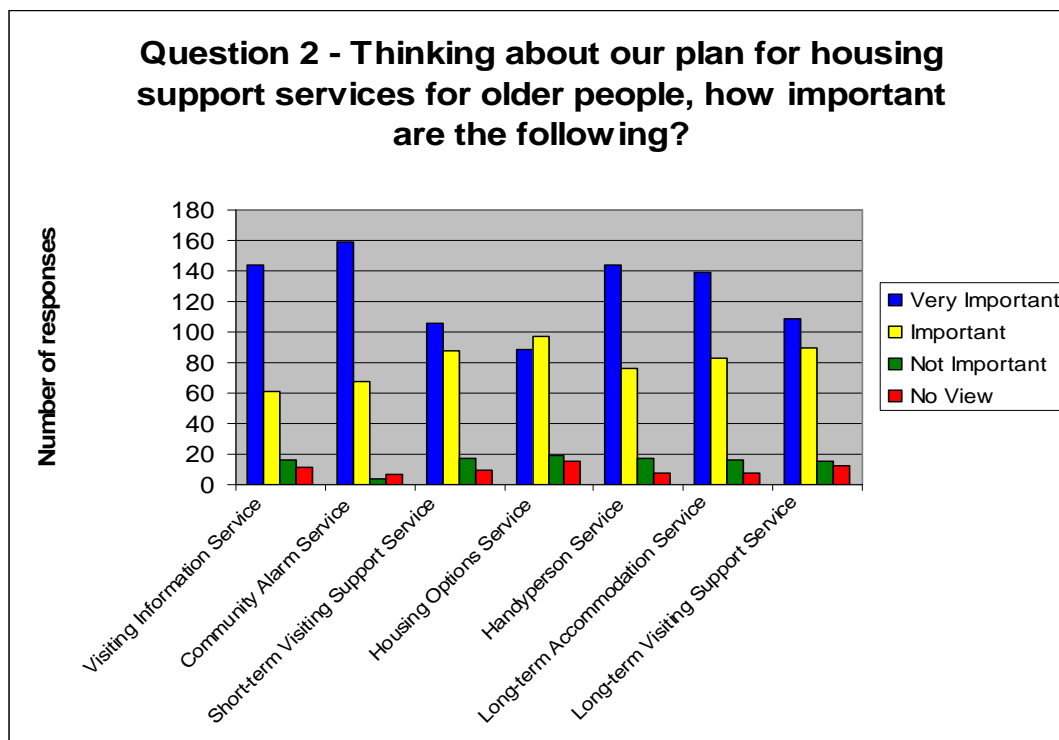
**Question 12 - Do you consider yourself to be disabled as set out in the Disability Discrimination Act?**



**On the consultation questionnaire we asked for views on:**

- 46. A visiting information service
- 47. A community alarm service
- 48. A short term visiting support service
- 49. A housing options service
- 50. A handy person service
- 51. A long term accommodation service
- 52. A long term visiting support service

We asked for services to be ranked in order of importance:



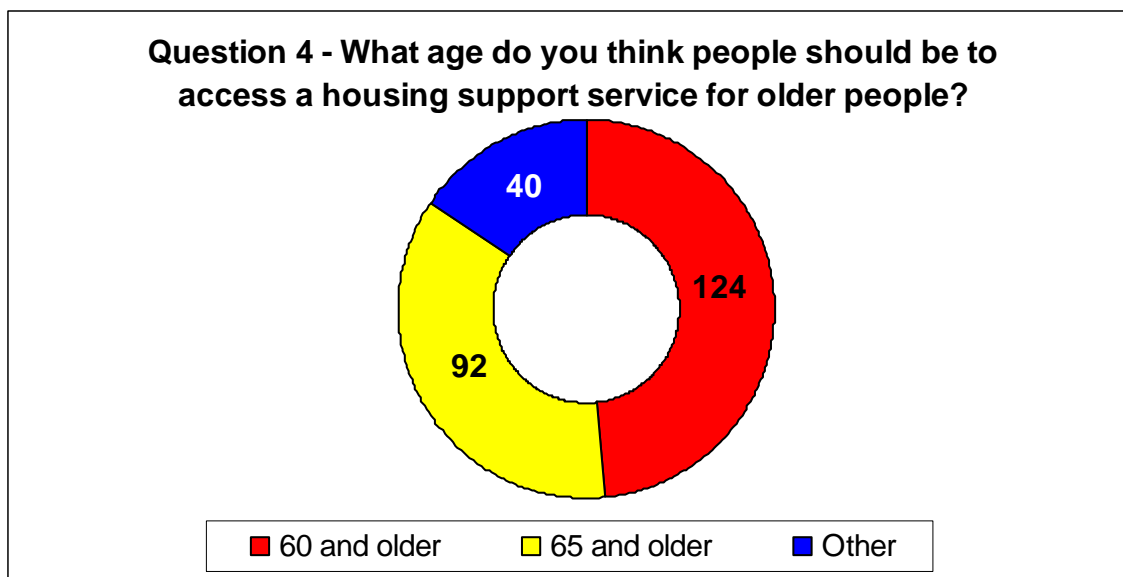
The conclusion from this question is that all identified services are of importance.

People also told us they need support with:

53. **Cleaning, gardening and decorating**
54. **Getting out and about**
55. **Collecting pensions**
56. **Paperwork**
57. **Shopping**
58. **Transport**
59. **There is a need to opt in and out of services as required**
60. **Quick aids and adaptations – particular references made to stair lifts**
61. **Quicker OT assessments**
62. **An improved Life line**
63. **Services available in isolated areas**
64. **Moving**
65. **Choices for people with disabilities so do not have to commit to extra care**
66. **Post bereavement service**
67. **Pet services**

Carers told us that the warden can play a vital role in supporting a carer.

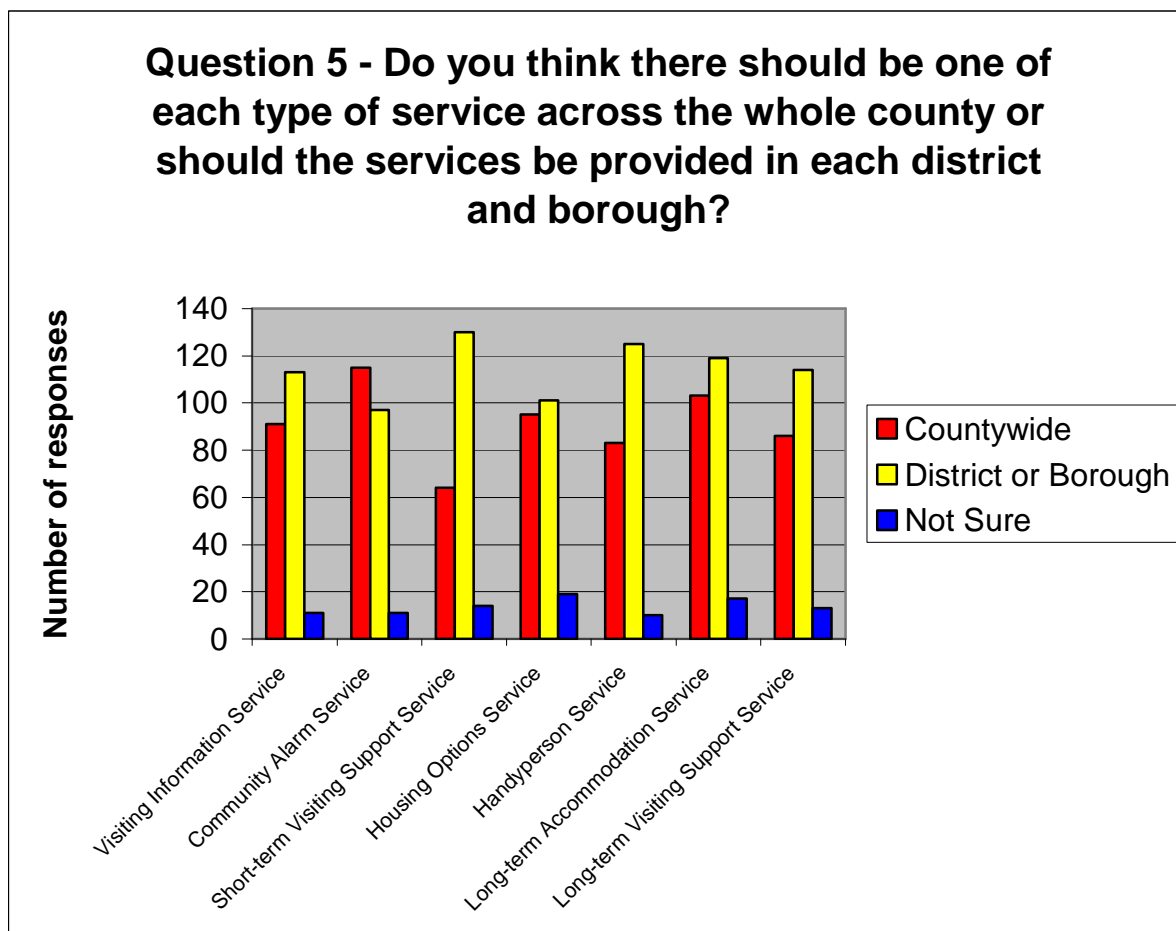
We asked what age do you think people should access a housing support service for older people.?



**People also told us the following about age:**

- It is a matter of circumstance not age
- Need should determine access
- Should be entitled as soon as entitled to Pension Credit
- Flexibility is key
- Age should not be the only criteria; needs vary with health and disabilities
- Central government views people as old from 50
- 50 plus – people from the travelling community, both settled and mobile with experience age related health issues earlier, this is also the case of people who have suffered trauma such as refugees.
- If underlying issues such as mental health it would be beneficial to offer support from 55
- It would be realistic to have one policy for the majority of 60/70 year olds and a different policy for those in their 80s
- Services should not be age related but individually assessed
- In some cases where there are other underlying issues such as mental health it would be beneficial to offer support from 55 years.

We asked for opinions on whether service should be organised countywide or on a district and borough.



Although the majority of responses believe services should be arranged on a district and borough basis (with the exception of alarms) there are a significant number who believe countywide services could work.

We asked for the services to be awarded priority 1 – 3:

Priority 1	Priority 2	Priority 3
Community Alarm Service	Handyperson Service	Long-term Accommodation Service

## 6 Summary:

803 people took part in our consultation.

### **This is what most people told us they want:**

- A community alarm service that responds quickly to the individual's needs
- Advice and information service to support independence and individual choice
- Human contact
- Peace of mind at home
- Flexible, sensitive support to meet and adapt to people's changing needs
- Put older people in control of their support
- No duplication or inconsistencies in service delivery
- A staff presence at accommodation based services
- A handy person service
- Address the barriers to independence presented by a lack of transport.
- A personalised service that is able to respond to all housing support needs including the needs of carers, the needs of people with a dementia, the needs of people with a disability or impairment.
- Support to tackle isolation and promote socialisation
- A quick response adaptations service
- Support with managing finances, form filling and dealing with correspondence
- Support to make a choice about housing opportunities
- Support to realise housing choices
- Services in rural and remote areas
- A range of services that people can dip in and out of in each borough and district
- Services available according to need not age
- Accommodation based services

*These are not in order of priority*

## 7 What happens next

### 7.1 Proposed timetable

A separate report with our response to the consultation and timetable for any changes will be available on our website from early 2010.

### 7.2 More information

If you would like more information about the Supporting People commissioning project, have any queries about this consultation 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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- or visit our website: [www.eastsussex.gov.uk/supportingpeople](http://www.eastsussex.gov.uk/supportingpeople)