



East Sussex Supporting People

The move forward: the Supporting People partnership needs your views: Proposed housing support services for older people

Consultation document

East Sussex receives £11.5m pounds each year from central government to fund housing support services. The county, borough and district councils and the local health and probation services have concluded that by making key changes to some of these services, a greater number of people across the county could receive assistance.

The first phase of this process looked at services for the under 65s. We consulted on our proposals for this phase during 2008 and we set up two new large services to deliver housing support countywide to vulnerable people less than 65 years old.

We are now considering what housing support services are needed for older people.

This is your opportunity to help us make sure we have in place high quality, modern and efficient housing support services to meet the needs of older people in East Sussex.

1 Consultation pack

This consultation document is part of a pack that contains:

- a) Consultation document
- b) A copy of the main aims of the Supporting People programme
- c) Consultation questionnaire
- d) Invitation to attend one of our consultation events

2 Background to the consultation

An updated version of our five year strategy was published in July 2007. A summary of our aims are included in this consultation pack. The strategy is being implemented as a commissioning project which has three phases:

- Phase one covers existing Supporting People services for people aged 16 - 64 years.
- Phase two covers existing Supporting People services for people 65 and over.
- Phase three covers Supporting People services that have been retained as 'specialised' services.

This consultation is about phase two. We are looking at our services for older people because we know:

- People often have to live in sheltered housing to get a service.
- Not everyone living in sheltered housing needs the service but there is a charge for it anyway.
- Very few owner occupiers, people with a private landlord, older carers or people living with family receive a housing support service.

3 How to get involved

Questionnaire

You can give us your views by completing the questionnaire and

returning it to: Supporting People
2nd Floor, Sackville House
Brooks Close
Lewes BN7 2FZ

Or you can complete the questionnaire electronically and email it to:

supportingpeople@eastsussex.gov.uk. The form is available on our website www.eastsussex.gov.uk/yourcouncil/consultation/current.htm.

Your response must be received by Monday 31 August 2009.

Write to us

You can give us your views by writing to us or sending an email to the address above. Any comments must be received by:

Monday 31 August 2009.

Consultation events

You can also come along to the consultation event for your area.

Wealden

26 June 2009: 10.00am to 12.30pm

Wellshurst Suite, Wellshurst Golf and Country Club, North Street, Hellingly BN27 4EE

Rother

30 June 2009: 10.00am to 12.30pm

The Strand Annexe, Cooden Beach Hotel, Cooden Sea Road, Bexhill on Sea TN39 4TT

Hastings

2 July 2009: 10.00am to 12.30pm

Cornwallis Suite, Horntye Park Sports Complex, Bohemia Road, Hastings TN34 1EX

Eastbourne

7 July 2009: 10.00am to 12.30pm

The Garden Suite, Hydro Hotel, Mount Road, Eastbourne BN20 7HZ

Lewes

10 July 2009: 10.00am to 12.30pm

The County Suite, White Hart Hotel, High Street, Lewes BN7 1XE

Please book your place by telephoning the Supporting People team on 01273 482805 or email supportingpeople@eastsussex.gov.uk. Places are limited so please book early to avoid disappointment.

4 About the Supporting People programme

The Supporting People programme pays for housing support services that help vulnerable people to live independently. The Supporting People programme is not about care services funded by Adult Social Care.

The Supporting People grant comes from the Government and is administered by the Supporting People Team. The programme is managed by a partnership between the five local district and borough councils, health services, the Probation Service and Adult Social Care.

The money is paid to organisations known as ‘providers’ to give people the support they need, for example Registered Social Landlords, local authorities and voluntary organisations. We currently have thirty eight providers who deliver services to older people. We monitor what the services do, how well they do it and what older people think about their service.

Housing support can help people to remain living in their current home or find somewhere more suitable. This support includes help to manage money, claim benefits, keep safe and gain access to community, education and volunteering opportunities. Housing support does not include personal services such as help with eating, washing and dressing, or day care.

Some services are ‘accommodation-based’ which means the support is tied to particular buildings such as sheltered housing. Other services support people wherever they are living; these are called floating or visiting support services.

Our current services for older people are:

Support for people living in sheltered housing	3171 people
Support for people living in extra care housing	88 people
Floating support services	990 people
Support for leaseholders	80 people
Support through community alarms	1387 households
Home Improvement Agencies	3 agencies

5 Consultation so far

To produce a partnership vision for Supporting People services we worked closely with people interested in the Supporting People programme and considered a wide range of information. This includes:

- 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.

6 Our partnership vision for Supporting People funded services for older people

We will use Supporting People grant to:

- 1 Support the independence of as many older people as possible regardless of tenure.
- 2 Ensure people do not have to move to access housing support.
- 3 Underpin the agreed strategic priorities of the County Council, the districts and borough councils, Probation and Health.
- 4 Complement other funding and not duplicate it.

Principles

We will involve older people and their carers in planning their support and make sure they can make choices about when they receive housing support, for how long and what type of support they need.

We will make sure our housing support services are accessible to older people from groups that are sometimes excluded such as black and minority ethnic groups, people with mental health needs, people with disabilities, people who are gay, lesbian, bisexual, Transgender, and Gypsies and Travellers.

We will seek to achieve equality of access across the county for older people's services and reach older people living in rural and/or remote areas.

We will clearly define housing support services for older people to make sure that older people are supported to be as independent as possible and know what to expect from a service.

This means that older people using services will have the opportunity to:

6.1 Achieve economic well being

We will do this by helping to provide services that support older people to:

- make the most of their income and reduce any debt;
- receive the benefits they are entitled to;
- get information about grants they may be entitled to and are supported to receive them; and
- know where to go for specialist advice about money matters.

6.2 Enjoy life and achieve ambitions

We will do this by helping to provide services that support older people to:

- stay in their own home if that is their choice;
- move to a more suitable home when necessary;
- make active and informed choices;
- access the internet;
- access a range of education and learning activities;
- access local social activities;
- access leisure activities; and
- establish contact with groups, family and friends.

6.3 Make a positive contribution to their community.

We will do this by helping to provide services that support older people to:

- make and keep links to their community;
- take part in forums about the design, redesign and delivery of local services to meet their needs;
- make choices and take control; and
- make and keep contacts with local faith and or cultural activities.

6.5 Manage their physical health and emotional well being

We will do this by helping to provide services that support older people to:

- get information about keeping their home warm;
- manage the maintenance of their home;
- access a range of healthy lifestyle activities;
- get help with small jobs within their home; and
- access specialist support with any health issue.

6.6 Stay safe

We will do this by helping to provide services that support older people to:

- live in a safe and secure home;
- live free from abuse and/or harassment in their home;
- live in a home that is free from risks such as fire, trips and falls;
- get help with aids and adaptations;
- be reassured about crime and unwanted callers including supporting them to seek specialist advice from crime prevention officers; and
- access a range of Community Alarm Services e.g. Telecare/ Lifeline services.

7 Our plan

We want to offer older people a choice of housing support services to help them live as independently as possible for as long as possible. We know we cannot afford to fund the range of services needed. We also know some of these services are funded or could be funded by other monies.

We suggest the following services need to be on offer even though we cannot fund all these services on our own. We are committed to working in partnership with interested organisations to look at opportunities for funding and setting up these services.

7.1 A visiting information service

The purpose of this service would be to provide people with information and advice and signpost them to a wide range of services in the community.

There would be a one-off visit to an older person's home with a follow-up call.

7.2 A community alarm service (such as Lifeline or telecare)

The purpose of this service would be to provide people with peace of mind knowing that they can call for emergency assistance when they need it.

It would be available to people for as long as they need it.

This would be provided as a separate service, with or without any of the other housing support services.

7.3 A short-term visiting support service

The purpose of this service would be to help with housing support issues that cannot be dealt with by providing information and advice. This may be because the older person needs more support to access and deal with information and meet their needs or because they need support for a short period of time to deal with a particular crisis.

There would be a number of visits to the older person's home over a three month period.

7.4 A housing options service

The purpose of this service would be to support an older person to explore the range of housing choices available and if they wish to move, to help them move somewhere else.

This would be a short term visiting service that would support an individual for an agreed amount of time depending on the support required.

7.5 A handyperson service

The purpose of this service would be to provide a flexible service to help with a range of small jobs and minor repairs to meet the needs of older people in their home.

7.6 A long-term accommodation service

The purpose of this service would be to try to make sure people who have moved into accommodation provided specifically for older people feel safe and receive a staff presence on site if they want it.

7.7 A long-term visiting support service

The purpose of this service would be to deliver housing support to people whose needs are such that they cannot remain in their own home without it.

8 Money matters

There is no new money to deliver our vision and plan. We have approximately £3 million pounds of Supporting People grant available to spend countywide on housing support services for older people. This money is currently mainly being used to support people living in sheltered housing services, extra care housing and some leaseholders. A small minority of older people living in social housing receive a Supporting People funded community alarm service and/or floating support, and an even smaller minority of owner occupiers and people living in private rented accommodation receive these services. In addition the three Home Improvement Agencies provide a service to older people.

We cannot afford to fund all the services we suggest are needed. We know some of these services are funded or could be funded by other monies. We may need to charge for some services.

We could pay money to individuals who would be entitled to financial help and they would be supported to look for and buy their own services.

9 What happens next?

Please take part in our consultation by completing our questionnaire or sending us your views. We hope to see many of you at our consultation events in June and July. **All responses received will be treated in the strictest confidence.**

The Supporting People partnership will consider all responses to this consultation. We will publish the results from the consultation in October 2009. The responses from this survey will be used to develop our plans for services for older people.

10 More information

If you would like more information about the Supporting People commissioning project, have any queries about this consultation 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:

- phone 01273 482805
- email jude.davies@eastsussex.gov.uk
- or visit our website www.eastsussex.gov.uk/supportingpeople