

Initial Consultation Report on the statutory consultation
of Adult Social Care non- statutory support services,
previously housing related support

(Supporting People Programme)

4th December 2013

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Introduction to the consultation activities – summary and officers responses

A consultation exercise was carried out between 19th August and 20th November 2013 with two proposals in relation to the existing housing related support services.

The consultation focused on the proposals as detailed below, and said that we wanted to hear from all those affected and to hear any alternative suggestions for us to consider.

The proposals were:

Proposal 1 – there would be a change to the way that people received support in their homes with the introduction for those who were eligible, of an individual assessment of their needs and providing them with choices on how support is received and help to manage the money if required.

Proposal 2 - that the council would stop paying towards the community alarm provision

These proposals impact on the following areas

- Community alarm only services
- Sheltered Housing (both proposals)
- Floating Support Services
- Supported Housing

Consultation Method:

The following methods were used to consult on both proposals

- a. Letters to those in receipt of services with a factsheet explaining the proposal(s)
- b. A questionnaire to complete and state their views
- c. Focus groups for service users
- d. Focus groups for providers of services

All the resources also advised people of:

- The web address for the council's website giving more information about the consultation and an opportunity for the general public to respond to the consultation.
- A generic email address and a telephone helpline number for people to contact the ASC Strategic Commissioning Team in order to express their views or for help to complete the questionnaire.

All were advised that the letter, factsheet and questionnaire were available in a different language or format should this be required.

As the consultation progressed, further meetings were held in response to specific requests and these are included within the relevant part of this report. In considering the alternative options raised further actions were taken and these are also included within the report.

Summary of all service user responses

Sector	Total Users	Responses	Response %
Community Alarms	130	102	78%
Floating Support Service	241	99	41%
Sheltered Housing	661	418	63%
Supported Housing	114	105	92%
Online Survey	N/A	14	N/A
Total	1146	738	64%

Part A – Community Alarm proposal

Letters to service users

A letter was sent to 130 service users who receive alarm only support to inform them of the proposed changes to their service and that a consultation was being carried out.

The information as detailed above was sent out with the letter as well as details of three initial consultation meetings that people could attend to talk through the proposal and make their views known, these were at:

- Age UK 6th September
- LCB Depot 19th September
- Leicester Adult Education College 24th September

Of these 3 meetings only 1 person attended the meeting at Age UK. Minutes attached (Paper 1)

Focus groups

At the request of two providers the following meetings were held to discuss the proposals and minutes of 26th September attached as Paper (2) and minutes of 30th October are included in Part B Sheltered Housing Paper (3)

Meeting	Attendance
Harrison Court 26 th Sept	14
Hanover Close (at Danbury Gardens) 30 th Oct	25

- Concern was expressed that taking the proposal to remove the funding for alarms would have a significant impact on the more vulnerable members of society. A suggestion for another approach was to identify those with the most severe of

disabilities – those who depend on the alarms should anything happen. This would just be a small number of people and carry on funding this small group.

- The view was that if the cost of the alarms was passed onto residents many of them could not afford to pay for it. The cost would also come on top of other cost of living increases. This squeeze on income could force the most vulnerable to make some very difficult choices. Suggestion was to carry on funding and providing for a small number who simply couldn't afford to pay and this would ensure a safety net was in place.

Telephone Helpline

A total of 8 calls were received and advice was given on

- where to find the details of how much their alarm costs
- concern noted about being unable to afford it
- 1 caller thought this was a good idea
- Completing the questionnaire

Responses to questionnaires

There were 46 completed questionnaires received

In response to the question what do you think of the proposal?

Response	Count
A) I agree with the proposal. It is the best way to make the required savings	4
B) I disagree with the proposal. I feel that the savings should be made in other ways/areas	37
C) I am not sure whether I agree with the proposal or not	4
Not Completed	1
Total	46

Reasons given as to why people are against the proposal

Reason	Count
I'm worried about the financial implication/ I don't think I will be able to afford it	12
This is an important service which the council should keep, peoples health/security are dependent on it	11
The council do not recognize the needs of people, it seems like an attack on the elderly/ disabled	4
I want things to stay the same, I'm happy with my current service/ I don't like the idea of paying for it	4

I do not want it or need it, so will not pay for it	2
I don't like the idea	1
Not Completed	12
Grand Total	46

People were asked what would the impact be if they had to pay for the alarms (if proposal was agreed) and 70% responded that they would be badly affected and were asked in what ways this would occur:

The majority of those who responded stated that being worried about ability to afford it was the greatest concern

Response	Count
I'm worried about the financial implication/ I don't think I will be able to afford it	25
The council do not recognize the needs of people, it seems like an attack on the elderly/ disabled	2
I don't like the idea	1
This is an important service which the council should keep, peoples health/security are dependent on it	1
I want things to stay the same, I'm happy with my current service/ I don't like the idea of paying for it	1
There are other ways of saving money	1
I do not understand the proposal/ more information needed	1
Not Completed	14
Grand Total	46

Headline themes of both focus groups and questionnaires

- Feels like older people are being targeted
- We can't afford to pay for it as we are already dealing with cost of - living increases and the new council tax support costs
- these cuts need to stop as they are targeting vulnerable people who need support the most

Comments and statements have been taken from service users responses on the questionnaires and have been summarised into themes

Comment Category	Themes
I do not like the idea	<ul style="list-style-type: none"> • Don't like the idea I might have to stop using the alarm service
Want things to stay the same/ don't like the idea of paying for it	<ul style="list-style-type: none"> • Disability is not a lifestyle choice so we should not have to pay for it • Can't see the point changing a system that works well

Worried about the financial implications/ don't think they can afford it	<ul style="list-style-type: none"> I suspect it will make the alarm system more expensive Many elderly people will not be able to afford it Because with this financial hardship I will not be able to cope with this extra cost on my pension
Important service with people health and security reliant on it	<ul style="list-style-type: none"> The alarm is part of a sheltered placement where physically disabled live in order to give maximum independence As we are elderly and frail, this is our only way of contacting someone for help
The council do not recognize the needs of people, it seems like an attack on the elderly/ disabled	<ul style="list-style-type: none"> Why do the Government and now the council hit the elderly and disabled, there are many ways to save money, and this has clearly NOT been looked into. The service is vital to my needs & I need it when alone. I have paid my taxes and in my needs it gets taken away. How fair is that?

Equalities summary from the respondents to the questionnaire

Ethnicity	Count
White British	32
Asian or Asian British - Indian	8
White Irish	3
Asian Indian	1
Prefer not to say	1
White & Black Caribbean	1
Grand Total	46

Age Range	Count
Under 55	12
55-64	8
65-74	10
75-84	8
85+	6
Prefer not to say	1
Not Completed	1
Grand Total	46

Do you consider yourself disabled?	Count
Yes	36
No	5
Prefer not to say	2
Not Completed	3
Grand Total	46

Gender	Count
Female	27
Male	18
Prefer not to say	1
Grand Total	46

Overall total responses to this proposal

Questionnaires	46
Focus Groups	40
Telephone Helpline	8
Correspondence (includes providers)	8
Total	102

The majority of the responses from the questionnaires and the focus groups indicated an overwhelming concern as to the impact on vulnerable people of this proposal and that many would not be able to afford it.

Provider response

As part of the consultation an event was arranged for providers of alarm only services. This was held at Adult Education on 25th September. Two providers attended. Minutes are available as Paper (4). Issues raised here related to the fact that these costs would not be considered as eligible charges in terms of revenues and benefit rules as the alarms provide a care/support function.

Existing customers receive alarm only services across the following price range (for 10 customers their price range was not specified)



In evaluating all of the information available the following considerations have been made:

You said

- Provide a hardship fund for those who cannot afford it
- Just have 1 provider who covers the whole city
- Only charge those who use the alarm when they use it

We did

- We asked providers their views on other options with a specific questionnaire

A small number of responses were received and the majority described as unfeasible to only charge customers when they used the community alarm as it was a) within the building and in some cases linked to door entry and fire system b) was included within the tenancy agreement

- We considered what other authorities were doing

Birmingham have stopped funding the alarms and stated the cost to the person is in the region of £1.50 per week. Leicestershire are procuring one provider as they have a substantial number of service users supported across their region.

Our response

- We cannot provide a hardship fund as the cost of processing this would become greater than the actual cost of the fund received. It is most likely that all people would consider that they would face hardship by having to pay towards the alarm
- To have 1 provider across the city would incur capital costs to update, install and simplify the alarms systems. We do not have the capital to complete this. As the total number of people supported in this way is low (in comparison to Leicestershire) it is likely to be an unattractive business in a procurement exercise.
- It is not feasible to only charge customers when they use the alarm as it is intrinsic to the actual building and for some it forms part of the tenancy agreement

Recommendation

In light of the overwhelming level of concern and in recognition of the security that the community alarms can provide, we are considering continuing to pay the costs for alarm only services for existing customers.

This recognises that these customers have no other offer of service available to them and this offers a safety net for them.

All new customers, to the identified services, will have to pay for the cost of the alarm from the 1st of April 2014. The overall value will reduce as customers leave services.

Part B - Sheltered Housing: Proposal 1 and Proposal 2

Letters to service users

A letter was sent to 661 service users in sheltered housing to inform them of the proposed changes to their service and that a consultation was being carried out.

- Details of the four initial consultation meetings that people could attend to talk through the proposal and make their views known, these were at:
 - Leicester Adult Education College 4th September
 - Highfield Centre Hall 9th September
 - Brite Centre Main Hall 13th September
 - Belgrave Community Centre Hall 17th September
- Two additional meetings were held for service users, one was at the request of service users who pay for their own support. This event was held at Age UK on 8th October
- A further meeting was requested by the residents of Hanover Housing Association and held at Danbury Gardens on 30th October

Focus Groups

Meeting	Attendance
Leicester Adult Education College 4 th September	14
Highfield Centre Hall 9 th September	22
Brite Centre Main Hall 13 th September	10
Belgrave Community Centre Hall 17 th September	26

The two additional meetings were held in the same format as the four initial meetings, one meeting was for self-funders held at Age UK 8th October, and another meeting requested by the residents of Hanover Housing Association held at Danbury Gardens 30th October.

Meeting	Attendance
Age UK – for self-funders 8 th October	13
Danbury Gardens 30 th October	7

A number of particular points were raised at the meeting of 8th October. Concerns of the impact on older people who were not in receipt of a means tested benefit as this forms part of the proposed eligibility criteria was discussed. Further that the assessment criterion was unclear on how someone would be considered to be eligible for support.

All of the minutes from the consultation meetings can be seen towards the end of the document in Papers 1 to 6. The names of service users and carers are not included.

In response to direct contact from John Woolman House further meetings were held there to discuss the proposals.

John Woolman House
Meeting included Ward Councillors and residents 3 rd October
Meeting with Leicester Quaker Chief Executive and ASC Lead Commissioner 8 th November
Meeting with ASC Strategic Director, Lead Commissioner and residents 12 th November

Minutes of the meetings held on 3rd October and 12th November at John Woolman House are attached at Paper (7) and Paper (8)

Full details of the service model provided at this scheme and the level of support that tenants stated added value both from paid support staff and from each other were demonstrated.

John Woolman House (own questionnaire)

The tenants of John Woolman House submitted 35 questionnaires that they had produced themselves to demonstrate their experience of being adequately supported across a wide range of areas by the existing support staff. Their level of concern is shared across the majority of tenants that the proposed introduction of individual assessments will negatively impact on their ability to live independently at this scheme. Further, that the proposals restrict the choices that many have already made to live within this scheme.

Two details taken from the John Woolman questionnaire submission are as follows

- response to demonstrate if tenant has required assistance in their financial management, medical need or other daily living requirements and how this has been provided.

Response	Count
Office/ Staff	10
Self	7
Meals	5
Medical	4
General	3
Carer	1
Family	1

□ Supplementary comments to the above question taken from the responses

To date, have you required any assistance in your financial management, medical needs or other daily living requirements e.g. meals provision?
sort myself out or help from office in emergency
As above - office supports me. Meals at JWH 2x a week
Take care of own needs
The presence of the sheltered housing officers provides the reassurance I need to cope with my medical needs and any other issues which may arise
as above
need support
looks after everything for me
Have meals at JWH, office support daily - gives confidence to live independently
look after self - severely disabled
Medical needs, i.e. doctor/medicine
Yes, as above
No. But, like all elderly people my abilities can change over a short period of time
unable to manage without assistance
Need help to get things done
Yes, I had an operation last year, I require extra help from staff here, they keep an eye on me during recovery
No. Self-funded needs
Occasional visit by the doctor. Although, not requiring meal provision at present, the time is coming when I may well need this
Office sorts it out
yes, meals at JWH
okay so far, use meal service at JWH, buy stamps, TV problems etc
Would need this help for meals, medical and financial without family help
Don't use the phone much, find it difficult to explain things face to face - harder over the phone
Needs help
Mostly provide for myself but staff do assist when needed
At times
No meals provision, sheltered housing officers assist with other things as necessary
As above - rely on office to sort me out
Medical - help with medicine to be collected handled at the pharmacy
Have meals at JWH

A point of clarification is required as this questionnaire refers to the council intending to complete an assessment over the telephone to understand a person's needs. However, this is not the proposal in full. It had been raised at one of the meetings at John Woolman House that a) a person could make telephone contact to request an assessment and b) depending on the circumstances, this may be appropriate to complete over the telephone.

Further responses received

- A letter with comments
- Petitions (electronic & paper)
- Additional comments at end of the questionnaire (3)
- Clarification questions via the helpline (6)
- Booking attendance at focus groups (56)
- Requests for document translation (13)

Overall total responses to this proposal

LCC questionnaires	245
Focus Groups	92
Telephone Helpline/Letter	81
Total	418

Petition specific issues

During the consultation, two petitions have been received and are detailed below:

Petition 1 “We the undersigned petition the council to continue funding to provide Sheltered Housing Officers at John Woolman House, Leicester

Currently, Leicester City Council is in consultation regarding the removing of funding to Sheltered Housing schemes such as John Woolman House. This funding enables such schemes to employ experienced Sheltered Housing staff on site. With this very effective infrastructure in place, help is always immediately accessible, especially in an emergency, and is tailored to individual needs. It promotes an essential sense of security, trust, reassurance and self-confidence which helps elderly, frail people to live independently and with dignity. This is in accord with the Older People’s Charter, signed by the City Mayor and Assistant Mayor in March 2013. Adopting the Council’s proposal will mean a change in emphasis from daily internal support to very selective external support and will increase not decrease dependency. This will fracture an already thriving community and runs contrary to the Council’s own stated objectives and Central Government Policy.”

- This petition has 322 signatures and relates to the services at John Woolman House and the concerns of the petitioners that reducing the funding for sheltered housing staff and introducing an individual assessment process is not appropriate for this scheme and is in conflict with LCC Older People’s Charter.
- This petition reinforces the high level of concern that had been raised at the previous meetings held at the scheme. The views that have been shared challenge that the council has failed to address the specific needs and outcomes for older people.

Petition 2 - "We the undersigned petition the council to continue funding to provide Sheltered Housing.

Currently, Leicester City Council is in consultation regarding the removing of funding to Sheltered Housing schemes. This is likely to mean a reduction in the support offered within the schemes and puts in jeopardy the emergency alarm systems. Sheltered housing schemes provide an effective infrastructure where help is immediately accessible, especially in an emergency, and is tailored to individual needs. It promotes an essential sense of security, trust and reassurance and self – confidence which helps elderly frail people to live independently and with dignity. This is in accord with the Older People’s Charter, signed by the City Mayor and Assistant Mayor in March 2013.

Accepting the council’s proposals will mean a change in emphasis from daily internal support to very selective external support. This will fracture already thriving communities and runs contrary to the Council’s own stated objectives and Central Government Policy.”

- This petition has 383 signatures and relates generally to sheltered housing schemes and states that reducing funding would also put at risk the alarm service and that this proposal is in conflict with LCC Older Peoples Charter.
- This petition reinforces the level of concern that the two proposals would have on sheltered schemes and that the council has not adequately considered the wide range of added value that the scheme provides in terms of security, familiarity, safety and positive relationships.

Responses to questionnaire

In total 245 questionnaires were completed with 65% being completed by someone who uses the service(s).

Views on Proposal 1 - Proposal to change the way you receive support

Whilst there is an indication that introducing an individual assessment can provide more choice for people a significant number of respondents considered that they currently have enough choice or were unclear on whether they agreed with the proposal or not.

Response	Count
a) I agree that this would give people more choice about their support	57
b) I don't agree with this, I have enough choice now	113
c) I am not sure if I agree with the proposal or not	69
d) Not Completed	6

View on Proposal 2 - To stop paying for the alarm service

The majority considered that there were other ways to make the required savings

Response	Count
a) I agree with the proposal. It is the best way to make the required savings	26
b) I disagree with the proposal. I feel that the savings should be made in other ways/areas	162

c) I am not sure whether I agree with the proposal or not	42
d) Not Completed	15
Grand Total	245

Headline themes of both focus groups, questionnaires and the petitions

Recurring themes are that these proposals:

- Fail to recognise the benefits that both the alarms and the support that is provided to older people ensures that people are supported to age well and with dignity
- That older people are exercising choice by choosing to live within a scheme
- The intangible benefits that being part of a community within a scheme provide
- The value of having support from a consistent staff member who knows you and everyone who lives there
- An individual process will cause fragmentation within a scheme and reduces the community living aspects
- The needs of older people are different (to those of working age, those living alone for the first time) and relate to staying well and aging with dignity and independence.

Equalities summary from the respondents

Ethnicity	Count
White British	110
Asian or Asian British - Indian	93
Asian or Asian British - Pakistani	4
White Irish	3
Black or Black British - Caribbean	3
Prefer not to say	3
other - Iranian	2
White European	1
Other	1
Black or Black British - African	1
White European - Polish	1
Black or Black British - African	1
Black or Black British - Caribbean	1
White & Asian, British	1
British - Of east European origin	1
White - other	1
Not Completed	18
Grand Total	245

Age Range	Count
55-64	47
65-74	64
75-84	81
85+	30
Prefer not to say	4
Not Completed	19
Grand Total	245

Do you consider yourself disabled?	Count
Yes	104
No	88
Prefer not to say	9
Not Completed	44
Grand Total	245

Gender	Count
Female	157
Male	67
Not Completed	21
Grand Total	245

Overall total responses to this proposal

Questionnaires	245
Focus Groups	92
Telephone Helpline	80
Correspondence	1
Total	418

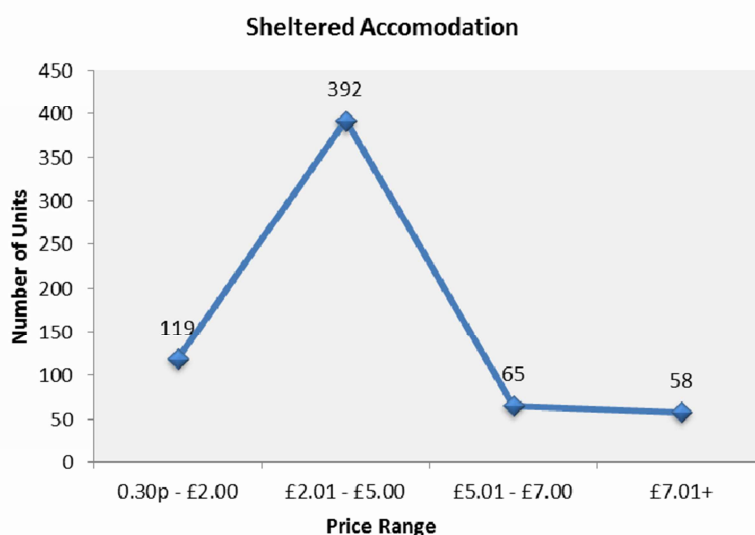
Other actions taken as consultation progressed

A number of suggestions were made as the consultation progressed and further actions have been completed. Whilst there have been consistent messages that support the headline themes as above, further aspects are clear:

- There are varying levels of need of current tenants across schemes (need defined by age, physical health, mental health, substance use support needs)
- There are varying levels of support in terms of staff hours provided at each scheme
- There are a number of tenants who are active and healthy living in schemes
- The majority of all focus groups recognised that the benefit of sheltered is in the main knowing support is there when it may be needed
- There is an impact on a number of people who pay for their own services and concern that this removes choice

The proposal to no longer pay for the alarm service within sheltered schemes continued to cause concern as to what the future of accommodation for older people would be if schemes had no alarm service and/or no support available.

The table below shows the current range of costs for these alarm services across sheltered schemes and the number of units this provides (details were not available for 27 service users):



In evaluating all of the responses within this consultation, the recommendation remains that the council no longer funds the alarm service that is within sheltered schemes (proposal 2).

In evaluating all of the information available the following considerations have been made and there is an updated recommendation in light of Proposal 1 – changing the way that support is provided is detailed:

You said

- Introduce a model like there is in Surrey
- Think about the impact on those who pay for their own support
- Recognise that the needs/outcomes for older people are different to those

of working age

We did

- We found out what other authorities were doing i.e. Surrey model and Coventry in relation to the housing related support services

In Surrey a 5 year financial commitment has been given for the sheltered scheme services. Their budget will reduce over the next 2 years by reducing the unit cost. They have a Lead Provider for each area. Coventry has introduced an across the board 60% reduction in funding these services as a transitional approach.

- We sought advice on welfare rights and welfare reforms as there was an unintended consequence of this proposal on people who are not in receipt of means tested benefits.

The majority of existing customers are in receipt of a means tested benefit (i.e. housing benefit) this is not 100% and some people have the funds to pay for their own support and others may be in receipt of a pension.

Our response

- The financial position for the city cannot be compared to Surrey as they have a continuing large budget for housing related support and approx. 15,000 customers. However, we can learn from their approach in the emphasis placed on supporting older people
- The eligibility criteria within any agreed model for the city will include exceptions to being in receipt of means tested benefit.

This is to recognise the situations for those who may be in need of support and may be in low paid employment, absent from work due to ill health and those in receipt of a pension.

- The emphasis for older people is for stability in accommodation choices that have already been made and to have support if and when needed that promotes independence and continued well being

Recommendation

In light of the consistent messages received and the level of concern and defense of the intangible benefits that sheltered schemes can provide we are considering a revised approach that recognises this by offering a core model for the new Independent Living Support services.

This means the core offer provides support to a) set up and/or maintain the home and b) promote health and well being

Any additional need of support would be available from an approved provider list to those (who on assessment) are eligible for support greater than that provided by the core offer a) as required b) to meet agreed outcomes.

Part C - Floating Support Services

Letters to service users

A letter was sent to 241 service users in receipt of floating support services to let them know about the proposed changes to their service and that a consultation was being carried out.

- Details of the three initial consultation meetings that people could attend to talk through the proposal and make their views known, these were at:
 - Age UK 3rd September. Minutes available as Paper (1)
 - Fosse Neighbourhood Centre 12th September
 - Leicester Adult Education College 18th September. Minutes as Paper (2)

Focus Groups

The three meetings had a total of ten attendees;

Meeting	Attendance
Age UK 3rd September	2
Fosse Neighbourhood Centre 12th September	0
Leicester Adult Education College 18th September	8

Additional meetings were held at the request of providers:

LASS support service held on 26th September and staff group attended. Minutes attached as Paper (3)

Midland Heart at their Monday Club with service users held on 4th November. Seven service users attended. Minutes attached as Paper (4)

Telephone Helpline

- Emails with query on the proposals (2)
- General questions about the consultation process (3)
- Bookings for focus groups (14)
- Translation of documents (1)

Responses to questionnaire

In total 67 questionnaires were completed with 88% being completed by someone who uses the service(s).

Response	Count
A) I agree with the proposal. It is the best way to make the required savings	20
B) I disagree with the proposal. I feel that the savings should be made in other ways/areas	34
C) I am not sure whether I agree with the proposal or not	11
Not Completed	2
Total	67

If the proposal was introduced following the consultation, the council would reassess all customers. This is to make sure help was given to the people most in need. We think this is a fairer way of making sure those who need support get it. Which best describes how you feel about this?

Response	Count
A) I agree this is fairer	10
B) I don't agree this is fairer I think things should stay the same	43
C) I am not sure whether agree it is fairer or not	5
Not Completed	2
Grand Total	67

In evaluating all of the responses there was some concern as to what this would mean for individuals as a number of people were receiving a lot of information from various sources at the same time. The prospect of managing change was also causing further anxiety.

However, within this feedback was some level of support for introducing the focus onto the individual as a fairer system that looked at the areas they needed support with and the outcomes to be achieved.

The requirement for continual assessment that people may not wish to divulge personal details and the impact of knowing that support may end was requested to be reconsidered. These responses also raised the issue that certain groups may be excluded if not considered eligible as not in receipt of means tested benefits but may be in need of preventative support services.

Headline themes of both focus groups and questionnaires

- some anxiety about having to manage money
- concern as to having to be assessed more than once
- concern about losing the support of those who may have been providing this support for a number of years as these are within long term preventative services
- need to ensure fairness that those most in need receive the support to be able to enjoy a quality of life

Equalities summary from the respondents

Ethnicity	Count
White British	39
Asian or Asian British - Indian	10
Black or Black British - African	4
White Irish	3
Asian or Asian British - Bangladeshi	2
Black or Black British - Caribbean	2
White European	1
White & Black Caribbean	1
Asian or Asian British - Pakistani	1
Somali	1
Other	1
Prefer not to say	1
Not Completed	1
Grand Total	67

Age Range	Count
Under 55	28
55-64	25
65-74	1
85+	1
prefer not to say	2
Not Completed	10
Grand Total	67

Do you consider yourself disabled?	Count
Yes	51
No	4
Prefer not to say	3
Not Completed	11
Grand Total	67

Gender	Count
Male	39
Female	27
Not Completed	1
Grand Total	67

Overall total responses to this proposal

Questionnaires	67
Focus Groups	10
Correspondence (providers)	2
Telephone Helpline	20
Total	99

Other actions taken as consultation progressed are as described in previous parts as the issues raised are interlinked.

You said

- Think about the impact on those who pay for their own support
- Recognise that people with enduring mental health conditions and long term health conditions may need someone skilled to assess them
- Provide support for those who need help to be part of the process and to make choices

We did

- We sought advice on welfare rights and welfare reforms as there was an unintended consequence of this proposal on people who are not in receipt of means tested benefits.

The majority of existing customers are in receipt of a means tested benefit (i.e. housing benefit) this is not 100% and some people have the funds to pay for their own support and others may be in receipt of a pension.

- We have listened to the concerns raised of the skill set required

The proposed assessment process is not to replace the professional support that people may receive nor is it to assess conditions. It has an outcome focus on the areas of housing related support that the person needs support to achieve.

- We have listened to the concerns raised

The proposed assessment process will provide support as required to the individual. Further options would be in place to help someone to manage the allocated amount of money and to choose services.

Our response

- The eligibility criteria within any agreed model for the city will include exceptions to being in receipt of means tested benefit.

This is to recognise the situations for those who may be in need of support and may be in low paid employment, absent from work due to ill health and those in receipt of a pension.

- The skill set of those completing assessments will ensure there is competence in supporting vulnerable people through the process as required on an individual basis.

Recommendation

In evaluating these responses we are considering revising the proposal as people were worried about managing money. This would mean support would be accessed via an approved provider list under the banner of the new Independent Living Support services.

For those receiving floating support access to support would be as described above via an approved provider list, which would be available to those (who on assessment) are eligible for this support a) as required b) to meet agreed outcomes.

Part D - Supported Housing

Letter to service users

A letter was sent to 114 service users in supported housing to let them know about the proposed changes to their service and that a consultation was being carried out.

The following information was sent with the letter:

An information factsheet explaining the reason for change, the proposal being consulted on, answers to frequently asked questions and how people could say what they thought about the proposal;

- Details of the three initial consultation meetings that people could attend to talk through the proposal and make their views known, these were at:
 - Voluntary Action LeicesterShire 11th September. Minutes available at Paper (1)
 - Leicester Adult Education College 16th September Paper (2)
 - Voluntary Action LeicesterShire 20th September Paper(3)

Focus Groups

The three meetings had a total of 18 attendees;

Meeting	Attendance
Voluntary Action LeicesterShire 11th September	5
Leicester Adult Education College 16th September	4
Voluntary Action LeicesterShire 20th September	9

Within the focus groups whilst there was generally an acknowledgment that having an individual assessment is a positive approach, there was a high level of concern as to the impact this may have in small schemes where many aspects of community living are shared by the group who live there.

There was concern that having another person complete an assessment would cause anxiety to the stability and well-being of service users. Of those attending the focus groups, there was a shared feeling that they were receiving the support they needed. Many had been in receipt of services for a number of years.

Of specific concern is the impact on mental health well-being and the perception that all known support staff would be lost.

Further responses received

- Letters with comments (4)
- Booking attendance at focus groups (26)

Letters received raised some concerns that have been captured within our revised approach. In summary from these letters:

- The idea of giving people more choice who have serious illness is illogical as they cannot make an informed fair opinion
- One off assessments are not accurate as peoples health can change very quickly from one week to the next
- Cannot understand how making savings in supported housing will be beneficial, if anything it will cost more
- It's an important service which a value cannot be put on
- Worried about what will happen in the future
- Poor wording of the consultation, not helpful for people who are vulnerable

Responses to questionnaire

In total 58 questionnaires were completed with 93% being completed by someone who uses the service(s). The majority of the respondents did not agree with the proposal and considered that they had choice now.

Response	Count
A) I agree that this would give people more choice about their support	11
B) I don't agree with this, I have enough choice now	40
C) I am not sure if I agree with the proposal or not	6
Not Completed	1
Total	58

If the proposal was introduced following the consultation, the council would reassess all customers. This is to make sure help was given to the people most in need. We think this is a fairer way of making sure those who need support get it.

Which best describes how you feel about this?

Response	Count
A) I agree this is fairer	10
B) I don't agree this is fairer I think things should stay the same	43
C) I am not sure whether agree it is fairer or not	5
Grand Total	58

Whilst a small number agreed this could be a fairer process the majority thought it should stay the same.

Headline themes of both focus groups and questionnaires

- concern that the individual assessment would reduce the stability that people are experiencing living in a scheme
- concern that this would cause ill health particularly for those with enduring mental health conditions
- Having to be reassessed can cause anxiety
- There are intangible benefits that living in a scheme provide and knowing support is available as and when it is needed and provided by someone who is known
- Mental health services should be providing this support as keeps people well and living in the community

Equalities summary from the respondents

Ethnicity	Count
White British	36
Black or Black British - Caribbean	5
Asian or Asian British - Indian	4
White European	1
Asian or Asian British - other - Kutchi	1
Prefer not to say	1
Not Complete d	10
Grand Total	58

Age Range	Count
Under 55	25
55-64	12
65-74	3
75-84	4
Prefer not to say	5
Not Complete d	9
Grand Total	58

Do you consider yourself disabled?	Count
Yes	40
No	4
Prefer not to say	2
Not Complete d	12
Grand Total	58

Gender	Count
Male	30
Female	20
Not Complete d	8
Grand Total	58

Overall total responses to this proposal

Questionnaires	58
Focus Groups	18
Telephone Helpline	26
Correspondence	2
Total	105

Other actions taken as consultation progressed

You said

- Think about the impact on mental health and well-being of those living in schemes
- Recognise that there is a risk to having continual assessment that can in itself cause anxiety and a crisis
- There is a need to have a crisis response element to support people to live independently and this is currently provided

We did

- We listened to the concerns raised and the examples given of positive supports and intangible benefits that living within some of the schemes is providing

- We listened to the fact that some of the support provided in the accommodation base reduces the need for crisis intervention

Our response

- The emphasis of supporting people to maintain health and well-being is acknowledged
- The added value that is experienced by a number of people in small schemes with its community aspects is recognised

Recommendation

In light of the consistent messages received and the level of concern and defense of the intangible benefits that supported housing can provide. We are considering a revised approach that offers a core model of support for the new Independent Living Support services.

This means the core offer provides support to a) set up and/or maintain the home and b) promote health and well being

Any additional needs for support would be available from an approved provider list to those (who on assessment) are eligible for support greater than that provided by the core offer to a) as required b) to meet agreed outcomes.

Part E - Provider response and other interest groups

As part of the consultation there were two provider events held at LCB Depot on 5th September – 6 providers attended. Minutes available at Paper (1)
LCB Depot on 10th September – 5 providers attended. Minutes at Paper (2)

Details from these events covered both of the proposals and some of the concerns raised across other activities were echoed here. Whilst there was a consensus that a person centered approach to individual need was positive, careful planning was required to state how outcomes would both be decided and measured.

Concerns raised that there could be a high risk particularly for those with enduring mental health conditions and continual assessment can cause an increase in anxiety.

Losing the support would leave people with high needs in accommodation without any support. Shared concern that there needs to be some support presence across these schemes.

Concern that if people did not meet the criteria they would fall through the gap as though they may be vulnerable they may not meet the threshold for statutory support.

To support mental health needs there needs to be a flexible approach as needs can go up and down. Further that the support is for enabling people to enjoy a quality of life and both developing and maintaining skills.

Within sheltered schemes having a mix of lower and higher needs is better for those who live there. A risk is that without any support available, providers will not accommodate those with a higher level of need.

Other issues for providers relates to what the future procurement exercise would look like as there has been a suggestion of a framework or Approved Provider List.

Biggest concern is about having no presence at schemes as without an alarm and/ or no support there is no mechanism in place for ensuring people are well. Concern about using some of the terminology as the fact that support would be time limited can cause anxiety in itself.

These proposals were presented at the following representative and interest groups:

- Carers Forum at Age UK 15th October. Minutes available at Paper (3)
- Forum for Older People at the Town Hall on 23rd October
- 50+ Network at the Town Hall on 28th October

The presentation used at the above and the provider events is available as PowerPoint (4)

Further responses - Letters from providers (3)

Providers have reiterated some of the concerns as raised above and this information has been further considered. Issues relating to the eligibility criteria and the assessment process will continue to be developed if the proposal is agreed. One provider has stated that they are in favour of a core model approach.

Further provider concerns relate to the future procurement model i.e. Framework or Approved Provider List, outcomes based model.

In response to the above, the issues and concerns raised will be incorporated in the future procurement exercise once a working group is tasked with these actions.

A further meeting was held with an individual provider at their request. This provider had supported a number of their tenants in a sheltered scheme to actively participate in the consultation. This meeting was an opportunity for the provider to share a number of business options they were exploring and were seeking our views on these.

On line surveys

We received 14 completed surveys with a number of comments across each service area that has been reflected within this report.

A representative of an organisation	2
Carer of a service user affected by the proposals	1
Family member of a service user affected by the proposals	4
Other	4
Service user affected by the proposals	3

Of particular concern for carers was the impact on their loved ones where the services have proven to provide stability and their concern on whether services that were known would be able to continue to provide the same quality and consistency if the way that people could choose support became fragmented.

An organisation questioned whether the support proposals would prove to be a cost effective response and deliver the required savings as it may become a bureaucratic process to manage.

The majority of the comments expressed concern as to the impact on vulnerable people and whether the proposals would result in reduced quality of services.

MP and Councillor enquiries and comments

A number of contacts have been made on behalf of constituents to either clarify the detail on the proposals or to raise concern as to the impacts on vulnerable people.

Individual responses to the points raised have been given directly, where required.

Part A: Community Alarms Papers

- Community Alarms Paper 1 - Notes of the Alarms Consultation Group Age UK, Clarence House, Leicester 6th Sept 2013
- Community Alarms Paper 2 - Notes of the Alarm Focus Group at Harrison Court – 26th Sept 2013
- Community Alarms Paper 3 - Notes of Sheltered Housing (including alarm provision) Consultation Group 30th October at Danbury Gardens
- Community Alarms Paper 4 - Providers of alarms services consultation - Wednesday 25th September 2013

CommunityAlarmsPaper1-NotesoftheAlarmsConsultation GroupAgeUK,ClarenceHouse,Leicester6thSept2013

Meeting was opened at 13.35 by Caroline Ryan – Lead Commissioner, Care Services & Commissioning.

The people at the meeting introduced themselves:

Caroline Ryan (CR) – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Paul Akroyd (PA) – Business Change Manager, Adult Social Care Transformation Team
Leicester City Council (Minutes)

There was a single customer in attendance that was representing a family member currently a resident in Danbury Garden

Notes

Given there was only one person in attendance a less formal approach was taken. The customer began by explaining why she was there and her relationship to the service users – who was her nephew. She then made the following comments.

Concern was expressed that taking the proposal to remove the funding for alarms would have a significant impact on the more vulnerable members of society. Suggest a much better approach would be to identify those with the most severe of disabilities – those who depend on the alarms should anything happen. This would just be a small bunch of people and carry on funding this small group. Seems you are using a sledge hammer to crack a nut.

Caroline took the opportunity to explain at this stage this was only a proposal and no decision had been made and the proposal was that it was no longer viable for the Council to continue funding these services. This did not mean they would stop but the tenant would have to pay the cost. Caroline then explained the background to this:

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the Council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The cost of alarms differs from provider to provider and the Council thinks we don't get value for money as a result of such difference.

If he (nephew) fell and there was no alarm who would be able to help him he could lay there unconscious for days?

If the cost of the alarms was passed onto residents many of them could not afford to pay for it. The cost would also come on top of other cost of living increases. This squeeze on income could force the most vulnerable to make some very difficult choices. Wouldn't a better approach be to carry on funding and providing for a small number who simply couldn't afford to pay? This would ensure a safety net was in place?

How will you let me know when a decision has been made? Caroline confirmed that we would write to all customers informing them of the decision.

Caroline then took the opportunity to explain the consultation process:

- Runs from 19th August to 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services.
- No action will be taken until a final decision is made in December 2013
- We'd like your views.

Some customers will be in a position to pay for their own alarm others won't be able to and we should provide for this group as a priority.

Question

Why are we paying for Jubilee Square when other more essential services – those effecting health and wellbeing – are being cut? We need to prioritise spend and focus on services that are vitally important to the community.

Answer

Different money called Capital has to be used for certain things like buildings and equipment; it cannot be used to pay for these services.

The meeting was closed at 1405hrs.

CommunityAlarmsPaper2-NotesoftheAlarmFocusGroupat HarrisonCourt– 26thSept2013

Meeting was opened at 1930 by Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Caroline made the formal introductions

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)

Also in attendance were representatives of Waterloo Housing (Landlord) and MOSIAC (Independent Living Project). Residents & staff of Harrison Court.

Caroline began by explaining the background

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Caroline explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- No action will be taken until a final decision is made in December 2013
- We'd like your views

Caroline then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

Questions, Comments & Suggestions

1. Waterloo Housing explained that the service will not be stopped and if the proposal goes through they will look at making the alarms as affordable as possible for all residents. The current proposal has already happened in the West Midlands so they have experience of how to respond. Cost of alarms at Harrison Court is cheaper than at many other places. If the proposal went through they would look at working out an affordable charge and then write to all tenants.
2. A resident of Harrison Court then asked what they currently pay now for the alarms. Waterloo Housing confirmed that it was £1.93 but if this had to be passed on to the tenants it wouldn't be any more than about £1.50.
3. If you charge us for the service our benefits don't go up so the amount of money we have is being squeezed even more by the Council. Caroline thanked the tenant for their comment and assured them it would be fed into the consultation process.
4. A number of residents in Harrison Court have two bedrooms because of their disability. Those that do have already been hit by the bedroom tax so their income is getting less and less. Caroline commented that she would discuss this with Revenues and Benefits.
5. Will the cost of the alarm be optional do I have to pay for it? Waterloo Housing explained that the alarm is linked into the building and the charge can't be optional because it is linked into many other services.
6. If the charge is £1.50 will it go up year on year? Waterloo Housing confirmed that the price shouldn't increase until the equipment is replaced in about ten years' time.
7. Couldn't the alarm be call centre based? Waterloo Housing confirmed that it could be but that would cost more and the cost would be passed onto the tenants.
8. One of the issues is that some people may be able to afford to pay for the alarms and others won't which is why the current proposal is so unfair. Waterloo Housing confirmed that if tenants can't afford to pay they will not be cut off from the service. They will find a way to work something out.
9. If people can't afford to pay how would Waterloo Housing work something out – how would they do this. Waterloo Housing commented that a hardship fund might be set up. A discount could also be offered for those that pay the cost of the alarms up front. Caroline confirmed that this would be taken back as an idea and fed into the consultation process.
10. Although £1.50 is only a small amount of money it can make a huge amount of difference to the quality of our lives. Also our benefits do not go up to cover an increase in costs in other areas.
11. MOSIAC commented that this proposal needs to be taken in context because they are linked to the current review of the Independent Living Project.
12. Without the alarm what will happen to me if I fall and hurt myself during the night I will be left there stuck. The proposal is not to remove the alarm but to no longer contribute to towards the cost of it.

13. The way our alarm is set up and because we have staff on site if we have a fall support can be there immediately this is very important to me and I don't want it to stop
14. The alarm and call system provides support and reassurance for people who have a disability. Stopping this service discriminates against people who are disabled it has a negative effect on the most vulnerable of people.
15. As we get older our conditions will get worse and worse and we will need more and more support. Not less support. The alarm is a life line. Caroline reminded everyone that their comments are very important to us and they will be fed into the consultation process.
16. Don't we need to look at the legal implications (from a tenant's perspective) of offering a service then stopping it or charging for it? We have a rental agreement.
17. It is very difficult for tenants to cope with this change and other that affect them like benefits.
18. Tenants in Harrison Court are currently being consulted on a number of proposals – like the one to close the Douglas Bader Centre. It seems a whole range of proposals are impacting on residents. Is anyone taking account of the cumulative impact of all these proposals?
19. The message I want to give to the Council is that all these cuts need to stop. They are targeting vulnerable people who need support the most. Surely there are other fairer ways of making savings?

Caroline then reminded all that no decision had been made and the consultation is still open. Questionnaires can still be set back and the helpline is still open.

20. I think this is also a health and safety issue because if we don't have an alarm vulnerable people will come to harm. It also doesn't save you any money because if there is no alarm and people come to harm they will end up in hospital that costs you more.
21. The letter you have sent is not easy to understand and all the tenants found it very difficult to understand. Caroline confirmed that we would take these comments on board but it had been a very complicated issue to communicate.
22. I don't want to pay for the alarm because I simply cannot afford it. Without the support I get here at Harrison Court I would have to go into residential care and how much would that cost you.

Caroline then closed the meeting at 20.30 thanking everyone for their comments, questions and suggestions.

CommunityAlarmsPaper3-NotesofShelteredHousing(including alarmprovision)Consultation Group30thOctoberatDanburyGardens

Meeting was opened by Caroline Ryan Lead Commissioner for Supported/Independent Living, Leicester City Council.

Caroline introduced Shirley Jones, Supported Living Project Manager who will be taking notes of the meeting as minutes will be sent out to those who have attended today. The meeting would cover the two proposals:

- Alarm Proposal
- Sheltered Housing Proposal

Also in attendance were;

Rehana Kapasi Locality General Manager Leicester City Council

Mary Harle –Hanover Housing

Margaret Kirk – Scheme Manager Danbury Gardens

Marion - Hanover Close Scheme Manager

34 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Caroline Ryan)

Caroline welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about the proposal to no longer pay towards the cost of the alarm service and stressed that no decision had been made and we don't know yet if change will happen. Rehana Kapasi provided interpreter support for the group.

Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

Background

Caroline explained that the council no longer pays for alarm service in Leicester City council schemes. Mary Harle (Hanover) advised the group that the cost for this at Danbury Gardens is £1.50 per month .For Hanover Close the support charge is within the rent statement.

Caroline advised that across the city there is no standard price for alarms and they vary from 50p to £7.69 per week:

- The Council now has less money to provide these types of services.

- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Caroline explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

Caroline advised that currently there is an overall spend of £2.7m and a budget of £1.7m. A decision will be made in late December or early January.

Caroline said we want to listen to your views on the proposals, answer your questions and hear if you have any other ideas.

Comment

1. If the council has less money why are you spending £30 m on council offices and £10m on the culture bid. If no money you should be spending on older people and not structures and not stopping paying for alarms.
2. Can we still pull the alarm and get a response - Yes
3. Will we have to pay – this is possible as landlords will have to work out how the cost of the alarms will be met
4. Some buildings have got to go as they cost a lot of money and you are proposing to spend monies at the expense of older people 99% have chosen to live here and have chosen that support and need the support. Caroline explained that in terms of buildings this related to something called 'capital' money that that we are not able to spend as 'revenue' which is what we use to spend on services
5. It will cost a lot more money if you withdraw services. How much will people have to pay? This depends on the scheme so it is difficult to say as it will be set by your landlords.
6. Marion from Hanover advised that 75% of the rent is towards support and alarm costs

Caroline asked if there were any other views on the alarm proposal

7. My father was ill and has come here for extra care .If there's no pull cord this is not extra care and some people can't afford to pay for it. The proposal is not to take the alarm away but that the council will no longer pay a subsidy towards it.
8. You have to think about those without family to help as not everyone has family to support them. We are not saying the alarm service will go and we note the concern about people being able to afford it. At this stage we are still looking at all the options and one thing that was raised in other meetings was to consider a hardship fund but we have to be guided by what is realistic given the amount of savings to be made.
9. What will the impact be on Danbury Gardens? Mary Harle advised that there is a certain amount in the service charges and an element of this covers the alarm. This means that £1.50 would stop from April 2014. At Danbury there is a separate door entry and a separate

one for flats. We house frail and elderly people and this is extra care so it is a priority that we keep this.

10. Someone on pension credit may not be able to afford £1.50, this is not right - I used to pay £12 towards my council tax and now have to pay £75 a month so anything else is just not affordable. Caroline stated we recognize that there are other financial impacts affecting people, and as noted earlier we will consider this alongside the proposals. However, it is important to note we don't have enough money to pay for services currently.

11. People don't think it's right what's affordable and what is prevention it's (the alarm) a vital part of the scheme - it is extra care, can't afford to pay it due to other impacts so now will that gentleman be put at risk because he can't afford it.

We are listening to the impact of this proposal and will make sure your views are included within the report

Caroline then moved on to talk about The Proposal – about the change to support for sheltered support.

Caroline confirmed the proposal would be to have a single assessment across the whole city to identify if someone has a need for support

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Caroline stressed again that no decision had been made she then explained how the proposals would work:

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have.
- If the proposal was agreed reassessments would start next year for those that have contacted us (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

What do you think the impact will be for Hanover Close and do you agree with the comments?

12. Marion advised that at Hanover Close this pays for alarm and support as the warden is on site. Proposal is to no longer pay for the warden as there insufficient money.

13. If you take the service away we are worried about 5 years down the line – this is an insult to older people as you are putting a price on older people. You should spend less on other things and give us a service.

14. Is this just a city council thing or is it from central government. Someone should tell the government about what you are doing to older people and the poor. You do not hit the elderly and you do not cut these services. Caroline advised the government has/is reducing amount of funding to local authorities across the country and this is our approach of how we have to meet these financial challenges.

15. They (the government) are cutting Leicester's budget by 25% but Westminster only has a 5% cut. Someone should do something about this.

16. Marion stated when these support arrangements came in to be fair to everyone, we kept our prices low some support charges are £70 per month we only charge £14 per month and yet we are offering the same service. I can't see anything that they are doing that is different to our scheme so this should be looked at. The money is not split across the schemes at the same level. Caroline advised that at the time of the introduction of SP the support was set by the providers

17. Introduce a lower rate to all and be sure about what they are providing. We do not want to lose our warden. The warden is important and can explain forms to us in plain language

18. It beggars belief that you have handed out contracts where the providers set the level and now there are pressures on the market and on services continuing

19. You could pay those that are doing this at a reasonable level and reduce all others to be effective with a set rate and level with a standard charge across the city. Now there are some that have less money with £15 at one end and £1.50 at the other.

20. Mary Harle from Hanover said Danbury Gardens has been hit a number of times as we originally had a company providing care and support and had the STAR team here and this was withdrawn so we were left with no support in an extra care scheme now housing management pick up these tasks.

21. Mary Harle stated you need to provide reassurance that it will be targeted to those that need it the most. Caroline - it would be ineffective if we are not able to target those that need it most. For those in sheltered schemes need to know what the level of need is and what would be allocated. In this support model, no needs at the point the assessment is done would result in no allocation of support.

22. What will the admin costs be against setting up a team and reassessing everyone?
Caroline – we haven't confirmed the amount yet but we believe it would be cost-effective to have one team rather than have multiple schemes and processes in place as we do now.

Caroline explained that if you are eligible an assessment will take place to look at where you need support in one or more of the following areas:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

We then complete an assessment of needs based on the above that can be around all areas of life including managing debt. The support can be reduced and be targeted to those that require it.

23. I had an assessment before I moved in here and everyone knew that this would be suitable for me even though Danbury is affected by the alarm only they do need support

24. Our support that we have is helping us to continue to live there. It beggars belief you are not looking at the broad spectrum of needs - we will end up in hospital or residential care without this support. Money is saved by having support that can be used elsewhere and as you need it. It costs more and will impact on all services.

25. Will we get a choice at Hanover Close? Caroline confirmed yes, person would need to make contact if they felt there were areas that they did need support in/with and yes they would then have a choice of who supported them.

26. If you decide to withdraw services then you should be the ones to contact us not the other way round. People don't understand what is going on and they are frightened. You are also talking about older people and some do not come forward and will let these changes happen without speaking out. We note the comment and will consider this as part of the consultation.

27. Marion – we deal with so many things for people that if we didn't do them you would need extra staff in Age Concern to deal with the increased demand for advice and support. Marion confirmed that in Hanover Close there are 52 residents as a mix of 1 and 2 beds and the minimum age is 60 years.

Caroline thanked everyone for their comments today and advised that we have had a good response generally. Reminder that no action will be taken until final decision which is likely to be December or early January. We will capture the different views in the report and send the minutes out.

Community Alarms Paper 4 - Providers of alarm services consultation - Wednesday 25th September 2013

Meeting was opened by Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council

Welcome and Introduction

Caroline welcomed all to the provider to the meeting and introduced herself to the group and explained her role and the purpose for the Consultation meeting and asked for a brief round of introduction

2 Providers were present and signed a record of attendance so notes of the meeting and the presentation could be sent onto them.

Attendance

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Julie Bryan – Contracts and Assurance, Leicester City Council (minutes)

Caroline presented the background context

Service has disaggregated to ASC in 2012/13. Annual funding has reduced. Currently spend 2.4 million against a budget of £1.7million – this is a key driver for change. The proposals will deliver the required savings which were part of the 2012/13 budget setting process. It was emphasised that changed needed to ensure resources target those in greatest need. This approach is aligned with ASC vision. This will provide preventative services that will stop people needing long term expensive care and support.

Caroline presented the Consultation Proposals

For sheltered Alarm and Alarm only services

Proposal: The council is proposing to stop paying towards the cost of alarm services. If agreed, people would still be able to have an alarm service from their landlord but the Council would not continue to pay for it.

Caroline asked if there were any questions, what they thought about the proposal and what it might mean for the organisation. Any other suggestions, option we could consider.

Questions;

Provider – Heard about this proposal about 3/4 weeks ago and needed to know about this. Have been to see tenants and some use the alarm and some don't. Would we just tell you to come and take the ones that aren't being used?

Caroline responded that some will self-fund but a subsidy is currently paid for residents on Housing Benefits. So if the funding was stopped their shortfall would have to be met another way. It is considered an ineligible charge through Housing Benefit. The decision would be up to you in consultation with your residents if the proposal was agreed

Provider – If tenant can't pay is there a grant that they could apply for? Caroline advise that this had been raised at other groups about affordability we will take that back to consider.

Provider – As budgets have been set wouldn't be able to factor in any costs. Caroline responded that if proposal is agreed, the funding wouldn't stop till April 2014

Provider – Are there different types of alarms? Caroline explained that yes some are linked to a call centre, for some few wardens live on site.

Provider – Is this just a Leicester City Council thing? Caroline advised that it is a Leicester City approach.

P – What are other landlords saying? Caroline explained that a previous meeting asked providers what would happen with the service if they ceased to be funded. They had advised that most will pass on the charge with one service may come out of the market.

Provider – You’re saying this can’t be put as a service charge? Caroline advised that’s correct, we’ve spoken to Housing Benefit and it is considered care and support and not eligible under their rules.

Provider – So if a person couldn’t afford it, they would need to talk to social worker? Caroline explained that if they had substantial/critical as determined by Adult Social Care it might be included in statutory assessment (the need for alarm).

Provider - What other cut backs are being proposed as well as alarms? Caroline explained that there is a proposal to remove support from on-site schemes such as sheltered and supported living and the proposal is to end contracts with providers and have an assessment team so individuals will get the support they need either choosing who they would like to support them or asking for support to be arranged for them through a framework contract.

Provider – What is average cost of alarms? Caroline advised the costs vary and it is difficult to say what the average price is and currently we pay between 50p per week up to £7.69 per week but possibly the average would be around £3.

Provider – What about the maintenance of the alarms? Caroline explained that this isn’t covered by this funding.

Comment

Provider we didn’t put them in - Noted

Caroline then explained that feedback could still be submitted up to and including the date consultation closes (20th November 2013). When the consultation closes a report will be produced for the executive this will be towards the end of the year.

Caroline thanked everyone for attending and the meeting closed.

Part B: Sheltered Housing Papers

- Sheltered Housing Paper 1 - Notes of Sheltered Housing (including alarm provision) Consultation Group 4th September 2013 Leicester Adult Education College.
- Sheltered Housing Paper 2 - Notes of Sheltered Housing (including alarm provision) Consultation Group 9th September 2013 at The Highfields Centre
- Sheltered Housing Paper 3 - Notes of Sheltered Housing (including alarm provision) Consultation Group 13th September 2013 Brite Centre
- Sheltered Housing Paper 4 - Notes of Sheltered Housing (including alarm provision) Consultation Group 17th September 2013 Belgrave Neighbourhood Centre
- Sheltered Housing Paper 5 - Notes of Sheltered Housing (including alarm provision) Consultation Group 8th October Age UK provided for self-funders
- Sheltered Housing Paper 6 - Notes of Sheltered Housing (including alarm provision) Consultation Group 30th October at Danbury Gardens
- Sheltered Housing Paper 7 - Notes of meeting held at John Woolman House at request of Ward Councillors 3rd October 2013 in view of the proposals regarding sheltered housing (including alarm provision)
- Sheltered Housing Paper 8 - John Woolman House (JWH) Residents Meeting Tuesday 12th November 2013

Sheltered Housing Paper 1 - Notes of Sheltered Housing (including alarm provision) Consultation Group 4th September 2013 Leicester Adult Education College.

Meeting was opened at 16.35 by Caroline Ryan – Lead Commissioner, Care Services & Commissioning.

The people at the meeting introduced themselves:

Caroline Ryan (CR) – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Paul Akroyd (PA) – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)

Kate Galoppi (KP) – Head of Commissioning, Care Services & Commissioning, Leicester City Council

14 users were present with the majority being from John Woolman House. All signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Caroline Ryan)

Caroline welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about two proposals (1) to change the support you get in your home and, (2) to no longer pay towards the cost of the alarm.

She stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

Questions

1. Has a decision already been made on the proposal. Caroline reiterated that no decision had been made.
2. Caroline was asked to define what she meant by support and she replied that each organisation that we worked with had a slightly different way of providing and defining support
3. Caroline was asked to confirm what the proposal actually meant for the residents of John Woolman House. She confirmed that the current funding paid for a warden and the cost of alarms and this will no longer be paid to the landlord. Caroline then stressed again that at this stage it was only a proposal.

Why the Council thinks change is needed and the consultation proposal (Caroline Ryan)

Caroline started by giving information about the proposal as follows:

The proposal is to change the way support services are provided by

- Introducing an assessment for each person to make sure help is given where it is needed most, and
- Giving people who are eligible for services:
 - Money to manage and choose support themselves or
 - Help to manage the money to buy their support or
 - Help with choosing an organisation to provide support

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Council's money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Caroline stressed again that no decision had been made she then explained how the proposals would work:

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have.
- If the proposal was agreed reassessments would start next year for those that have contacted us (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Questions

1. How does the current proposal affect users who take a direct payment? Caroline confirmed that the proposal will not affect a user who chooses to take a direct payment.
2. When the assessment of needs is completed will this be done in person or will it be done over the telephone. Potentially both but will be dependent upon the individual circumstance.
3. Isn't one unintended consequence of the proposal that it unfairly penalises self-funders because a Support Worker will no longer be in attendance? At this stage the purpose of the consultation is to identify all impacts of the proposal of which this is one. Before any decision is taken this will need to be explored. Consequently as a result of this question we are now holding a focus group with self-funders to understand the impact of the consultation proposal
4. Why is there not another proposal here – to do nothing and maintain the status quo? Caroline confirmed that the reason for this was budgetary constraints.
5. Does this proposal mean that no one would be on site? Caroline confirmed that this would

be up to the landlord.

Comments

1. Concern was expressed that if the assessment was to be over the telephone that could present an opportunity for fraud. Also a number of service users choose not to have telephones or are hard of hearing.
2. The removal of a Support Worker at John Woolman House significantly reduces the amount of personal contact for service users. This can leave them feeling isolated and will have an effect on their well-being.
3. A number of current users have made choices based on the current infrastructure of John Woolman House which includes having a Support Worker in place and on a daily basis. This proposal will destroy this and have a significant impact on current users.
4. Users have chosen John Woolman House because it represents a community which has built in support. The current proposal will end this support and have a detrimental impact on the community.
5. This is not a cost effective way of saving money. Removing the support that is currently available in John Woolman House will make current users less independent and moves a cost into another part of the economy.
6. Cannot stress enough how important the community aspect of John Woolman House is. The current Support Worker is a key and important part of that community they provide support and encourages independence which is surely a good thing and should be encouraged. The loss of this worker will have significant impact on the community.

Caroline then explained that the proposal is to change the way people are identified as being in need of support by having a dedicated team that establishes whether a person is eligible for support around one of the following areas:

9. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
10. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
11. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
12. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
13. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.

14. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
15. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
16. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

Caroline then explained how Right to Control worked and how this linked in to the current proposal and could benefit current users. This was done via a case study which explained how support help maintain independence, prevented isolation and enabled positive relationships.

Caroline then explained why this approach is being proposed and what the consultation process is:

We think this is fairer to have one assessment that is applied to all people so that there is consistency in making decisions about who receives support

With reducing budgets we need to make sure that money is spent where it is needed most. The amount of money that we have will be fixed each year and by making support time limited we can target the money to those that need it most.

A single assessment will clearly establish the areas of life that you need support in or with and for how long.

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Comments

1. The support that Catherine was getting (in the case study) is exactly what the current residents of John Woolman House already receive from their Support Worker so why is it being stopped.

2. Current proposal will only isolate people and confine them to a single environment. The support that the residents of John Woolman House get is already superior to anything else that maybe offered already. Particularly Right to Control.
3. The needs of those residents in John Woolman House are different from others – it is a community and a very special place that more than meets expectations. This one size fits all proposal does not work for John Woolman residents.
4. Staff in John Woolman House know the residents well they are aware of their concerns and issues so can act and provide support accordingly – it's more personalised. Under the current proposal this will be lost and this does not encourage independence
5. These proposals don't take account of users who don't have family to rely on for support. John Woolman House is a community and in that sense is a family. To ensure this continues the current infrastructure must be maintained.

Questions

1. There is no mention of the expertise of the people who will be doing the assessments – what are their qualifications. Caroline confirmed that they are not medically qualified but we do recruit against a job description which ensures they have all the necessary skills to do the job. We also have employees currently in post currently doing these assessments.
2. Because the needs of each home differ from location to location it would have been much better to have a consultation event in each home that wanted one. Caroline confirmed that this was a resourcing issue and there are numerous ways to feed into the current proposal.

A short break then followed.

Alarms

Caroline opened up the second half of the meeting and explained about the proposed change to Alarms. The proposal is to stop paying towards the cost of your alarm service.

Background

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Caroline explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- No action will be taken until a final decision is made in December 2013
- We'd like your views

Questions

11. Can't the cost of alarms be standardised so all residents (regardless of where they live) are paying the same. We will take back this point and consider it accordingly.
12. How much does the Council have to save? Caroline confirmed £710,000 by 31st March 2014.
13. If we had just one contractor providing an alarms service this would drive down the cost for residents and help set a standardised price. Again we will take this point back and consider this.
14. Can we have sight of all the feedback from others that take part in the consultation. Caroline confirmed that feedback will be summarised as part of the Consultation Report and this would be made available to all.
15. Are questionnaires welcome from anyone? Caroline confirmed that all questionnaires are welcome.
16. If the proposal was not implemented and cuts still need to be made were would these be? Caroline confirmed that was impossible to say to how this would happen.
17. How will it affect those people who already pay for service? We will look in to this and feedback into the overall report.

Comments

1. Residents without phones or those that maybe deaf or hard of hearing (so don't use phones) will be at risk if they do not have an alarm that enables them to notify someone that they are in trouble.
2. The proposal to stop alarms is inhumane because it puts residents at risk. It is also a false economy because an incident that is not responded to quickly (which they are with the alarms) could end up costing more in the long run for example a hospital stay that could have been prevented.
3. Many of the residents at John Woolman House do not have a family so need the alarm for safety – who else can they contact? It's not about the money that residents may need to pay towards the alarm it is a humanity issue.

4. The suggestion that residents will have to pay for Alarms comes on top of an increase in utility bills, potential loss of the winter fuel subsidy etc. The amount of disposable income is decreasing which could lead to financial hardship for some.
5. The residents of John Woolman House would like the status quo to be maintained for all support they currently receive. The current proposal will only isolate people further which isn't in their best interest.
6. We have been through this before a couple of years ago and we were not listened to then so why will be listened to this time. Such an approach leaves us with very little trust in the Council.
7. There needs to be a prioritisation of spend how can we be spending money on Jubilee Square but cutting essential services in others.
8. The removal of alarms could potentially lead to residents having heart attacks (or similar) and being left to die because they can't contact anyone.
9. The current proposal is an attack on the most vulnerable members of society which makes it a moral issue that the Council needs to address as a priority.
10. Staff at the John Woolman perform a very valuable service. It is false economy to encourage users to have individual packages when they already get this service from one person on one salary.

Caroline concluded with thanks for the comments and the meeting was closed at 18.30 hours.

ShelteredHousingPaper2-NotesofShelteredHousing(including alarmprovision)ConsultationGroup9thSeptember2013atThe HighfieldsCentre

Meeting was opened at 1415 by Kate Galoppi – Head of Commissioning, Care Services & Commissioning, Leicester City Council.

Kate introduced others that were in attendance.

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)
Shirley Jones Supported Living Project Manager
Bhawan Patel – Interpreter, Leicester City Council.

22 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Kate Galoppi)

Kate welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about two proposals (1) to change the support you get in your home and, (2) to no longer pay towards the cost of the alarm.

Kate stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

Kate then made the formal introductions and explained how the meeting would run.

The Proposal – about the change to support.

Kate started by giving information about the proposal as follows:

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Council's money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.

- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Questions

1. The landlord never tells us what is going on. Is the landlord aware this is happening and are you speaking to him? Caroline confirmed we are in discussions with all the landlords and that they are aware of the current proposal.
2. We are unclear about what the current funding actually pays for our landlord does not let us know. Caroline confirmed what the funding was for (supported living & alarms) and this was what we were consulting on.

3. We are not clear what the money you pay to the landlord actually pays for in any detail. Caroline confirmed that this varied from landlord to landlord but she would confirm formally for the minutes. She would also arrange for someone to speak to the landlords to make sure they made it clear to the tenants what the funding paid for. **Contact was made with the landlord following the meeting and they agreed to contact residents directly.**

Comments

1. This meeting is only about saving money and nothing else we have already given our views (questionnaire) so just go on and do what you need to do.

Kate then explained what the proposal would mean if it was agreed.

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have?
- If the proposal was agreed reassessments would start next year for those that have contacted us(after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Comments

1. Whenever meetings with tenants are held at Azad House a representative attends. This meeting is conducted in English so many tenants do not understanding what is being said so they do not feel they are participating. Kate apologised for this and reminded the audience that this was a completely open consultation event and everyone was welcome to attend. Translators were being provided. There were also other ways for service users to let us have their view. All views were welcome.
2. Tenants are never told how the money that the landlords receive is spent. Kate acknowledged this point (which had already been made) and ensured the audience that we would follow up on this.
3. Two officers previously came to Azad House to consult the tenants (previous consultation). They only spoke to the tenants representative and not the 11 tenants who were in attendance (see point 1 above)

Shirley then explained the eligibility criteria as follows:

To be eligible for Independent Living Support, you are:

- in need of support
- and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- or be an older person
- be in receipt of a means tested benefit
- Minimum age is 18 years of age

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to your losing your home and/or
- Current concerns about your safety both in and out of your home.

Shirley then explained that if you are eligible an assessment will take place to look at where you need support in one or more of the following areas:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.

7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

We then complete an assessment of needs based on the above

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Question

1. The current facility we have to do laundry will this continue? Caroline confirmed that the current funding does not pay for a laundry service so the proposal should not have an effect on this service

Kate then explained the Consultation Process as follows:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Kate then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?

- Suggestions about what other change we might make instead?

Questions

1. Will everyone who was sent a questionnaire be assessed against the eligibility criteria mentioned before? Shirley stated that this was not the case but anyone can contact the team for an assessment - if a decision is made on the proposal.
2. My father isn't means tested so will he still be assessed? Shirley confirmed that at this stage the purpose of the consultation is to identify all impacts of the proposal of which this is one. Before any decision is taken this will need to be explored. Consequently as a result of this question we are now holding a focus group with self-funders to understand the impact of the consultation proposal.
3. For many residents there is a need for some short term support (for example after a hospital stay). If there is no longer a Support Worker in location how quick will residents receive this support from the Council? Shirley confirmed that when you leave hospital discharge planning will have taken place and this will include an assessment around need. There is also a team within Social Services with links to the hospitals but this does depend on the reasons why someone was in hospital to begin with as to what the actions would be.
4. It's not just about a hospital stay (linked to Q3 above). Tenants sometimes feel unwell for short period of time which is inevitable with age. If the Support Worker at John Woolman House is no longer there how quickly will Social Services be able to respond to these short term needs? Kate confirmed that it was difficult to be precise. If a person is eligible for care it will be dependent upon how a package of care has been set up for the individual
5. The residents at Evington Street scheme have their laundry sent off the premises and this is causing real problems. Caroline confirmed that this was not an issue for the consultation however she will arrange for this to be feedback to the landlord. Residents can also complain direct to the landlord. The current proposal will not affect the laundry service.
6. Can you define what Sheltered Accommodation is? Shirley explained that it generally covers a wide range of rented housing for older as most schemes will have a minimum age to live there. Most consider it 'sheltered' if there is a warden or some support either onsite or that is provided most days - used to be called 'warden' support. Most schemes will also have a communal lounge and there may be other facilities within schemes.
7. I keep getting back aches and when I go to the hospital they just prescribe me paracetamol. Kate commented that this was slightly beyond our reach and to try again with your GP. My GP just says buy your own paracetamol.
8. My landlord is not responding to a complaint I have about parking for my mobility scooter would it help if I complained to the ombudsman. Caroline confirmed that the service user could do this.

Comments

1. I had an operation last year (links into Question 3 above) and the Hospital did not care what happened to me after I was discharged. There is a lot of pressure on the NHS to discharge quickly sometimes before a package for continued support is in place – or before an

assessment is completed. In the case of John Woolman House the current proposal takes away the only support we have after a hospital stay or when short term care is needed. At this stage the purpose of the consultation is to identify all impacts of the proposal of which this is one. All comments and responses will be included in the final report that will be considered by the City Mayor and his Executive Team when arriving at a decision

2. The current one size fits all proposal doesn't work because current providers differ so much in what they provide. For some residents the current proposal might improve the quality of the service and the care they receive. One of the key issues is social interaction which some of the providers facilitate. This needs to continue.
3. General view expressed in the room that some of the current providers are clearly not up to scratch and shouldn't the Council be doing something about this and trying to ensure there was more of a level playing field. Caroline confirmed that this was really a management (landlord) issue and was beyond the scope of this exercise. However we would have a conversation with the landlords about this.

Alternatives

1. Couldn't the status quo being maintained with the providers meeting the Council half way to ensure savings are achieved but services are not affected. In this scenario the provider would fund some of the current service provision. We will note the comment and look into this as part of our consultation overview
2. Some tenants in some schemes might be happy with the current proposals because they will benefit from them. Hold a vote in each scheme for or against maintaining the status quo. People are being given a range of options to have their voice heard either by attending a meeting like this, ringing the helpline, filling in the questionnaire or completing the online questionnaire.

Kate proposed a short break at 1525.

Meeting resumed at 1540.

Alarms

Question

During the break a service user asked if they could opt out of having an alarm. Caroline explained that the user would have to speak to the landlord about this because it is linked to the tenancy.

Kate opened up the second half of the meeting and explained about the proposed change to Alarms. The proposal is to stop paying towards the cost of your alarm service.

Background

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Kate explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

Questions

18. If we stop providing alarms will the landlord reduce the rent? Caroline explained that we were not stopping the service just the funding for it and it was likely that the service would continue with the cost passed on to tenants.
19. We are completely unclear about what we are actually paying for. Caroline explained that the tenants would have to speak to the landlord about this. She would though arrange for this to be mentioned to the landlord.

Comments

1. We don't have any information about how much we pay towards services, how much the council pays and how much the landlord pays. We don't have an itemised rent bill.

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- No action will be taken until a final decision is made in December 2013
- We'd like your views

Comments

11. The alarms should not be taken away they are for old people and are very important. If they are taken away it would be very difficult for us. Kate explained that the alarms were not being taken away. The cost would no longer be paid by the Council
12. If it (Alarms) was stopped it would be dangerous and some tenants won't be able to pay for it themselves. Caroline confirmed that we were not stopping alarms just the funding for it.
13. Don't mind at all if the alarms are stopped make no use of it anyway.
14. The alarms should continue they are really important and if we need to pay for it so be it.

Kate concluded with thanks for the comments and the meeting was closed at 1605 hours.

ShelteredHousingPaper3-NotesofShelteredHousing(including alarmprovision)ConsultationGroup13thSeptember2013Brite Centre

Meeting was opened at 11.00am by Mercy Lett-Charnock – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Mercy introduced others that were in attendance.

Mercy Lett-Charnock – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)

Helen Mclean – Right To Control Project Manager

10 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Mercy)

Mercy welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about two proposals (1) to change the support you get in your home and, (2) to no longer pay towards the cost of the alarm.

Mercy stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

The Proposal – about the change to support.

Mercy started by giving information about the proposal as follows:

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.

- These services now sit within Social Services.
- We need to target the service at those that need it the most.

- We want to give people more choice and control over the services they receive, just like other Social Services customers

- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.

- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most

- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)

- If you are eligible to receive services your needs will still be met using one of the ways above.

Mercy then explained what the proposal would mean if it was agreed.

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have?
- If the proposal was agreed reassessments would start next year for those that have contacted us(after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Helen then explained the eligibility criteria as follows:

To be eligible for Independent Living Support, you are:

- in need of support
- and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- or be an older person
- be in receipt of a means tested benefit
- Minimum age is 18 years of age

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to your losing your home and/or
- Current concerns about your safety both in and out of your home.

Helen then explained that if you are eligible an assessment will take place to look at where you need support in one or more of the following areas:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.

6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

We then complete an assessment of their needs based on the above

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Mercy then explained the Consultation Process as follows:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Mercy then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

Questions

1. Is being on a means tested benefit a key in receiving Independent Living Support. What happens to you if you are not in receipt of this benefit? Being on a means tested benefit is one consideration; however as a result of the consultation further action is required to ensure those that most need support get it.
2. If we are to have an assessment process, who will be doing that will it be a professionally qualified person who understand the needs of users like, for example, a Social Worker? Helen confirmed that it would not necessarily be a Social Worker but whoever we used would be fully trained. We are already testing this in Social Services
3. Elderly people feel much more secure if they are in a scheme which provides them with onsite support from a person that they know. If we get allocated a budget and choose to purchase that support piece meal it will mean more providers and / or people are involved how does this provide value for money as compared to what happen now ?
4. How will your proposal help elderly people many of which are already very confused and won't want different people visiting them to provide support – generally the private sector are not consistent with sending the same person. Mercy explained that the agencies should try to ensure we have consistency so relationships between carers and service users can be built.
5. Who will be monitoring the health of the current service users if we remove the current warden / support worker. Having someone on site is critical to those in the scheme. Consistency is very important. Mercy confirmed that during transition care and support plans will be in place. Any visiting staff should be aware of any health issues and will act accordingly. We would need to ensure we use the knowledge of the current scheme staff.
6. Proposal is not clear about how low level needs will be met if numerous different providers are involved. The current onsite supports (when relationships have been built) are fully aware of needs and can act accordingly. We have people here in sheltered housing and this means they should get on site support – this is what sheltered housing is.
7. Will the scheme providers be asked to input into the assessment process or will LCC do them in isolation and ignore the knowledge base that has been built up over numerous years? Helen explained that the current trial had not considered to this level of detail but acknowledged the point that housing associations have a wealth of knowledge in relation to service users. If the proposal was to go forward there would have to a period of transition and a transfer of knowledge.

Comments

1. The proposal you are describing will effectively leave all users receiving a direct payment from the Council which isn't suitable for all. This will end up with a significant number of users buying into more services and I'm not clear how that will be value for money. For many of us the services that you explain will be available are already provided by the wardens / support workers who are part of the scheme. I'd like to give you an example I'm blind and reading material is obviously a real problem for me there is a Support Worker who is available to help me read my post in the morning. Your proposal will mean the Support Worker will no longer be available to me so just how quickly will you be able to respond to my needs. Mercy commented that this was a valid point and there are distinct advantages of having a Support Worker available. Although an individual assessment would identify that need and consider how best to meet it.
2. The current proposal will mean that someone is available to me at some point and at some point in time – possibly. Currently we have a Support Worker on site who can provide immediate support if it is needed. This immediate support is important to us and partly defines what Sheltered Housing is.
3. It seems to me that residents get different services depending on what scheme they are in. Not clear why this cannot be standardised which might mean you can provide services at a lower cost. Seems to me that all you need to do is improve how you tender and contract monitor.
4. Your proposal which removes onsite support and alarms will leave a building full of old people with no support at all which isn't what Sheltered Housing is all about. Having no support in place could lead to tragedies which will end up costing the Council or the NHS more. Just leaving a building full of old people with no support and no life line in place is hardly fair. The current service we receive is preventative and prevents knock on costs to other parts of the public sector – in that sense it saves money. Without the current support it will cost the NHS more. Mercy explained that we are working more closely with health and considering how to achieve value for money. We are though open to all views on the current proposal.
5. I am not surprised about your approach and what you are doing because this is consistent with other local authorities.
6. I'm really concerned about the transition process and how that will be managed. It could be that people currently in receipt of services may not get them any longer (after an assessment) how is that helpful and what support will be in place.
7. If this proposal goes through it is likely that the current support provided by my scheme will cease – or the cost will be passed onto residents. This will have a direct impact on the whole concept of Sheltered Housing which should include direct support.

8. If we have multiple different providers on site doing what a single person (or warden) already does, how does that help with personal security. We will have so many different people coming & going. The security of the scheme is very important for elderly people

Alarms

Mercy began by explaining the background

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Mercy explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- No action will be taken until a final decision is made in December 2013
- We'd like your views

Mercy then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

Questions

1. Would it possible to send out the assessment criteria out – issue for Caroline The minutes have been updated to include eligibility and assessment criteria

Comments

1. Isn't the alarm that we have essential in that without it we do not live in Sheltered Housing. Mercy confirmed we are not stopping the provision of alarms but we will no longer fund them. The cost of the alarms might be passed onto the current residents.
2. If the cost of the alarms was passed onto the current residents many would not be able to pay for it this would leave them isolated and at risk. We note the comment and will feed that into the consultation
3. The removal of support and alarms means the scheme I live in is not sheltered housing so current residents may as well be living on their own. Again we note the comment and will feed that into the consultation.
4. Some of the residents here today don't have the luxury of having a warden on site but the alarm provides a backup and helps with security. Comment is noted
5. Some of the more vulnerable people might not be able to make a sensible choice when deciding if they want to pay for an alarm or not. Mercy confirmed that we will need to think about this during the period of transition.
6. There seems to be an assumption that some services are too costly. However the cost of care can be justified because it meets an identified need and "like for like" is not being compared. So comparing cost from scheme to scheme can be a huge over simplification. Comment is noted.
7. The alarm is a reassurance that you are safe in a vulnerable situation and that someone will be there should you need them. Comment is noted.
8. The alarm actually saves money if it wasn't there current residents would just ring the NHS or 999 how much money does that save. Again the comment is noted
9. When someone is in distress or pain it really isn't as simple as picking up the phone and dialling 999 this takes time pulling a cord is much easier. The comment is noted.
10. If we didn't have such an expensive executive (Mayor, Deputy Mayor etc.) then maybe we could afford to pay for alarms. comment is noted
11. Why are spending £4m on Jubilee Square while at the same time cutting essential services for others? The priorities are all wrong. Different money called Capital has to be used for things like building and equipment; it cannot be used to pay for these services.

Alternatives

1. Should we not tender for a single alarm provider that covers all residents regardless of the scheme they currently live in? Having a single provider would help the Council with value for money and possibly provide a saving. We will feed this idea into the consultation.
2. You only want to save £130k from the alarms if we had a single provider wouldn't that help? It's really important that you understand the psychological impact having an alarm has on current residents. Some may not use it that often but it provides security for current residents and lessens feelings of isolation. Again we note the comment and will feed it into the consultation.
3. There is scope here for providing alarms in a different way and at a lower cost to achieve this so the Council needs to speak to providers. We again note the comment and will feed it into the consultation.

Mercy concluded with thanks for the comments and the meeting was closed at 1215 hours.

ShelteredHousingPaper4-NotesofShelteredHousing(including alarmprovision)ConsultationGroup17thSeptember2013Belgrave NeighbourhoodCentre

Meeting was opened at 14.30am by Bev White – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Bev introduced others that were in attendance.

Bev White – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)
Shirley Jones - Supported Living Project Manager
Bhawan Patel – Interpreter, Leicester City Council.

26 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Bev)

Bev welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about two proposals (1) to change the support you get in your home and, (2) to no longer pay towards the cost of the alarm.

Bev stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

The Proposal – about the change to support.

Bev started by giving information about the proposal as follows:

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.

- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Bev then explained what the proposal would mean if it was agreed.

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have. If the proposal was agreed reassessments would start next year for those that have contacted us(after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Shirley then explained the eligibility criteria as follows:

To be eligible for Independent Living Support, you must be

- in need of support
- and also have a
 - o learning disability,
 - o mental health need,
 - o physical disability,
 - o sensory disability
- or be an older person
- be in receipt of a means tested benefit
- Minimum age is 18 years of age

You may not be eligible for support if you already get services from Social Services. This will be decided on an individual basis.

To be eligible this means that there may be a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead you to losing your home and/or
- Current concerns about your safety both in and out of your home.

Shirley then explained that if you are eligible an assessment will take place to look at where you need support in one or more of the following areas:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.

7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

We then complete an assessment of your needs based on the above

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services instead

For you this means

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Bev then explained the Consultation Process as follows:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Bev then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

Questions

1. I do not understand is this any different from Social Services? Shirley explained that although the money sat with Adult Social Care it was slightly different. Adult Social Care provides care

packages which is a service provided by law. This is about preventative care which does not have to be legally provided.

2. Will each person that thinks they meet the eligibility criteria have to contact you for an assessment or will you contact them? Shirley confirmed that they would need to contact the Council for an assessment.
3. Is the Council going to have staff in place to provide support for service users should they need it? Shirley explained that if the proposal was agreed that there would be a dedicated team in place at the Council to help people through the process. Where schemes do have staff available they may be able to help you as well.
4. Does the money we are talking about include the pension that I receive or will it affect my pension. Shirley confirmed that this had nothing to do with your pension and will not affect it. Shirley then went on to explain that this was not related to other benefits you might be in receipt of for example Housing Benefit.
5. Have the assessments that you mention already been started. Bev confirmed no. Shirley explained that we have had no decision yet and any changes will not take effect until July 2014.
6. Not too sure exactly what type of services you are talking about can you explain please? Shirley explained that currently a range of support is available. If the proposal was to go through you will be able to use the money (if you have an assessed need) to purchase this support. Focus now is on health and well-being and what do we need to have in place to ensure you can carry on living at home.
7. If the consultation goes through and someone meets the assessment criteria how long is it before the support starts – or they get the money. Shirley explained at this stage this is only a proposal so it is very difficult to say. If the proposal was agreed the earliest start date would be July 2014
8. Do we know how long it will take for people to get an assessment? Shirley explained that the current Right to Control approach would indicate that it would take around two weeks but could be quicker.
9. What does LHA stand for – Leicester Housing Association.
10. Is this proposal just about Leicester or is across the whole country. Shirley confirmed that it was just about Leicester.

Comments

1. I agree that people should be assessed to see if they should receive a service. However giving them money direct to pay for these services could leave them feeling very confused. Bev explained that we understand people can't always manage money themselves and there will be other options :
 - Money to manage and choose support themselves (you get the money and arrange the support) or

- Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
2. This might be a good idea because everybody will be treated fairly and this assessment will help with that.
 3. Each assessment should be on a case by case basis and purely based on an identified need. Shirley agreed then reminded the audience that people would have to contact the Council for an assessment.

Bev then proposed a short break at 15.30.

Meeting re opened at 15.40.

Alarms

Bev began by explaining the background

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Bev explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- No action will be taken until a final decision is made in December 2013
- We'd like your views

Bev then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

Questions

1. Are you saying that you want users to pay for alarms? Shirley explained that the proposal from the Council was to stop contributing to the cost of the alarm. In reality this could mean that the landlord might choose to pass the cost onto the tenants.
2. What is the average cost of the alarms across all the schemes? It is not possible to give an average cost as they range between 50p per week and £7.69 per week.
3. The schemes that you refer to have a lot of elderly people living in them and some are disabled so alarms are critical. Shirley explained that the proposal is not about stopping alarms rather the council will stop funding them. Landlords are looking at alternatives but tenants may still have to pay for them.

Comments

1. My main concern is that most of the tenants are elderly and if we do not have a warden the alarm will be our last resource without it elderly people will suffer. Shirley explained that the proposal is not about stopping alarms rather the council will stop funding them. Providers are looking at alternatives but tenants may still have to pay for them.

Alternatives

1. Couldn't the landlord charge for the alarm when the resident actually use it i.e. pays based on use. Bev replied that this was a good idea and we would take it back to the landlords for further discussions.
2. Sooner or later we will need the alarms so why can't they be left and charged when and if we start to use them. Bev explained that we would take this suggestion back to landlord but ultimately it was not our decision to make.
3. I am happy to be charged on a per use basis by the landlord but if it is too costly I would expect the Council to look into it.

Bev concluded with thanks for the comments and the meeting was closed at 1605 hours.

Sheltered Housing Paper 5 - Notes of Sheltered Housing (including alarm provision) Consultation Group 8th October Age UK provided for self-funders

Caroline Ryan Lead Commissioner for Supported/Independent Living welcomed everyone to the meeting and thanked them for attending

Caroline advised that as a result of issues raised as part of the statutory consultation this session had been arranged for self-funders within sheltered and alarm services to take comments on what the impact of the proposals are on them.

Caroline explained there are two proposals
1 relating to the support you receive at home
2. Alarm proposal

Caroline said that it would be useful to set out the proposals here although many members of the audience may have heard them before not everyone had.

Caroline introduced Shirley Jones (Supported Living Project Manager) and advised she would be taking notes and helping to respond to questions as they come up.

12 service users were present all signed a record of attendance so notes of the meeting could be sent onto them and Caroline advised these would be included in the final report.

Opening Comments (Caroline)

Caroline made it clear that we were here to talk about two proposals affecting those who currently have the cost of the service paid for by the council, which were:

- (1) To change the support you get in your home and,
- (2) To no longer pay towards the cost of the alarm

Caroline stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

The Proposal – about the change to support.

Caroline gave the information about the proposal as follows:

Why has the Council come up with these proposals?

The Council now has less money to provide these types of services.

Continuing to provide these services as they are is not a cost effective use of the Councils money.

The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.

Audience comment – you sent out information and a Frequently Asked Questions sheet about these proposals but it's not relevant for people who pay for this support themselves. Caroline confirmed it was a generic letter and information given about what the council arranges and pays for in schemes and that most of these customers are in receipt of housing benefit so agreed it was not relevant for self-funders but was used to illustrate the proposals for services currently delivered.

Caroline continued to explain:

The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.

These services now sit within Social Services.

We need to target the service at those that need it the most.

We want to give people more choice and control over the services they receive, just like other Social Services customers

The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.

People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service people currently get from these funds and:

- Introducing an assessment for each person to make sure help is given where it is needed most

Audience comment – what is the detail on what makes someone eligible?
Caroline advised this will be set out shortly as the proposal is about a model with each person being assessed as an individual.

Caroline explained that the options would be to;

- Giving people who are eligible for services:

- Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If a person is eligible to receive services their needs will still be met using one of the ways above.

To be eligible for Independent Living Support, people will need to be:

- in need of support
- and also have a
 - learning disability,
 - mental health need,
 - physical disability,
 - sensory disability
- or be an older person
- be in receipt of a means tested benefit
- Minimum age is 18 years of age

People may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

To be eligible there is a risk to a persons continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to your losing your home and/or
- Current concerns about your safety both in and out of your home.

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If a person's needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- they will know how much money you will have and how long for
- choice in how this support is provided to best meet their needs

- flexibility in how their support is received
- have the ability to change their support if it is not meeting their needs
- able to be reassessed in the future if their needs change

Caroline asked for comments on the proposal

Audience comments:

- self-funders are not in receipt of housing benefit so this does not apply to them
- self-funders have chosen where they go to have the support as and when it is needed
- as this proposal is targeted at individuals, places like John Woolman House would have to reduce staff which is not what I chose so you would remove my choice and I chose it so it could help me as I age
- I would have to move somewhere else that offers supportive services
- This means self-funders lose out as this is a double whammy if support stops we're still not eligible for any support
- This would be destroying our control as self-funders buying it is like an insurance as you know a person is there if you need help or pull a cord
- You can't do this to schemes in bits and pieces as this is not relevant for older people
- I'm disgusted with the city and you are prioritising bricks and mortar and not people
- So this doesn't just affect self-funders as those on housing benefit are all losing out as services will be cut

Caroline advised the following

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have
- If the proposal was agreed reassessments would start next year for those that have contacted us(after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Audience comment – none of this applies to us as not in receipt of any benefits.

Audience comment - this will destroy the infrastructure and is the biggest risk some of the benefits are intangible but provides reassurance and security and their quick action can stop things from escalating

Caroline explained that currently £2.4 M is being spent on a budget of £1.7M and savings of approximately £700k have to be made so we have to make proposals to reduce the costs, which is based upon individual need.

Audience comment – do you have a Plan B because this is not going to work for older people. Caroline advised that as the consultation is ongoing there are a number of options we will explore however the savings still need to be made. Caroline explained where

someone may not be eligible to this support they would be signposted to other services and be given information and advice of where you may be able to get help

These proposals apply to those in receipt of means tested benefits which housing benefit is and the current models of sheltered schemes.

Shirley advised that much of this has been tested out with the Right to Control Team and people have had an individual assessment, made choices about how they want to be supported. The reassessments are about looking at what has been achieved for the person over time.

Audience comment – this is not going to achieve well-being and independence if we lose the warden

Audience comment – the warden knows us and knows our medical needs. Will this dedicated team be medically trained? Caroline confirmed that there is not a requirement for the team to be medically trained as what they are assessing is around areas of life someone needs support in

Audience comment – people will just pull the wool over your eyes to get money and more care.

Caroline confirmed that the funding for Adult Social Care support is separate to this.

Audience comment – one size does not fit all and this will just be a tick box exercise and you can't do that with the elderly.

Audience comment – how much will the team cost and how much will the support cost as it all sounds very expensive to administer? Caroline advised that the full details have not been completed as at proposal stage.

Audience comment - I'm sure there are examples where the team have worked well especially with people with a learning disability and younger people but the needs of older people can change daily and that is why I moved into a scheme to have the support there. The housing staff are on hand if anything happened for example if someone slipped in the bath they are immediately on hand to help and reassure.

Caroline confirmed all of these comments would be taken into account and we now need to look at the alarm proposal which is that the council would stop paying for the alarm service.

Audience comment – landlords have already told people what they are proposing to do
Audience comment – this is not relevant to self-funders as we already pay and it covers the door entry and alarm so you don't have a choice whether to pay it or not

Audience comment – continuing to assess people will be expensive and John Woolman provides this service already with 2.5 people for 6 days a week and as they are not on council salaries this must be cheaper. This is a cost effective service provided for 50 people

and is universally available.

Audience question – how many people are there then you must know what the customer base is? Caroline advised in total there are just over 1,000 customers in receipt of all of the HRS services and approx. 600 people in sheltered schemes and/or receiving alarm services

Audience comment – you say this is about giving people choice but you are removing my choice.

Audience comment – how will you know that if you give people money they will spend it on what it's supposed to be for, people will just take the money and you won't know what they've spent it on. How are you going to make sure this doesn't happen?

Shirley advised that both national research on how money has been spent and local practice shows us that for the majority of people this is not the case. Also we want to make sure that the way the actual spend is monitored is in proportion to the amount of money people receive. Part of a reassessment is about looking back to what has been achieved for the person and how the money has been spent. Processes and safeguards can be out in place based on individual circumstances or risks.

Audience question – I just want to throw in the proposal about Extra Care Housing as I understand the principle behind this and that John Woolman House could provide this facility although there may be limitations but is considering moving into this category.

Caroline confirmed that as many of the audience were aware a separate meeting has taken place with John Woolman and all proposals discussed would be considered as part of the consultation process.

Audience question – how can they separate a scheme from the alarm system they already have? Caroline confirmed it is up to the landlords to decide how to operate and they may decide to pass the cost on to tenants.

Audience comment – many people are in their 70s, 80s and 90s and cannot respond to all of this information or be part of it or understand it all. We are the ones who are able to take part. Caroline confirmed there are a number of ways that people can take part or be supported to take part. Attending the focus groups is one way.

Audience question – what if you receive comments after the 20th November will these be taken into account? Will you show the level of unhappiness and dissatisfaction that we feel? Caroline confirmed the deadline is 20th November so all comments needed to be received by then as a final consultation report will be produced showing the detail we have received and a full picture of the responses including where there are areas of dissatisfaction.

Caroline reiterated that the Consultation Process:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families

No action will be taken until a final decision is made by the city mayor and his executive **team**

Everyone that is eligible for support will receive help to organise options that meet **their** needs

The **meeting then closed**

Sheltered Housing Paper 6 - Notes of Sheltered Housing (including alarm provision) Consultation Group 30th October at Danbury Gardens

Meeting was opened by Caroline Ryan Lead Commissioner for Supported/Independent Living, Leicester City Council.

Caroline introduced Shirley Jones, Supported Living Project Manager who will be taking notes of the meeting as minutes will be sent out to those who have attended today. The meeting would cover the two proposals:

- Alarm Proposal
- Sheltered Housing Proposal

Also in attendance were;

Rehana Kapasi Locality General Manager Leicester City Council

Mary Harle – Hanover Housing

Margaret Kirk – Scheme Manager Danbury Gardens

Marion - Hanover Close Scheme Manager

34 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Caroline Ryan)

Caroline welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about the proposal to no longer pay towards the cost of the alarm service and stressed that no decision had been made and we don't know yet if change will happen. Rehana Kapasi provided interpreter support for the group.

Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

Background

Caroline explained that the council no longer pays for alarm service in Leicester City council schemes. Mary Harle (Hanover) advised the group that the cost for this at Danbury Gardens is £1.50 per month. For Hanover Close the support charge is within the rent statement.

Caroline advised that across the city there is no standard price for alarms and they vary from 50p to £7.69 per week:

- The Council now has less money to provide these types of services.
- There is increasing pressure upon the council's budgets and there is less money to deliver services. This is why we've decided to review alarm services.
- The costs of alarms differ from provider to provider and the Council thinks we don't get value for money as a result of these differences.

The consultation proposal

Caroline explained that the Council has decided that it is not viable to continue to fund these services. This doesn't mean your service will stop straightaway. The decision will have to be agreed by the city mayor and his executive team. If the proposal is accepted, no change would be experienced by people using the service until April 2014

Caroline advised that currently there is an overall spend of £2.7m and a budget of £1.7m. A decision will be made in late December or early January.

Caroline said we want to listen to your views on the proposals, answer your questions and hear if you have any other ideas.

Comment

1. If the council has less money why are you spending £30 m on council offices and £10m on the culture bid. If no money you should be spending on older people and not structures and not stopping paying for alarms.
2. Can we still pull the alarm and get a response - Yes
3. Will we have to pay – this is possible as landlords will have to work out how the cost of the alarms will be met
4. Some buildings have got to go as they cost a lot of money and you are proposing to spend monies at the expense of older people 99% have chosen to live here and have chosen that support and need the support. Caroline explained that in terms of buildings this related to something called 'capital' money that that we are not able to spend as 'revenue' which is what we use to spend on services
5. It will cost a lot more money if you withdraw services. How much will people have to pay? This depends on the scheme so it is difficult to say as it will be set by your landlords.
6. Marion from Hanover advised that 75% of the rent is towards support and alarm costs

Caroline asked if there were any other views on the alarm proposal

7. My father was ill and has come here for extra care .If there's no pull cord this is not extra care and some people can't afford to pay for it. The proposal is not to take the alarm away but that the council will no longer pay a subsidy towards it.
8. You have to think about those without family to help as not everyone has family to support them. We are not saying the alarm service will go and we note the concern about people

being able to afford it. At this stage we are still looking at all the options and one thing that was raised in other meetings was to consider a hardship fund but we have to be guided by what is realistic given the amount of savings to be made.

9. What will the impact be on Danbury Gardens? Mary Harle advised that there is a certain amount in the service charges and an element of this covers the alarm. This means that £1.50 would stop from April 2014. At Danbury there is a separate door entry and a separate one for flats. We house frail and elderly people and this is extra care so it is a priority that we keep this.
10. Someone on pension credit may not be able to afford £1.50, this is not right - I used to pay £12 towards my council tax and now have to pay £75 a month so anything else is just not affordable. Caroline stated we recognize that there are other financial impacts affecting people, and as noted earlier we will consider this alongside the proposals. However, it is important to note we don't have enough money to pay for services currently.
11. People don't think it's right what's affordable and what is prevention it's (the alarm) a vital part of the scheme - it is extra care, can't afford to pay it due to other impacts so now will that gentleman be put at risk because he can't afford it.

We are listening to the impact of this proposal and will make sure your views are included within the report

Caroline then moved on to talk about The Proposal – about the change to support for sheltered support.

Caroline confirmed the proposal would be to have a single assessment across the whole city to identify if someone has a need for support

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Caroline stressed again that no decision had been made she then explained how the proposals would work:

- If you think you need support you will contact the team for an assessment to see if you are eligible and say what support needs you have.
- If the proposal was agreed reassessments would start next year for those that have contacted us (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

What do you think the impact will be for Hanover Close and do you agree with the comments?

1. Marion advised that at Hanover Close this pays for alarm and support as the warden is on site. Proposal is to no longer pay for the warden as there insufficient money.

2. If you take the service away we are worried about 5 years down the line – this is an insult to older people as you are putting a price on older people. You should spend less on other things and give us a service.

3. Is this just a city council thing or is it from central government. Someone should tell the government about what you are doing to older people and the poor. You do not hit the elderly and you do not cut these services. Caroline advised the government has/is reducing amount of funding to local authorities across the country and this is our approach of how we have to meet these financial challenges.

4. They (the government) are cutting Leicester's budget by 25% but Westminster only has a 5% cut. Someone should do something about this.

5. Marion stated when these support arrangements came in to be fair to everyone, we kept our prices low some support charges are £70 per month we only charge £14 per month and yet we are offering the same service. I can't see anything that they are doing that is different to our scheme so this should be looked at. The money is not split across the schemes at the same level. Caroline advised that at the time of the introduction of SP the support was set by the providers

6. Introduce a lower rate to all and be sure about what they are providing. We do not want to lose our warden. The warden is important and can explain forms to us in plain language

7. It beggars belief that you have handed out contracts where the providers set the level and now there are pressures on the market and on services continuing

8. You could pay those that are doing this at a reasonable level and reduce all others to be effective with a set rate and level with a standard charge across the city. Now there are some that have less money with £15 at one end and £1.50 at the other.

9. Mary Harle from Hanover said Danbury Gardens has been hit a number of times as we originally had a company providing care and support and had the STAR team here and this was withdrawn so we were left with no support in an extra care scheme now housing management pick up these tasks.

10. Mary Harle stated you need to provide reassurance that it will be targeted to those that need it the most. Caroline - it would be ineffective if we are not able to target those that need it most. For those in sheltered schemes need to know what the level of need is and what would be allocated. In this support model, no needs at the point the assessment is done would result in no allocation of support.

11. What will the admin costs be against setting up a team and reassessing everyone? Caroline – we haven't confirmed the amount yet but we believe it would be cost-effective to have one team rather than have multiple schemes and processes in place as we do now.

Caroline explained that if you are eligible an assessment will take place to look at where you need support in one or more of the following areas:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

We then complete an assessment of needs based on the above that can be around all areas of life including managing debt. The support can be reduced and be targeted to those that require it.

12. I had an assessment before I moved in here and everyone knew that this would be suitable for me even though Danbury is affected by the alarm only they do need support

13. Our support that we have is helping us to continue to live there. It beggars belief you are not looking at the broad spectrum of needs - we will end up in hospital or residential care without this support. Money is saved by having support that can be used elsewhere and as you need it. It costs more and will impact on all services.

14. Will we get a choice at Hanover Close? Caroline confirmed yes, person would need to make contact if they felt there were areas that they did need support in/with and yes they would then have a choice of who supported them.

15. If you decide to withdraw services then you should be the ones to contact us not the other way round. People don't understand what is going on and they are frightened. You are also talking about older people and some do not come forward and will let these changes happen without speaking out. We note the comment and will consider this as part of the consultation.

16. Marion – we deal with so many things for people that if we didn't do them you would need extra staff in Age Concern to deal with the increased demand for advice and support. Marion confirmed that in Hanover Close there are 52 residents as a mix of 1 and 2 beds and the minimum age is 60 years.

Caroline thanked everyone for their comments today and advised that we have had a good response generally. Reminder that no action will be taken until final decision which is likely to be December early January. We will capture the different views in the report and send the minutes out.

Sheltered Housing Paper 7 - Notes of meeting held at John Woolman House at request of Ward Councillors 3rd October 2013 in view of the proposals regarding sheltered housing (including alarm provision)

Attendance:

Councillor Clayton
Councillor Senior
Alistair Jackson, Chief Executive of Leicester Quaker Housing Association
Sarah Pay, Scheme Manager
Caroline Ryan, Lead Commissioner Supported/Independent Living
Shirley Jones, Supported Living Project Manager

List of tenants in attendance

Apologies
Councillor Kitterick

Alistair Jackson

Gave a presentation to the group providing a context for how John Woolman operates and detail that the tenants who were present agree with, provides added value to their quality of life by living in the scheme. The key points are:

- support can increase as and when required so is flexible and responsive to the actual needs of their tenants
- a real community exists within the scheme as the tenants care about each other
- the value that the on-site team provides as all tenants are known so early warning signs can be acted on
- some tenants do not have other family/support so rely on the team and tenants
- examples of managing tenants money for them and supporting with debt management (those with dementia and substance/alcohol use)
- the team involvement and record of contact informs personal care packages
- team supports hospital discharge processes

Sarah Pay confirms that there are 49 flats and 5% of tenants are self-funders.
Current tenant's age between 55-93 years of age and the average age is 72 years.

The preferred option for John Woolman House is to agree a collective model providing a rapid response to meet the needs of their tenants and not an individualised service as is proposed. An alternative offer could be that this scheme exists as an alternative to residential care or as an intermediate step and could possibly be to work with health.

Tenant's questions/points:

- How much Supporting People money goes into the scheme?
- would everyone have to apply for an assessment
- Some people do not have family or friends to help them

Caroline confirmed

- The cost of alarms varies across schemes between 50p to over £7.69 per week,
- Those who make contact and are eligible for support would be offered an assessment
- Supporting People money is in the region of £68,000K (clarified post meeting)
- The process would be ;

The proposal is stopping the service people currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Tenants comment - It is important to have someone who knows you and this does not cover all conditions for care

Tenants comment – is this care support? Caroline - confirmed no, it is not it is for support

Tenants comment – People are deteriorating and can be frail so need to have skilled staff to help people and this cannot offer security to people

Tenants comment – not individualised support for this scheme as there is a community of people living here and we have staff on site this proposal doesn't work for John Woolman

Tenants comment – I made my choice to come here for the infrastructure and the reassurance and confidence it gives to us

Tenants confirmed that staff are available 8.30-5pm and cover 3 hours on Saturdays. There is an alarm through the handset that gives 24 hour cover and they provide a walking warden.

Tenants comment – I live here because I know I can age safely here

Comment - one provider would provide economies of scale

Caroline - confirmed there is a spend of £2.5M and a budget of £1.7M.

The model/proposal are to bring spend in line with the budget with a new outcomes focused model.

Comment – so some may get varying amounts of support? Caroline – Yes, for some it will be time limited and there will be a reassessment. There is a limited amount of money so need to complete regular reviews as we have less money to help more people as not everyone needs long-term support and gives more flexibility in how funding is used.

Tenants comment – for older people their circumstances do not improve after 6 months an example is if you have dementia

Tenants comment – the areas you are looking at are not how older people need to be supported like learning how to shop and things like that. We need to know that support is there should we need it as that gives us security.

Comment – this should be varied to the individual some people have significant mental health issues and may need help dealing with episodes

Councillor – this sounds like a lot of assessments and maybe we should look at setting some parameters of the level of service that can be afforded and the impact on the community here.

Tenant comment – treating people like a commodity has a risk of increasing dependence.

Tenant comment - older people need an incentive to come out of their flats as can be lonely and depressed. Also you have an Older Peoples Charter that you should be working to.

Alistair advised a collective model is what they propose for this scheme and gave an example from Surrey council where an amount per person has been given per week for 3 years as Surrey recognized the value that particular schemes give and saw this as cost effective. Caroline noted this and will explore this option as part of the consultation process.

Tenant comment – people need to know what they will get moving here as due to your level of need you may not be able to stay here

Tenant comment – one size does not fit all

Councillor – so suppose someone has no support or assessed as not requiring support and there was no alarm? Caroline – the proposal is to no longer to pay towards the cost of the alarms the alarm will still be in place and it will be the landlord who decides how much the person will have to contribute towards it.

Councillor – this means could have some support in some flats with an alarm or no support in others if people can't pay for it. Caroline advised that yes this could be the case, although the alarms will still be in place. As part of the consultation we will now look at the issue of not being able to afford the cost of alarm

Councillor - suggest that Leicester Quaker and LCC look at the scheme separately to see where we could get to in terms of savings which in turn would save money for the council.

General discussion among the group as calculated that savings in the region of 30% is required.

Councillor – need to look at what can be achieved apart from individual stress and what can be saved.

Caroline advised that we have spoken to providers separately as ongoing savings need to be made in line with the budget.

Alistair advised that savings of 30% could not be offered as there was no point in reprofiling services for a short time period as the proposals if agreed, would come into effect July 2014.

Tenants comment – we need to prove that we can make savings

Councillor suggested that LCC should consider the proposal from Leicester Quaker and look at the Surrey model in order to discuss this and provide feedback in the final consultation report.

Councillor comment is my view is that John Woolman is unique and support is integral to that and it is different as it is a community. This needs to be reflected in the final report.

Action

1. LCC and Leicester Quaker to meet separately to discuss potential savings and alternative model
2. Update Councillors after this meeting has taken place

Sheltered Housing Paper 8 - John Woolman House (JWH) Residents Meeting Tuesday 12th November 2013

Present:

Residents of JWH

Alastair Jackson and Sarah Pay from Leicester Quaker

Tracie Rees, Director of Care Services and Commissioning

Caroline Ryan, Lead Commissioner for Supported/Independent Living

The residents welcomed CR/TR to JWH and gave a tour of the building showing the range of facilities and services that are provided at JWH.

TR thanked the residents for inviting them to JWH explaining that unfortunately Cllr Patel was unable to join them today and sent her apologies. TR then provided an overview of her role and responsibilities and explained why the budget for services is reducing and as consequence currently put forward consultation proposals.

TR explained that the Local Authority faces significant budget pressures in the coming years:

- Adult Social Care (ASC) funds those eligible for statutory services with substantial/critical needs
 - o Currently ASC place 700 people into Residential Care, which the department pays
 - o Overall ASC supports in the region of 8000
 - o ASC faces budget pressures and has had a reduction of £17mil so far but need to look for further savings
 - o £2.5 spent on supporting non-stat service
 - The HRS budget requires significant reduction in budget of 800k
 - Introduce criteria/assess adhoc support as and when needed

TR noted that the model in operation at JWH with 2.5 staff on-site Monday to Friday (9-5) and Saturday morning.

Overall the Council has a reducing budget the authority has to achieve a reduction of £70 million. Has a current budget of £202 million of which £100 million supports statutory services, including ASC service.

Q. What about Vista/MOSIAC – will this affect them?

A. TR explained given the level of reductions required in the coming years we will have to revisit all services and look to provide services in different ways.

Q. At previous meeting we heard about the Lottery bid, which Vista will oversee. Will that be at risk?

A. This funds will be managed by Vista as the lead agency and will not be affected by the budget reductions.

Q. Does extra care exist in Leicester?

A. Yes there are 2 sites in the city both of whom operate slightly different models:

- Danbury – on-site care agency and meals provided

- Wolvey – no on-site care agency but housing manager present. Care arranged individually

We have also made a contribution to the Abbey Mills development, which will link to the Wolvey site. The scheme will support a mixture of people including those with learning disabilities, mental ill health and older people. We have nomination rights as a result of the capital contribution made.

Again no on-site support will be provided – people will make their arrangements in relation to support and care needs. ASC want to further promote extra care. However, the rent will cover all communal areas/housing management

Q HB includes Intensive Housing Management (IHM) to provide housing support – that is applicable to service provided here. What sort of control – would council put in place?

A None by ASC – cost of IHM is verified by HB at the time who apply rigorous process. It will be between Leicester Quaker and HB only to determine the rent. To cover increase for instance LQHA may decide to cover cost through its charitable arm or it for those not on HB they will have to pay increase.

Q We were broken into recently and we need to have cameras to monitor.

A The landlord has responsibility so Leicester Quaker will need to respond.

Q Wondering – why – these proposals are considered cost effective? –

A Range of work done prior to consultation including financial modelling and we believe a floating model is more cost effective than the current fixed model.

Q What about staff – will we lose them?

A This will be a decision that Leicester Quaker will have to make once a decision is made as to how the scheme would be staffed.

Q Is concerned that they are not hearing rage and opposite to proposals from officers, can't the City Mayor talk to Government.

A It is not appropriate to make comments on proposals and the City Mayor does have conversations with Government.

Q Concerns that wider black and minority ethnic communities have engaged with this exercise and the on the original questionnaire – how to get the document in another language was at the end, which they believe is not helpful, and should be at the front.

A We have had good representation across communities, we will as part of the consultation report provide a detailed report on ethnic breakdown. We have provided a range of documents in different languages and had interpreters at a number of the focus groups. We note the point re language statement and will feed this back to other officers for future exercises.

General comments from those present on the impact of the HRS proposal

HRS only provided to those on Housing Benefit (HB) – so how do these people who have alarms pay as aware of difficulties people face finding money.

Note the comments of opposition to the model.

Model doesn't appreciate aging and impact on Health & Well-Being there was a recent example of resident with diabetes and no medicine and the office was able to sort. If someone needs support – officers on site can offer advocacy to them.

TR explained that LCC operate their own sheltered schemes across the city supported by visiting Sheltered Housing Officers who are designated to a number of schemes and there is no on-site day-to-day presence, which works well.

People commented that they are aware people have moved from other sheltered into schemes like JWH to get support.

People chose to come to JWH because of support and did plan for the future and feel they are now being penalised.

This proposal will also remove support for those who are self-funders.

The pilot scheme currently running – doesn't cater for or has been tested on older people.

Support provides confidence to OP and withdrawal will affect confidence.

This proposal is at odds with the Older Persons Charter regarding independence. It flies in face. (No 4 Enabling older people to live as independently as possible, for as long as possible, whilst making a positive contribution to their communities).

Generally worried about the proposals as not sure what Leicester Quaker will do.

Residents stated that 80% of cuts impacted on the most of vulnerable.

We've all paid our taxes but now getting very little back for it.

Would like on-site eve/weekend presence and want staff in office who know us.

It's a ticking time bomb if we lose staff and will cost more in the longer term.

The staff have built up a sense of community here at JWH that will be lost.

We will be lost without it and keeps people out of statutory care e.g. residential care

JWH is a wonderful place to live.

The proposal for a floating system won't work and we believe it will be expensive for instance for those individuals with sight issues who need someone to read their correspondence – everyday at set time. This will be more costly whereas at the moment I can just walk down to office and they can read it.

The cost of assessments will be astronomical the service we have now is preventative and is cost effective.

Part C - Floating Support Papers

- Floating Support Paper 1 - Notes of Floating Support Consultation Focus Group 3 September 2013 Age UK
- Floating Support Paper 2 - Notes of Housing Related Support (Floating Support) Consultation Group 18th September 2013 at the Adult Education College
- Floating Support Paper 3 - Housing Related Support Service User Focus Group – LASS 26th September 2013
- Floating Support Paper 4 - Notes of Housing Related Support – Floating support service user consultation group held 4th November at Midland Heart offices ‘Monday Club’

FloatingSupportPaper1-NotesofFloatingSupportConsultation FocusGroup3September2013AgeUK

1. The people at the meeting introduced themselves:
Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council
Heather Kent – Business Change Manager, Leicester City Council (note taker).
There were two service users present, along with the family of one of the service users.
2. Opening comments (Caroline Ryan)
Caroline welcomed everyone to the meeting and thanked them for coming. She stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. She explained how the meeting would be run. She would give information about the proposal and then ask the attendees about what this would mean for them and any comments they have.
3. Why the Council thinks change is needed and the consultation proposal (Caroline Ryan)
Caroline started by giving information about the change as follows:
The proposal is to change the way support services are provided by:
 - Introducing an assessment for each person to make sure help is given where it is needed most, and
 - Giving people who are eligible for services:
 - Money to manage and choose support themselves or
 - Help to manage the money to buy their support or
 - Help with choosing an organisation to provide support

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Council's money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.

- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the services you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Caroline stressed again that no decision has been made yet.

She explained how the proposals would work:

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by service user until July 2014
- At that time, those who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support the

The proposal is to change the way people are identified as being in need of support by having a dedicated team that establishes whether a person is eligible for support around one or more of the following areas:

9. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
10. Developing domestic / life skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
11. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
12. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
13. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
14. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.

15. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
16. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

Caroline explained that a pilot has been running that we are learning from to inform this proposal and we've learned that people are benefitting from having greater choice on how their support needs are met.

We then complete an assessment of their needs. The assessment would identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

For the customer this means:

- you would know how much money you would have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Caroline explained why this process is being proposed:

We think this is fairer to have one assessment that is applied to all people so that there is consistency in making decisions about who receives support.

With reducing budgets we need to make sure that money is spent where it is needed most. The amount of money that we have will be fixed each year and by making support time limited we can target the money to those that need it most.

A single assessment would clearly establish the areas of life that you need support in or with and for how long.

Caroline explained one case study of what the proposals could look like for an individual.

She explained that the consultation process runs from the 19th August to the 20th November 2013. She again said that no action would be taken until a final decision has been made, which could be around December. Anyone who is eligible would receive support to organise the options that meet their needs.

4. Questions and comments from attendees

Caroline invited comments and questions from the attendees and the following were raised and discussed. Responses from Caroline are shown in italics.

Questions

- I am worried about having to start from scratch with another support worker/organisation. It takes a long time to build up relationships and trust. I am very anxious about it. I get on well there, although they have had their funding cut.
There would be three options you could choose from:
 - 1) You could choose to take a payment and pay your organisation to provide your service.
 - 2) Someone else could arrange for you to get the service from your organisation
 - 3) You could ask the Council to arrange a service for you, but this may not be the one you currently use.
So there would be options that allow you to continue with your current provider.
- My wife now gives me the support I need. The support worker just comes in and asks how I am. Why can't my wife get the money instead? One of the proposals would be for you to take a payment and pay your wife to help you, as long as what she does for you covers your support needs.
- Everyone is different and each has individual needs and different levels of needs. Social issues and isolation are big things for people. What would the criteria be? People would be assessed as eligible if they have one or more of the needs I described earlier.
- Can you appeal if you are assessed as not eligible? As this is a non-statutory service there is no right of appeal. However, the eligibility criteria is clearly defined but as a result of feedback from the consultation this is still being reviewed
- Will all feedback be taken into proper consideration? Yes – we need to see what the proposals would mean for people. We recognise that something needs to change because of the money, but it's about the way the services would look.

What would the proposals mean for you if they were agreed?

- I don't want help from outside. When my wife came I've been much better and I am happy with my family.
- I would like it to stay the same. My support worker has helped me a lot. I would be starting from scratch if I had to start with someone else. It' is causing anxiety. It takes time to build up a relationship and trust. Anxiety of not knowing what will happen.

Other comments:

- My organisation has filled in all our questionnaires and returned them together. Everyone is asking why it needs to be changed. There is a lot of anxiety in the group about what will happen.
- (In response to being asked by Caroline what option one of the attendees would prefer if change went ahead)
I don't know which option would be best. All of them would cause the same anxiety. I have come a long way in a short time and don't want to start again.
- I'm not here just for me – it's for everyone who uses the service
- I won't need support for ever, but at the moment I do need long term support. Eventually I hope to be able to move on and then someone else who needs it can get the support.

Caroline asked if there were any other ideas about what the Council could do that we had not thought of. There were no suggestions, but one attendee planned to come to the next focus group and he hoped that there would be more people there and could come up with more things to discuss.

5. Closing remarks

Caroline thanked everyone for coming and said that their comments were appreciated. She said that they would be sent the notes from this meeting.

FloatingSupportPaper2-NotesofHousingRelatedSupport (Floating Support) Consultation Group 18th September 2013 at the Adult Education College

Meeting was opened at 14:30 by Kate Galoppi – Head of Commissioning, Care Services & Commissioning, Leicester City Council.

Kate introduced others that were in attendance.

Shirley Jones (SJ) Supported Living Project Manager
Kalpana Patel Commissioning Officer
William Jones part of the Commissioning team

6 service users were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Kate Galoppi)

Kate welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about the proposal to change the support you get in your home.

Kate stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

Kate then made the formal introductions and explained how the meeting would run.

Questions

1. Why doesn't the mayor come to consultations? Kate explained we are in attendance on his behalf and the Mayor will be informed of views on the consultation

The Proposal – about the change to support.

Kate started by giving information about the proposal as follows:

Why has the Council come up with these proposals?

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.

- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support their independence.

These changes mean the Council has decided it is not viable to run the services in the same way. It has therefore proposed a change. The proposal is stopping the service you currently get and:

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)
- If you are eligible to receive services your needs will still be met using one of the ways above.

Kate then explained what the proposal would mean if it was agreed and stressed that this doesn't mean the service will stop straightaway.

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by service user until July 2014

Kate then handed over to Shirley who explained the eligibility criteria as follows:

To be eligible for Independent Living Support, you are:

- Minimum age is 18 years of age in need of support and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- HIV / AIDS
- or be an older person
- be in receipt of a means tested benefit

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to your losing your home and/or
- Current concerns about your safety both in and out of your home.

We then complete an assessment of their needs based on the above

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Kate then explained the Consultation Process as follows:

- Runs from the 19th August to the 20th November 2013

- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Questions

1. When would we be individually assessed? We have to wait for final decisions, any changes won't take place until July of next year, need to reassess those who are already receiving services.
2. When you get support and are assessed will your support worker get involved, will Midland Heart get involved? That would be the person's choice; they support the person to get the support in place so if there is a need for the support worker then yes the support worker can help with that assessment
3. The workers won't be there though so how will it work? The support workers won't be in the job .The assessment will be undertaken, workers will still be in the job whilst the process is on-goin
4. Is housing support going to go completely? Where someone is receiving support to live where they live safely, we do not want to jeopardize this, we have piloted this with Right to Control, this allows the person to shop around and choose their support

Shirley stressed that we cannot give any guarantees on behalf of Midland Heart or any other Housing Association

5. Where is all the other funding going? We are trying to bid for the city of culture, is our money going to that? It is not, it all comes from separate pots of money
6. We will receive a list of private support services? There is information available through the Choose My Support website, the right to control service is helping us learn more about what is available for people to buy services

Comments

1. You should attend the monthly meeting group which helps to build confidence (Monday Club) and see what people think, there are a lot of people who go there who haven't attended today. Please discuss this with the rest of your group and make contact if you have a specific event that you would like us to attend as part of the consultation. We will see if we can accommodate this
2. I'm so worried, I'm thankful for my support worker she has changed my life. No decisions have yet been made, this is the consultation stage

3. I disagree with the council taking control of our support, I'm very happy with the service I currently receive. I find it frightening the thought of the people of trust being taken away, Midland Heart identified my problem, I don't feel the Council would have noticed. The council are not determining who provides support to you it is about how people are identified, it's allowing you to make choices. Midland Heart will have to make choices about how their service may look in the future; the consultation is not about the council becoming the support service or support worker.
4. I feel you need someone that you can trust, I can't fill out the forms due to visual disability
5. It's the Tories who are picking on the most vulnerable, mental health service has shrunk as well It is important we hear your views and comments as we understand it is difficult but we are unable to get into a political debate on these points.

Kate thanked people for their comments and questions.

Kate then went on to ask what people thought of:

- the proposal
- Any comments on what this might mean for you (or the person you care for)?

Comments

1. I am happy as things are
2. It took me a long time to get the support I have now I don't want to lose it
3. You say it gives us more choice, but we feel we have enough choice at the moment
4. We need someone we can trust
5. You should visit the Monday Club meeting some people can't get here to this meeting. Some people have been given help to attend meetings; we can try to accommodate if people request it

Shirley suggested talking to their support worker to make contact with us so we can see if we can attend their Monday Club.

Questions

1. When will our current support worker be made redundant? In terms of the proposal we have to go through a decision making process, it will all remain as it is until July.
2. Why don't you come to visit the people to see what needs people have There are too many people to see everyone.
3. There are 249 in this group? It may effect that number but the consultation covers a much broader number, that number is specific to this group (Floating)
4. It felt like you had chosen a couple of groups to abolish. Not the case, the letter is tailored for each sector, the 249 refers to the number of people with Floating Support
5. What's the attendance been like? It's been good, we've had meetings all through September
6. Why should we switch to something new? What we have is good. It is about value for money, we think the proposal will enable us to better provide this

7. What would the needs be to stay with things as they are? Shirley reiterates the criteria
8. Would it go on how many hours support you need per week? This is part of what we will learn from the assessments as it depends on the individual need and these are the finer facts that we will need to continue to work through.
9. How will the proposal affect people whose health fluctuates? Reassessments are always available so if people are struggling, they can be reassessed

Does anyone have any suggestions about what other changes we might make instead?

Comments

1. We are finding it hard, it has worked so well for us as things are
2. We don't know what things will be like if things change so it is hard to comment
3. It is going to make peoples health problems worse
4. It sounds like a lot of people will lose their support

Shirley said that we recognise people get better as well as people's needs may get worse and we do not want to put people in danger. Monitoring of health and well-being is one of the outcomes that would be assessed.

1. You can be vulnerable at 50. We would look at why that person is vulnerable and what their needs are
2. Everyone agrees it should stay the same, I can't see how this will be an improvement, I feel the proposal is a step backwards

Questions

1. Can you appeal against it if it is taken away? As the proposed criteria has stayed the same the likelihood is the majority of people will still meet the criteria. This will be decided on a case by case basis. There will be no appeal as these are non-statutory services which means they are not provided by law.
2. What about the STAR workers from the council, are they losing their job? This proposal does not relate to STAR workers so they will not be effected this proposal
3. Can the money be abused? A lot of people on Right to Control pilot felt uneasy with the idea to manage the money themselves, in those cases some people have chosen to let the council support them in managing the money.
4. Are other housing associations going to be making their workers redundant? We cannot say what the outcomes will be but these proposals do affect a number of housing associations. How they deliver their services if these proposals are agreed will be for them to decide.
5. If you get an assessment, where does the cash come from? Options such as being given the money to manage yourself, or for someone to manage the finance for you – decisions will be based on an individual needs.

6. Do you need to meet all the areas of criteria to keep your support? No, as long as you have support needs that relate to the criteria
7. What age is considered 'older'? Over 65

Kate says that any questions that we haven't been able to answer we will provide a response in the notes we send back out to you. Make sure your address is written down, if you haven't given it please talk to one of us and we will add you to the attendance list – and the list will only be used for the purpose of this consultation.

Kate explained what will happen after today's meeting

We will send you a copy of the notes from today (have we got your name and address), but also if you have any worries or concerns or further comments about the process the consultation is open until the 20th November 2013 and you can ring the helpline on 0116 454 2400

I would like to say again that your services will not change until the city mayor has made a decision and we will then write to you and tell you what will happen next.

Thank you for coming and for the comments and suggestions you have given us on what you think. It is really important to us that you have your say.

FloatingSupportPaper3-HousingRelatedSupportServiceUser FocusGroup– LASS26thSeptember2013

Present: Caroline Ryan, Shirley Jones & Paul Akroyd

The meeting was opened at 11:05hrs by Caroline and formal introductions were made.

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)

Shirley Jones Supported Living Project Manager

Six members of staff from LASS were in attendance.

Caroline suggested that because no service users were present she would use the script used for providers.

Caroline explained that historically the Housing Related Support Budget had been ring-fenced. It had now been split between Housing and Adult Social Care (ASC). ASC had the responsibility for delivering Supported Housing, Sheltered Housing & Floating Support.

We now have less money to provide these types of services. Over the last few years we have been spending £2.4m against a budget of just £1.7m this proposal will deliver the required savings.

Our resources will now be targeted at who needs support the most. The proposed model will help us to provide preventative services which will help reduce the demand on statutory services.

Caroline then explained the consultation process in more detail:

- The proposal is stopping the services people currently get and:
 - Introducing an assessment for each person to make sure help is given where it is needed the most.
 - Giving people who are eligible for services :
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the Council to arrange the support for you from a provider)
 - If you are eligible to receive services your needs will still be met using one of the ways above.

The money that service users receive will not be a Direct Payment. It will be an allocated sum that should be used to meet the needs of a service user.

The Council will have a dedicated team that will do all assessments across the city. These people will be appropriately trained. We will have one single eligibility criteria which everyone will be assessed against. This will give the Council consistency and enable us to target resources at those that need the most support. Any support will be time limited and subject to a reassessment on a regular basis. There will also be a clear link to outcomes.

Caroline then explained the assessment areas.

1. Setting up or maintaining a home or tenancy
2. Developing domestic/life skills
3. Developing learning / vocational skills and positive interaction.
4. Managing your money
5. Establishing social contacts and activities
6. Maintaining personal safety and security
7. Monitoring of health and well being
8. Emotional support practical advice and liaison.

Caroline then explained that in order for us to justify the same level of funding we need to show a clear link to successful outcomes and that prevention works and reduces demand on statutory services.

Caroline then asked for any questions or comments.

Questions

- The idea is good but if we have a single assessment how much understanding will there be around those with HIV & AIDS because people who suffer from this illness don't always fit into one box? For example physically they may be ok but forgetful because of medication. Shirley explained that the eligibility criteria included HIV & AIDS and the assessment team will be appropriately trained. Caroline commented that the assessment team could always come to LASS to ensure confidences are maintained.
- What is the timeline from assessment to delivery particularly in a crisis situation? Shirley explained that it is difficult to say however the Right to Control Project currently takes 2 weeks. However we would hope the process could be streamlined. Point on a crisis situation was acknowledged with thanks. This will be included in any future model.

Caroline then clarified at this stage this was only a proposal and it was different from statutory services. For that reason we had tried to avoid language like substantial and critical services. The title of the service had changed from Housing Related Support to Independent Living Support.

Caroline then explained the eligibility criteria.

To be eligible for Independent Living Support you are:

- Minimum age is 18 years of age in need of support and also have a
- Learning disability
- Mental health needs
- Physical disability
- Sensory disability
- HIV / AIDS
- Or be an older person
- Be in receipt of a means tested benefit.

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An ability to maintain your home and tasks related to your home and / or
- Involvement in social contact and activities will not be sustained without support and / or
- Significant risk of debt affecting your wellbeing or which could lead to you losing your home and / or
- Current concerns about your safety both in and out of your home.

Question

- In terms of the eligibility criteria what if a service user ticks more than one box i.e. they are eligible on any number of criteria. Shirley explained that it makes no difference the focus is on what areas of your life do you need support with.

Caroline then explained that this is an opportunity for the Council to be more innovative in how we provide support. Moving away from more traditional models to something that may include greater community integration

Questions

- What happens if someone isn't on a means tested benefit? For example they might meet the eligibility criteria but be off work and in receipt of SSP. They might receive JSA or ESA. Shirley explained we are currently talking to our Welfare Rights Team to be sure about what parameters we are working within.
- This all seems to be focused on people who receive benefits it it's to be truly preventative what about people who are in work how will we meet their needs. Shirley explained that we need to do further work to establish how we will meet the needs of service users who are still in work. We would though be looking at giving people an opportunity to purchase services themselves.
- What about asylum seekers. Shirley confirmed that they are not covered by the current proposal.

- Who decides how the money that service users receive is spent. Shirley explained that is ultimately up to the service user. Most of the users in the Right to Control Project have chosen not to manage the money they receive themselves. Entirely possible that you could work towards managing your own money as part of your outcomes.
- If service users are paid money direct – given an allocated sum – will they be monitored how they spend the money? Will they have to provide receipts and proof of purchase? Shirley explained that we are currently looking at this but what we want to avoid is creating a bureaucracy around monitoring and any monitoring needs to be in proportion to the amount of money that is paid to a service user.
- Will professionals already involved in the service user’s life (Supports Workers etc.) be included in the assessment process? Shirley confirmed that yes they can.
- Will the Council provide an interpreter for the assessment process if one is needed. Caroline confirmed that yes we would have to.

Caroline then asked if the group had any other suggestions about what other changes we could make instead.

- It is really important that we include any professional already involved in the service user’s life in the assessment process. Noted
- Will there be any staff in the assessment team who has experience of working with clients who have AIDS & HIV related illnesses? Caroline confirmed that as the team is developed we would need to consider how we support specific groups within the team.

Caroline then explained the consultation process:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services.
- The change will allow more choice and control for service users and their families.
- No action will be taken until a final decision is made by the City Mayor and his executive team.
- Everyone that is eligible for support will receive help to organise options that meet their needs.

Question

- Is this a Council led initiative or across all Local Government. Caroline explained that this is only Leicester City Council and is a response to an over spend on the Housing Related Support budget.

Caroline then explained that feedback could still be submitted up to and including the date consultation closes (20th November 2013). When the consultation closes a report will be produced for the executive this will be towards the end of the year.

Caroline thanked everyone for attending and the meeting closed at midday.

FloatingSupportPaper4-NotesofHousingRelatedSupport– Floating supportserviceuserconsultationgroup4th November atMidland Heartoffices‘MondayClub’

Attended: Caroline Ryan Lead Commissioner Supported/Independent Living
; Shirley Jones Supported Living Project Manager
3x staff from Midland Heart
7 service users

Caroline thanked the group for the invitation to attend today that was a request from service users who had attended a prior focus group meeting.

Caroline introduced herself and Shirley Jones who will be taking minutes to send out to those who have attended. Caroline reminded the group that those affected by the proposals would have received a letter, questionnaire and FACT sheet in the post and there were further copies here if anyone wanted a copy.

Caroline explained the background to the proposals and stated that at this time no decision has been made on whether this will go ahead as we are hearing what people have to say about the proposals and this doesn't affect any other service you get from social services.

The proposal is about changing the way you receive floating support to live in your home.

Background

The Council now has less money to provide these types of services.

Continuing to provide these services as they are is not a cost effective use of the Council's money.

The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.

The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.

These services now sit within Social Services and were previously in housing.

We need to target the service at those that need it the most.

We want to give people more choice and control over the services they receive, just like other Social Services customers

The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.

People need assistance not only with housing but on other matters to support independence.

The consultation proposal

- The changes I've mentioned mean the Council has decided it is not viable to run the services in the same way and it is proposing a change
- The proposal is stopping the services you currently get and:
 - Introducing an assessment for each person to make sure help is given where it is needed most
 - Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)

This doesn't mean your service will stop straightaway.

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

If the proposal was agreed how will it work

The proposal is to change the way people are identified as being in need of support by having a dedicated team that establishes who is eligible:

1. How is it going to be paid for?

We still have money but have less money. Introduce one assessment process across the whole city and give customers 3 options. Money to manage and choose support themselves or help to manage the money to buy their support or help with choosing an organisation to provide support

2. Who is the provider?

if individual wants to choose anyone can be the provider. There will also be a list of providers to choose from. You can also choose a family member, friend or neighbour

3. How can you get family or friends to help you they won't have the skills to help you and they might just keep the money

John (Midland Heart) explained that for some people having a friend you might be able to pay them to help with things like getting to the shops but for some support needs you would need someone who has the skills to support you.

Caroline advised it depends what someone needs support with or for. We are not trying to take support away but there is less money and we want to offer people choice.

4. Can't see why you're doing this as I have already made my choice?

We need to reduce the spend and give people more choice

Caroline set out the time scales as the end date of the consultation period is 20th November and a report will be forwarded to the City Mayor and his team. A decision is likely to be made end of December or early January. There will be a consultation report with all comments and responses in it.

5. If proposal was agreed how would it work it looks like tenants are going to lose their support worker

A number of things could happen so this means people could still choose Midland Heart by making their own choices and managing the money themselves but I cannot give a guarantee that there would be no changes

John explained that where people live now an amount of the money they get but don't see meets their support costs.

Caroline confirmed that there are different prices across providers and there needs to be a level to access this support and that is what we will pay

6. What if I chose my current support worker but their costs are higher then I would have to pay for it myself.

Caroline confirmed that in the proposal the council would only pay for the amount it had assessed as needed to meet your support needs.

General discussion amongst the group as it was unclear what actual money/support was being discussed. There was some confusion that we were talking about a large amount of money to manage like the proposals for universal credit with set amounts per week for single people/childless couples and families. The group voiced a number of concerns about this as well as anxiety about managing a large amount of money for a month when used to having weekly benefits.

Shirley confirmed that the amount of £500 per week is the figure used to state how much the total weekly amount of benefit a family would have to live on via Department of Work and Pensions. Shirley explained that our proposals are based on the learning from the Right to Control pilot in Leicester and what we have learnt is that the total weekly cost of support is likely to be quite low and not at the level of £500 per week. Also the majority of people

have not chosen to manage the money themselves but have made choices in who provides support to them.

Caroline said that Shirley would now set out the proposal for the eligibility criteria and the assessment process in more detail

The Eligibility criteria (Shirley)

To be eligible for Independent Living Support, you are:

- Minimum age is 18 years of age in need of support and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability –sight and hearing impairments
- HIV / AIDS
- or be an older person
- be in receipt of a means tested benefit

7. What is a physical disability?

This could be someone who is disabled and has reduced mobility so may need to use a wheelchair or other mobility aids.

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

8. What about people who are off work due to sick leave

Shirley responded that as a result of the feedback during the consultation this point had been raised as we do not want there to be a disincentive to support people who are in work and may have a reduced income. We also have to recognise that there are other people not on a means tested benefit such as in receipt of a pension who may need support. Due to this, advice has been taken from our welfare rights team to look at the eligibility criteria as there may be exceptions to this.

The following criteria will then be applied

Eligibility criteria
To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be: <ul style="list-style-type: none">• An inability to maintain your home and tasks related to your home and/or• Involvement in social contact and activities will not be sustained without support and/or

- Significant risk of debt affecting your wellbeing or which could lead to you losing your home and/or
- Current concerns about your safety both in and out of your home.

If you are eligible an assessment will take place to look at where you need support in.

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

The area that the assessment is looking:

17. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
18. Developing domestic/life skills – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
19. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
20. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
21. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
22. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
23. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
24. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.

Questions and comments on the above detail

1. Who is doing the assessment?

The proposal is for Leicester City council but an actual team has not been decided

2. That needs to be quite a team to deal with all the assessments and reviews needed and need to be able to meet all of people's needs

Yes

3. How can you guarantee money will be spent where it's supposed to be like a family member could do it for free and the person keeps the money?

As we have tested this out through the Right to Control that is working well the majority of people have had the money managed for them and the spending of the money is an area that is checked at the reassessment stage. Depending on how the money has been used there is an option for the council to claw it back

4. Is there an appeal against the assessment decision?

No, as these are preventative services and non-statutory but if someone is dissatisfied they can follow the complaints procedure

5. If you employed someone to help you can you sack them and do you have to pay tax their taxes

Yes - in terms of being an employer there are agencies in the city who can offer you support to manage all of this

6. If someone gets a 3 month plan when would you review it do you know if it will continue and who can they talk to?

The detail of lead in time for the review has not been worked through yet but we know that both the service user and the agencies involved will need to know this time line

7. What if I've got 5 issues to be supported with?

Assessment will look across all areas of your life

8. If there was a risk of someone being financially abused, can this lead to managed payments

This can be taken into account because the outcome has to be what is right based on the individual circumstance

9. Why review every 3 months if someone has already been receiving support for 4 years?

We need to target those who are most in need and target resources

11. When support workers are taken away will we be assessed?

We are not taking away the support workers, assessment first and then the person chooses who supports them

12. The workers that know us best should be involved too

Those that support you can be involved in the assessment but it is also about hearing from the person themselves

13. What paperwork will you be using as Midland Heart have a common one and a digital process?

A support plan template will be drawn up and it will be different

14. This is difficult as all providers have their own forms

your point is noted

15. What about if you have had an assessment and then there is a crisis can your team deal with this

This has been raised elsewhere and we have to work through what will the response be for a crisis or emergency need

16 Will this lead to a tender exercise and isn't that all just about the best price
Caroline confirmed No based on quality and price. For a recent exercise award was based on 80% quality and 20% price. As part of this consultation there have been a number of meetings with providers so they are aware that this may lead to a tender exercise and they know that what the council wants to see in terms of quality and expertise, will have weightings attached to the questions that are then evaluated.

17 What about the STAR service is that going to end?
The STAR service is now funded separately so is not affected by these proposals

18. Lots of people prefer who they have now as we know them well and they know us I would pay Midland Heart directly for their support. Would you be sending off for medical evidence - I just want the same support I get here. It is like a family because we have great support and they give us reassurance. I can pop in at any time if there's something bothering me. We would not be asking for medical evidence it would be based upon your support needs.

19. Staff member confirmed this is a long term service so there is no end date. Some people have come in and out of support and within the group there were examples of 4, 7 and 15 years of support with them. People can reapply after a period or if they experience a future difficulty and for many this is a recurring cycle.
The support team would help people in having their needs met and in the Right to Control pilot people have used some of their allocated amount to link with the housing provider and have then shopped around with the remainder giving them more choice. This proposal does allow people to come back for an assessment in the future if there is a need to.

Caroline confirmed that we currently spend £2.5 m on services but we only have a budget of £1.7m. There is pressure on budgets and we are listening to the experiences of people in the Right to Control pilot. We also know that the Assessment team needs people with the right set of skills to work with a range of people.

20. I have difficulty with literacy and I sometimes need reminders and I have difficulty writing things and Midland Heart support me with these things.
The assessment should take into account your particular needs

21. What if Midland Heart are not on the provider list
You can choose to make your own arrangements directly with them and buy their services assuming Midland Heart want to deliver that support.

22. The cost of the team will have to come out of the same money and will all that work most of it will be spent on the team and not services
The exact costs of the team cannot be confirmed yet and it will have to come from the same funds and will be a proportionate to the level of service provided.

Caroline confirmed that we think that a single assessment process is fairer and will assist us in reducing the budget. The budget may be managed each quarter and it is a fixed pot of money

23. I'm anxious that I would have to start again and telling all about me over again as I've had long term support here.

We will work with people and their current support provider to try and minimise the impact but details will need to be provided.

24. I wouldn't know where to go to get support?

The assessment team would help with this

25. If support stopped can you come back if you need it?

Yes

26 My concern is that this is a huge amount of work for one team and completing assessment and all reviews and people may need to come back time and again. In another area they are proposing having lead providers in a consortia to reduce duplication and have the services joined up.

This is an idea we can explore

Caroline thanked the group for their helpful comments and questions and reminded them that no decision had yet been made.

Shirley confirmed that for this group if the proposal was agreed there would be a lead in time up to July 2014 where the existing customers could be assessed to see what the outcome would be for them prior to any changes.

21. If we hadn't voted in the Tories none of these cuts would be happening

I cannot comment on that these proposals are a response to the financial pressures that are happening across the country.

John advised that each local authority area has a different model and have to look at getting added value and reducing duplication because it all costs money. He suggested we look at the Northampton proposals that look at linking services together with Lead providers
Confirmed this action will be taken.

Part D - Supported Housing Papers

- Supported Housing Paper 1 - Notes of the Supported Living Focus Group – VAL 11TH Sept 2013
- Supported Housing Paper 2 - Notes of Housing Related Support – Supported Living service user focus/consultation group held 16th September 2013 at Leicester Adult Education Centre
- Supported Housing Paper 3 - Notes of Supported Living Focus Group at VAL on 20th September 2013

SupportedHousingPaper1-NotesoftheSupportedLivingFocus Group– VAL11THSept2013

Meeting was opened at 1630 by Yasmin Surti – Lead Commissioner, Care Services & Commissioning, Leicester City Council.

Yasmin introduced others that were in attendance.

Yasmin Surti – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Paul Akroyd – Business Change Manager, Adult Social Care Transformation Team Leicester City Council (Minutes)

Shirley Jones Supported Living Project Manager

5 service users were present all from Norton House. A signed record of attendance so notes of the meeting could be sent onto them.

Opening remarks

Yasmin welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about a proposal to change the support that you get in your scheme.

Yasmin stressed that no decision had been made and we don't know yet if change will happen. This proposal will not affect any other services that you get from Social Services

Yasmin then explained how the meeting would run.

The Proposal - About the change to support

Yasmin started by giving information about the proposal as follows.

Why has the Council come up with these proposals

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.

- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support independence.

Comments

1. We all feel that we all need the current level of support to continue because of our Mental Health issues. Please understand that what might not be important to you (like the support we get) is very important to us. Yasmin explained whatever happens we would still be working with the service users to ensure that all the necessary support is provided to meet their assessed needs.
2. Without the Support Worker at Norton House we would be back and forwards between the hospital which would end up costing you more. The home we have is a step between hospital & home it is a community that provides us with all the support we need. Since moving into Norton House my health has significantly improved which means I am spending less time in hospital using services. Yasmin explained that this proposal was about making it less expensive but still providing the support.

Yasmin then explained what the proposal would mean if it was agreed.

- Introducing an assessment for each person to make sure help is given where it is needed most
- Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)

Questions

1. After we have had an assessment will we get any money directly? Yasmin explained that this is possible but it would be your choice. Any money will be based on an identified need and is referred to as your personal budget. You could choose to have this money paid directly into your bank account (known as a direct payment) or you could ask the Council to manage it on your behalf (known as a managed budget)

2. The direct payment can be quite stressful having to manage receipts and prove what you have spent will we have to take one? Yasmin explained that it is your choice and you could ask the council to manage the budget on your behalf.
3. If I ask the Council to manage my budget will I still get a say in the choice of providers. Yasmin confirmed that yes you would.
4. Will this proposal effect how much housing benefit that I get. Shirley said that although there is a link it will not affect your Housing Benefit.
5. At Norton House we operate like a community for example we take turns cooking and have meals together and we make some decision together as a group this makes us feel less isolated will we still be able to do this? Shirley confirmed that this wouldn't have to change.

Comment

1. Norton House is like a little community we do so many things together this makes us feel less alone and is good for our health & wellbeing and I wouldn't want that to change because if it did it might affect my health. Shirley confirmed that health and wellbeing was a priority and the current proposal was not about making anyone feel unsettled. If there was any change we will provide support for you.

Yasmin then confirmed that the current proposal does not mean that your service will stop straight away:

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

Comment

1. Getting better is one thing keeping better is another thing and very important to us and our current environment and the support we get helps us to stay better. Without it we may relapse.
2. If I become anxious or unsettled it also has an effect on my family, friends and carers. It's not just about me.
3. I feel happier now because the changes will not happen straight away so we have time to think about it.

Yasmin then explained the eligibility criteria

To be eligible for Independent Living Support, you are:

- Minimum age is 18 years of age in need of support and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- HIV / AIDS

- or be an older person
- be in receipt of a means tested benefit

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

Comment

1. Norton House have helped me stay out of hospital I had previously been suicidal and was taking overdoses they helped me deal with this feelings – how much has that saved in the long run

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be:

- An inability to maintain your home and tasks related to your home and / or.
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to your losing your home and/or
- Current concerns about your safety both in and out of your home.

If you are eligible an assessment will take place to look at where you need support in. The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services. For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Yasmin then continued to explain why is this approach being proposed?

We think this is fairer to have one assessment that is applied to all people so that there is consistency in making decisions about who receives support

With reducing budgets we need to make sure that money is spent where it is needed most. The amount of money that we have will be a fixed each year and by making support time limited we can target the money to those that need it most.

A single assessment will clearly establish the areas of life that you need support in or with and for how long.

Question

1. Will the assessment I have be face to face? Shirley confirmed if that was best for you then yes. There would also be an opportunity to have an assessment over the phone.

Yasmin then explained the consultation process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Yasmin then asked all those in attendance to

- If they had any question & comments
- What they thought of the proposal
- What the proposal might mean to you
- Any suggestions on other changes we might make instead.

Comment

1. These changes make me feel very anxious and quite unsettled and this affects my mental health. Yasmin explained that this certainly wasn't our intention but if there was a change we would offer support through the entire process.
2. I feel a bit happier now having heard what the proposal is and having spoken to you as well. It makes me a bit more relaxed particularly because I now know that any assessment will be based on my needs.
3. As long as I can stay at Norton House I'm happy and it's good to know I will still have a roof over my head and food in my belly. Yasmin explained that if this is what people need that would still happen. But some people improve and need to move on and some people may want to move on to different schemes.
4. I think it is really important that our needs are assessed by a professional who understand the problems and issues people with mental health face. Yasmin confirmed that whoever did the assessment would be suitably trained with all the required skills and competencies.

Yasmin & Shirley then thanked everyone for coming and the meeting was closed at 1525hrs.

Supported Housing Paper 2 - Notes of Housing Related Support – Supported Living service user focus/consultation group held 16th September 2013 at Leicester Adult Education Centre

Meeting was opened at 2.30pm by Yasmin Surti – Lead Commissioner, Learning Disability & Mental Health, Leicester City Council.

Yasmin introduced others that were in attendance.

Yasmin Surti – Lead Commissioner, Learning Disability & Mental Health, Leicester City Council.

Shirley Jones – Supported Living Project Manager, Leicester City Council

Helen McLean – RTC Project Manager, Leicester City Council (minute taker)

3 service users were present all signed a record of attendance so notes of the meeting could be sent onto them along with 1 support worker.

Opening remarks (Yasmin)

Good afternoon everyone my name is Yasmin and I am the Lead Commissioner, Learning Disability & Mental Health, thank you very much for coming to the meeting today.

Before I introduce the rest of the team I do want to make it absolutely clear that we've come along today to talk to you about the proposal to change the support you get in a scheme.

No decision has been made and we don't know yet if change will happen.

This doesn't affect any other service you get from social services

Introductions and how the meeting will run

I will be leading the group along with Shirley and Helen who will be supporting me today. We will be taking notes to feed into the final report but we won't quote names.

How we would like to run today is to give you some information about the proposal and then give you a chance to ask any questions you may have.

We'd then like to ask you to tell us what this will mean to you and what your comments are.

All comments will be recorded and put into a report that will go to the City Mayor Peter Soulsby.

Yasmin showed the leaflet's and asked if people have had one.

About the change for support (Yasmin)

Ok I'll start with some information about the proposed change to the support service you receive at home

Background

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support independence.

Questions

1. The funding money that they get – does this get paid into their bank account and if so how will they (service users) manage if they have a crisis or go into hospital – mental health is different. There will be different ways that you can manage the money and you will get support to do that and this will be looked at on an individual case – we know that people with Mental Health have different needs.
2. How often will it be reassessed? We are looking at reassessing at times to look back at whether the outcomes have been met for you so could be every year or more often.

3. What will happen if Service users cannot manage the money? Yasmin gave an example – Individuals have their assessment, they are told how much money they have for support and they can choose how that money is spent and whether or not they want to manage the money or they can choose who does manage the money for them. Yasmin acknowledged that not everyone wants to or is able to manage their money and they can delegate this task.
4. How long does it take? The consultation runs until November 20th, the report is then sent to the City Mayor but if the proposal is taken forward individuals will not see a change in their service until July 2014.
5. Will anyone have their assessment done prior to July 2014? Some people may have their assessments done sooner, as part of testing out the process but no services will change until July 2014.
6. Currently some people are being assessed by Adult Social Care and are ending up with 2 budgets ASC and HRS Supported Living – will these budgets stay separate or will they be merged? Those with 2 funding streams would continue but each case will be looked at individually as it is not a fair process to ‘double fund’ for the same things.
7. How will the new proposal affect accommodation based services? Some people are worried that they will not fit the criteria, that homes may close and the ‘as & when’ support will be lost from schemes. When people are assessed consideration will be given to their current housing situation and if it remains appropriate and what that person wants to continue to do we are not going to jeopardise their accommodation and a percentage of their budget can be allocated to the landlord and then an individual can ‘shop around’ with the remainder of their budget.
8. I understand that money needs to be saved but I am not sure that this will save any money.

The consultation proposal (Yasmin)

- The changes I’ve mentioned mean the Council has decided it is not viable to run the services in the same way and it is proposing a change
- The proposal is stopping the services you currently get and:
 - Introducing an assessment for each person to make sure help is given where it is needed most
 - Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)

This doesn't mean your service will stop straightaway.

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

If the proposal was agreed how will it work? (Yasmin)

The proposal is to change the way people are identified as being in need of support by having a dedicated team that establishes who is eligible:

The Eligibility criteria (Yasmin)

To be eligible for Independent Living Support, you are:

- Minimum age is 18 years of age in need of support and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- HIV / AIDS
- or be an older person
- be in receipt of a means tested benefit

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

This is not the same as Social Services substantial or critical criteria

Question

People with Mental Health have needs that change and may go into relapse and getting support can be time critical and they may need extra help how will you do this? If this is a change to your needs then a reassessment can be done but if this is part of your assessed needs this will be worked into your support plan to make sure that you have the support when you need it most. As part of the assessment there is a section on monitoring health and wellbeing as this is very important. Reassessment will be arranged on an individual basis and depending on the areas being supported in could be set at 3,6,9 or 12 months.

Eligibility criteria

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be :

- An inability to maintain your home and tasks related to your home and/or
- Involvement in social contact and activities will not be sustained without support and/or
- Significant risk of debt affecting your wellbeing or which could lead to you losing your home and/or
- Current concerns about your safety both in and out of your home.

The areas of assessment are:

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing domestic/life skills – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.
complete an assessment of their needs.

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received

- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Why is this approach being proposed?

We think this is fairer to have one assessment that is applied to all people so that there is consistency in making decisions about who receives support

With reducing budgets we need to make sure that money is spent where it is needed most. The amount of money that we have will be a fixed each year and by making support time limited we can target the money to those that need it most.

A single assessment will clearly establish the areas of life that you need support in or with and for how long.

As we've said before, The Consultation Process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Question

1. Will the assessment be like the Medical assessments? Shirley advised that we have learned from the Right to Control Project that 1 assessment for all people is a fairer and consistent approach and it will not be like the medical assessments that were done for people on benefits. The assessments will look at what support people need and how long for and flexibility can be built in to support for individuals.

Questions

There's a lot of information there – has anyone got any questions?

Hopefully we've been able to an answer to all your questions

Can I now ask what you think of:

- the proposal
- and ask you to comment on what this might mean for you (or the person you care for)?

Does anyone have any suggestions about what other changes we might make instead?

Any questions that we haven't been able to answer we will provide a response in the notes we send back out to you.

Question & Comments

1. I worry that we are not going to get the same support that we get now as currently the level of support we get is a very high standard but it is probably not the cheapest but it is more important to us that we have consistency with the same staff as we know each other. They are also keyed up on what is going on and they tell us. They are also clued up on benefits and can help us with our finances. We note your comments.
2. Some people feel like they are being forced out. We will be making sure that each individual case is looked at individually and no one will be forced out.
3. Can we have people that know us involved in the assessment? Yes you can have family, friends or support workers involved when you have your assessment – it is your choice.
4. I feel that the council have done this the wrong way round – they have already forced 30% cuts to our budget Jan/Feb so providers will be looking to reduce services and the personalisation will cut this further when people are quite stable. Staff may now be getting cuts in their salary or face redundancy.
5. Why can't we use the Mayor's salary for Mental Health services

After today's meeting

We will send you a copy of the notes from today (have we got your name and address), but also if you have any worries or concerns or further comments about the process the consultation is open until the 20th November 2013 and you can ring the helpline on 0116 454 2400

I would like to say again that your services will not change until the city mayor and his executive team has made a decision and we will then write to you and tell you what will happen next.

Thank you for coming and for the comments and suggestions you have given us on what you think. It is really important to us that you have your say.

SupportedHousingPaper3-NotesofSupportedLivingFocus GroupatVALon20thSeptember2013

Meeting was opened by Yasmin Surti – Lead Commissioner, Care Services & Commissioning Leicester City Council.

Yasmin made the formal introductions

Yasmin Surti – Lead Commissioner, Care Services & Commissioning Leicester City Council.

Shirley Jones – Support Living Project Manager, Leicester City Council

Julie Bryan - Minutes

Yasmin began by explaining that no decision has been made and we don't know yet if change will happen and that this doesn't affect any other service you get from social services

Yasmin then explained the background

- The Council now has less money to provide these types of services.
- Continuing to provide these services as they are is not a cost effective use of the Councils money.
- The Council thinks that there are more people who need support in the city but we can't help everyone as the money is currently tied up in different contracts.
- The costs of services, which provide the same support, differ from provider to provider and the Council thinks we don't get value for money as a result of this.
- These services now sit within Social Services.
- We need to target the service at those that need it the most.
- We want to give people more choice and control over the services they receive, just like other Social Services customers
- The money needs to better support the prevention priorities of Social Services, this means providing support that keeps people well and not needing statutory services e.g. residential care etc.
- People need assistance not only with housing but on other matters to support independence.

Yasmin then explained the consultation proposal

- The changes I've mentioned mean the Council has decided it is not viable to run the services in the same way and it is proposing a change

- The proposal is stopping the services you currently get and:
 - Introducing an assessment for each person to make sure help is given where it is needed most
 - Giving people who are eligible for services:
 - Money to manage and choose support themselves (you get the money and arrange the support) or
 - Help to manage the money to buy their support (you ask someone else to manage the money and arrange the support) or
 - Help with choosing an organisation to provide support (you ask the council to arrange the support for you from a provider)

This doesn't mean your service will stop straightaway.

- All service users will be reassessed to see whether they still need support.
- If the proposal was agreed reassessments would start next year (after the consultation ends)
- If the proposal is accepted, no change would be experienced by people until July 2014

Shirley then explained the eligibility criteria

To be eligible for Independent Living Support, you are:

- Minimum age is 18 years of age in need of support and also have a
- learning disability,
- mental health needs,
- physical disability,
- sensory disability
- HIV / AIDS
- or be an older person
- be in receipt of a means tested benefit

You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

This is not the same as Social Services substantial or critical criteria

Eligibility criteria

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be :

- An inability to maintain your home and tasks related to your home and/or
- Involvement in social contact and activities will not be sustained without 2support and/or
- Significant risk of debt affecting your wellbeing or which could lead to you losing your home and/or
- Current concerns about your safety both in and out of your home.

If you are eligible an assessment will take place to look at where you need support in.

The areas of assessment are :

1. Setting up or maintaining a home or tenancy – practical issues of tenancy and/or setting in or planning to move on.
2. Developing learning/vocational skills and positive interaction – establishing daily/weekly routines for home/self-management that includes completing chores and bill paying.
3. Developing learning/vocational skills and positive interaction – activities to avoid social isolation learning new skills, volunteering or employment that could be supported or independent.
4. Managing your money – budgeting and managing debt, reducing your risks to your well-being or risks of loss of the home.
5. Establishing social contacts and activities – taking part in activities or reconnection with family/friends.
6. Maintaining personal safety and security – staying safe, ways of avoiding harm, managing unplanned events, gaining confidence and travelling independence.
7. Monitoring of health and well-being - managing all health related situations, appointments, changes in mood and having a healthy lifestyle.
8. Emotional support practical advice and liaison – minimise risks, manage your feelings through a specific event, befriending and practical worries.
complete an assessment of their needs

The assessment will identify:

- what are the areas you need support in or with
- how long are you likely to need this support for
- set a period of time when your circumstances will be reassessed to see if your needs have been met and if this (or any) support needs to continue

If your needs are assessed as minimal you could be signposted to other more appropriate services

For the customer this means:

- you will know how much money you will have and how long for
- choice in how this support is provided to best meet your needs
- flexibility in how your support is received
- have the ability to change your support if it is not meeting your needs
- able to be reassessed in the future if your needs change

Why is this approach being proposed?

We think this is fairer to have one assessment that is applied to all people so that there is consistency in making decisions about who receives support

With reducing budgets we need to make sure that money is spent where it is needed most. The amount of money that we have will be a fixed each year and by making support time limited we can target the money to those that need it most.

A single assessment will clearly establish the areas of life that you need support in or with and for how long.

Yasmin then explained the consultation process

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families
- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Questions and Comments

1. When did consultation start? Yasmin confirmed 19th August to 20th November 2013
2. Problem is if some people are managing their own budget and some not, how can the provider plan service, it will fracture service. Yasmin agreed that it does make some

people anxious it is a government directive and LCC support the decision to give choice to individuals.

3. Since being with Norton M has been stable and that stability has a positive impact on the family's lives. Yasmin explained that the family will be involved in any decisions if appropriate.
4. CPN understands M and someone who doesn't know him won't understand. Yasmin explained that the people assessing will liaise with family and other professionals involved in the person's life. Individuals can also use advocacy support that LCC purchase.
5. How often will the assessment be? Shirley explained it would be dependent on individual need and circumstances. This is about Housing Related Support and not Mental Health or Adult Social Care services. It's the low level support not about ending the services. There are inconsistencies in services that we need to look at. . The assessments will be done by 1 dedicated team, who will look at outcomes and how they can be measured and aim to get fairness and consistency. Some of this has already been tested by Right to Control Trailblazer. People living in a scheme who have taken a budget have decided that some of the budget goes to the landlord to keep the home and support and have used the rest to shop around for activities and support to meet their individual outcomes.
6. Would that work? If several people living in house and some need more support than others. Wouldn't that cost more money if everyone needs different levels of support? How could that work? Shirley confirmed that we would take your views as comments on the proposal.
7. Often people get so much better with support of Norton house, he needs someone to push him, if after 12 months he appears like he is managing will you take the support from him, also if the household costs £1,000 and the residents are assessed and the amount is less than £1000 what if Norton get rid of them and fill the house with higher needs. Yasmin explained that our approach is about meeting people's needs appropriately
8. This places the onus on family, worried that all stability that Norton has given will be gone. Yasmin confirmed that your circumstances would also be taken into account and carers are eligible to have their own assessment completed. Shirley added that we are also learning from Right to Control. Continued health and wellbeing is one of outcomes you'd want to achieve but proposal is about effectiveness. It's about targeting support for those who need it most.
9. It feels as if you are sticking a finger in the air and hoping for best.
10. This proposal might mean that people worry about getting better then worry that support will end if they get better which is counterproductive.
11. Norton House does encourage us to get better and people do support us to be fairly independent at Norton house. Hope to go back into work, it is my home like a family unit I would 'keep in touch'. Really concerned if we get support from lots of people there won't be a personal connection.
12. How would it work if X gets 4 hours and Y gets 10 how would that work? Once help is given and 4 hours used up, what if someone is in crisis and has used up hours. I am worried about assessments, your eligible for this and this, I don't want lots of people helping me. Shirley explained that in accommodation based- some people choose to

get support outside of accommodation provider. It's all about personalised support and the proposal does not have to mean that everything will change.

13. This all goes back to money supported living is a lot cheaper than mental health schemes or being in hospital.
14. Does this mean you give clients' money and we pay providers? Yasmin explained that yes that was right but only if they want to.
15. That's quite a responsibility how many people took this option in the Right to Control Pilot? Shirley explained out of our most recent cases of 52 people, the majority did not take money direct, they chose to have someone manage it for them.
16. Will decision go through appeal scheme? Yasmin explained that it goes to the executive for decision and possibly to Scrutiny to check the process and make recommendations about the decision. It also depends what the response is to the final report.
17. When the decision goes through and what happens to individual? If decision is made to accept changes block contract ends people will get individual assessment.
18. How can providers plan for financial year if things change provider will have to look at things like any other business. In other business you can look at market forces, this isn't the same, these are people. Yasmin commented that market forces can also drive up quality.
19. It doesn't drive up quality it drives down costs. Shirley commented that an individual will chose to stay with the provider that they are happy with.

Yasmin then asked the group if they had any other ideas that they would like to feed into the consultation process.

1. Integrating mental health services with support.
2. Need to involve mental health services it worries me that individuals are living in community. Yasmin explained that the people assessing you will have the skills to ask and find out about individual needs
3. If want to concentrate on prevention you should work with mental health services – some joined up thinking and funding. Yasmin acknowledged the point and it has been made at other consultations that health should be considered alongside support
4. You should also use health monies and share budgets as these schemes keep people well
5. Don't spend money on the market refurbishment project. Yasmin explained that this was different money called capital which has to be used for certain things like building and equipment.

Yasmin then thanked everyone for their time and the meeting closed.

Part E - Providers Papers

- Provider Paper 1- Notes of Provider Meeting Thursday 5th September 2013 at LCB Depot
- Provider Paper 2 - Notes of the Housing Related Support Statutory consultation meeting on 10th September 2013 at the LCB Depot
- Provider Paper 3 - Carers Centre and Carers Action Group Forum Housing Related Support Consultation notes 17th Oct 2013
- Provider Paper 4 – Power Point Presentation shown to providers

ProviderPaper1-NotesofProviderMeetingThursday5th September2013atLCBDepot

Caroline introduced others that were in attendance.

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Helen McLean- Right to Control Project Manager
Julie Bryan – Contracts and Assurance (minutes)

6 providers were present all signed a record of attendance so notes of the meeting could be sent onto them.

Opening Comments (Caroline)

Caroline welcomed everyone to the meeting and thanked them for coming. She made it clear that we were here to talk about two proposals (1) to change the support you get in your home and, (2) to no longer pay towards the cost of the alarm.

Caroline stressed that no decision had been made and we don't know yet if change will happen. Anyone eligible for support would still have their needs met. People's needs would still be met in the same way until a decision is made. The proposal does not affect other services that you may receive from Social Services.

A presentation was delivered by Caroline to those present, which outlined the background and context to the proposals (see appendix 1).

Caroline then explained what the proposal would mean if it was agreed.

- If person thinks they need support there would either contact the team for an assessment (sheltered) or be contacted (supported living and floating support) to see if a person was eligible and what support needs they may.
- If the proposal was agreed reassessments would start next year, as outlined above.
- If the proposal is accepted, no change would be experienced by people until July 2014
- At that time, those people who are eligible can:
 - take a payment and organise services themselves
 - ask an organisation to help them organise services or
 - ask the council to find a service to support them

Caroline then explained the Consultation Process as follows:

- Runs from the 19th August to the 20th November 2013
- The proposed changes are a response to the fact we have less money to provide these services
- The change will allow more choice and control for service users and their families

- No action will be taken until a final decision is made by the city mayor and his executive team
- Everyone that is eligible for support will receive help to organise options that meet their needs
- We'd like your views

Caroline then asked the audience:

- What they thought of the proposal?
- Comments on what this might mean to you (or the person you care for)?
- Suggestions about what other change we might make instead?

- Q1. Some of our service users are reluctant to attend without their support workers. Can they bring them along as it will encourage more people to attend? Caroline confirmed that support workers could go with SU to focus groups and this had been communicated by e-mail.
- Q2. What is the current budget for alarm services? Caroline explained that it is in the region of £140k per annum but this does fluctuates as people move in/out of services.
- Q3. Have we looked at other authorities to look at what they are doing? Because this seems very late in making this proposal, has anything been looked at to see the impact of removing alarms. (Response post meeting) Caroline responded advising that yes as part of the review we would have looked at other practice elsewhere. Aware that a large number of authorities are considering or have implemented e.g. Nottinghamshire
- Q4. Does the Council fund its own alarms from the rents? Caroline advised that yes it is funded from the housing revenue account. We have had separate/specific meetings with providers who deliver alarm only services to see if it also had similar funds it could also use. However, it was very clear from those that attended that this wasn't a function / funding available to them.
- Q5. With regards to alarms could they be assessed based upon need and therefore given to those that need it? Caroline noted the comment/idea and that we will take that back for consideration
- Q6. We notice there is a commissioning/procurement exercise underway to commission 6 x direct payments support providers – is this connected? Caroline explained that this exercise is not connected to this consultation exercise.
- Q7. How will the support be monitored? Caroline explained that this is covered in the presentation and will ensure it is attached to the minutes, which will be circulated following the meetings.

- Q8. What happens to those who need on-going support? Caroline explained that they will continue to be assessed and reviewed at regular intervals to confirm the on-going nature of support.
- Q9. Are the assessment documents in the public domain? Caroline responded that until the proposal is agreed they are not but they process is being tested as part of the Right to Control pilot currently. Information contained within the PowerPoint provides more detail about the assessment process (see attached)
- Q10. Biggest concern is will people who are currently eligible, still be eligible? That will be determined by the assessment.
- Q11. That sounds like first come first served service. Once assessment is done the money will be gone? We believe this approach will support all those that are assessed as needing it and provide flexibility to support more people
- Q12. Do we know what the hourly cost is? Caroline advised that this element will be confirmed if the proposals are agreed. Helen added that the new assessment process will not identify cost per hour but an amount will be offered based upon their assessed need to the individual from which they can choose where to by the service.
- Q13. What is overall budget? The overall budget will be £1.7 million, which will also need to cover the cost of the assessment team
- Q14. What about people with multiple needs will they get multiple assessments? Helen advised that no it is one assessment for one budget.
- Q15. Will they be a risk for those in exempt accommodation? Caroline explained that for those in supported accommodation (exempt) we recognise the links and there will be a minimum allocation as a consequence.
- Q16. In unique position that as a very small provider that if we don't provide support the tenancies will come to an end. Caroline explained that those in linked tenancies there will be a core amount and it will depend if the SU choose to buy from you. There are 3 options;
- Chooses to buy from you – direct payment
 - An organisation on a framework to manage budget, arrange support, deliver support
 - On framework of providers to deliver support to someone
- Q17. If someone has money from ASC they have to have own bank a/c etc., will it be the same? Caroline advised we will mirror ASC system but that is being reviewed and we want to avoid cumbersome process but yes it is likely. Helen also added that there will be support to help them manage and guide them.

- Q18. Surrey are offering £15 per person per week changing into a grant for 3 years. Thank you we will look review this model to look at its potential locally given the context we are within.
- Q19. Has there been any thought around joint commissioning with Health partners? Are they aware that this is happening? As it will have an effect on mental health teams, could this be mitigated by joint commissioning. Caroline explained that there had been some early dialogue but we will go back and have specific conversations particularly around mental health.
- Q20. Have any other comparisons been made with local authorities? Caroline explained that yes and approach is different not one specific model being based upon local services and needs.
- Q21. Is there scope for maintaining a core contract, which you'd consulted upon previously? We can re-look at that as an option.
- Q22. Has there been any noise from central government? They are looking at what next for Housing Related Support. As an authority we have not had anything specific but we will review this in line with the proposals.
- Q23. Have consultation events been well attended? Only 2 events so far yesterday's event had 15 people in attendance who had lots of questions. We are also getting a good response from questionnaires.
- Q24. Why haven't you visited every scheme? We are unable to visit every scheme like last time due to resources to support this. However there are a number of ways to feed in comments and views on the proposal including:
- Consultation Telephone line
 - Questionnaires.
 - Consultation Web Page and email
- Q25. How many will need to be assessed? Caroline explained can't give precise numbers but we currently support 1100 people who could approach us for assessment.
- Q26. Are slides available? Yes they will be sent with the minutes from this focus group.

Comment

If the proposal for alarms is agreed it will become an ineligible charge for the service user and Midland Heart have decided that they won't pay for it. If a service user who needed or wanted an alarm will be moved to sheltered accommodation. Caroline asked will that be your own stock? No, it will be wherever we are able to source accommodation and they would still have to pay, it will leave people vulnerable. Midland Heart would also refer to S. Services for assessment.

ASRA haven't yet made a decision on covering the ineligible charge for alarms and is still considering its options.

General comment from the providers was that the low cost of alarms is a cheaper way to provide prevention and allow people to live independently.

Midland Heart commented that it won't have any more fixed alarms but they may supply pendant alarms. Felt that if there could be an assessment if people had lived in their homes for a long time.

There will have to be a substantial team put in place. Belief that the team will be stretched and numbers will increase.

Caroline then asked those present what do they think of proposal?

Leave people at risk.

People's needs fluctuate lots of work needs to be done with people on the ground, there is a worry that they won't need meet criteria for ASC and won't meet it for this, they may fall through the gap.

Leave people in accommodation with high needs and at risk.

Our biggest concern, what is assessment? What is baseline? Some of our customers say they don't get support, but they do. They don't recognise it. A Service User said what happens in 12 months if no staff and there is a crisis – it's a concern for them.

From a mental health perspective, needs change and need to be able to respond to need so needs flexibility.

Other issues for providers relates to staff contracts, e.g. if support reduces or something changes, will we have to go to zero hours based contracts and wouldn't want to go down those lines.

We have 2 business models running and it is very difficult and will be a big shift for providers.

Has had to explain that for those with support linked to the tenancy that even if support ends, tenancy won't they all think they will not get support.

Biggest concern is about having no presence at scheme. If don't have presence and don't have alarms who is checking that everyone is well? Don't want to change criteria for getting into sheltered, want to keep people in there who are well and work, keeps the balance.

Caroline asked those presents do you think that that if proposal was agreed would you have to look at criteria for services? We do have housing officers on site but it could make it difficult for them.

If we lose support we would need to restructure and yes, would need to re-model. We would also need to look at recruitment to see if people could deliver all elements but domiciliary care is different to housing related support

As a small provider there is the potential due to tight budget would have to shut We would close too, we've already cut the service over the past 2 years.

ProviderPaper2-NotesoftheHousingRelatedSupportStatutory
consultationmeetingon10thSeptember2013attheLCBDepot Meeting
was opened by Caroline Ryan – Lead Commissioner, Care Services & Commissioning,
Leicester City Council

Welcome and Introduction

Caroline welcomed all to the providers to the meeting and introduced herself to the group and explained her role and the purpose for the Consultation meeting and asked for a brief round of introductions.

5 Providers were present, all signed a record of attendance so notes of the meeting and the presentation could be sent onto them.

Attendance

Caroline Ryan – Lead Commissioner, Care Services & Commissioning, Leicester City Council.
Shirley Jones Supported Living Project Manager
Kalpana Patel Commissioning Officer

Providers

Chris Jones – De Montfort Housing
Sue Pooley – Norton House
Imtiaz Vohra – ASRA Housing group
Alison Morley - FHA
Zahir Hussain – Anchor Trust

Caroline went through the structure of the session which included

- Background
- Consultation Proposals
- Consultation Process
- Questions

Caroline presented the background context

Service has disaggregated to ASC in 2012/13. Annual funding has reduced. Currently spend 2.4 million against a budget of £1.7million – this is a key driver for change. The proposals will deliver the required savings which were part of the 2012/13 budget setting process. It was emphasised that change needed to ensure resources target those in greatest need. This approach is aligned with ASC vision. This will provide preventative services that will stop people needing long term expensive care and support.

Caroline presented the Consultation Proposals

For sheltered Alarm and Alarm only services

Proposal; the council is proposing to stop paying towards the cost of alarm services. If agreed, people would still be able to have an alarm service from their landlord but the Council would not continue to pay for it.

Caroline asked if there were any questions, what they thought about the proposal and what it might mean for the organisation. Any other suggestions, options we could consider.

Questions

1. When is the change with the Alarms? Caroline -1st April 2014.

Issues&Comments

1. I have experience of it before. People cannot opt out because it was linked to the door entry system made it part of the condition of tenancy. Make them sign a disclaimer if they still do not choose to have a service
2. Have telecare service as a possible option if they cannot continue to have the alarm service. Had this in Birmingham. Some SU can access free telecare services. We will explore this
3. Proactive discussion – options to explore it. Offer some support that sit alongside alarm service, not the same but it could offer some support.
4. Having a committee meeting tonight to discuss the options. Language for us may be an issue when looking at options. Consider the options which are available and approaches. May consider main stream call centre. There is reluctance for some people to pay any charge.
5. Leicestershire County Council are going out to consultation on their Alarm Services and contracts. Caroline confirmed she would look into it in more detail.
6. Birmingham City Council can continue with the alarm service for existing SU/ tenants and not have it available for the new SU/ tenants. Caroline – Because of the level of savings which have to be made this is unlikely to be a realistic option. We would take it back and still consider it.

Caroline then presented the Consultation Proposal

For Sheltered Support, Supported Accommodation and Floating Support Services: _

- Proposal: The council is proposing to introduce a single assessment for each person to make sure help is given where it is needed most, giving people who are eligible for services:
 - Money to manage and choose support themselves or
 - Help to manage the money to buy their support or
 - Help with choosing a support provider.
- We think that this change would be better for people because those who are eligible for help could:
 - Buy support from who they want
 - Change their support when they need to
 - Arrange the support at times they need it

Caroline asked for any questions feedback

The providers wanted to know more about single assessment how it would work.

Shirley explained in more detail how the single assessment process would work.

- Similar to ASC model use different language because this is non- statutory provision
- Similar to a DP they will receive the money directly a budget allocation
- Next is where they have help to manage their money to buy the support and the Individual service fund pilot is where this is happening
- Help with choosing a support provider, like now
- It allows for more flexibility
- Outcome based on needs
- Can be single assessment and then you will be reassessed
- Can be support which can be provide for 3, 6 or 12 months depending on needs

Question where asked about the ISF Pilot.

Question

1. When did the ISF pilot start? It began in April of this year and will run for a year. What client group is it for? It is for people with Mental Health conditions. Shirley explained it is a Pilot.

Caroline went through the consultation proposal

Consultation Proposal

- New Outcome Based Model
- Fixed pot
- Dedicated team
- Eligibility / Single assessment process
- Consistency of approach
- Targeted at those most in need
- Time limited support for the majority

Issue/ Comment/ Conversation

- Shirley explained the support will be for a particular need and outcome

Questions

1. Provider –Mental Health issue, how does this recognise the fluctuating needs? Shirley explained the models allows for flexibility for that person, short term and flexible, relating to need.

Caroline went through the case study for James to demonstrate how it would work

Questions

1. Eligibility criteria are they in line with for HRS criteria? Caroline -Yes
2. What is the probability of it going up? The criteria Caroline explained there is a commitment to preventative services, but it depends on the budget allocation.
3. New model who is it for which client group? Shirley Approval for all client groups 18 +
4. Floating support across all tenure? Caroline Yes
5. Will this follow some form of procurement exercise? Caroline - Yes. Aside from customer choice there is likely to be framework contract in place

6. Are you splitting the Alarms services contracts and the other services contracts?
Caroline Yes alarm contracts are due to end on 31st March. Service contract are due to end on the 30th June 2014
7. Are you going to extend the contract? Caroline -All contracts are due to end 30th September we are going to extend up to mid-January 2014 whilst separate discussions over contract values takes place.

Caroline confirmed we are considering your feedback and all the options
Issue/ Comment

8. Concern about using some of the terminology – time limited. This concern was noted and Caroline and Shirley reassured that they could look to rephrase this as have been describing what it may mean at service user focus groups. Shirley explained that Service User will be told how long the support will be available for, then they will be re- assessed so the support can link to changing needs. So it can go up or down. Needs related to the outcomes in your life.
9. There were concerned raised as to the possibility of a revolving door scenario. Shirley explained Service User 's needs would be monitored whilst having the support in place.
10. For the long term Mental Health service it is about enjoying a quality of life, about developing and maintaining these skills. Shirley explained there is an option to scale the level to respond to change / crisis and again explained support can go up or down depending on needs and outcomes achieved.
11. It was confirmed any existing ASC client will have their needs met via the ASC statutory services.
12. It all looks good. Support and understand outcome based model. Will take it back to consider and discuss. Delivery side of things and discuss options
13. Provider – no effect for our organisation in relation to viability for Foundation as we are coming under wider group ENABLE EM HOMES
14. Zero based hour contracts may be a potential if call off from a framework, which is not attractive. Will be hard to ask our committee to go for that option.
15. Co-op considering what level to provide subsidies to the customer.
16. Discussion of a similar proposal which was implemented by another Local Authority for sheltered housing. Advice was not to go down this route as with the removal of support, providers would not accept people with high level needs.

Close and finish

Caroline thanked everyone again for their time and reminded them this is the start of the consultation process and their views comments and feedback were all welcome and would inform the process.

ProvidersPaper3-CarersCentreandCarersActionGroupForum HousingRelatedSupportConsultationnotes17thOct2013

Speakers: Caroline Ryan & Shirley Jones

Background

Money for housing related support is no longer protected. The budget of 2.4 million needs to be reduced to 1.7 million. We need to target money on the people who need it the most.

Proposal 1

For the council to stop paying toward the alarm system for people on housing benefit.

Carer it could work if there is a warden on site all the time

Carer- my sister has had one fitted, does this apply?

CR- This only applies to people the council pays towards and who are on Housing benefit

Carer- My relative lives in council sheltered accommodation does this apply?

CR- No this mainly applies to people who live in housing association accommodation.

Carer- If they live alone they need an alarm, it is for emergencies and it might be difficult to pay for the alarm themselves.

Carer- sister fell and had no alarm and was there for a long time without being discovered. A neighbour fell but had an alarm.

Q How do residents know that they are paying for an alarm?

CR- it is on the rent card and statement. Door entry is covered by Housing benefit but 'calling for help' is not.

Q Would attendance allowance be disregarded when looking at disability charges?

CR- Charging will be the landlords responsibility and it is not linked to this.

Carer- Will there be rules about charges?

CR-councils don't control this. Providers decide what to charge. Charges are between 50p and £7.69p a week but Housing Associations are not profit driven.

Q- Are there any statistics on numbers affected by this?

CR approx. 800

Carer- If someone needs an alarm is that an assessed need?

CR if it is an assessed need, someone could choose to pay towards the alarm with their personal budget.

Carer- important that the most needy people should not go without because they can't afford it

CR this has been raised elsewhere and we will consider this to see what can be done for those who most in need.

Carer- Why does the council pay money towards housing associations?

CR- It is linked to how this programme was set up but originally was linked to those on housing benefit, which then came into this pot of money

Carer- if you make cuts then this will impact on the Adult social care budget. They will need to pick up the cost.

CR- individuals will pay for the alarms.

Carer- Can they have the alarm cut off?

CR and SJ- No, they are hardwired into the accommodation.

Proposal 2

This affects:

- Sheltered accommodation
- Supported accommodation
- Floating support

The proposal is to have a single process of assessment so that help is given to the people who need it most.

The options for managing the money are:

- Manage self
- Provider manages the money
- Or have the service arranged for you

The idea of the single process is to be fairer and more consistent. The assessment is to determine what support is needed and for how long.

Carer- Who carries out the assessment?

CR- Providers do currently but the proposal is to replace this with an assessment team.

Carer- Can they have friend or carer with them at the assessment?

CR yes

Carer- What skills do the providers have to assess people?

CR- Providers should have staff with the skills to assess people.

Carer- Could providers skew the assessment to benefit their organisation? For example saying that someone needed a full time warden?

CR Wardens are not on the premises 24 hrs. now.

Carer- Are there less wardens?

CR- yes this is possible.

Carer- so if support is tailored to the individual, the warden role may go?

CR – yes that's correct

Carer- wherever you draw the line of where a safety net starts, some people will fall through the net. It will hit some very vulnerable people.

Q- Will you save any money?

CR We have to – we can only spend what we have got, which is a lot less.

Q- What changes are you bringing about?

CR- We are introducing 1 eligibility criteria for services. To be eligible people will be those 18 years old or over who have a disability, a long term illness, be HIV positive or managing AIDS related conditions or be an older person. They will also need to be in receipt of a means tested benefit. In order to receive support there needs to be an impact on continued independence.

SJ- We are looking at the issue of people in employment or on low incomes and older people who are not on benefits. This could impact on them.

Support could be in connection with:

- Debt
- Concerns regarding managing the home or hoarding for example
- Developing life skills
- Leisure, vocational, volunteering, work
- Budgeting
- Social isolation
- Monitoring health and wellbeing
- Emotional wellbeing

There is a pilot to see how this approach works

Carer- so some people on this scheme are not eligible for adult social care?

CR –yes

Q What about people with Autistic Spectrum Disorders?

CR if they have a support need then they will be assessed to see if they are eligible

Carer query re mobile meals- important for some to have the contact.

CR- will pass this on to relevant person.

CR any views on this?

Carer- key is who does the assessment and their skills.

Carer- the person who carries out the assessment will also need to bear in mind the budget.

CR- This has been tested and if the assessment has been carried out by a skilled person, the individual is looking at different options that suit them and their needing lower levels of support. People have been trying new things. It is important that people are safe.

Carer- what does the budget pay for?

CR- It will be for the assessments and the service.

Carer- How often will reviews take place?

SJ- depends on individual need, after the assessment, there will be a 6 weekly check and then according to the need, another review at 3, 6, 9 or 12 month interval.

Carer- It should trigger if someone now needs support from adult social care.

Carer- son has Asperger's and it is very important for the carer to be seen separately so that they can tell the assessor the full picture. My son will not allow me to do this if he is in the room.

CR will take this point back

Carer- will there be support plans?

SJ- yes

Carer- cutting off support at the lower end so that people at the higher end get support means that the safety net moves up and there are more people below the net.

CR- we'll take that comment back for consideration as to how we monitor this.

Carer-What about schemes and people with learning disabilities in supported accommodation?

CR Landlords could get more rent; the proposal is also looking at people getting core support which is tied to the accommodation.

Q what response have you had about alarms so far?

CR the main concern is about cost and the impact of welfare reform

ProviderPaper4– PowerPointPresentationshownto providers

Housing Related Support Statutory Consultation – Provider Presentation

Slide 1

Housing Related Support

Statutory Consultation

Slide 2

Introduction and Purpose

- Welcome and introductions
- Structure of session
 - Background
 - Consultation proposals
 - Consultation process
 - Questions
- Summary and close

Slide 3

Background context

- Services disaggregated to Adult Social Care (ASC) in 2012/13
- Annual funding available has reduced
- Currently spend £2.4 million against budget of £1.7 million – key driver for change
- The proposals will deliver the required savings which were part of the 2012/13 budget setting process.

Slide 4

Background context ct...

- Consequently changes needed to ensure resources are targeted at those in greatest need
- The approach is aligned to the ASC vision, and the national policy direction
- It will provide preventative services that will stop people needing long term expensive care and support, such as residential care

Slide 5

Consultation Proposals

- Overview
 - Will look at the 2 proposals and take questions
 - Will provide overview of the future model of delivery

Slide 6

Consultation Proposals

- For Sheltered Alarm and Alarm only services:
 - Proposal: The council is proposing to stop paying towards the costs of alarm services - If the proposal is agreed people would still be able to have an alarm service from their landlord but the council would not continue to pay for it.

Slide 7

Proposal 1

- For sheltered alarm and alarm only services
- Any Questions
- What do you think of the proposal
- What this might mean for your organisation
- Does anyone have suggestions about what other changes we might make instead

Slide 8

Consultation Proposals

Services:

- For Sheltered Support, Supported Accommodation and Floating Support
- Proposal: The council is proposing to introduce a single assessment for each person to make sure help is given where it is needed most, giving people who are eligible for services:
 - Money to manage and choose support themselves or
 - Help to manage the money to buy their support or
 - Help with choosing a support provider.
- We think that this change would be better for people because those who are eligible for help could:
 - Buy support from who they want
 - Change their support when they need to
 - Arrange the support at times they need it

Slide 9

Consultation Proposal

- New Outcome Based Model
- Fixed pot
- Dedicated team
- Eligibility / Single assessment process
- Consistency of approach
- Targeted at those most in need
- Time limited support for the majority

Slide 10

Overview of the future model of delivery

- New model changes the way people currently receive support
- Dedicated assessment and support team who will establish:
 - Eligibility
 - Completes assessment of needs

Slide 11

Overview of the future model of delivery

- The Eligibility criteria
- To be eligible for Independent Living Support, you are in need of support and also have a either:
 - learning disability, mental health needs, physical disability, sensory disability, HIV/AIDS, or be an older person
 - And be in receipt of a means tested benefit
 - Minimum age is 18 years of age
- You may not be eligible for support if you already get services from Social Services. This will be decided on a case-by-case basis.

Slide 12

Overview of the future model of delivery

Eligibility criteria

To be eligible there is a risk to your continued independence and wellbeing and this could mean that there is or will be :

- An inability to maintain your home and tasks related to your home and/or
- Involvement in social contact and activities will not be sustained without 2support and/or
- Significant risk of debt affecting your wellbeing or which could lead to you losing your home and/or
- Current concerns about your safety both in and out of your home.

Slide 13

Overview of the future model of delivery

- Assessment will identify:
 - Area of need person needs support in
 - How long likely to need support for
 - Set a period of time when circumstances will be reassessed to see if needs met and/or support needs to continue
 - If support needs minimal people will be signposted

Reduced budget requires to target budget to those most in need

Slide 14

Overview of the future model of delivery

- Assessment will establish area of life where support is needed:
- Setting up a or maintaining a home
- Developing domestic/life skills
- Developing learning/vocational skills
- Managing your money
- Establishing social contacts and activities
- Maintaining personal safety and security
- Monitoring of health and well being
- Emotional support practical advice

Slide 15

Proposal 2

- For Sheltered Support, Supported Accommodation and Floating Support Services:
- Any Questions
- What do you think of the proposal
- What this might mean for your organisation
- Does anyone have suggestions about what other changes we might make instead

Slide 16

Consultation Process

- Runs from the 19th August to the 20th November 2013
- Proposed changes are a response to the fact we have less money
- The change will allow more choice and control in line with broader ASC agenda
- No action will be taken until a final decision is made in December
- Everyone that is eligible for support will receive help to organise options

Slide 17

After today

- We will send you a copy of the notes
- Any further comments or concerns the consultation is open until the 20th November 2013
- You can ring the helpline 0116 454 2400
- Register comments on the website:
consultation.leicester.gov.uk

Slide 18

Summary and Close

- Thank you for coming and for the comments you have given on what you think, it is really important to us that you have your say.
- And a reminder no decision has been made

• Thank you
