

**Scrutiny Board (Environment And Neighbourhoods)  
Inquiry Into Older People's Housing**

**Links between the national 'personalisation agenda' and the future development of flexible and bespoke housing related services for older people.**

- 1.1 The personalisation of social care and associated services is designed to enable clients to design, choose and control the services that they use. Personalisation covers social care services for older people, people with learning disabilities and people with mental health issues. Personalisation encompasses a number of elements:
- 1.2 **Self-Directed Support:** is a model of service delivery where the individual is enabled to have true choice and control over the design and delivery of their service, including assessment, developing the support plan, and choosing how to spend the funding.
- 1.3 **Individual Budgets:** Client receives an indicative funding value, which could be comprised of several funding sources, and uses this funding to purchase services from selected providers, whether they are from the public, private or voluntary sectors.
- 1.4 **Personal Budgets:** same as Individual Budgets, but only comprising social care services/funding.
- 1.5 **Direct Payments:** The client receives a funding payment and uses this to purchase services determined by them.
- 1.6 The Adult Social Care Directorate has set a target that by the beginning of April 2009 all social care clients will be entitled to know the cost of the care/support they receive and be given the opportunity to spend this money differently. A further target has been set that by April 2011 50% of social care clients will have an Individual Budget – approximately 10,000 people.
- 1.7 An evaluation of Individual Budget pilots identified that 50% of clients continued to receive a service from the existing service provider and 15% of clients decided to change completely to a new provider. 56% of clients elected to have their budget managed by someone else, such as a relative or care manager. The pilot evaluation identified that people with learning disabilities were more likely to experience an improved quality of life through the introduction of Individual Budgets, conversely, the pilot evaluation identified that many older people had experienced higher levels of anxiety.
- 1.8 Housing-related support, commissioned through the Supporting People programme, will be included within Individual Budgets, if the client is also in receipt of a social care service. There are a number of implications relating to Individual Budgets and the commissioning of housing related support. The Supporting People programme block purchases sheltered warden services, by scheme, and this potentially conflicts with the principle of individuals purchasing services. The Supporting People programme will also need to

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consider how it can create a genuine 'open market' so that clients have a real choice in how they buy a service. Supporting People commissioned services are subject to a prescribed regulatory framework and individuals may decide to purchase a service from a person/organisation that has not been subject to this testing. There may well be a conflict between promoting choice and safeguarding vulnerable people: client may decide to purchase a service from a person who has not been subject to a CRB check. The Supporting People programme will also need to ensure that support planning attached to Individual Budgets contain appropriate housing related outcomes.

**Implications of the increasing older people population on housing related services and the identification of future planning needs;**

- 1.9 The 2006 Leeds Housing Market Assessment identified the increasing proportion of older people within the Leeds population and the increased likelihood that people will have life limiting illnesses, live in unsuitable housing and experience fuel poverty, as they get older. The Housing Market Assessment also identified that the housing expectations of older people are rising and this would impact upon the long-term suitability of current service provision. These issues are being factored into the updated housing strategy, with specific emphasis on strengthening the link between quality housing services and improved health outcomes.

**The current review of the Leeds Housing Strategy and its need to respond to the relevant strategic outcomes and priorities within the Leeds Strategic Plan and Leeds Local Agreement;**

- 1.10 One of the drivers for updating the existing Leeds Housing Strategy is to ensure that it better reflects and responds to the vision themes, strategic outcomes and improvement priorities included within the Leeds Strategic Plan. The updated strategy is framed around the strategic vision 'creating opportunities for people to live independently in quality, affordable housing'. Three strategic themes flow from this vision:
- Increasing the supply of affordable housing
  - Improving housing quality
  - Promoting independent living
- 1.11 The links between the 'Thriving Places' vision theme and the updated strategy are clear: increasing the supply of affordable housing, improving housing decency and reducing homelessness. The updated strategy will seek to strengthen the links between housing services and the 'Health and Wellbeing' vision theme. Promoting the capacity of vulnerable people to live independently through housing related support, adaptations and assistive technology will be a key priority within the updated strategy. Modernising

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housing provision for older people will also contribute towards the independent living agenda. The 'promoting independent living' strategic theme strongly focuses on the housing needs of older people. Providing accessible housing that conforms to the Lifetime Homes standard will be a key goal within the affordable housing strategic theme. The strategy will also seek to promote the link between poor housing and reduced health outcomes, including those relating to older people.

### **The Leeds Older People's Housing Strategy and accompanying action plan**

- 1.12 The Older People's Housing Strategy Action Plan is being updated so that it corresponds with the Leeds Strategic Plan and the updated housing strategy. The strategy will continue to be framed around the priority to help older people maintain independent living arrangements. Actions relating to the PFI bid to modernise sheltered housing provision will also be included within the updated action plan.

### **The condition of sheltered housing stock in Leeds and proposals for improvement, with particular reference to the Supporting People Programme and PFI bid proposals for modernising housing provision for older people.**

- 1.13 Issues relating to the modernisation of sheltered housing stock, through the PFI bid proposal, are covered in another report. The increased emphasis on extra-care provision will have funding implications for the Supporting People programme: commissioning of additional units of extra care housing support.
- 1.14 Many local authorities have reconfigured housing related support services for older people, primarily through the removal of on-site warden services and replacement with mobile warden provision. Such changes have not been universally welcomed and it would appear have caused anxiety and distress to some older people. The Leeds Supporting People Partnership has no definite plan to reconfigure older people's housing support services around a floating support model. The Partnership wishes to see an increase in floating support, targeted at older homeowners, private tenants and those living in generic sheltered housing tenancies. Such people have historically been unable to access support as the service was linked to residence in a sheltered housing scheme. Greater focus is being placed on improving the quality of housing support services for older people. All commissioned services are assessed against the six criteria of the Supporting People Quality Assessment Framework, with providers receiving an A-D rating. The six criteria are Needs and Risk Assessment, Support Planning, Health and Safety, Protection from Abuse, Fair Access, Diversity and Inclusion and Complaints. The sheltered warden services provided by the Leeds ALMOs were assessed at Level D until 2008. The three organisations are now assessed at Level C, with Aire Valley Homes achieving a Level A rating against the Protection from Abuse criteria. It is envisaged that all three organisations will receive a minimum Level B rating by the end of 2008/09.