

### **Sheltered Housing Service – Presentation (HMCSC).**

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#### **Sheltered Housing**

This section will describe the sheltered housing schemes as part of the council's housing stock.

- 23 sheltered housing schemes.
- 850 homes for older people.
- Built between the 1960s and 1990.
- A wide range of facilities.
- Hard-wired smoke and emergency alarm service

#### **Service Description**

This section will describe the current service delivery.

- Site based scheme manager.
- Daily wellbeing checks and weekly accountability.
- Personalised support plan.
- Emergency response service (inc. CareLink Plus)
- Community support and engagement.

#### **Access and Population**

This section will describe the access into sheltered housing, the eligibility criteria, application and the lettings process. It'll also describe the current demographics (e.g. age, need, gender).

- Older person with an identified support need.
- Application (inc. assessment process)
- Choice Based Lettings (inc. letting and induction)
- Local Letting Plan
- Scheme demographics

#### **Successes**

This section will set out the value of the service.

- Customer feedback (STAR results)
- Active tenant participation (SHAG) and vibrant communities
- Service delivery 365 days per year
- Positive outcomes (St Andrews Results, case studies)
- Safer environments (Fire Safety)

- Collaborative working.
- Supporting people with higher support needs.
- Investment programme

### **Higher Support Needs**

This section sets out how we are helping those with higher support needs.

- Recognise people with higher support need as citizens and challenge discrimination.
- Provide and encourage a supportive environment and community.
- Assess personal strengths alongside need and risk.
- Provide person focused and flexible support – particularly at the start of a tenancy.
- Work close with supportive agencies and other council staff.
- Involve and support carers.
- Train staff and promote dignity and respect.
- Use technology where appropriate.

### **Collaborative working.**

This section will set out the way in which the service works with partners. Where possible, this will be a photographic overview using images from Homing In.

- Active Pharmacy.
- MIND, Age UK, Active Lightworks and Alzheimer's Society.
- Active for Life (Social Ping).
- Community Payback
- Digital UK.
- Health events (cancer prevention, smoking cessation).
- Intergenerational events (Patcham High School, Brighton College, Blueberry Nursery).
- Grey Matters
- Tenant led events

### **Challenges**

This section will set out the local and national challenges facing the sheltered service.

- Changing demographics (increasing very old, life expectancy, diversity)
- Changing health impacts (JSNA health impacts)
- Changing life expectations (personalisation, active ageing, dignity)
- Supply, demand and allocation
- National context (NHS changes, social care changes, deficit reduction)
- Current 'one size fits all' service model and resources
- Ageing buildings and facilities

## **Opportunities**

This section will set out the opportunities for the sheltered service.

- Changing demographics
- Better understanding of active ageing, dignity and respect.
- The recognition of the value of preventative & wellbeing services.
- The new health, social care and public health landscape.
- Changing funding, commissioning and partnership opportunities
- Technology
- Localism – local service meeting local challenges
- Investment programme
- Service redevelopment

## **Next Steps**

This section will give pointers to the next steps the service needs to take.

- Better understand our value and contribution (performance)
- Re-establish our purpose (sheltered housing policy)
- Refine our service delivery (service review)
- Maximise funding, commissioning and partnership opportunities.

