

EXETER CITY COUNCIL

SCRUTINY COMMITTEE – COMMUNITY 17 JANUARY 2006

SHELTERED HOUSING SERVICES REVIEW

1 PURPOSE OF THE REPORT

- 1.1 To inform members of the results of the Devon Supporting People review of the Council's sheltered accommodation service.

2 BACKGROUND

- 2.2 At its meeting of 21 June 2005, Scrutiny Committee-Community were informed in the report *Housing Services For The Elderly* that Supporting People had embarked upon an inspection of the Council's sheltered accommodation service.
- 2.3 The results of the inspection were sent to the Council on the 9 December 2005 for consideration, and the main points are outlined in this report.

3 RESULTS OF REVIEW

- 3.1 The recommendation of the overall review is that the contract with Devon Supporting People Team should be renewed, thereby securing our funding for the warden service and our elderly residents in the medium term. This recommendation is subject to approval by the Devon Joint Commissioning Body.
- 3.2 The review is broken down into four main headings and are marked individually, they are:
- Stake Holder Summary (Fair) - our suggested stakeholders were Age Concern, Social Services and the Primary Care Trust.
 - Service User Feedback (Fair)
 - Staff Feedback (Fair)
 - Quality Assessment Framework (Poor).
- 3.3 The Quality Assessment Framework is broken down into the following headings and marked individually. To pass the inspection each individual area must be assessed as level 'C' or above.

Assessment Area	Level Achieved
Security Health & Safety	C
Complaints	C
Fair Access, Diversity & Inclusion	C
Protection From Abuse	D
Support Planning	D
Needs Assessment	D

- 3.4 For those areas where the service only achieved a level 'D' the Supporting People Team have recommended an action plan to ensure we achieve the minimum level of 'C' by a deadline of June of 2006. Officers are now compiling the action plan for approval by the Supporting People Team.
- 3.5 Following further discussions with Supporting People it is clear that to achieve the minimum required standard of level C by June 2006, only minor adjustments are necessary to the current procedures and that work is already underway to improve the service further. For example, in the Protection from Abuse section, although the inspection found the service had good procedures for dealing with such circumstances the Sheltered Housing Team are required to keep a log of any complaints received from elderly residents regarding the service they receive and to publish better information on how tenants can complain if they feel professional boundaries have been breached. The Supporting People Team has also asked that staff undergo further training in this area.
- 3.6 Once we have achieved the minimum standard we will embark upon a programme of sustained improvement and future targets will be set to achieve level 'B' of the Quality Assessment Framework.
- 3.7 The Council expects further guidelines on the expectations of Devon Supporting People with regards services to older persons services early in the New Year. Once these have been published a further report will be submitted to this Committee setting out the Council's formal response.

4 CONCLUSION

- 4.1 Overall the Council can be pleased with the outcome of this review. Whilst we still have some work to do in order to achieve the standards required, this is fairly minimal and we are confident that we will achieve 6 level 'Cs' by the June 2006 deadline.
- 4.2 Most importantly, the main success of this review is that the Supporting People Team will be recommending to the Joint Commissioning Body that our existing contract be extended, giving the Council and our supported elderly residents certainty over future funding in the medium term.

5 RECOMMENDED

That Scrutiny Committee – Community:

- 1) notes the above report
- 2) receives a further report on the future of older person's services once the Devon Supporting people Team have published their recommendations.

HEAD OF HOUSING AND SOCIAL INCLUSION

H:LP/ Committee/106SCC9
5 January 2006

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling this report: