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18 November 2011

S U M M O N S

MEETING: Community Board
DATE: 28 November 2011
TIME: 6.00pm
PLACE: Council Chamber, Town Hall, Gosport
Democratic Services contact: Carly Walters

LINDA EDWARDS
BOROUGH SOLICITOR

MEMBERS OF THE BOARD

The Mayor (Councillor Carter CR) (ex-officio)
Chairman of the Policy and Organisation Board (Councillor Hook) (ex – officio)

Councillor Burgess (Chairman)
Councillor Kimber (Vice – Chairman)

Councillor Mrs Bailey	Councillor Henshaw
Councillor Carter C K	Councillor Hylands
Councillor Mrs Cully	Councillor Mrs Hook
Councillor Edgar	Councillor Jessop
Councillor Mrs Forder	Councillor Murphy

FIRE PRECAUTIONS

(To be read from the Chair if members of the public are present)

In the event of the fire alarm sounding, please leave the room immediately. Proceed downstairs by way of the main stairs or as directed by GBC staff, follow any of the emergency exit signs. People with disability or mobility issues please identify yourself to GBC staff who will assist in your evacuation of the building.

IMPORTANT NOTICE:

- If you are in a wheelchair or have difficulty in walking and require access to the Committee Room on the First Floor of the Town Hall for this meeting, assistance can be provided by Town Hall staff on request

If you require any of the services detailed above please ring the Direct Line for the Democratic Services Officer listed on the Summons (first page).

NOTE:

- i. Councillors are requested to note that, if any Councillor who is not a Member of the Board wishes to speak at the Board meeting, then the Borough Solicitor is required to receive not less than 24 hours prior notice in writing or electronically and such notice shall indicate the agenda item or items on which the member wishes to speak.
- ii. Please note that mobile phones should be switched off for the duration of the meeting.

AGENDA

RECOMMENDED
MINUTE FORMAT

1. APOLOGIES FOR NON-ATTENDANCE

2. MINUTES OF THE MEETING OF THE COMMUNITY BOARD
HELD ON 3RD OCTOBER 2011

3. DECLARATIONS OF INTEREST

All Members present are required to declare, at this point in the meeting or as soon as possible thereafter, any personal or personal and prejudicial interest in any item(s) being considered at this meeting.

4. DEPUTATIONS – STANDING ORDER 3.5

(NOTE: The Board is required to receive a deputation(s) on a matter which is before the meeting of the Board provided that notice of the intended deputation and its object shall have been received by the Borough Solicitor by 12 noon on Thursday, 24 November 2011. The total time for deputations in favour and against a proposal shall not exceed 10 minutes).

5. PUBLIC QUESTIONS – STANDING ORDER 3.6

(NOTE: The Board is required to allow a total of 15 minutes for questions from Members of the public on matters within the terms of reference of the Board provided that notice of such Question(s) shall have been submitted to the Borough Solicitor by 12 noon on Thursday, 24 November 2011).

6. OLDER PERSONS SERVICES; HCC SUPPORTING PEOPLE
STRATEGIC REVIEW AND SERVICE IMPLICATIONS

PART II

To bring before Members the conclusions of the Hampshire County Council Strategic Review of Older Persons Services and to outline the implications for the older persons services in Gosport.

Charles Harman
X5287

7. HOMELESSNESS PREVENTION INITIATIVES 2012/13

PART II

To inform Members of the continuing excellence of this Council's homelessness prevention outcomes and to seek approval of continued financial support for 2012/13.

Steve Newton
X5296

8. ANY OTHER ITEMS

-which the Chairman determines should be considered, by reason of special circumstances, as a matter of urgency.

AGENDA ITEM NO. 06

Board/Committee:	Community Board
Date of Meeting:	28 November 2011
Title:	Older Persons Services; HCC Supporting People Strategic Review and Service Implications
Author:	Housing Services Manager/CH
Status:	FOR DECISION

Purpose

To bring before Members the conclusions of the Hampshire County Council Strategic Review of Older Persons Services and to outline the implications for the older persons services in Gosport.

Recommendation

That Community Board;

(a) Note the outcome of the Hampshire County Council Supporting People strategic review of older persons services within Hampshire and in particular the impact on services currently provided by this Council;

(b) Agree the changes to Gosport Council's schemes, as a result of the review, set out in this report; and

(c) Authorises the Housing Services Manager to negotiate the new contract as described in this report.

1.0 Background

1.1 Since the creation of the national Supporting People (SP) framework in 2003, the Hampshire County Council Supporting People administration has overseen reviews of service provider contracts in a 3 year cyclical strategy. Service providers have been classified into one of three 'clusters':

- Older Persons Services
- Learning Disability
- 'Excluded' Cluster (all supported clients not in either of the above categories).

1.2 Each cluster is reviewed once every 3 years. Adjustments to the funding and service provider contracts have been made as a result of those reviews. It has also, in part, resulted in efficiency savings that have enabled service providers, such as the Housing Service's Older Persons team to continue to deliver support for customers. It has been a highly productive and high profile partnership, primarily between County and Districts. A key role for this authority, aside from being a service provider, is to participate in the commissioning body, the County Core Group, which sets strategy.

1.3 The challenge on the last round of reviews has been to make service changes in

order to achieve the significant budget reductions required. This has proved to be difficult and has strained the consensus approach of the Hampshire partnership. Several issues have or are emerging, but the key issue is whether the commissioning body has sufficient say in the strategy.

1.4 The current position across the 3 clusters is as follows:

- An average reduction of 17.5% in grants to providers involved with elderly customers. There are also several prescribed methods of achieving that reduction including caps on the hourly rate chargeable and the charge for the alarm service (see 2.16).
- A minimum of 10.5% reduction in grants to providers involved with services to “excluded” customers, but this reduction is yet to be confirmed and is believed could be as high as 16%.
- A 0% reduction to the Learning Disability cluster.

Gosport has formally objected to the apportionment of the reductions and is active in seeking redress; however, it is not realistic to anticipate any amendment to the reductions set for the Elderly Persons cluster as detailed in 2.10 below.

1.5 This report considers the conclusions of the strategic review carried out by Hampshire County Council Supporting People in respect of Older Persons Services, the impact of the grant reduction upon this Councils Sheltered and Community Lifeline Services and outlines proposals to manage those changes.

2.0 Report

Strategic Review

- 2.1 Hampshire County Council SP Team have acknowledged in its published conclusions that the Council’s Older Persons Services team has a flexible service which offers a range of support to local people on an increasingly cross tenure basis. They observe the service links with other agencies to meet client’s needs and describe it as a good example of how a local authority can expand capacity beyond accommodation based services (i.e. services to sheltered schemes) to target people who most need support.
- 2.2 It found that although the Council has extended its services to the wider community, the support remains primarily linked to sheltered accommodation. The Strategic Review supports the principal that services should be targeted to those who need it, whether they are in sheltered housing or any other type of housing. In this way, the review expresses the hope that support will be delivered across all tenures and will reach a wider section of the older persons’ population.
- 2.3 The review states that new contracts to provide these services from April 2012 will be offered on a ‘two year plus one’ basis; where providers will be encouraged to move towards a floating support model of service provision during the life of the contract so that by 2015, support will no longer be tied directly to accommodation type, rather it will be linked to need.

Current Provision within the Councils Older Persons Services

- 2.4 The Housing Service's Older Persons team has 7 full time Older Persons Support Officers (OPSO's). There are 4 officers based at sheltered schemes providing support and 3 officers who work within the wider community providing Community Lifeline alarm and visiting services. There is also an Older Persons Services Co-ordinator and a Senior OPSO both based at the Town Hall.
- 2.5 The objective of the service is to provide a flexible range of support to older people so that they can remain in their homes, primarily in the Council's sheltered accommodation, but also in the wider community via the Community Lifeline (and Telecare) services, to live as independently as possible. The aims of the service are:
- To assist people to maintain their homes, reduce admissions to hospital or residential care and reduce the need for more intensive support.
 - To enable older people to stay safe in their homes, preserve their physical and mental health and participate in and contribute to their communities as they choose.

Sheltered Accommodation

- 2.6 There are 5 sheltered schemes with a total of 154 units and 36 sheltered bungalows, making 190 supported units in total. Residents at the schemes are currently offered one of two levels of support:

Support Level	Service	Tenants in receipt of HB	Total cost to self payers (based on 52 weeks)
Level One	Alarm monitoring by control centre, GBC 24 hour response and <i>weekly</i> welfare visit	No charge as paid for by SP funding	£9.93 per week
Level Two	Alarm monitoring by control centre, GBC 24 hour response and <i>daily</i> welfare visit	No charge as paid for by SP funding	£16.17 per week

Table 1

Services such as alarm monitoring, Council staff responding to alarm calls and undertaking welfare visits are all centred around or tied to a sheltered scheme.

Community Lifeline (and Telecare Service)

- 2.7 As well as the sheltered schemes, the Older Persons team also provide a Community Lifeline (and Telecare service) to residents outside of sheltered accommodation.
- 2.8 These clients have a choice of the following levels of support:

Support Level	Service	Clients in receipt of HB	Total cost to self payers (based on 52 weeks)
Level One (Telecare clients only)	alarm monitoring only (& call to a relative or other designated helper)	No charge as paid for by Supporting People funding	£3.31 per week
Level Two	Alarm installation & monitoring by control centre, GBC 24 hour response service	No charge as paid for by Supporting People funding	£6.81 per week
Level Three	Alarm installation & monitoring by control centre, GBC 24 hour response service and weekly welfare check	No charge as paid for by Supporting People funding	£9.93 per week

Table 2

Current Take Up of Support Services

- 2.9 The Council is currently providing support to 477 clients in the Borough. The table below details the breakdown of levels of support to those clients, both in the sheltered schemes and in the community. It also highlights whether the clients are currently Supporting People funded or self payers.

Support Levels					Total
	Very Low (alarm only)	Low (alarm & 24hr response)	Medium (alarm, weekly contact & response)	High (alarm, daily contact & response)	
Sheltered		£6.81	£9.93	£16.17	
SP Funded	Not provided	0	43	108	151
Self Payers	Not provided	3	14	17	34
Community Lifelines		£6.81	£9.93		
SP Funded	Not provided	109	35	Not provided	144
Self Payers	Not provided	51	6	Not provided	57
Telecare	£3.31	£6.81			
	70	21			91

Table 3

Financial Implications of the Strategic Review

- 2.10 Between 2009/12 Hampshire County Council SP Team allocated £161,688 per annum to fund the Older Persons Service. In 2012/15 this will reduce as a consequence of the strategic review to £143,047 per annum. This represents an

£18,641, or 11.53% reduction against the 2009/12 budget.

Impact on GBC's Older Persons Service

Sheltered

- 2.11 Hampshire County Council SP Team will continue to fund [hard-wired] alarms & welfare support in sheltered housing as the cost of the Councils service comes within £14.50 (the parameter set by the Strategic Review) for an hour's support plus alarm costs. Sheltered scheme residents entitled to SP funding will therefore continue to receive the alarm service and welfare support/visits unaltered from current arrangements. There will therefore be no immediate change to the range of services or the cost to residents of the services provided by the Council at sheltered schemes as a consequence of the review.
- 2.12 The service specification for the new contract does however state that during the life of the contract, the Council sheltered service should move towards a more 'needs based' service within its schemes. This would allow individuals to 'opt out' of receiving a service they do not need/want and for resources to be redeployed and make more effective use of staff hours.
- 2.13 This 'floating support' approach would free up 'support hours' to meet the needs of older people in Gosport who do not live in sheltered housing schemes, but who live in the local community and could access support from sheltered scheme staff or benefit from activities being held on site. This objective, set by the Strategic Review, is that this should partially be achieved by March 2014 and fully achieved by the end of the contract in March 2015.
- 2.14 Officers will therefore be submitting to this Board a further report at a later date making recommendations on changes to the way the service is provided in order to meet the longer term objectives of the Strategic Review.

Community Alarms

- 2.15 Hampshire County Council SP Team will continue to fund community alarm monitoring/response services to the 144 clients this Council currently has but only to a maximum of £2.50 per person per week. This has an impact on the clients who receive this service as the Council cannot provide a GBC staff response to call-outs for £2.50 (current cost £6.81) or a weekly welfare visit (current cost £9.93).
- 2.16 The 35 clients who are receiving a weekly welfare visit will no longer receive this from GBC staff but will instead be referred to other agencies, such as First Wessex, who have the funding to provide that support.
- 2.17 The recommendation is that the Council offers the GBC staff response and/or a weekly visit as an 'add-on' that SP eligible clients can buy into if they require the service. The new flexible module would also offer self paying clients the option of alarm monitoring service only, a level of service we do not currently provide.

New Support Levels	Service	Additional cost for SP clients per week	Total cost to self payers (based on 52 weeks)
All charges & increases are per week		Alarm monitoring [£2.50] will be paid by Supporting People	
Level One	Alarm monitoring only (SP to pay for eligible clients)	No charge to be levied to client as alarm covered by SP	£2.50 A reduction in charge to clients (70) from £3.31
Level Two	Alarm monitoring plus 24 hour response	£5.08 Clients currently pay nothing. This will affect 109 clients	7.38 Clients currently pay £6.81. This £0.57 increase will affect 51 clients
Level Three	Alarm monitoring plus weekly visit	£7.38 New service	£9.69 New service
Level Four	Alarm monitoring, 24 hour response, weekly welfare visit	£9.23 Clients currently pay nothing. This will affect 35 clients	£11.54 Clients currently pay £9.93. This £1.61 increase will affect 6 clients

Table 4

Those requiring our 24 hour staff response would also be asked to pay a one-off payment in the region of £45 for a key safe in order for our staff to gain access to their property in an emergency.

Implementation of Changes

Sheltered Accommodation

- 2.18 There are no direct changes to the service or charging required under this review. It is however proposed to respond to one observation of the Strategic Review by increasing choice within the sheltered properties by introducing a new, low level service; “alarm monitoring only” at £2.50 per week from April 2012 and this would be fully SP funded for those entitled.
- 2.19 There is, in addition, a requirement to look at the slightly longer term objectives of the Strategic Review; in particular the requirement to move the service towards a ‘floating support’ model available across the wider stock, rather than focused on sheltered schemes, so that similar levels of support would be available in other property types, not just sheltered housing. This objective, plus value for money considerations, does require an internal review and assessment of the scheme based services currently provided, in particular the 24 hour staff response service.

Community Alarms

- 2.20 The largest impact of the review is within the Community Alarms service (as demonstrated by table 4 above). Self payers are relatively unaffected, with only some inflation comparable increases in services (Level 2 & 4) and with a 30% decrease in the cost of the Level 1 (alarm monitoring) service. It is the SP funded clients who are

most affected with the Hampshire County Council SP Team decision to only fund alarm monitoring services (Level 1) in the community as all other services are now chargeable.

- 2.21 Increasing the range of services from 3 to 4 and expanding the Level 1 (alarm monitoring only) service (to include others apart from just telecare clients) will allow clients to self select the service that best suits them, given the charges that will now be in place. Previous experience suggests that many clients will re-evaluate the service they want, and that many will remain within the Councils client base.
- 2.22 Any clients that feel they cannot afford additional charges (and do not have relatives able to meet those charges) but want their existing service will be 'signposted' by officers to other providers, who can provide that service at no cost to the client. It is believed any that are most vulnerable will be protected by referring them to other agencies or offering them 'buy in' to our higher levels of service.
- 2.23 Formal consultation will take place with all current SP funded community clients to explain changes to their service. They will be offered one-to-one advice by GBC officers if they wish to take up any of our higher levels of support.
- 2.24 During the course of the new contract, consultation will take place with existing sheltered scheme residents and staff to discuss moving towards the floating support model.

3.0 Risk Assessment

- 3.1 There are potential risks associated with the entering in to this changed contract; these are listed below. The likelihood of the event(s) occurring (without controls) are shown in brackets;
 - Social (Strategic); Meeting the needs of disadvantaged communities (medium)
 - Customer/Citizen (Strategic); appropriate consultation (low)
 - Reputation Management (Strategic); Negative publicity: (Public/press interest/ awareness) (medium)
 - Professional (Operational); Inability to implement changes proposed (medium)
 - Financial (Operational); Missed business and service opportunities (high) & Over provision of services not covered by SP funding (Low £)
- 3.2 The severity of the risks identified above are assessed as follows (with controls)
 - Meeting needs of disadvantaged (Low) (1)
 - Appropriate consultation (low) (2)
 - Negative publicity: (Public/press interest/ awareness) (medium) (3)
 - Inability to implement change; (low) (4)
 - Missed business and service opportunities (medium) (5)
 - Over provision of unfunded services (medium 25k-£100k) (6)
- 3.3 The likelihood and severity of the risks (with controls in place) can be represented diagrammatically as follows:

probability	H	(5) M	H	H
	M	(4) L	(1)&(3) M	H
	L	L	(6) L	M
		(2) L	M	H
			Impact	

3.4 The controls in place to mitigate risk are as follows:

- *Established consultation* framework within housing (see 2.24)
- *Negative publicity*, established consultation & alternative provides for services not to be covered by SP anymore (see 2.23)
- *Change management*, established consultation
- *Accidental unfunded services provided*, regular budget monitoring & new software

Should the recommendations in this report be approved, then the overall likelihood of risks materialising (3.1), with controls in place, (3.4) is assessed as **Low-Medium**.

4.0 Summary

- 4.1 Hampshire County SP administration has a 3 year cyclical strategy of Strategic Reviews of the services it funds. They have just completed the review for the Older Persons Services, prior to new contracts being issued and to take effect from April 2012.
- 4.2 Funding for the Council's Older Persons Services has been reduced from £161,688 per annum to £143,047 per annum. This represents an £18,641, or 11.53% reduction.
- 4.3 There is to be a cap placed on the hourly charge rate of services, £14.50 but the Council service remains unaffected by this as its services are charged at considerably less (representing value for money).
- 4.4 In addition however there is a cap on alarm/monitoring charges (in the community) of £2.50 per week and a withdrawal of funding for additional community support services. The outcome of the Hampshire County Supporting People Strategic Review will therefore impact most on supporting people funded community lifeline clients. There are 144 clients that will receive increased charges as a result of the review (or given the option to reduce the service they receive).
- 4.5 Sheltered scheme residents will continue to receive the same services, as now, but with a greater level of choice in the services they receive.
- 4.6 Hampshire County SP administration have specified that during the term of the next contract the service offered by the Council will need to evolve to provide support to

where it is required and away from targeting support primarily at sheltered schemes. In order to facilitate this, officers will be required to carry out appropriate consultation with current service users, and report back to Community Board.

Financial Services comments:	The allocated funding from Hampshire County Council has reduced for 2012/15 from that allocated for 2009/12 as detailed in paragraph 2.10
Legal Services comments:	None
Service Improvement Plan implications:	n/a
Corporate Plan:	A Corporate Plan strategic objective under 'People' is to 'Promote Health & Well Being' and under 'Prosperity' is to 'Increase Social Inclusion'
Section 17 Crime and Disorder Act	n/a
Risk Assessment:	Low-Medium see 3.0
Background papers:	None
Appendices/Enclosures:	None
Report author/ Lead Officer:	Charles Harman/Justine Manning

AGENDA ITEM NO. 07

Board/Committee:	COMMUNITY BOARD
Date of Meeting:	28 TH NOVEMBER 2011
Title:	HOMELESSNESS PREVENTION INITIATIVES 2012/13
Author:	HOUSING SERVICES MANAGER/SN
Status:	FOR DECISION

Purpose

To inform Members of the continuing excellence of this Council's homelessness prevention outcomes and to seek approval of continued financial support for 2012/13.

Recommendation

The Board approve the homelessness prevention financial support to external bodies for 2012/2013 as follows:

- a. Gosport Citizens Advice Bureau, debt service: £31,640 of which £3,200 to be paid from Housing Revenue Account.
- b. Accommodation Resource Centre or other agency determined through the Hampshire tender exercise (Mediation and homeless education service) £8,626.
- c. The Family Intervention Project operated by the Roberts Centre. Total funding required is £39,957.

1.0 Background

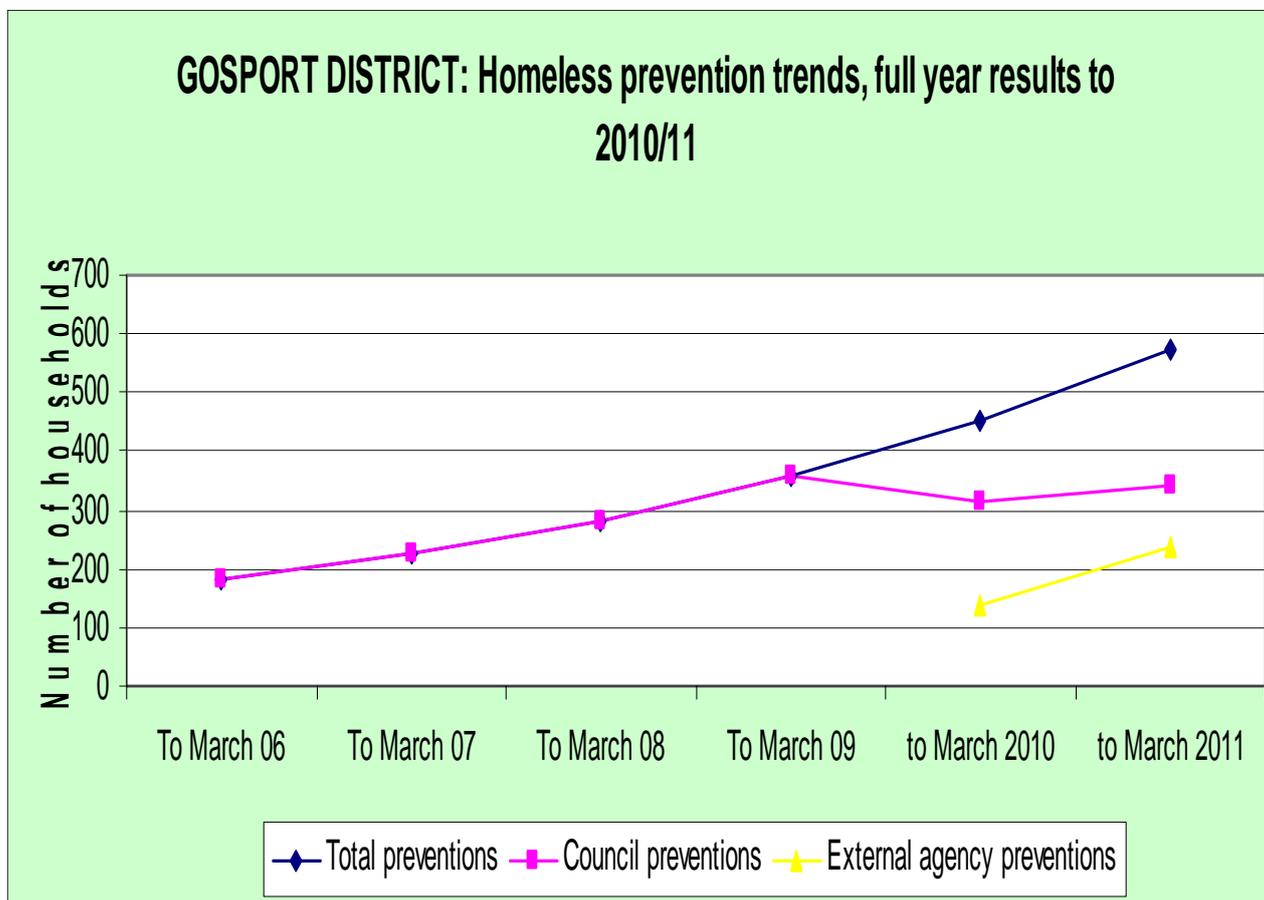
- 1.1 Members will be aware of this Council's previous excellent results in respect of the prevention of homelessness. In 2010/11 those positive results continued. Comparison of all England district results in 2010/11, shows that Gosport is in the best 5% of all districts (proportionally).
- 1.2 A vital element of this Councils strategy for maximising homelessness prevention outcomes is to work in partnership with external agencies. So as to avoid the risk of service disruption in the last quarter of the financial year, the proposal for funding to external agencies has been brought forward. This has become possible due to the certainty of funding from the Department for Communities and Local Government (DCLG) in 2012/13 as part of their forward funding confirmation of Homelessness Grant.

2.0 Report

- 2.1 DCLG confirmed additional homelessness funding at the increased level of £86,870 for each of the years 2011/12 and 2012/13 and has made enquiries as to how that grant has been used. The DCLG expects to provide these funds at the same level in 2013/14 and 2014/15 but this is dependent upon confirmation in late 2012/13.
- 2.2 This Council has always used the majority of the DCLG grant to fund external agency services that prevent homelessness. Any remaining DCLG grant has been applied to

internal staffing budgets concerned with homelessness prevention.

- 2.3 There is a growing recognition that sustaining the level of prevention of homelessness is becoming more challenging. Whilst Gosport districts results show improved prevention rates (see graph below) they also show that the increase is attributed to our partner agencies.



Graph One

- 2.4 Prevention of homelessness involves a wide range of interventions. The key types of intervention that relates to Gosport's performance in the top quartile in England are:

- Mediation (youth mediation and reconciliation with family through the Accommodation Resource Centre(ARC) and Relate);
- Mortgage Rescue (through Gosport CAB debt service)
- Securing alternative accommodation in the private rented sector (primarily the Councils service).

- 2.5 Both the CAB debt service and the ARC service have been funded for many years and it is clear that this funding effectively supports the prevention of homelessness. The incorporation of those agencies prevention results accounts for all the external agency preventions set out in the graph above.

- 2.6 The other proposed areas where DCLG grant would support is the Family Intervention Project and staffing, which is used to resource the Supported Housing Panel administration. Neither of these areas of prevention work are currently included in the homelessness prevention statistics.

- 2.7 The Supported Housing Panel administration is not covered in any detail in this report. Should Board approve the recommendation in this report there will be sufficient grant from the DCLG remaining to contribute to the financing of this Panel.
- 2.8 The Family Intervention Project continues to provide impressive results. Unfortunately, there is no repetition of the Community Cohesion Funding which was used as part funding of this project last year. However, there is sufficient DCLG grant to cover the recommended grant for 2012/13. The Family Intervention Project is not in a position to maintain normal service in the last three months of its contract without funding certainty. The securing of a funding stream for next financial will avoid this service being unable to take on new households seeking access to the service. This would create detriment to any family not supported.
- 2.9 It is recommended that the same agencies as last year are grant funded at the same level as in 2011/12 (the agencies understand that no inflationary uplift will be available):
- Gosport Citizens Advice Bureau, debt service: £31,640 of which £3,200 to be paid from Housing Revenue Account.
 - Accommodation Resource Centre or other agency determined through the Hampshire tender exercise (Mediation and homeless education service) £8,626.
 - The Family Intervention Project operated by the Roberts Centre. Total funding required is £39,957.

3.0 Risk Assessment

- 3.1 No identified risks are known in respect of the recommended spend in this report.

4.0 Conclusion

- 4.1 With confirmation that the DCLG funding is available for 2012/13 it is an opportunity to confirm forward funding to these agencies and this will assist them in service planning for the last three months of this financial year, therefore providing continuing support to our most vulnerable customers.

Financial Services comments:	Increased expenditure relating to homelessness has been identified as a key financial risk area in the Council's Budget. The recommendations to continue support to the external bodies concerned in prevention of homelessness assist in managing this risk.
Legal Services comments:	The Council has power to provide this funding.
Service Improvement Plan implications:	None
Corporate Plan:	n/a
Risk Assessment:	As outlined at 3.0 above
Background papers:	Housing General Fund Budget 2011/12, January 2011 Housing Board
Appendices/Enclosures:	None
Report author/ Lead Officer:	S Newton