

Report of:	Head of Housing and Waste Management
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Key Decision:	No
Report Track:	HPDC: 24/3/15 Cabinet: 23/4/15

HOUSING POLICY DEVELOPMENT COMMITTEE**24 MARCH, 2015****SHELTERED HOUSING SCHEME SERVICE STANDARD****1 Purpose of Report**

- 1.1 To consider a proposed service standard for the Council's Sheltered Housing Schemes.

2 Recommendations

- 2.1 That Cabinet on 23 April, 2015 are recommended to approve the proposed Sheltered Housing Scheme service standard as set out in Appendix 2.

3 Key Issues and Reasons for Recommendation

- 3.1 As part of their 2014-15 work programme, the Housing Policy Development Committee agreed to review the service standard for the Council's Sheltered Housing Schemes.
- 3.2 The review has been conducted throughout the municipal year and has included presentations, a visit to the Caxton Court Sheltered Housing Scheme and consideration of draft service standard.
- 3.3 A proposed service standard is now set out in Appendix 2, and it is proposed that this is recommended to Cabinet for adoption.

4 Relationship to Corporate Priorities

- 4.1 The review of the Council's Sheltered Housing Scheme service standard contributes to the following service aims which are included in the Housing Portfolio section of the agreed 2014-15 "Place" Priority Delivery Plan:

- (i) Manage the Council's housing stock
- (ii) Support vulnerable households to live independently in their own homes

5 Report Detail

- 5.1 As part of their 2014-15 Work Programme, the Housing Policy Development Committee agreed to review the service standard for the Council's Sheltered Housing Schemes.
- 5.2 The current service standards are determined through the specification for the "Supporting People" Sheltered Housing contract with Staffordshire County Council. However, the County Council as part of their medium Term Financial Plan decided to cease funding support services in Sheltered Housing Schemes and the current service standard will no longer be applicable when the current contract expires on 31 March, 2015.
- 5.3 Cabinet on 17 July, 2014 considered the impact of the removal of Supporting People funding on the support services provided to the Council's Sheltered Housing Schemes. It was agreed that current services should continue and be funded through the introduction of a service charge.
- 5.4 The level of service charges were determined as part of "Fees and Charges" within the agreed 2015-16 budget and is eligible for housing benefit. Details of the agreed charges are set out as Appendix 1 and will be implemented from 6 April, 2015.
- 5.5 In relation to the development of a revised service standard the Housing Policy Development Committee have previously:
 - (i) Received a presentation on the aims and objectives and the facilities of the Council's Sheltered Housing Schemes (6 August, 2014)
 - (ii) Visited the Caxton Court, Sheltered Housing Scheme (3 November, 2014)
 - (iii) Considered draft Sheltered Housing Scheme service standards (27 January, 2015)
- 5.6 Following consideration of the draft service standard on 27 January, 2015 the Committee agreed that a comprehensive standard should be considered at their next meeting on 24 March, 2015.
- 5.7 A proposed service standard is set out in Appendix 2 subject to any amendments determined by the Housing Policy Development Committee; it is proposed that the service standard is recommended to Cabinet for adoption.

6 Implications

6.1 Financial

The additional services provided to the Council's Sheltered Housing Schemes are funded through a service charge as set out in Appendix 1.

The level of service within the proposed service standard can be accommodated within the agreed Housing Revenue Account Sheltered Housing Scheme budgets.

6.2 Legal

None

6.3 Human Resources

None

6.4 Section 17 (Crime Prevention)

All the Council's Sheltered Housing Schemes have a door entry system to aid security.

6.5 Human Rights Act

None

6.6 Data Protection

None

6.7 Risk Management

None

6.8 Equality & Diversity

The proposed Sheltered Housing Scheme service standard has been subject to an Equality Impact Assessment. No negative implications were identified whilst the standard has positive impacts for certain of the 9 protected characteristics.

6.9 Best Value

None

7 Appendices to the Report

Appendix 1	Sheltered Housing Scheme Service Charges 2015-16
Appendix 2	Sheltered Housing Scheme Service Standard

Previous Consideration

Removal of Supporting People Grants
by Staffordshire County Council

Cabinet

17 July, 2014

Background Papers

Sheltered Housing Scheme Service Charges 2015-16

Caxton Court	-	£18.43
Grace Moore Court	-	£21.37
Longford Court	-	£23.35
St Barbara House	-	£22.32

CANNOCK CHASE COUNCIL**SERVICE STANDARD****SHELTERED HOUSING SCHEMES**

1. Aim
- 1.1 To provide accommodation for older people with housing related support.
2. Objectives
- 2.1 The objectives of sheltered housing are to:-
 - (a) Meet the needs and aspirations of older people who require smaller accommodation
 - (b) Provide housing related support whilst promoting independence
 - (c) Help make best use of the Council's housing stock
 - (d) Facilitate communal activities amongst tenants
 - (e) Secure support services to enable independent living
3. Sheltered Housing Schemes
- 3.1 The service standard applies to the Council's four sheltered housing schemes at:-
 - (a) Caxton Court, Cannock
 - (b) Grace Moore Court, Chadsmoor
 - (c) Longford Court, Cannock
 - (d) St Barbara House, Rugeley
- 3.2 An alternative service standard applies to the "Assisted Bungalow" scheme at Highfields, Chadsmoor.
4. Accommodation
- 4.1 Individual accommodation units comprise of flats or bedsits with a defined "sleeping area". All dwellings will have a separate kitchen and self-contained bathroom facilities, including a shower.
- 4.2 Dwellings will be provided with a fire alarm and a 24 hour emergency alarm system.

4.3 A door entry system will operate in respect of the main communal doors and a lift will assist in access between floors.

5. Communal Facilities

5.1 The following communal facilities will be provided at all schemes:-

- (a) A communal lounge and kitchen (certain schemes have additional communal "sitting rooms")
- (b) A laundry room with communal washing machines and driers
- (c) Communal bathrooms with wheelchair access and "Level access" shower facilities or an "assisted bath"
- (d) A guest room for use by visiting relatives and friends. (Subject to a nightly charge)
- (e) Maintained communal gardens

6. Services

6.1 Additional housing related support services will be provided to sheltered housing scheme tenants. These services include:-

- (a) A Scheme Manager (whose duties and responsibilities are set out in Section 7)
- (b) The cleaning of communal areas
- (c) Programmed re-decoration once every five years
- (d) Communal satellite TV and Wi-fi
- (e) The periodic renewal of the carpets, curtains, furniture and other fixture and fittings in the communal area

7. Scheme Manager

7.1 The housing related support services will be co-ordinated or delivered by an "on site" Scheme Manager. The duties of the Scheme Manager will include:-

- (a) The formation and co-ordination of tenants support plans
- (b) Regular home visits to tenants
- (c) Support to residents with housing service activities
- (d) Co-ordinating the cleaning of communal areas

- (e) Ensuring the health and safety of communal areas, including reporting any repairs

8. Social Activities

- 8.1 A range of social activities will be organised by sheltered housing scheme tenants but will be facilitated by the Scheme Manager.
- 8.2 The activities will be dependent on the wishes of tenants and may include residents who live outside the scheme.
- 8.3 Following consultation with sheltered housing scheme tenants, individuals and groups who provide additional services will also be allowed to use the communal facilities.

9. Service Charges

- 9.1 The additional services provided to sheltered housing tenants will be funded through a weekly service charge. This will not exceed the cost of providing the services and will be reviewed annually as part of "Fees and Charges".
- 9.2 The service charge will be eligible for Housing Benefits.