Item 5 .

EXECUTIVE MEMBER: Councillor Clements
LEAD OFFICER: Fergus Mc Morrow
REPORT AUTHOR: Laurie Priebe

Summary and Recommendation:
Attached to this report are the Cumbria Supporting People Commissioning Body's plan for older people's services and the minutes of the commissioning body's meeting in July 2008, when the plan was agreed.

That the Strategic Housing Panel is recommended to note the Supporting People commissioning plan and to take account of it in the development of a Copeland-specific housing and related support strategy for older people.

1   INTRODUCTION

1.1 The Cumbria Supporting People strategic commissioning plan for older people's services is a 39 page document attached as Appendix 1. Appendix 2 is the minuted decision of the commissioning body in July 2008 when the plan was agreed.

1.2 In regard to accommodation based services, including sheltered housing schemes, it was agreed to commission a community based team to provide long-term housing support services. It was also agreed to commission short-term housing support services across the county.

1.3 In regard to non-accommodation based services it was agreed to commission a monitoring service through one only call centre based in Cumbria.

1.4 Representatives of District Councils on the Commissioning Body were tasked with taking this decision as a recommendation to their Councils' decision-making bodies.

1.5 Following the Audit Commission's inspection and report on Copeland's strategic housing services in April 2008, action 1(d) of the Council's improvement plan is to develop an older people's housing strategy. This awaited the arrival in post (on 4 September 2008) of the Housing Strategy Manager, to join the Housing Services Manager and the Housing Renewal Manager.

1.6 Paragraphs 1.1 to 1.4 above are therefore the sub-regional context in which Copeland's housing strategy for older people will be developed.

2   NEXT STEPS

2.1 The Council's strategy for older people's housing services should extend across all tenures and be linked to its financial assistance policy for private sector housing renewal and its housing allocations scheme. It must also link to the strategy adopted by the Cumbria Supporting People Commissioning Body as well as to the County Council's adult social care services and the Primary Care Trust .

2.2 It will therefore be necessary to establish a multi-agency group. A fundamental principle is to ensure that older people are consulted at all stages as the proposed strategy is developed. Subject to the Strategic Housing Panel approving the recommendations above, a start will be made and a progress report brought to a future meeting with a timescale for completion.

3   FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)

3.1 There are no financial implications arising directly from the recommendations in this report. Such financial implications as may arise from the adoption of a housing strategy for older people will be reported when the proposed strategy is presented to the Council.

4   IMPACT ON CORPORATE PLAN

4.1 This report and recommendations are in accordance with the Council's action plan following the Audit Commission's inspection report.

List of Appendices – Appendix 1: Cumbria Supporting People
Commissioning Plan for Older
Persons Services (July 2008)
Appendix 2:   Minutes of the July 2008 meeting
of the Cumbria Supporting People
Commissioning Body.

List of Background Documents: none
List of Consultees: none

CHECKLIST FOR DEALING WITH KEY ISSUES

Please confirm against the issue if the key issues below have been addressed. This can be by either a short narrative or quoting the paragraph number in the report in which it has been covered.

Impact on Crime and Disorder	None
Impact on Sustainability	Will promote sustainable neighbourhoods
Impact on Rural Proofing	Would be extended to rural communities
Health and Safety Implications	None
Impact on Equality and Diversity Issues	Will be accessible to disadvantaged and minority groups
Children and Young Persons Implications	None
Human Rights Act Implications	none
Monitoring Officer comments	none
S. 151 Officer comments	none

Is this a Key Decision?   No

Commissioning Body	Paper No
Meeting Date: July 2008	**10**
From: Supporting People	

Cumbria Supporting People Strategic Commissioning Plan Older Person Services

AUTHOR OF REPORT – Andrea Smith, Strategy Officer

1.0   PURPOSE OF REPORT

1.1   The purpose of this paper is to report on the findings from the consultation on the recommendations, following the strategic review of older persons' services.

1.2   This paper outlines the proposed strategic options in relation to commissioning community alarms, and accommodation based services including sheltered and extra care housing, visiting and floating support.

1.3   The report also outlines the potential cost for delivering such services, appendix 1 provides details of the risks associated with the proposals, and appendix 2 provides an action plan outlining the tasks required to implement services if commissioning Body agree to change existing services.

1.4   This paper seeks Commissioning Body to take a lead and decide what services they want to commission rather than live with the inherited legacy provision.

2.0   RECOMMENDATIONS

2.1   The table below outlines the recommendations from the strategic review that were presented to Commissioning Body in September 2007. It also, provides details of the reasons for change, and the outcomes that we aim to achieve from reshaping housing support and community alarm services across Cumbria.

Recommendations	Reason for Change	Outcome
1. Develop a commissioning plan, which supports the remodelling of sheltered housing and visiting support services..	National policy drivers: White Paper "Our Health, Our Care, Our Say"	• Give service users real choice and flexibility • Realign costs • Efficiency Savings • Services not linked to accommodation
2. Work with Adult Social Care to include housing support needs for older adults in a Common Assessment Framework.	There are inconsistencies within existing services in the way users are allocated housing support services	• Provide a consistent approach across all older persons services in the way the needs and eligibility for housing support service are determined

3. Extend the provision of Extra Care Housing in line with the SP five year Strategy, Adult Social Care Extra Care Strategy and Modernisation of Cumbria Care	Adult Social Care Strategy identifies a need to increase the number of units of accommodation available within Extra Care Housing	• Increase the capacity of units available in Extra Care Housing. • Enable people to stay at home longer and reduce the need for residential care
4. Supporting People to work with housing providers whose existing schemes are no longer fit for purpose and in low demand	There are schemes that are out dated and are not DDA compliant	• Work with housing service provider where schemes require remodelling or decommissioning. • Ensure schemes are compliant with DDA, and meet the current and future needs of the service users • Ensure services are fit for purpose and in demand • Provide a range of housing support services that meet the needs of a rising older adult population
5. Address the needs of people living in rural communities by targeting resources across key service locations.	There are inequalities in housing support services for those living in rural communities.	• Services will be accessible to meet the needs of those living in rural areas
6. Establish a transparent value for money framework linked to quality.	There are significant differences in relation to service standards, costs and the number of hours that are delivered across older person services	• Equitable services • Services will be VFM • Consistency of services • Potential efficiencies
7. Extend the provision of community resources by making use of communal facilities to the wider community (hub service), where appropriate and agreed by tenants.	As the growing population choose to live in their own homes, there is a need for more community activity/services, and greater social integration for older people	• Older people able to make use of social activities within their community • Improve the health and well-being of older people
8. Seek effective communications are in place and maintained between service user and provider for all SP services	Inconsistencies in the way service users are involved with services	• Better user engagement that will empower tenants to have a say in how services are shaped • Enables providers to develop robust policies that reflect the views and needs of the service user.
9. Establish with providers improvement plans to bring their systems or equipment up to date with modern technology that meets appropriate industry standards	Some community alarm equipment is outdated and no longer meets industry standards, failing to meet the needs of service users	• Community Alarm Equipment is capable of being adapted and enables individuals to maintain independence • Providers have robust action plans in place to address this issue
10. Commission services only with providers whose technology meets	Health and Safety concerns in relation to outdated community	• Compliance with Health and Safety regulations

current industry standards.	alarm equipment	• Equipment meets modern day standards • Equipment easily adaptable to meet the changing needs of older people
11. Propose a commissioning model which seeks to deliver Community alarm services through a consortium.	Improve partnership working amongst housing and community alarm providers, that will seek to provide financial efficiencies and consistent services across Cumbria	• Consistent services across the county • Improved partnership working • Only one contract to be managed • Value for Money • Improved monitoring data
12. Extend visiting support service to older people irrespective of the tenure.	There is a need to "Break the Link" between housing support and accommodation to address the inequalities that exist in relation to those living in their own homes or the private sector being able to access housing support services funded by SP	• Consistency in service provision • Equitable services to all who have a housing support need
13. In partnership with Age Concern and Adult Social Care, establish a whole system approach in delivering preventative services.	Recognition that there is a good model of service being delivered in W Cumbria, which needs to be rolled out Countywide	• Countywide service • Seek to promote the independence of older people • Financial efficiencies

3.0   CONSULTATION

3.1   Consultation on the findings from the strategic review of older person's services commenced in September 2007 for a period of six months to March 2008.

3.2   This commenced with the distribution of leaflets to all service users currently living in or receiving a service funded by Supporting People, followed by 9 workshops for service users, their families and front line staff. The workshops were held across the 6 local authority areas and were held within sheltered housing schemes.

3.3   There were 102 people that attended the workshops, and all were subsequently surveyed following each event to determine whether people generally supported the recommendations and the proposed model.

3.4   The findings from the surveys suggested that the over 60% of respondents either agreed or strongly agreed that the proposed 3 tier model would improve the service and in addition 57% also felt that it was the right model.

3.5   Additional views of service users, their families and staff were:

- that the model would offer more support to those who really needed it, and offered greater flexibility
- that it would support those living in remote areas
- that access to housing support services would benefit those wishing to remain in their own homes.

3.6 Five further workshops were held, for the third sector, housing and community alarm providers, and other national housing support providers wishing to contribute to the development of older persons services in Cumbria: These workshops were attended by the following organisations:

Barrow Borough Council	Anchor Housing
Home Housing Association	Westfield Housing
Copeland Homes	Johnnie Johnston Housing
Two Castles Housing Association	Age Concern NWC
Carlisle Housing Association (including Careline)	Housing and Care MHA
Eden Housing Association	Adult Social Care (Telecare)
Hanover Housing	Action for the Blind
South Lakes Housing	Chester & District Housing Trust & PDW consultants
Derwent and Solway (Harvest)	Carlisle Carers Association
	Accent Housing

3.7 There has been significant contribution and overall support from housing and community alarm providers who have engaged with Supporting People, during which time, providers have, assisted in developing the proposed models for both community alarms and sheltered housing.

3.8 Adult Social Care have, given their overall support for the model, and have agreed to pursue the consolidation of the Telecare contract with the Community Alarm contracts, on the delivery of one single call centre. In addition to this, there is a proposal that, any future funding to deliver Carer Support Services, linked to community alarm services be included within an overall contract with Supporting People.

3.9 At April 08 Commissioning Body, it was agreed that the community alarm and telecare services be jointly commissioned and that Supporting People on behalf of Adult Social Care take responsibility for managing the contract.

3.10 Age Concerns' general view is that they support the approach of the strategic review and model that is being proposed.

3.11 Supporting People have also received other general responses from Housing Providers, supporting the proposed model for change, these include:

- A letter of support from South Lakes Housing (ALMO), in South Lakeland
- An email of support from Harvest Housing Group representing Derwent and Solway Housing Association in Allerdale

4.0 BASIS FOR COMMISSIONING

4.1 We know from HGO consultants recent needs analysis data carried out for the North West Region, that, there are differences between sheltered housing as a place to live for older people and sheltered housing as a place to access housing related support services.

4.2 The data outlined in the table below, relates to HGO consultants report on the findings from the recent North West Regional needs analysis. These findings, show the overall level of need required for accommodation and non-accommodation based support services in Cumbria between 2008 and 2020.

Client	Year	Gross Total units required ABS	Total currently available units	Surplus or required units	Gross total required NABS	Total currently available NAB units	Surplus or required NABS units	Overall net requirement
Older People	2008	2069	2367	-298	3364	2293	1071	772
	2010	2160	2367	-207	3512	2293	1219	1012
	2015	2379	2367	12	3869	2293	1576	1588
	2020	2601	2367	235	4231	2293	1937	2172

* ABS – Accommodation based services
* NABS – Non accommodation based services

4.3   Accommodation based services include, sheltered housing, very sheltered housing and extra care housing.

4.4   Whilst non-accommodation based services take into account floating support, Home Improvement Agency services, community alarms and visiting support services.

4.5   The North West needs analysis data for Cumbria suggests that within, accommodation based services during 2008 there will be an initial surplus of 298 units of accommodation and by 2010 this surplus reduces to 207 units. However, as demographic growth increases in the older population of Cumbria, the needs analysis begins to show an increase of 12 units in 2015, and by 2020 there will be a required need to increase accommodation based services by 235 units. We also, know from the findings of the strategic review and other local strategies ie, extra care strategy that the increase in accommodation based services in 2015 relates to extra care housing.

4.6   The needs analysis report suggests that sheltered accommodation can meet a variety of different needs and aspirations for older people, not all of which are appropriately addressed through the provision of housing related support.

4.7   For supporting people to set a balance figure to address the provision of non-accommodation based housing related support does not imply that sheltered housing should close, but rather it implies that support services should change, and that access and eligibility to these services should be separated out from access arrangements to housing specifically designed as being suitable for older people, but not in all instances.

4.8   We know from our own strategic review and the research that was completed by the North West Region, that there are currently some people living in sheltered accommodation that do not need it.

4.9   We also know that many people currently living in sheltered housing do currently require, or will require in the future, housing related support and, if so, they should be able to receive it: but only because they have a definite need, and not simply because of where they live.

4.10   One model for achieving this is sheltered housing acting as a "hub" of services for older people, some who live in the schemes and others who live nearby in the community. The warden would provide support to some of those in the scheme and others outside in the neighbourhood. This model, would be considered as a "mixed community" of people with different levels of independence, including those with no current support needs at all.

4.11   All older people, whether they have a support need or not, require a place to live and many find it

congenial to live with those of a similar or same age as themselves. Therefore there is a difference between changing the model for delivering support and closing sheltered housing.

4.12 Within non-accommodation based services, there is a need for a net increase of 1071 units in 2008, and a continuing need to grow the number non accommodation based units up to 1937 by 2020. This suggests that there is a need to reconfigure what SP are currently funding, in older persons services by divesting in sheltered accommodation and reinvesting in non accommodation based services.

4.13 We know that within non-accommodation based services, there is a growing demand to support older people within their own homes and prevent where possible individuals from moving into longer term care and support settings. Short term prevention services provide support through a volunteer visitor/escort (Age Concern) to help older people re-build confidence and become more actively involved in their communities again following a critical episode in their lives. Expanding preventative services across Cumbria to non-accommodation based service will address short-term crisis, and contribute to individuals maintaining independence in the longer term.

4.14 Short term preventative services are flexible, and are not linked to accommodation based services, the service also has the added benefits, of being able to move to someone else when short terms needs have been met.

4.15 Short term preventative services are currently delivered in West Cumbria and expanding a service of this nature in the future will significantly contribute to delivering support in non-accommodation based services, and assist with meeting the undersupply of support outlined in the table above.

4.16 Community alarm services play an integral part to supporting older people in their own homes. A community alarm service provides peace of mind for people who feel at risk in their homes. Locally SP spends over £700,000 on community alarm provision in Cumbria.

4.17 The basis for commissioning community alarm services is that it gives the individual the freedom to live life independently, and can assist a person from moving into longer term care and support settings.

4.18 Through SP, there is an opportunity to provide community alarm services in Cumbria 24/7, 365 days a year, through one call centre, who will monitor and respond to the needs of the individual. There is also a need to ensure that community alarm services in Cumbria are equitable, in terms of cost, that the right type of services are being provided, they are accessible across all tenure, and the service meets the needs of the individual including those living in more remote communities.

4.19 There is a need to work in partnership with Adult Social Care in relation to improving the way that we commission community alarm and telecare services jointly, to create efficiency and improve standards.

4.21 Nationally, other SP teams are now commissioning older persons services differently to the traditional accommodation based services. Community alarm services with a floating support service have been established, and services have been re-tendered with community teams, making clear splits between accommodation and housing support, creating efficiencies to re-invest in older persons service and meeting increased needs.

4.22 Redcar and Cleveland have commissioned services with one housing provider who delivers community alarm services to approximately 3,100 users. They provide one level of service, which is a monitoring and response service, costing £4.12 per week.

In addition to this they also provide a floating support service on a block gross contract to approximate 200 individuals, costing approximately £82,000, the service provides a minimum half hour drop in and no upper limit for those with a higher level of need. This service is also commissioned using one housing support provider.

4.23 North Yorkshire Supporting People, have changed from a traditional accommodation based sheltered housing service to a Community Alarm with floating support service. They have introduced a 3 tier model of service which includes accommodation based services costing £17.50 per week, a low level floating support service costing £5.99 per week and a high level support service costing £12.00 per week.

4.24 Durham Supporting People, who were one of 9 pilot projects, now commission a community alarm monitoring and response service that also includes 3 levels of floating support. This has replaced all wardens in sheltered housing services. The 3 tier model includes low, medium and high levels of housing support and is delivered to over 13,000 services users across all tenure. Durham, have a single cost charging policy for this service which is between £5.00 and £5.50 per week. These services are, provided by 5 providers across their County.

5.0 COMMISSIONING OPTIONS

5.1 This section outlines proposals for the future commissioning of Older Person Services in Cumbria.

5.2 These are based on the work undertaken by the Strategic Working Group, and the findings from the 6 months consultation that took place between October 2007 and April 2008.

5.3 The commissioning options are broken down into two keys areas:

- Accommodation Based Services (ABS)
- Non-Accommodation Based Services (NABS) - Community Alarms only

5.4 This section also provides a background to the current position in relation to the services that SP are funding, whilst table 5.9 below, provides details of how much SP has spent on all older people services during the financial year 07/08, including numbers of available units, numbers funded by SP and the average weekly costs etc.

5.5 It is important that Commissioning Body is mindful that if SP were to fund the total number of units available within current contracts the cost of providing older person's services would not be sustainable within current SP grant funding.

5.6 This section also presents details of the potential future costs for delivering SP funded housing support services for older people, and will make reference to the findings outlined in HGO's report on the surplus and required number of units within accommodation based services and non accommodation based services between 2008 and 2020.

5.7 At Commissioning Body in April 2008 it was agreed that Supporting People would not fund the maintenance of community alarm equipment, including hard wired and dispersed alarms installed within any accommodation. Therefore the costs outlined in this section do not account for maintenance of community alarm equipment.

5.8 Commissioning Body also agreed that SP would fund the maintenance of community alarm equipment within a call centre.

Service Type	Nos. Units available in this service	No of Units funded by SP as at April 2008	Current spend on SP funded occupied units	Nos. of contracted units not receiving SP funding (voids/self funders)	Cost of self funded and/or vacant units	Total cost of service if all contracted units were occupied.	Average cost of units weekly & annually
Accommodation Based **Extra Care Housing** [1]	213	104	£75,818.88	109	£69,254.88	£145,073.76	£16.80 £873.38
Accommodation Based **Sheltered Housing** (CAT2)	1650	1033	£750,337.60	617	£400,876.20	£1,151,213.80	£15.43 £802.36
Accommodation Based **Visiting Support**	867	435	£110,396.50	432	£85,194.72	£195,591.24	£4.55 £236.60
Accommodation Based **Abbeyfields**	153	30	£48,163.44	123	£195,252.73	£238,985.80	£33.86 £1,760.72
Accommodation Based **Bungalow/Flat schemes with community alarm** (CAT 1)	244	167	£61,496.64	77	£27,446.96	£88,943.60	£6.86 £356.75
Community Alarms (Monitoring & Response)	5834	3208	£753,260.50	2626	£609,190.08	£1,114,528.24	£3.72 £193.44
Floating Support (BG)[2]	10	10	£16,806.69	0	£0.00	£16,806.69	£32.32
Total	**8971**	**4987**	**£1,816,280.25**	**3984**	**£1,387,215.57**	**£2,951,143.13**	

Assumptions:

- Current spend is based on present figures & assumes monthly consistency
- Number and cost of contracted units includes both self funders and vacant units, based on present month figures
- Total cost of occupied units is based on both actual costs and averaged costs where schemes have different rates
- Above assumptions also apply to average costs both weekly & annually

This is the only block gross contract; therefore calculations are based on information taken directly from performance workbooks to calculate unit costs etc.

5.10 **Accommodation Based Services (ABS)**

5.11 There are 4 strategic options for consideration within this section including:

- Option A - **maintain the status quo** (chargeable)

  that supporting people continue to fund housing support services within existing contract arrangements

- Option B - **deliver support services to all tenure** (chargeable)

  that supporting people make no changes in relation to extra care, do nothing in relation to block subsidy contracts within sheltered housing but introduce a VFM framework, and provide non accommodation based services across all tenure, through a visiting support service.

- Option C - **commission a community based services** (chargeable)

  that supporting people commission a community based team to provide long term housing support services across tenure including sheltered housing schemes.

- Option D - **commission floating support services countywide** (non-chargeable)

  that supporting people commission short term housing support services across the County.

5.12 A summary of each option is outlined in the table 5.32 below, providing details of the benefits and, constraints of each model, how eligibility will be determined and the outcomes that each option aims to achieve.

5.13 **Current Position**

5.14 During 2007/08 Supporting People had 3127 contracted units of accommodation based services, if fully utilised this would cost SP £1,819,808.10. During 2007/08, Supporting People funded 1769 units of housing support across Cumbria costing £1,046,213.00.

However, the number of units for visiting support from 2008 has recently been changed from 867 to 577, due to the high level of vacant units within the service, therefore reducing the total number of units in 2008/09 to 2837.

5.15 Supporting People currently contract accommodation based services for older people with 22 separate housing providers across the county.

5.16 Within sheltered housing and Abbeyfields schemes, there are similarities between services. Cost differences for these are between £10.00 and £30.00 per hour, providing on average 40 minutes to 1 hour of support per week. It must be noted however, that these costs may also include an element for community alarms.

5.17 The average cost of a visiting support service during 2007/08 was £4.55 per week.

5.18 The average cost of services delivered to bungalows/flats, with a community alarm (CAT1) is £6.86 per week.

5.19 The findings from the recent North West Regional report by HGO consultants suggests that in 2008 there will be a surplus of 298 units within accommodation based services, however, an increase of 235 units required by 2020, whilst in non-accommodation based services there is a need to increase units by 1071, in 2008 and by 2020 increase this to 1937 units.

5.20 **OPTION A** – Status Quo

5.20.1 The aim of this model is that Supporting People continue funding accommodation based housing support services within existing resources and contract arrangements, with schemes continuing to either be managed by permanent on-site staff, or visiting schemes managers.

5.20.2 The benefits of this option, are that it provides continuity for both housing support providers and existing service users, in that no change will be made in relation to how the housing support services are currently being delivered, and that SP grant funding will continue to be commissioned in the same way, providing a continued source of income for housing providers.

5.20.3 There are however a number of constraints for consideration within this model. For example, there would continue to be no limits in the way services across Cumbria were being delivered within the existing contracting arrangements.

5.20.4 There would continue to be inconsistent charging by housing providers and the number of hours that are being delivered where there are similarities in services.

5.20.5 This model does not provide the opportunity to "break the link" between accommodation and support. Therefore, there will continue to give no choice for service users in relation to whether they want to receive a service or not, or given a choice about who provides the individual with that service.

5.20.6 This model is restrictive to those who do not living within social rented housing, and therefore excludes those who either live in their own homes, or who live in the private rented sector from accessing housing support services.

5.20.7 Given the rural nature of Cumbria, this model also excludes those living in rural communities.

5.20.8 The HGOs' needs analysis, also shows a reduction in the number of units required up to the year 2015, and therefore, would place schemes at risk from closure.

5.21 **Financial Forecast for Option A**

5.21.1 The aim of this model is that SP continue to fund older people services within existing resources. If all of the units within the existing SP contracts were fully utilised, the minimum cost of accommodation based services, will be **£1,819,808.10.**

5.21.2 If SP continues to commission services based on the number of units that it funded during 07/08 this model would cost SP **£1,046,213.00.**

5.21.3 This model is not considered to be Value for money and financially sustainable within existing supporting people resources, and there would be no limits in the way services across Cumbria were being delivered within the existing contracting arrangements.

5.22   **Conclusion**

5.22.1 This model currently offers stability for existing housing providers and service users, but it fails to "break the link" between accommodation and support, and provides service users with no real "choice" in relation to how their support needs can be met.

5.22.3 This model fails to be accessible for those living in other tenures and in rural communities, and therefore may be deemed as excluding older adults within this section of society.

5.22.4 This model would not enable SP to meet the needs of those living in non-accommodation based services based on the required number of units outlined in the north west needs analysis findings.

5.22.5 This model was inherited under the legacy provision when SP came into being in 2003, and since then we have seen other SP teams move away from this model. Strategically, this model of provision no longer fits with the local, regional, and national agendas, and therefore needs to be re-modelled to meet the future needs and aspirations of older people across all tenure.

5.22.6 This model does not offer Value for Money, is financially expensive and would not be considered sustainable within current SP grant funding without Commissioning Body seeking to invest additional resources.

5.23   **OPTION B – Deliver Housing Support to all Tenure**

5.23.1 The aim of this model is to make no changes to extra care housing. Retain the block subsidy contracts within sheltered housing, delivered by a range of housing providers, but introduce a VFM framework and fixed price, and introduce a non-accommodation based service across all tenure.

5.23.2 The benefits of this model is that it provides continuity of service for existing service users, within extra care, sheltered housing and Abbeyfield schemes, staff will continue to be either scheme based or in some cases schemes will continue to receive regular visits by staff who are not based on-site. Housing providers will also continue to benefit from the regular source of income from supporting people.

5.23.3 This option also provides an opportunity to expand the existing visiting support service across tenure.

5.23.4 The essence of providing a countywide visiting support service across all tenure is to ensure that vulnerable older people receive the necessary support and advice that enables greater awareness and choice to remain safely within their own home.

5.23.5 Through expanding a visiting support service across Cumbria, we will develop and sustain an individuals capacity to live independently in their own accommodation, whilst enabling them to:

- access advice on appropriate benefit and pension entitlement
- access advice on appropriate disability and health issues
- access local and/or national initiatives
- have life skills to maintain a tenancy or remain in their own home
- receive advice on home improvements
- give assistance on how to remain safe within their own home

- receive advice and assistance regarding budgeting, paying rents, mortgages, or service charges
- obtain advice and guidance on understanding essential daily living tasks
- be signposted to appropriate counselling/emotional/social groups which are appropriate for their cultural needs
- have access to services that will enable an individual to raise concerns or anxieties they may have in relation to health, mobility, income, housing and neighbourhood issues
- have the confidence to request help where needed through advocacy support

5.23.6   The role of the visiting support service will be to identify service users who have a low or medium support need or where it is clear that their quality of life may be deteriorating as a result of not receiving or being able to access a housing support service, with the aim that by receiving a visiting support service will prevent the individual from moving into alternative accommodation such as sheltered housing or nursing care.

5.23.7   Through the expansion of a visiting support service, there will be greater collaboration in developing support plans with other agencies such as health and adult social care services, to ensure that appropriate care and support packages and specialist support is being received by the individual.

5.23.8   Through joint support planning, the aim of the visiting support service will be to ensure that services are implemented within appropriate response times to meet service users disability/housing and support needs.

5.23.9   Visiting support services have to be instrumental in service user consultation, to highlight concerns about service delivery, changes to policy and or procedures and greater communication between other departments/organisation such as Supporting People and Adult Social Care partners, Health, Support Networks locally, regionally and nationally, to benefit individuals and communities.

5.23.10   Other benefits for expanding this service are to maximise customer income, through supporting them to successfully apply for and appeal benefit decisions, including housing and Council Tax benefits, making applications through the fairer charging framework, pension credits and disability benefits etc.

5.23.11   In addition to this, support services will assist individuals experiencing debt problems, and working close with local agencies such as CAB, Adult Social Care, PIPP service, Alzheimer societies, Blind Associations, to provide advice and/or specialist equipment to service users to ensure their health and well-being, is sustained.

5.23.12   We believe that expanding this valuable service will also provide an opportunity to support our colleagues within Adult Social Care in identifying the needs of users who may benefit from Telecare technology. The principals of telecare services are to enable service users, through suitably installed equipment, such as fall detectors, wandering sensors etc to live within their own homes whilst receiving a more flexible low cost service, where previously they would have had to move into a more high cost, care and support setting.

5.23.13   To enable SP to expand visiting support service across tenure we will consolidate the current units of visiting support (577) and CAT 1 units (244), where currently only a community alarm service is being received. This will provide a total of 821 units of support across the County.

5.23.14   The aim would be to re-brand this service as a non-accommodation based service, which will go some way to achieving the target number of units (1071) of support needed in 2008 as identified by HGO consultants recent needs analysis report.

5.23.15   The non-accommodation based service would be re-tendered across the County.

5.23.16   Additional benefits of option B are that SP would continue to fund services through block subsidy contracts which would mean that no costs would be incurred unless the service is being used.

5.23.17   The introduction of a Countywide non-accommodation based service will offer flexibility and choice, and assist in "breaking the link" between accommodation and support. However, tis link will remain in place for all sheltered accommodation.

5.23.18   The introduction of a VFM framework would result in equitable services across Cumbria.

5.23.19   However based on the average unit cost for sheltered housing and Abbeyfield schemes, there would be no efficiency savings.

5.24   Financial Forecast for Option B

5.24.1   Extra Care

5.24.2   The cost of extra care housing will remain the same. Based on 07/08 if all units were occupied this will be £75,818.88.

5.24.3   However, we will need to introduce a value for money approach for extra care housing, as several models have emerged over the last 5 years, which do not provide consistency in funding.   The VFM framework has yet to be developed.

5.24.4   Sheltered Housing & Abbeyfield

5.24.5   The average unit cost that SP is being charged for these services is £15.43 per week as outlined in table 5.9. If we applied the average unit cost and take this as starting point for a VFM exercise and apply it to the total number of units that are currently been funded by SP (1063), the cost of this service would be estimated at £852,908.68. This would therefore be an increase in what SP currently funds (£798,501.04) on these services, and therefore would not provide any efficiency savings.

5.24.6   Visiting Support Service

5.24.7   Based on the average unit cost of £4.55 for a visiting support service during 2007/08, and the number of units that SP will be funding for visiting support and CAT 1 services (821), the estimated cost of providing a Countywide housing support service in non-accommodation based services will be £194,248.60.

5.24.8   The total estimated cost of providing Option B is **£1,129,976.10.**

5.24.9   Conclusion

5.24.10   With the exception of carrying out a VFM exercise, we would see no changes to extra care, sheltered housing and Abbeyfield schemes, and still see accommodation based services being restrictive in terms of flexibility and choice for service users, whilst at the same time offering stability, and security of funding for existing housing providers.

5.24.11   This model, for the same reasons outlined in option A continues to fail in "breaking the link" between accommodation and support in sheltered housing and Abbeyfield schemes, but will "break the link" with the introduction of a countywide non-accommodation based housing support service across tenure.

5.24.12   This model would not provide flexibility or choice for those currently living in sheltered or Abbeyfield schemes.

5.24.13   Implementing this model would not be affordable within SP grant funding, even if a VFM exercise is carried out. Therefore this may require Commissioning Body to invest further within accommodation based services.

5.24.14   Whilst the introduction of a countywide support service moves away from the inherited legacy services, the model will only partially, go some way to achieving the target number of units required in Cumbria within non-accommodation based services, up to 2020.

5.24.15   This model still leaves SP with the inherited accommodation based services, that strategically no longer fits with the local, regional, and national agendas.

5.25   **OPTION C – Community Based Service**

5.25.1   The aim of this model is to commission a community based housing support service that will provide long term housing related support services across all tenure, including those living in all sheltered housing schemes.

5.25.2   This model will provide Community Based Support in each of the 6 districts of Cumbria, and will deliver housing related support services to individuals who need a housing support service irrespective of tenure or where they live.

5.25.3   Option C provides an opportunity for Commissioning Body to move away from the traditional accommodation based service that it currently funds and reinvest funding for older persons services in non-accommodation based services as we believe this will:

- provide value for money,
- "break the link" between accommodation and support,
- drive up service standards,
- provide efficiencies,
- maximising the opportunity to provide services to individuals who have a real housing support need,
- make services accessible to those living in remote areas of the County,
- deliver services across tenure, and
- provide a co-ordinated and planned approach to delivering housing support services.

5.25.4   The essence of providing a countywide community based support service across all tenure is to ensure that vulnerable older people receive the necessary support and advice that enables greater awareness and choice to remain safely within their own home.

5.25.5   Through developing a Countywide community based support service across Cumbria as discussed in Option B, we will develop and sustain an individuals capacity to live independently in their own accommodation, as outlined in 5.23.5

5.25.6   All the benefits of a visiting support service are detailed in 5.23.4 to 5.23.12.

5.25.7 The role of the Community based support service will be to identify service users who have a low or medium support need or where it is clear that their quality of life may be deteriorating as a result of not receiving or being able to access a housing support service, with the aim that by receiving a visiting support service will prevent the individual from moving into alternative accommodation such as sheltered housing or nursing care.

5.25.8 Through the implementation of a Community based support service there will be greater collaboration in developing support plans with other agencies such as health and adult social care services, to ensure that appropriated care and support packages and specialist support is being received by the individual.

5.25.9 Through joint support planning, the aim of the Community based support teams, will be to ensure that services are implemented within appropriate response times to meet service users disability/housing and support needs.

5.25.10 The community based support services will have to be instrumental in service user consultation, to highlight concerns about service delivery, changes to policy and or procedures and greater communication between other departments/organisation such as Supporting People and Adult Social Care partners, Health, Support Networks locally, regionally and nationally, to benefit individuals and communities.

5.25.11 Other benefits for developing this service are to maximise customer income, through supporting them to successfully apply for and appeal benefit decisions, including housing and Council Tax benefits, making applications through the fairer charging framework, pension credits and disability benefits etc.

5.25.12 Community based support teams will also play a key role working with a community alarm call centre(s), by acting as a secondary back up response service 24/7. 365 days a year, in the event that, friends or family of clients receiving a community alarm monitoring service, are not available to assist individuals or it has been established by the community alarm call centre that the emergency services such as ambulance, police, fire services, etc are not required. Through responding to such incidents, Community support teams will take appropriate steps to ensure the health and well-being of all its clients are being met.

5.25.13 The new community based service will be tendered, through the County Council's Contracting tendering rules.

5.26 **Financial Forecast for Option C**

5.26.1 **Extra Care Housing**

5.26.2 The cost of extra care housing will remain the same. Based on 07/08 if all units were occupied this will be £75,818.88. However, we will need to introduce a value for money approach for extra care housing, as several models have emerged over the last 5 years, which do not provide consistency in funding.

5.26.3 **Community Based Support Service**

5.26.3 The community based support service will be a chargeable service.

5.26.4 During 2007/08, SP funded 435 units of non-accommodation based services, costing £110,396.50. The average weekly cost for this service is £4.55 per week.

5.26.5   Through consolidating all of the units funded by SP in accommodation based services during 2007/08 (1665), provides SP with a baseline on which to estimate the future cost of providing a community based support service countywide.

5.26.6   The table below provides an estimated cost for providing a community based support service if the commissioning body wishes to apply this model across all services. This model excludes extra care housing. The baseline figure of 1665 is based on the number units that were funded across all accommodation based services during 2007/08, as outlined in table 5.9 above.

Community Based Support across Cumbria		£4.55
2497 (+166 units)	150%	£590,790.20
2331 (+ 167 units)	140%	£551,514.60
2164 (+166 units)	130%	£512,002.40
1998 (+167 units)	120%	£472,726.80
1831 (+166 units)	110%	£433,214.60
Baseline (1665)	100%	£393,939.00

5.26.7   The estimated cost of delivering a housing support service through a community based team would be £393,939.00 based on current delivery.

5.26.8   If we were to fund 50% of what we are already doing, this would increase the capacity within non-accommodation based services, by 832 units. The estimated cost to SP if we choose to increase capacity by 832 units would be £196,851.20. Therefore the total cost of this service would therefore be £590,790.20.

5.26.8   The total estimated cost of applying this model including extra care, without increasing the unit capacity would be £469,757.88.   However, if we apply the 50% increase in units, the estimated cost would be £666,609.08.

5.26.9   If this model is agreed upon a more detailed charging model would need to be developed and proposed prior to implementation.

5.27   Conclusion

5.27.1   With the introduction of a Countywide community based support service, the service will offer flexibility and choice for it's clients.

5.27.2   This model, will "break the link" between accommodation and support across all service provision delivered to older people.

5.27.3   This model will provide efficiencies that commissioning body may choose to reinvest by increasing capacity in service provision in line with the number of units required, as outlined in HGOs recent North West needs analysis report.

5.27.4   This model enables commissioning body to move away from the inherited accommodation based services, and move towards a model that strategically fits with the local, regional, and national agendas.

5.27.5   This model enables service users to have real choice about the services that they need, and the flexibility to opt out where it is no longer required.

5.27.6   This model will continue to meet the needs and aspiration of individuals irrespective of tenure or where they live.

16

5.27.7   This model will establish close working partnerships with SP, health, ASC, third sector, community alarm providers, and other relevant agencies.

5.28   OPTION D – Floating Support Countywide

5.28.1   Along side the previous options, is the additional option to provide a short term floating support service countywide.

5.28.2   A floating support service is defined as 'a support service that is administered to residents living in general needs accommodation, providing a preventative service on a short term basis to assist people assessed as in need of lower level support to help promote independence.

5.28.3   There are ten units of floating support that SP currently funds. This is a short term non-chargeable service, being delivered by the third sector (Age Concern), in West Cumbria costing SP on average £32.32 per unit. Annually this service costs £16,806.69. During 2007/08, 22 individuals have utilised this service, of which 12 have successfully achieve their desired outcomes.

5.28.4   The current service reflects the diverse nature of Cumbria, clients are of mixed tenure, are across social spectrum, and both urban and rural influence plays its part.

5.28.5   Within this model clients will have a variety of needs relating to their housing support met, and, be supported in sourcing suitable housing, to, managing to remain independent in their own home, to dealing with daily living activities associated with housing needs.

5.28.6   This service will focus its outcomes around linking clients to their social environment, so alleviating social isolation, and thereby addressing health issues such as depression.

5.28.7   This service will have a clear link with the Promoting Independence Partnership Project (PIPP) which supports those with a lower level support need, and is about short-term intervention with the normal output being signposting to suitable provision.

5.28.8   Through implementing a Countywide floating support service would see a throughput of approximately 130 people, however, this may vary depending on support needs of each individual.

5.28.9   To implement a floating support service across the County would require Commissioning Body to agree an appropriate procurement route, using the following 3 options:

- Procure from North West Age Concern as specialist provider and linked to PIPP
- Procure from existing floating support providers, Or
- Include this service as part of a function of the community based support team detailed in Option C

5.29   Financial Forecast for Option D

5.29.1   Floating Support

5.29.2   It is estimated that the introduction of a countywide short term floating support service would cost in the region of £100,000.00, of which we would expect the services to be delivered to around 150 to 200 individuals on an annual basis.

5.30   **Conclusion**

5.30.1 This short term preventative service plays a key role in delivering services to individuals who have a short term housing support need.

5.30.2 The service has close links with the PIPP project, and strategically fits in with the Health and Well-being agenda

5.31   **CONCLUSION OF ALL STRATEGIC OPTIONS FOR ACCOMMODATION BASED SERVICES**

5.31.1 Within this section Commissioning Body has been presented with 4 strategic options for commissioning to consider, for older person's services across Cumbria in the future.

5.31.2 These are:

>   Option A - Maintain the status Quo
>   B - Deliver services across tenure
>   C - Commission a community based support team, or
>   D - Commission countywide floating support service

5.31.3 Commissioning Body should note that if we wish to deliver the outcomes outlined within section 2.0 of this report, and deliver housing support services within the number of units required in Cumbria, that have been identified in HGO North West Regional Needs Analysis report, then the only option that could achieve this within current resources is Option C.

5.32 **Summary** – Strategic Option for Accommodation Based Housing Support Services

Outlined in this table is a summary of the strategic option, which also provides details of the benefits and constraints that each of the options, along with how eligibility will be determine and the outcomes that each model will achieve.

Options & Service Description	Financial Forecast of Service.	Action	Benefits	Constraints	Eligibility	Outcome
A **Maintain the Status Quo** *Supporting People Continue to fund housing support services within existing contract arrangements*	**£1,046,213.00 based on 07/08 funding**	• Supporting People continue to commission extra care, sheltered housing; visiting support services through a block subsidy contracting arrangements.	• Security for existing providers, in relation to regular income • No change in service for the service users	• There is no limit on how services are delivered. • That the costs of services continue to be inconsistent in terms of the number of hours being delivered to the individual. • The quality and standard of the service that SP wish providers to aspire to may be limited. • No scope to breaking the link between support and accommodation • No scope within this model to provide services across tenure • SP may need to seek additional funding fto ensure that the service is sustainable in the longer term • This model fails an equality impact assessment	• Continue to be determine by housing providers and linked to accommodation	• Within this mode we will continue to see inconsistent pricing and the number of hours being delivered by housing providers

					There will be 2 elements to eligibility.
B Deliver Housing Support to all tenures ***Extra Care -*** *Do Nothing* ***Accommodation Based Services –*** ***Sheltered Housing*** *Do nothing in relation to block subsidy contract and how it is commissioned but introduce a VFM framework.* ***Non-Accommodation Based Service*** *Provide a non-accommodation based support service across all tenure*	**£1,129,976.10**	• That SP funded housing support services in the same way based on a subsidy • Housing support services be accessible to those who meet an eligibility criteria • Housing Support Services are not a condition of the tenancy and does not prevent a person from moving into supported housing • Services commissioned based on a set cost. • Subsidy goes direct to either the service user or provider • SP agree a set price for housing support • SP control the number of units funded in these services	• No cost incurred unless the service is being used • There is competition among providers which should result in best value • Service is flexible for the individual living in NABS • Scheme managers could deliver Housing Support in the Community • NABS accessible to those living in their own homes or private sector who have a need and meet the eligibility criteria.	• Services to be provided within existing funding • Risk that SP may not being able to afford this model within the current SP grant • Model is not EIA full proof, as it fails to give choice and flexibility to those in ABS • Fail to meet the required number of non-accommodation based services as outlined by HGO need analysis • Fails to break the link within ABS • Limited opportunity to expand NABS service across all older persons services.	1. Based on the needs of the individual 2. Meet the financial eligibility criteria

• SP has flexibility and control in the way services are purchased.
• Service users an given autonomy in the way they purchase services with providers and, this option will assist with the introduction on Individual budge in 2009.
• The cost of housing support services will be determined by SP benchmarkin VFM.
• Housing Support Services are available across the County irrespective of tenure

| C

Community Based Services

SP Commissions a Community Based team to provide long term housing support services across all tenure e.g including all sheltered housing schemes | £469,757.88 or £666,609.08 with 50% increase | • Supporting People commission a community housing support team to deliver support, by either existing housing providers, new providers or, through a consortia of existing providers. | • Guarantee that the level of provision will be available when needed.
• Cost effective as it provides economies of scale
• Provides a framework to build trusting relationship amongst providers
• Services can move on when they are no longer required
• Reduces the number of people moving into longer term care settings
• Targets older people who need a service.
• Establish better partnerships with other professional organisations
• "Breaks the Link" between accommodation and support
• Improves links with other agencies such as health/ASC
• Provides a consistent approach in delivering housing support services across the County
• Services are accessible to those living in rural communities
• Accessible to older people irrespective | • Resistance from providers to change
• May be difficult for service users to build trusting relationships
• May incur set up costs in relation to providers acting as second responders to emergency community alarm calls
• Demand may outstrip supply | There will be 2 elements to eligibility.

1. Based on the needs of the individual

2. Meet the financial eligibility criteria | • Efficiencies
• Support service can move on if a persons long term needs have been met
• Deliver flexible service across County
• Service can be delivered in more rural communitie |

	Cost	Description			Eligibility	
			of tenure • Services fits with the changing needs and aspiration of older people • Model fits with local regional and national trends • Fits with local and national strategies • Affordable for SP purse • Opportunity to meet the required units as per Regional Needs Analysis • Comply with an EIA		There will be 2 elements to eligibility. To be determined by provider 1. Based on the needs of the individual 2. Meet the financial eligibility criteria	• Flexible service across all tenure • VFM • SP controls the way services are purchased • Services users have a choice • No link to tenure
D **Floating Support Countywide** *Commission Short Term housing support service across the County*	£100,000.00	• Supporting People commission a short term housing support service for up-to 1 year across tenure and across the county • Short-term will be commissioned through a block gross contract and will be non-chargeable to the service user.	• Short term intervention available when needed • Service can move on when short term needs are met • Reduces the number of people moving into longer term care settings • Targets older people who need a short term service • Establish improved partnerships with housing providers • "Breaks the link between accommodation and support service" • Improves links with other agencies such as Health/ASC	• Service may be needed for a longer period of time • Need for staff to be trained or re-trained if service is to be delivered by existing housing support providers • Resistance to change • SP bear the full cost of the service • Service will need additional investment from CB to deliver across county		

	• Service is free to those who have a low level support need • Non chargeable service • Clear links with PIPP

5.33 Non-accommodation based services (NABS)– Community Alarms Service

5.34 A community alarm service provides peace of mind for people who feel at risk in their homes. It is a 24hour, 365 day, monitoring service giving the freedom to live your life independently. With a monitoring service the alarm provider will obtain assistance, from either friends, family or the emergency services when you need it.

5.35 There is also the added option of a mobile response service that compliments a community alarm monitoring service, and maybe delivered in a variety ways, through community based housing support teams, or community alarm mobile response providers, such as Carlisle Careline etc.

5.36 This section provides details of 5 Strategic Options in relation to delivering a community alarm service across the County.

- Option A – **do noting** (chargeable)

  That supporting people continue to commission community alarm services through current contracting arrangements

- Option B – **single call centre monitoring only** (chargeable)

  That Supporting People commission a monitoring only service through one call centre based in Cumbria, with a back up service provided by friends/family or emergency services response such as fire, police, ambulance etc acting as a 1st response, and a secondary back up response service delivered through a community based support team.

  Within this model SP set a limit on the number of units commissioned and determine the costs to be applied including those costs within sheltered housing and Abbeyfield schemes.

- Option C – **no community alarm service**

  That community alarm services are no longer funded through the Supporting People programme.

- Option D – **introduce new set price for community alarm monitoring only** (chargeable)

  SP enables community alarm and housing providers to commission community alarm services for their individual clients, but SP introduce a fixed price for the service.

- Option E – **introduce a 1st line mobile response service countywide** (chargeable)

  That SP commission a 1st line community alarm response service across the county

5.37 A summary of each option is outlined in table 5.55 below, providing details of the benefits and, constraints of each model, how eligibility will be determined and the outcomes that each option aims to achieve.

5.38 Current Position

5.38.1 Within SP contracts there is currently a total of 8671units of community alarms across Cumbria. During 2007/08 SP funded 4977 alarm units across all services outlined in table 5.9. These services are currently provided to those living in social housing.

5.38.2 The full cost associated with community alarms across all of these services is difficult to determine, particularly, in accommodation based services, due to the way SP subsidy was applied for, and historic nature of how contracts were set up in 2003.

5.38.3 However, we are able to show costs where services are specifically defined within SP contracts as Community Alarms. On this basis the cost to SP for community alarm services during 2007/08 was £753,260.50. In addition to this, CAT 1 accommodation is also associated with a community alarm services. The cost to SP for this service during the same period was £61,496.64. These costs however, exclude the other ABSs, outlined in table 5.9, but include the three different levels of service currently being delivered across Cumbria, including:

- Monitoring Services (friends/family and emergency services as a 1st response)
- Monitoring Services (community based team as 2nd responder, where friends/family are not accessible or emergency services not required)
- Monitoring and Response (community alarm provider as a 1st responder)

5.38.4 The monitoring only service with friends/family or emergency services that acts as 1st responders is, currently delivered in all six districts across Cumbria,

5.38.5 The monitoring only service that includes an emergency back up support service through a community based team acting as secondary response service to friends and family or emergency services, is provided to the tenants of Eden Housing Association in the Eden district only.

5.38.6 The monitoring and response service is limited and is currently being provided in the Carlisle, Allerdale and Copeland areas excluding Millom.

5.38.7 The information outlined in table 5.9 above doesn't show the differing charges for the services described in 5.38.3, that are being charged by housing support and community alarm providers, due to the way contracts were set up in 2003. However, we know from SP contract data that the price range for community alarm services differs between £1.14 and £7.08. These costs represent the different levels of services described in 5.38.3.

However we also know that a recent partner tendering exercise achieved a cost of £0.33p for a monitoring service.

5.38.8 Supporting People contract all of the above services, through a block subsidy contract with either the community alarm provider, ie Carlisle Careline, or through local authorities, Abbeyfield schemes and RSLs, which are linked to accommodation. Contracting this way means, that SP only funds what is being provided.

5.38.9 SP currently has limited control over how services are being procured or commissioned, and housing providers often sub-contract out community alarm services to a 3rd party, without involving or informing SP of any changes to their contracts.

5.38.10 Supporting People currently have limited or in some instances no working relationship with community alarm providers operating outside of Cumbria.

5.38.11   The monitoring of community alarm calls for service user in Cumbria, are carried out by a variety of community alarm providers located both nationally and in Cumbria. We know from discussions with service users during the strategic review that some find this confusing, and often don't know who they are talking to when they require assistance.

5.38.12   SP does not fund those receiving a community alarm service who live in private sector housing. It is however estimated that within Cumbria there are approximately a further 3182 individuals receiving a service within the private sector.

5.38.13   There are only two levels of service available within the private sector. These are the monitoring service with friends/family or an emergency services providing a 1st line response Countywide, and a Monitoring and Response service available to those living in Copeland, Allerdale and Carlisle districts. Of the 3182 service users we are unsure at this time how many would qualify for an SP subsidy, if this service is made available within all tenure. Further analysis would therefore be needed to identify this.

5.38.14   The recent North West needs analysis shows an net increase of 1072 units required within non-accommodation based services in 2008, and increasing to 1937 units by 2020. This figure includes community alarm services. However, we are unable, to determine how many of these units are associated with community alarm provision.

5.38.15   This following section will now consider the strategic options for consideration by Commissioning Body.

5.39   **OPTION A – Do Nothing**

5.39.1   The aim of this model is that Supporting People continue to commission community alarm services, described in 5.38.3, through current contracting arrangements.

5.39.2   The benefit of maintaining this model is that there is no change in the way services are currently being delivered in social housing or how it is funded.

5.39.3   The constraints of this model are that the 1st line response service is not accessible within all the districts.

5.39.4   This model provides no limits on how services are being delivered, and therefore proves difficult for SP in determining its' quality, standards and whether it is offering VFM.

5.39.5   Currently community alarm services funded by SP are linked to social housing accommodation. Therefore some people receive services whether they need it or not

5.39.6   If SP continues to fund service outlined within this option it will be difficult to "break the link" between accommodation and support. SP would also fail to achieve the desired outcomes outlined in section 2 of this report, and may fail to meet the needs of older people in the longer term.

5.39.7   SP will continue to have limited control over how services are commissioned.

5.39.8   Community alarm services and costs within this model will continue to vary and therefore not provide VFM.

5.39.9   By doing nothing older adults living in the private sector would not be able access a SP subsidy.

5.39.10   There will continue to be inequalities in the way services are delivered across Cumbria.

5.40   **Financial Forecast for Option A**

5.40.1   Based on the 2007/08 spend for community alarms and CAT 1 services, outlined in table 5.9, the estimated cost of providing existing community alarm services is £814,757.14.

5.40.2   However, commissioning body must be mindful this does not include the community alarm costs wrapped up within extra care housing, sheltered housing, visiting support services, and Abbeyfield schemes, due to the way contracts were commissioned in 2003. Therefore the true cost of community alarm services is likely to be greater than the cost outlined in 5.40.1.

5.41   **Conclusion**

5.41.1   Whilst this option provides continuity for existing service users, and security for community alarm providers, it fails to offer flexibility or choice, to those who receive it due to it being linked with the accommodation.

5.41.2   At the same time, due to the cost differences being applied by providers, this model fails to offer VFM, and have a consistent approach in delivering services across Cumbria.

5.41.3   There is an inconsistent approach in determining eligibility for community alarm services.

5.41.4   Community alarm equipment in most instances is hardwired and linked to accommodation, and often services users are not given a choice about whether they have a need for a service, as a result, this means that where an individual is in receipt of benefits, SP will at present pick up the community alarm cost, irrespective of whether the service user wants or needs a service.

5.41.5   This model fails to provide an opportunity to extend the service to those living in other tenures.

5.42   **OPTION B – Single Call Centre Monitoring Only service Countywide**

5.42.1   The aim of this model is to commission a monitoring only service, through one call centre based in Cumbria.

5.42.2   Community Alarm call centres will take responsibility for monitoring all the calls that are funding through the supporting people programme, including those with sheltered housing etc.

5.42.3   The call centre will provide appropriate methods of monitoring and be responsible for carrying out appropriate response to meet the need of the caller.

5.42.4   The call centre will be required to work with colleagues in Adult Social Care in delivering and developing further, telecare services throughout Cumbria.

5.42.5   Having one contract for community alarms, will provide greater control in procuring and commissioning services to ensure that services meet modern day service standards including compliance with Telecare Services Association (TSA) code of practice, that there will be better processes in place to monitor performance, to ensure that they are providing an

efficient and effective service to older people across tenure and living within both rural and urban communities, of Cumbria.

5.42.6 Having one call centre will provide clarity for service users, about who is providing the service, and know what the cost of the services will be, and also, knowing that by having a locally based call centre will provide closer working relationships with SP, as opposed to the limited partnerships that currently exist.

5.42.7 The impact of applying this model would mean that those currently receiving a 1st line mobile response service will have this service stopped.

5.42.8 If the commissioning body move away from the 1st line mobile response service, we would need to maintain capacity in the Telecare element of the contract for a first line response service where we have one for new and existing clients, otherwise vulnerable groups would be put at further risk.

5.42.9 The impact of divesting in this service would mean that existing services users would have to fund the 1st line response service themselves.

5.42.10 The recent needs analysis report suggests that there is a need to increase non-accommodation based housing support service by 1071 units in 2008 and 2172 by 2020. Applying this model will assist SP in achieving these targets.

5.42.11 By combining the number of community alarm units in ABS and NABS will enable SP to deliver a Countywide monitoring service across tenure, providing consistency and VFM for all.

5.43. **Financial Forecast for Option B**

5.43.1 We know that the cost of a monitoring service in Eden Housing Association is £0.83, and therefore SP has applied this charge as a base in which to estimate future costs. We also know from discussions with Northern Housing Consortium that there are other housing providers in Cumbria, paying £0.33 per week, which was achieved through a recent tender exercise.

5.43.2 CB should therefore be minded that, through introducing a VFM exercise within this model will deliver, twice the amount of units at reduced cost.

5.43.3 Outlined in the table 5.43.8 are other estimated cost ranges that are being applied following a recent partner tender exercises, and information provided from the Northern Housing Consortium.

5.43.4 The baseline figure of 4977, in table 5.43.8 is derived from the number of units that SP funded (£1,799,473.50) during the period 2007/08, but includes the different levels of service being delivered by community alarm providers as outlined in 5.38.3 above.

5.43.5 It is this figure that SP has used as a base for determining the projected costs of a community alarm monitoring service across Cumbria.

5.43.6 The ratio of numbers outlined in table 5.43.8, is based on an assumption that there is growth across all tenures within this service and shows, the number of units increasing at a rate of 10%. 100% figure of 4977 is the baseline figure of SP's, ABS and NABS, funded units during 07/08.

5.43.7   The financial data outlined in table 5.43.8, shows a range of projected costs for a monitoring only community alarm service, which also excludes the cost of maintenance.

5.43.8

Monitoring only		£0.83	£1.00	£1.25	£1.50
(8015)	150%	£345,949.31	£416,806.42	£521,008.02	£625,209.62
(7287)	140%	£314,499.38	£378,914.93	£473,643.66	£568,372.39
(6624)	130%	£285,908.53	£344,468.12	£430,585.15	£516,702.18
(6022)	120%	£259,916.85	£313,152.84	£391,441.05	£469,729.26
(5475)	110%	£236,288.05	£284,684.40	£355,855.50	£427,026.60
Baseline (4977)	100%	£214,807.32	£258,804.00	£323,505.00	£388,206.00

5.43.9   The table above details a range of costs for a 24hour monitoring service that would be applied across the total number of units, starting with the baseline figure of 4977 that SP funded during of 2007/08.

5.43.10 It is estimated that by applying the charge of £0.83 and assuming a baseline figure of 4977, the baseline cost to SP would be £214,807.32, which is a reduction of £599,949.82 based on the community alarm and CAT 1 funding of £814,757.14 during 07/08. However, further efficiency will be found within the other accommodation based services outlined in table 5.9.

5.43.11 We, know that within some sheltered and extra housing schemes staff monitor the community alarm service during office hours of 9am-5pm, this would therefore reduce the monitoring charge, if options A or B within the ABS remained.

5.43.12 Further analysis of costs for these services will therefore need to be established to enable SP to allocate resources appropriately.

5.43.13 This proposed model will also include initial set up costs for re-programming dispersed alarm units, re-chipping of hardwired equipment, and setting up administration systems/processes for managing an SP contract

5.43.14 To re-programme dispersed units and re-chip hardwired systems would require qualified and trained staff, including Tunstall engineers for community alarm equipment.

5.43.15 The approximate cost for re-chipping hardwired schemes would be £140.33 plus VAT per scheme (£164.88), and the cost for re-programming dispersed alarms would on average cost between £0.20 and £0.50 per alarm call.

5.43.16 SP would need to identify with housing and community alarm providers how many schemes and dispersed alarm units exist to carryout a full cost analysis.

5.44   **Conclusion**

5.44.1   Commissioning community alarm services through option B will provide a consistent and more efficient and effective service for older people in Cumbria, through, having a standardised service, cost for all.

5.44.2   It will provide greater efficiency savings and VFM as described in 5.43.10, which will, provide scope to reinvest in other older persons services, in the future.

5.44.3   Given the array of national and local community alarm providers delivering services within Cumbria, and the current varying cost differences, Commissioning Body should consider consolidating all of the community contracts, including the costs attached to contracts within

ABS and agree to commission a Community Alarm Monitoring service Countywide, through one contract.

5.44.4   If this model is applied it would be available to those who have a need irrespective of tenure or where they live, therefore fulfilling an Equality Impact Assessment.

5.45   OPTION C – No Community Alarm Service

5.45.1   The aim of this model is that there is **no** contribution to provide community alarm services, through SP programme grant.

5.45.2   SP is not a statutory service and therefore Commissioning Body may choose not to fund any community alarm services within Cumbria, the Commissioning Body must however, consider the impact that this would have on service users, who would have to meet the cost of this service.

5.45.3   The benefits of doing this can only be associated with cost savings, and/or giving SP the opportunity to divest in community alarm provision, and re-invest in other older persons services such as floating support etc.

5.45.4   The disadvantages however, are that service users currently benefiting from such services may lose their independence if SP subsidy is lost, which may result in an individual having to move into a longer term care and support setting.

5.45.5   Commissioning Body should be mindful that community alarm services play an important role in contributing to the health and well being agenda.

5.45.6   This model may not assist SP to reach the required number of units of support needed within NABS in the future.

5.46   **Financial Forecast for Option C**

5.46.1   This model would provide SP with an estimated saving of £753,260.50, based on the number amount SP funded during 07/08, and over £1.3 million based on the total number of contracted units, however this does not include the saving that it would also find for community alarms services within accommodation based services.

5.47   **Conclusion**

5.47.1   That SP does not have a statutory duty to provide community alarm services through the SP grant, and through divesting in community alarms, SP could re-invest in other older persons services.

5.47.2   That services users may not be able to afford to purchase a community alarm service themselves, if CB chooses to divest in this service. At the same time older people may be at risk of losing independence at home, which may result in individuals moving into longer term care and support settings.

5.47.3   This model may fail to assist SP to deliver housing support services within NABS in the future.

5.48 **OPTION D – Introduce a new set price for a community alarm monitoring only service.**

5.48.1 This model seeks to give autonomy to community alarm and housing providers to commission community alarm services for their individual service users, but at the same time, Supporting People will introduce a new set price for the service.

5.48.2 This means that where services have been commissioned and costs are greater than that set by SP, then SP would continue to pay the new set price.

5.48.3 Where the cost of a newly commissioned service is lower than SP's set price, then SP would pay the lower amount.

5.48.4 The benefits in applying this model are that it would achieve the same financial results as in Option B, and in some instances where services cost less than the set price this would result in greater efficiencies.

5.48.5 However, within this model we would still see some of the constraints that have been outlined in Option A, for example providers may fail to follow appropriate commissioning rules, or services may not being commissioned with appropriate accredited community alarm providers, and in addition, SP will find it difficult to monitor services effectively.

5.48.6 The benefits of enabling providers to commission their own services would be that costs associated with tendering services would be borne by the provider and not SP.

5.48.7 The impact of this model would result in service users having to bear the cost if the cost is greater than the SP subsidy.

5.48.8 The long term outcomes, may result in service users withdrawing from services if the full cost is not be met by SP.

5.48.9 If services are unaffordable for service users, housing support needs may not be met, which could result in individuals requiring longer term care and support services in the future.

5.49 **Financial Forecast for Option D**

5.49.1 The financial forecast for this model would be the same as it is for option B.

5.50 **Conclusion**

5.50.1 Whilst this model provides autonomy for providers in the way that services are commissioned it provides constraints for SP in relation to managing, and monitoring contracts.

5.50.2 There is the potential that costs to service users would go up if the cost of services are greater than SP subsidy.

5.51 OPTION E – Introduce a 1st line mobile response service Countywide

5.51.1   The aim of this option is to provide a countywide 1st line mobile response service across all tenure.

5.51.2   This service is an additional service to the call centre monitoring service described in Option B.

5.51.3   A mobile response service, provides a 1st line response to it's customers following an emergency call to a community alarm call centre.

5.51.4   The mobile response service also provides regular visits to its customers, which include checking that community alarm equipment is working correctly, and also ensuring that the needs of the individual are being met through current service provision, and where appropriate, taking necessary action in the event that the needs or welfare of the client have changed.

5.51.5   Currently in Cumbria, there are only 2 community alarm providers who offer a 1st line response community alarm service. These are, Carlisle Careline and Community Response, who operate in the Carlisle, Copeland and Allerdale districts. Other Community alarm providers in Cumbria offer either the friends and family response, and Eden community alarms provide a 2nd line response service.

5.51.6   Carlisle Careline provide a response service only to those living within a 12 mile radius of the Carlisle City, and at present do not provide a 1st line response services in more rural areas due to there rural nature.

5.51.7   Community Response is based in Lillyhall, Workington and providers a 1st line response service in the Allerdale and Copeland areas, with the exception of Millom, due to the difficulty in recruiting staff in rural areas, the rural nature of Millom itself, and the travel time to respond to emergency calls from the providers base in Lillyhall.

5.51.8   Within these 3 district areas, it is estimated that there are 3319 clients receiving a 1st line response, further analysis would need to be complete to determine how many of the 3319 are currently receiving an SP subsidy.

5.51.9   The benefits of implementing this model are that it provides equitable services to all irrespective of tenure or where people live

5.51.10   There will be a need to set up infrastructures across the districts where services don't' exist and, a financial costing for this has yet to be determined.

5.51.12   The mobile response service will be a chargeable service and would be an additional cost to the monitoring services described in Option B.

5.51.13   If commissioning body decide to commission this service it will be tendered alongside the community alarms monitoring service using the County Councils' Contract procurement rules.

5.52 Financial Forecast for Option E

5.52.1 The figures outlined in 5.52.3 below are, the cost differences that are being applied by the two community alarm providers for a response service. It is these figure that SP have used to project how much it would cost to fund a 1st line response service countywide.

5.52.2 The baseline cost is based on the total number of units that SP funded during 07/08 (4977). However, we know within this figure, that there are a number of units that already include a 1st line response service.

5.52.3

Response Service		£2.50	£4.00
8013 (+728)	150%	£1,042,016.00	£1,667,225.50
7285 (+635)	140%	£947,287.34	£1,515,659.60
6623 (+602)	130%	£861,170.31	£1,377,872.40
6021 (+547)	120%	£782,882.10	£1,252,611.30
5474 (+497)	110%	£711,711.00	£1,138,737.60
Baseline (4977)	100%	£647,010.00	£1,035,216.00

5.52.4 It is estimated that if SP were to fund a community alarm 1st line response service to all existing SP clients, the baseline cost, based on the number of units that were funded during 2007/08 (4977), would be between £647,010.00 and £1,035,216.00.

5.52.5 Increasing this service by 50% would provide an additional 3036 units, but will increase the cost of the service by a further £395,006.00 or £632,009.50.

5.52.6 Commissioning Body must be mindful that the projected costs within the table above would be in **addition** to the projected costs outline in option B for a monitoring only service. But also be clear that within this estimated cost there are already a number of individuals receiving SP subsidy for this service.

5.53 Conclusion

5.53.1 In addition to the community alarm monitoring service there is the option to introduce a 1st line response service.

5.53.2 At present this service is only provided in 3 local authority areas, and by introducing a 1st line response service will provide a consistency across Countywide.

5.53.3 However, applying this service is unaffordable within current resources and would need additional resources.

5.53.4 There would be a need to set up infrastructures to support a 1st line response where services don't exist, and further research would be required to determine this costs.

5.53.5 There would be a need to re-assess all those who currently receive this service to determine need and eligibility.

5.53.6 By introducing this model it may prove difficult to recruit staff in more rural areas, as is the experience in the Millom area.

5.54   CONCLUSION OF NON-ACCOMMODATION BASED SERVICES

5.54.1   Within this section Commissioning Body as been presented with 5 strategic options for consideration, including the options to:

Option A - Do nothing
      B - Introduce a single call centre monitoring only service
      C - That SP don't fund a community alarm
      D - Introduce a new set price for a community alarm monitoring service
      E- Introduce a 1st line mobile response service Countywide

5.54.2   Commissioning Body should note that if we wish to deliver the outcomes outlined within section 2.0 of this report, and have an equitable community alarm service, that is affordable now and in the future, then the only option that could achieve this within current resources is either Option B or Option D

5.55 Summary - Non Accommodation Based Services – Community Alarms

Outlined in this table is a summary of the strategic option, which also provides details of the benefits and constraints that each of the options, along with how eligibility will be determine and the outcomes that each model will achieve.

Options & Service Description	Financial Forecast of services	Benefits	Constraints	Eligibility	Outcomes
A **Do Nothing** *That SP continue to commissioning community alarm services through current contracting arrangements.*	**£814,757.14 + costs associated with ABS**	• Security for existing providers, in relation to regular income • Providers determine the commissioning arrangements • Providers determine their own costs • No change in service provision for existing users	• Difficult for SP to monitor • There is no limit on how services are delivered. • That inequalities in the costs and service continue to be inconsistent. • The quality and standard of the service that SP aspires providers to achieve may be limited. • No flexibility to "breaking the link" between support and accommodation • Difficulty in monitoring service providers where providers operate outside of the County • SP has no control over how services are commissioned. • Services may not be VFM	• Determined by Community alarm provider • There will be 2 elements to eligibility. 1. Based on the needs of the individual and the Supported Housing eligibility criteria meeting SP financial eligibility criteria 2. meeting SP financial eligibility criteria	• Housing providers bear the cost and take responsibility for contracting community alarm services. • Housing providers determine their own costs directly with community alarm providers. • Inconsistent pricing and differing levels of service are not sustainable in the long term • Poor monitoring data and limited control or partnerships working with commissioner (SP)
B **Single Call Centre monitoring only** *That SP commission services for a monitoring only service, backed up with an emergency*	**£214,807.32 + set up costs**	• No cost incurred unless the service is being used • There is competition among providers which should result in best value • Service users are clearer about who is providing the service	• May not be conducive to market stability • Provider loses control to procure it's own service to it's tenants • SP incur procurement costs • Mobile response service would stop • Service users would have to a response service themselves. • Need to maintain within contract a 1st line mobile	• Determined by Community alarm provider • There will be 2 elements to eligibility. 1. Based on the needs of the individual and the Supported Housing eligibility criteria 2. Meeting SP financial eligibility criteria	• SP has flexibility and control in the way services are purchased. • Service users are given autonomy in the way they purchase services with providers and this option will assist with the introduction on Individual budget in 2009. • SP funding to be targeted at those who need a service. • SP funding not linked to

accommodation • SP drive up standards, and control costs to address inequalities		
	response services for those using telecare, where services already exist.	
• Service users understand the true cost of the service • Service is accessible for all • SP received appropriate monitoring information from one provider • Improved partnership between provider and SP. • Easier to manage contract • SP controls how services are procured		
response, through one call centre based in Cumbria • *That the subsidy for the service is either paid direct to the service user or the provider.* • *SP set the limit on the number of units commissioned* • *SP determine the costs to be applied, including costs within Sheltered Housing. Through tendering exercise*		

Option	Cost				
C No contribution from Supporting People • *That community alarm services are no longer funded through the Supporting People programme*	£Nil	• SP re-direct funding into other older people services, eg floating support etc • SP find savings	• No community alarm service funded by SP to meet the needs of vulnerable adults who are on low incomes • Loss of revenue to providers. • No commitment from SP to the preventative agenda • Those on a low income will not receive a subsidy and may not be able to afford the service in the future. • Service users may lose independence and may need to move into longer term care settings.	No applicable	• This option is not conducive to the stability of vulnerable older adults who require a housing support service, that will enable them to maintain their independence. • SP funding removed & community alarm services no longer considered as a tool to assist in preventing users from move into a more intensive care setting for example. Residential care.
D **New set price for monitoring only** • *SP enables community alarm and housing providers to commission community alarm services for their individual clients, allowing for a free market*	£214,807.32	• Encourages competition within the market • Cost of procuring services borne by the provider • SP will determine how much subsidy it will pay • Where cost is greater that the subsidy SP will pay its set cost • Where cost is less than set rate SP will pay the lower rate.	• SP has control over how services are procured • Service users will be required to contribute where costs are greater than SP subsidy • Providers may not follow CCC contracting rules • Providers may not meet required TSA standards • Difficult for SP to monitor the quality of service & determine VFM • Service users withdraw from service if it is unaffordable	• Determined by Community alarm and housing Providers	• SP gives autonomy to existing providers to procure services • Providers collate monitoring data and feed back to SP • Providers manage their own contracts, whilst SP fund service.
E **Single Call centre plus 1st line response service**	Between £647,010.00 and £1,035,216.00	• Existing and new service users receive a response service • Equitable service across county	• Countywide service unaffordable within existing SP grant • Recruitment and retention of staff to support those in rural areas	• Determined by provider	• Response service provided across the County • Improved monitoring of service and data available.

across County		
• SP commission a *1st line community alarm response service across the county*	• Assurance that everyone who receives a service will be visited in the event of an emergency	• May not be affordable long term • May need to increase SP spend to afford service • May not be able to establish service in remote areas if providers do not operate in these areas • May not be cost effect to provider to deliver service in rural areas • SP to incur set up cost where services currently don't exist • Service provided to those who may not want or necessarily need it. • May be difficult to recruit in more rural areas • May be a need to contract with more than one provider to responder in local areas. • Set up costs to be applied

6.0 ELIGIBILITY

6.1 Eligibility for all SP housing support services will be based on a new framework that is being determined by an allocations group.

7.0 FINAL RECOMMENDATION

7.1 Commissioning Body accepts the report, and takes the lead in deciding which options believe are the most appropriate services that SP should commission for older people in the future.

7.2 That commissioning body note each of the strategic options have their individual benefits and limitations. To enable SP to deliver services that will provide the desired outcomes outlined in this report it is recommend that the following options be considered:

- 1.   **Accommodation Based Services:**

    Option C and D

- 2.   **Non Accommodation Based Services:**

    Option B

7.3 That commissioning body note the risks outlined in appendix 1.

7.4 That commissioning body accept the action plan in appendix 2, that would need to implemented if the above recommendations are agreed

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39

Appendix 1

The table below outline the key actions that need to be taken to move forward all of the recommendations from this papers, and are subject to commissioning body approval.

Risk	Risk Description	Potential risk	Comments	Potential Opportunities
SP/CCC Corporate Objectives	That services fail to achieve corporate/ SP goals and objectives	Housing and community alarm providers fail to recognise the importance of the services that are being delivered	Supporting People ensure through its contracting and monitoring that all providers are fully versed with the aims and objectives that need to be achieved	Improved partnership with SP and partners to achieve the goals and objective set out in the SP programme. Improve standards in service provision to older people
Financial	Projected costs are under-estimated SP unable to afford to fund all services long term	From a tendering exercise the costs greater that forecasted SP grant funding reduced and services become unaffordable	SP need to re-define what it is able to afford within SP grant.	Seek best value for all older persons services through appropriate commissioning of services.
Legal	SP maybe legally challenged if autonomy is given to providers and housing support services haven't been procured correctly	Providers fail to following the County Council's contract procure rules when commissioning services, for community alarm services	SP commission services for all older persons services	Community alarm providers work in partnership with SP to determine standards for contracts
Partnerships	Providers fail to work in partnership with SP or it's partners throughout the contract	Communication between SP/Service Users and the Provider SP services are not widely promoted.	SP hold regular meetings with providers to ensure that the partnerships are well established SP and provider promote housing support services through a variety of methods	Great opportunity to develop and form new links with partners and agencies such as health and ASC
Personnel	Through reshaping older persons services, staff within provider organisations may be at risk of job descriptions changing.	Change in service provision which results in redundancies within older person services ie Warden Services or Community alarm services	SP seek appropriate advise regarding employment rules eg. TUPE	To have dedicated and skilled workforce, delivering services to older people across tenure.
Service	Service standards fail to meet SP requirements	Housing Support Provider standards are less than expected within the contract Services fail to meet the expectations of service users	Ensure that service standards are maintained through appropriate contract monitoring procedures	That housing support providers continue to work towards, achieving high standards of services and that services are seen as examples of good practice.
Health & Safety	That services commissioned by SP do not meet the necessary health and safety requirements	Systems and/or equipment are putting services users lives at risk	SP will work with housing support or community alarm providers where systems are unsafe	Housing and community alarm providers update systems and equipment to meet modern day standards
Social	Service users feel socially isolated due to the rural nature of where they live or schemes/services fail to promote social inclusion	Providers fail to encourage social inclusion within schemes Providers fail to complete comprehensive support plans with service users,	Providers will be required to ensure that support planning is comprehensive and needs of the individual are being met.	Through comprehensive support planning, service users are empowered to engage with others within the community Services users, health and well- being is improved through being social included within the community

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41

Appendix 2 IMPLEMENTATION PLAN

At the April 08 commissioning body, it was agreed that SP could establish a strategic implementation group to develop a project plan

The table below outlines keys areas that SP will need to address in relation to none accommodation and accommodation based service that will assist in developing further a more detailed project plan. The actions outlined in the table below will allow SP to establish methods that will assist in implementing the agreed options.

Recommendation	Activities and tasks associated with this	Time Estimated	By whom
Accommodation Based Services -			
1. Feedback to supported housing provider.	Discuss with housing providers the outcome of CB decision on the future commissioning of housing support services with sheltered housing schemes.	June/July 08	SP/Housing Providers

2. Separating resources from sheltered housing	Set up a time limited working group to prepare a detailed work plan to enable services to be re-shaped.
	Tasks:
	  - Changing structures
	  - Implementation plan
	
	An important task involves assessing individual need for services and devising a method for providers to do this.
		Preparatory work to commence following commissioning body approval (July/August 08)
		
		Needs to be assessed amongst existing service users
			SP/Housing Providers

3. Contract Negotiations	SP to discuss contract with housing support providers.	TBC	
4. Address Diversity	Drafting service specifications to address the needs of BME groups. Seeking providers to deliver appropriate services. Improve access for BME Elders. Improve knowledge amongst BME communities.	TBC	
5. Communication	Seek effective communications are in place and maintained between service users and providers for all SP services Work with colleagues in Corporate media in relation to publicity regarding future services	On-going	

None

Accommodations Based Services -

1. Feedback to community alarm providers	Discuss with community alarm providers, the outcome of CB decision on the future commissioning of services across Cumbria	July 2008	Supporting People
2. Community Alarms and Assistive Technology	Prepare and plan appropriate documents with ASC to jointly commission services. To including all aspects of the procurement process. (action plan to be devised)	July 08	Supporting People & Adult Social Care
3. Addressing diversity	Drafting service specifications to address needs of BME Improving access for BME Elders Improving knowledge and access to services amongst BME communities	Sept	Supporting People
4. Current contracts	Discuss new contract arrangements with providers following CB decision in July 08	July/Aug. 08	Supporting People
5. Separating resources from housing stock	Work plan to be developed An important task involves assessing individual need for services and devising a method for providers to do this	Preparatory work to commence following commissioning body approval (July/August/Sept 08) Needs to be assessed amongst existing service users	SP/Housing and Community Alarm Providers
6. Mapping community alarm connections	SP in partnership with housing and community alarm providers to determine connections to transfer to new community alarm call centre. If CB agrees to commission one community alarm provider in Cumbria	July/August 08	
7. Existing Contracts (Housing and Community Alarm providers)	SP to discuss with existing contracts with housing and community alarm providers.	July/August 08	
8. Transferring Community Alarms	Set up time limited group to prepare and plan for transfer of community alarm connections to new alarm provider.	July 08	
9. Communication	Seek effective communications are in place and maintained between service users and providers for all SP services Work with colleagues in Corporate media in relation to publicity regarding future services	On-going	

Older Persons Strategic Review

At the April meeting the Commissioning Body requested a commissioning plan to be presented to the next meeting. Paul presented the report concluding that SP recommended the following:

Accommodation based services:
Option C :
commission a community based services (chargeable)
- that supporting people commission a community based team to provide long term housing support services across tenure including sheltered housing schemes
and
Option D :
commission floating support services countywide (non-chargeable)
-that supporting people commission short term housing support services across the County

Non-accommodation based services – Community Alarms Service:
Option B:
Single call centre monitoring (chargeable)
-that Supporting People commission a monitoring only service through one call centre based in Cumbria, with a back up service provided by friends/family or emergency services response such as fire, police, ambulance etc acting as a 1st response, and a secondary back up response service delivered through a community based support team.
Within this model SP set a limit on the number of units commissioned and determine the costs to be applied including those costs within sheltered housing and Abbeyfield schemes.

The report was discussed.

The following was agreed:

Members were in favour of accommodation based services options C and D and non accommodation based services option B and would take this recommendation to their district council committees for final agreement