

## SHELTERED HOUSING REVIEW-Terms of Reference

<b>Review Topic</b>	Review of the Council's Sheltered Housing Service, including its eligibility.
<b>Links to the Council's priorities</b>	More and better Housing  Wellbeing and social inclusion
<b>Terms of reference (to include the scope of the review)</b>	<p>The Terms of Reference for this review is to consider and make recommendations on how the Council's objectives for sheltered housing should be pursued within the reducing resources available to the Council.</p> <p>It is proposed to undertake the review and to complete it in <b>two</b> phases.</p> <p><b>Phase 1</b> (2015/16) to include the availability of future funding for the Telecare and Support Services currently commissioned by Essex County Council, identifying the short term budget implications and making recommendations.</p> <p><b>Phase 2</b> (2016/17) to include an options appraisal of all supported housing services, including care-line and Community Support Services (2016/17) and to consider:</p> <ul style="list-style-type: none"> <li>• Current and future need.</li> <li>• Stock condition</li> <li>• Cost efficiency and viability</li> <li>• Flexible models of support</li> <li>• Fair access to services</li> <li>• Community empowerment</li> <li>• Security and Health &amp; Safety</li> <li>• Benchmarking existing service provision with other providers/market testing</li> </ul>

	<ul style="list-style-type: none"> <li>• Assessment of the extent to which the service meets the requirement of national best practice and accreditation.</li> <li>• Benchmarking of unit costs with other providers.</li> </ul>
<b>Purpose and objective of the review (what the review should achieve)</b>	To provide a high quality high performing customer focussed service to meet the needs of prospective & current service users within the financial constraints available.
<b>Methodology/approach (methods to be used for gathering evidence)</b>	<ul style="list-style-type: none"> <li>• Consideration of scheme/activity viability and financial strategy including apportionment of user service charges.</li> <li>• Analysis of potential service models including the production of several models and costing these against the financial modelling to ensure that they provide value for money within educating external commissioning resources.</li> <li>• Financial modelling of Harlow Council's services costs.</li> </ul>
<b>Written evidence required</b>	See above
<b>Potential witnesses</b>	Portfolio Holder Head of Housing Supported Housing Manager Supported Housing Service Users
<b>Potential Stakeholder involvement (who are the stakeholders and how will their views be sought)</b>	Consultation to be undertaken with: Service Users, Registered Providers (RP`s), Essex County Council (commissioning Body), staff
<b>Site visits (where and when)</b>	As required
<b>Publicity (methods to be used)</b>	Staff Survey Supported Housing Tenants Users Survey Careline Service Users Survey
<b>Resources (people, expenditure)</b>	Within Existing resources

<b>Barriers/dangers/risks (any weaknesses or potential pitfalls in the review)</b>	None identified at present
<b>Measures of success (how will the success of the review be measured)</b>	Key principles to be established underpinning the future service requirements making recommendations to Cabinet that will have considered the concept, objectives and best practice for supported housing activities service user engagement.

### **NEXT STEPS**

3. Following approval of the scoping report, members of the Committee are asked to forward any objectively gathered evidence to the Chairman, or alternatively to the Corporate Governance Support Team at [scrutiny@harlow.gov.uk](mailto:scrutiny@harlow.gov.uk) to the results can be collated in the final written report.
4. Consultation on the proposed changes to the funding arrangements will be undertaken with service users in October and November 2015. A final report will be reported to the Committee at their meeting in December

