

APPENDIX 2

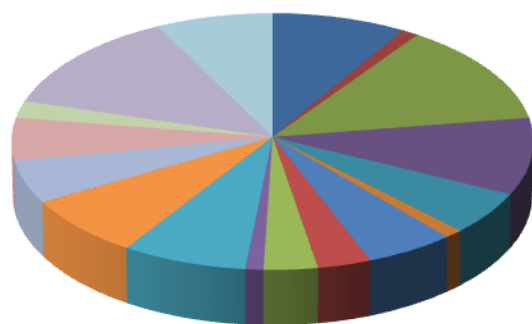
HOUSING RELATED SUPPORT- Consultation on Proposed Funding Changes

STAFF CONSULTATION RESULTS

Respondents were asked to prioritise the services currently being delivered as the most important in providing a need led support service to vulnerable clients.

The highest priority identified was the installation of Telecare equipment, annual re-evaluation visits for Telecare clients and ensuring accuracy of data.

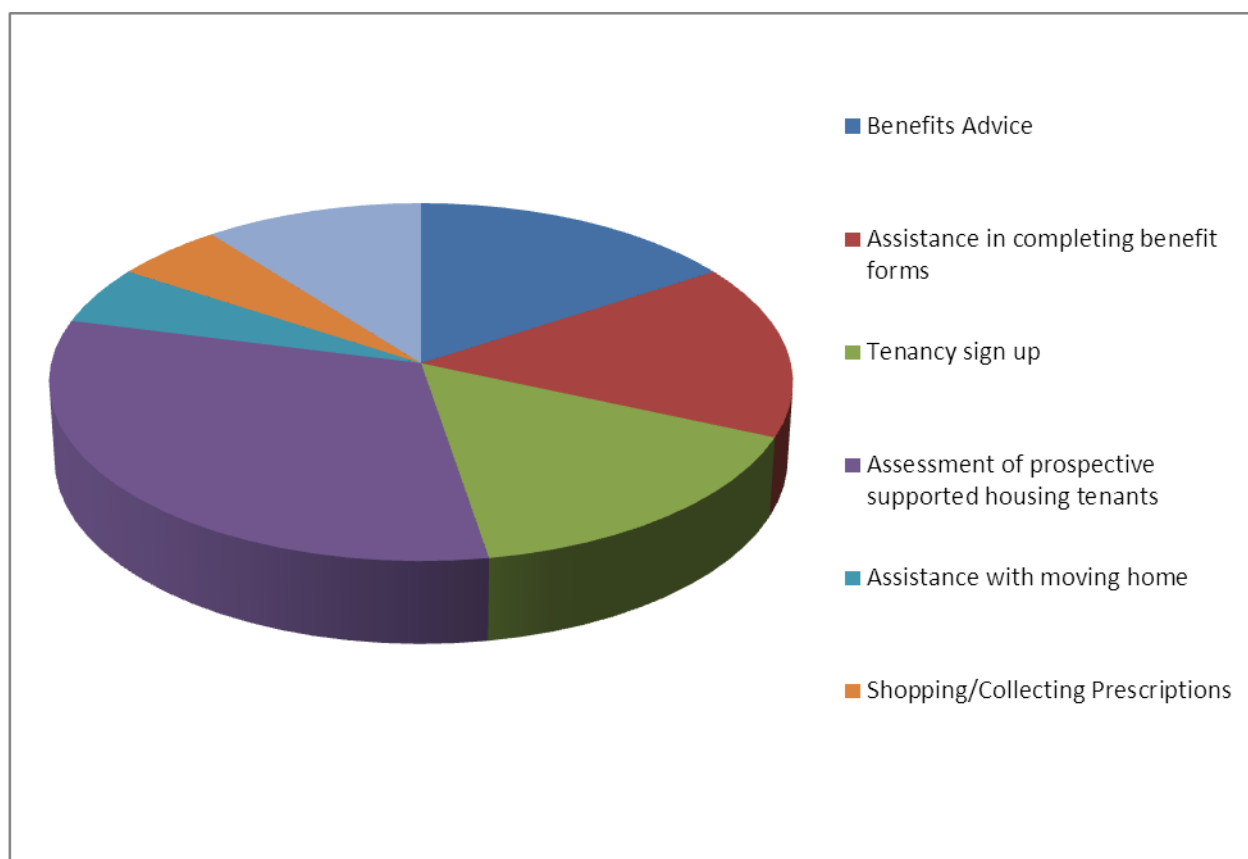
Daily Wellbeing visits	8	62%
Facilitating Tenant Meetings	1	8%
Installing Telecare Equipment	12	92%
Annual re-evaluation visits for Telecare Clients	9	69%
Community Support Visits	5	38%
Out of Hours Emergency Response Service	1	8%
During Working Hours Response Service	5	38%
Accompanied Viewings/21 day visits	3	23%
Risk & Support Planning	3	23%
Social Activities	1	8%
Health & Safety Checks	7	54%
Advising on Security/Personal Safety	7	54%
Liaising with External Agencies/other Council Departments	5	38%
Managing the communal areas of Supported Housing Schemes	5	38%
Cleaning the Communal areas	2	15%
Admin - ensuring accuracy of data	12	92%
Testing Equipment eg alarm equipment, water tests	7	54%



- Daily Wellbeing visits
- Facilitating Tenant Meetings
- Installing Telecare Equipment
- Annual re-evaluation visits for Telecare Clients
- Community Support Visits
- Out of Hours Emergency Response Service
- During Working Hours Response Service
- Accompanied Viewings/21 day visits
- Risk & Support Planning
- Social Activities
- Health & Safety Checks
- Advising on Security/Personal Safety
- Liaising with External Agencies/other Council Departments

Respondents were asked to prioritise the services currently **NOT** being delivered as the most important in providing needs led support service to vulnerable clients. The highest priority identified was the assessment of prospective supported housing tenants.

Benefits Advice	3	23%
Assistance in completing benefit forms	3	23%
Tenancy sign up	3	23%
Assessment of prospective supported housing tenants	6	46%
Assistance with moving home	1	8%
Shopping/Collecting Prescriptions	1	8%
Housing advice eg. Transfer or move to more suitable accommodation	2	15%



- 77% of respondents agreed that the completion of the risk & support plan helped to identify the visit schedule required to meet the tenant's needs.
- 54% of respondents would recommend reducing weekly visits to two visits a week.
- If a tenant were to develop an acute support need 34% would recommend 5 day a week visits for a two week period.
- 54% of respondents would recommend a phased implementation of service charges over a period of 2/3 years and 31% would pass on all charges to service users from April 2016, leaving 8% who would reduce the service.

- **Staff were asked to comment on how a reduction in service could be achieved and the following suggestions were made:-**

Visits on a needs basis

Possibly less visits 3 times a week with optional increase if required

Properties allocated outside of CBL to ensure those in need are housed in Sheltered Accommodation

Increase the age eligibility in line with new retirement ages

Reduce the number of visits to couples unless necessary

If a tenant is working should they be eligible for Supported Housing?

By replacing physical visits with an intercom system and follow up visit if required

Supported Housing Officer led activities seem to be less popular and should be reduced/cancelled.

- **Officers felt that the following should NOT be reduced/changed if the service delivery were to change:-**

Daily visits to vulnerable tenants

Personal contact with those who really need it rather than those who may not need it as much

Do not reduce the extra care facilities

Increase the extra care facilities

Installing alarm equipment

Visiting tenants on schemes and in the community

Emergency Response in hours

Testing alarm equipment

Health & Safety Checks

Annual re-evaluations

- Overall Officers have commented on the future of the Supported Housing Service by recommending it be led by tenants "needs".

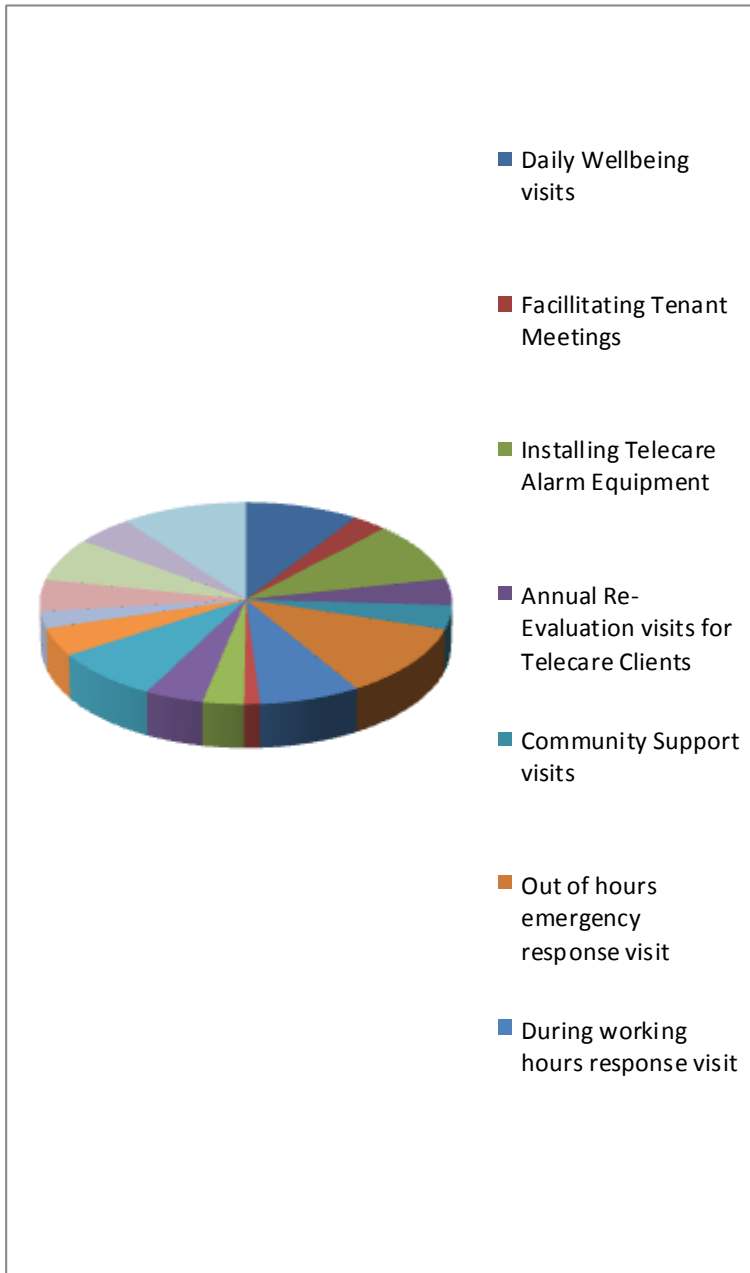
SERVICE USER CONSULTATION RESULTS

Respondents were asked to prioritise the services currently being delivered as the most important.

The highest priorities identified were:-

- the out of hours emergency response visits
- testing alarm equipment
- installing telecare alarm equipment
- daily well-being visits

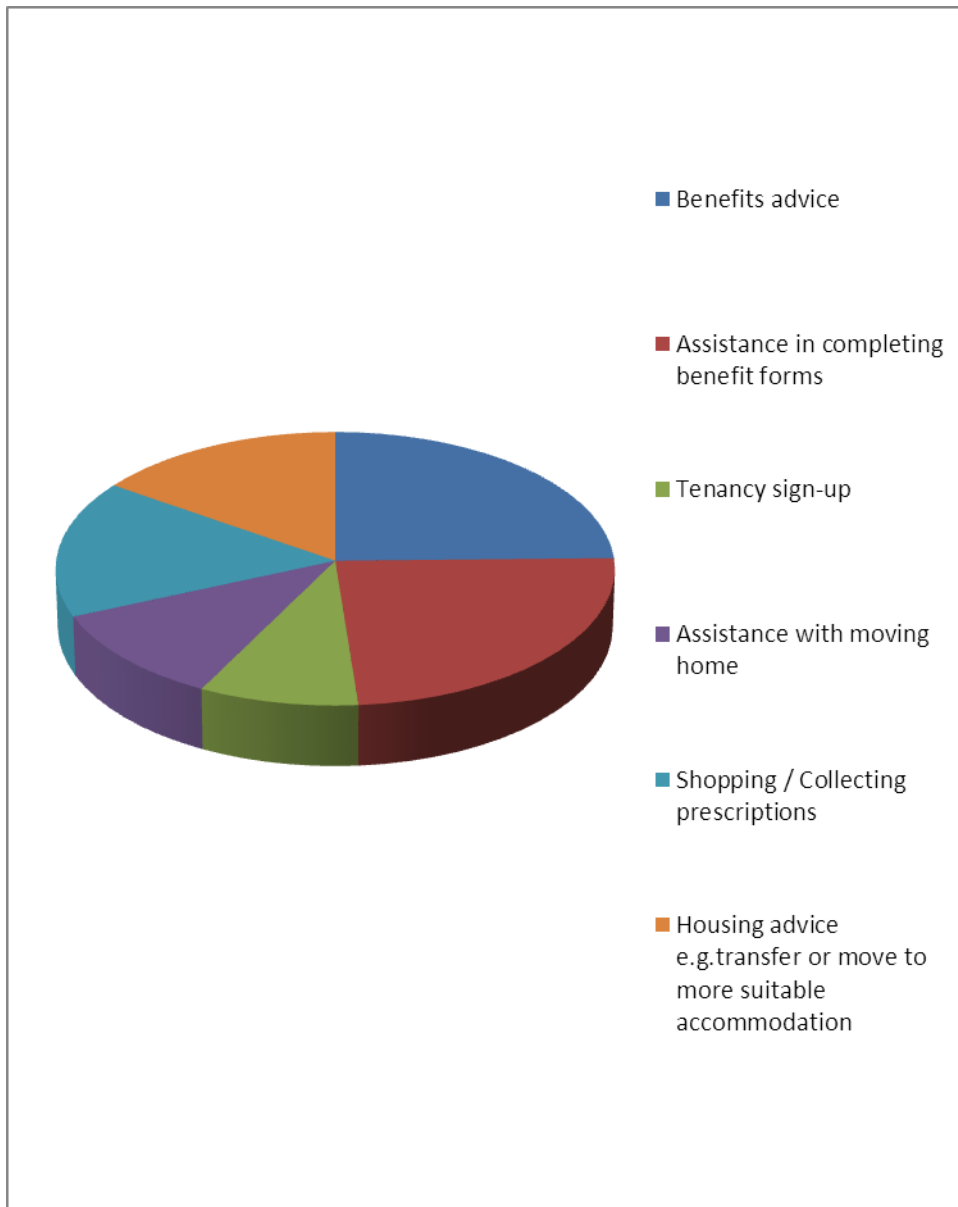
Daily Wellbeing visits	100	47%
Facilitating Tenant Meetings	31	15%
Installing Telecare Alarm Equipment	104	49%
Annual Re-Evaluation visits for Telecare Clients	46	22%
Community Support visits	42	20%
Out of hours emergency response visit	125	59%
During working hours response visit	83	39%
Accompanied viewings / 21 day visits	13	6%
Risk & Support Planning	34	16%
Social activities	48	23%
Health & Safety checks	89	42%
Advising on Security / Personal Safety	49	23%
Liaising with External Agencies / Other Council Depts	29	14%
Managing the communal areas of Supported Housing Schemes	55	26%
Cleaning the communal areas	75	35%
Admin - ensuring accuracy of data e.g.service user information	51	24%
Testing equipment, e.g.alarm equipment, water tests	111	52%



Respondents were asked to prioritise the services currently **NOT** being delivered that they feel should be provided.

The highest priorities identified were:-

- Benefits advice
- Assistance in completing forms
- Shopping/Collecting Prescriptions

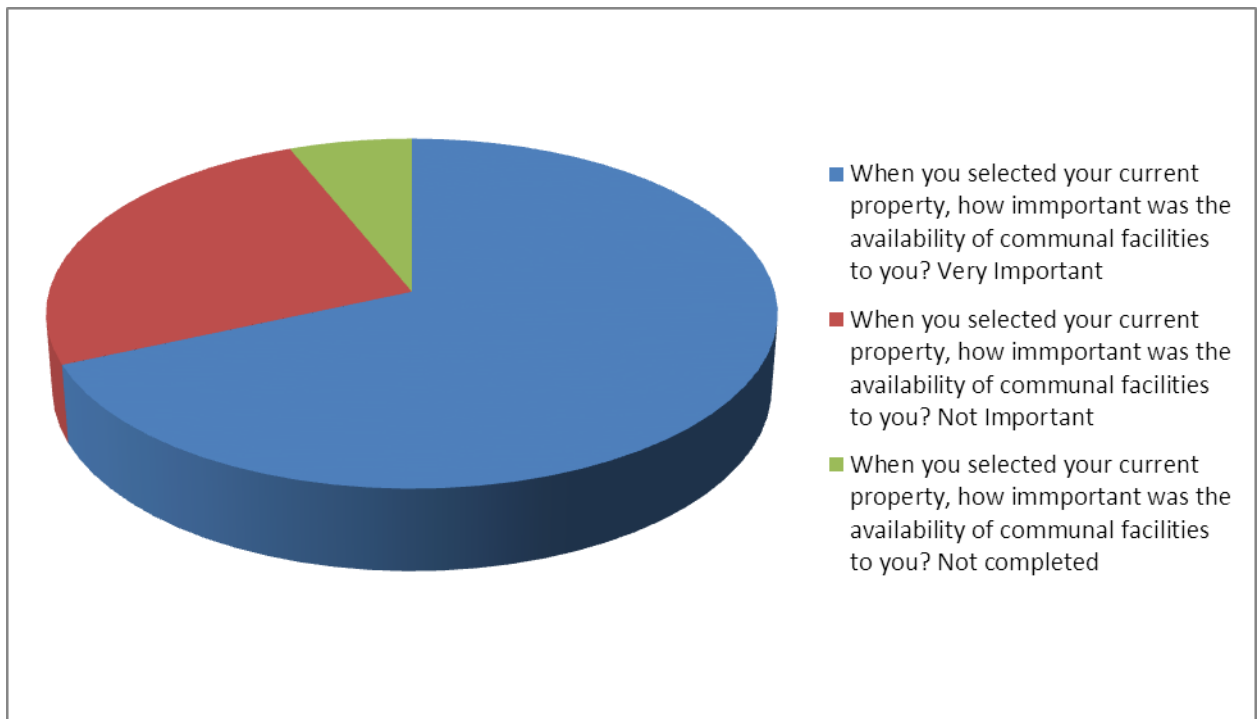


Respondents were asked if they felt that the current visit schedule with Supported Housing Officers met their support needs:-

- 92% agreed that the current schedule meets their support needs

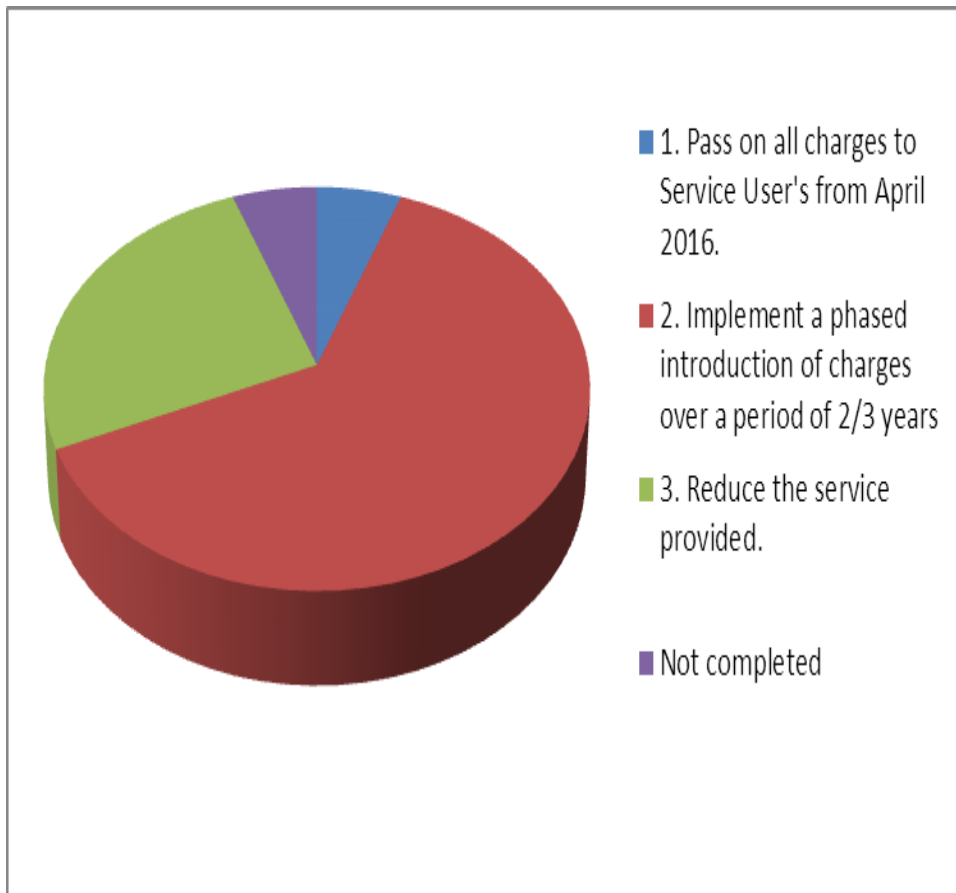
Respondents were asked if the number of visits offered on a weekly basis were reduced, what do you think would be the most appropriate number of visits?

- 45% felt the minimum number of visits should be 3
 - 22% felt the minimum number of visits should be 2
 - 21% felt the minimum number of visits should be 1
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- 45% of respondents would consider a chargeable support service banded according to individual need, with Gold being the highest and Bronze being the lowest.
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- 68% of respondents considered the availability of communal facilities very important when selecting their property



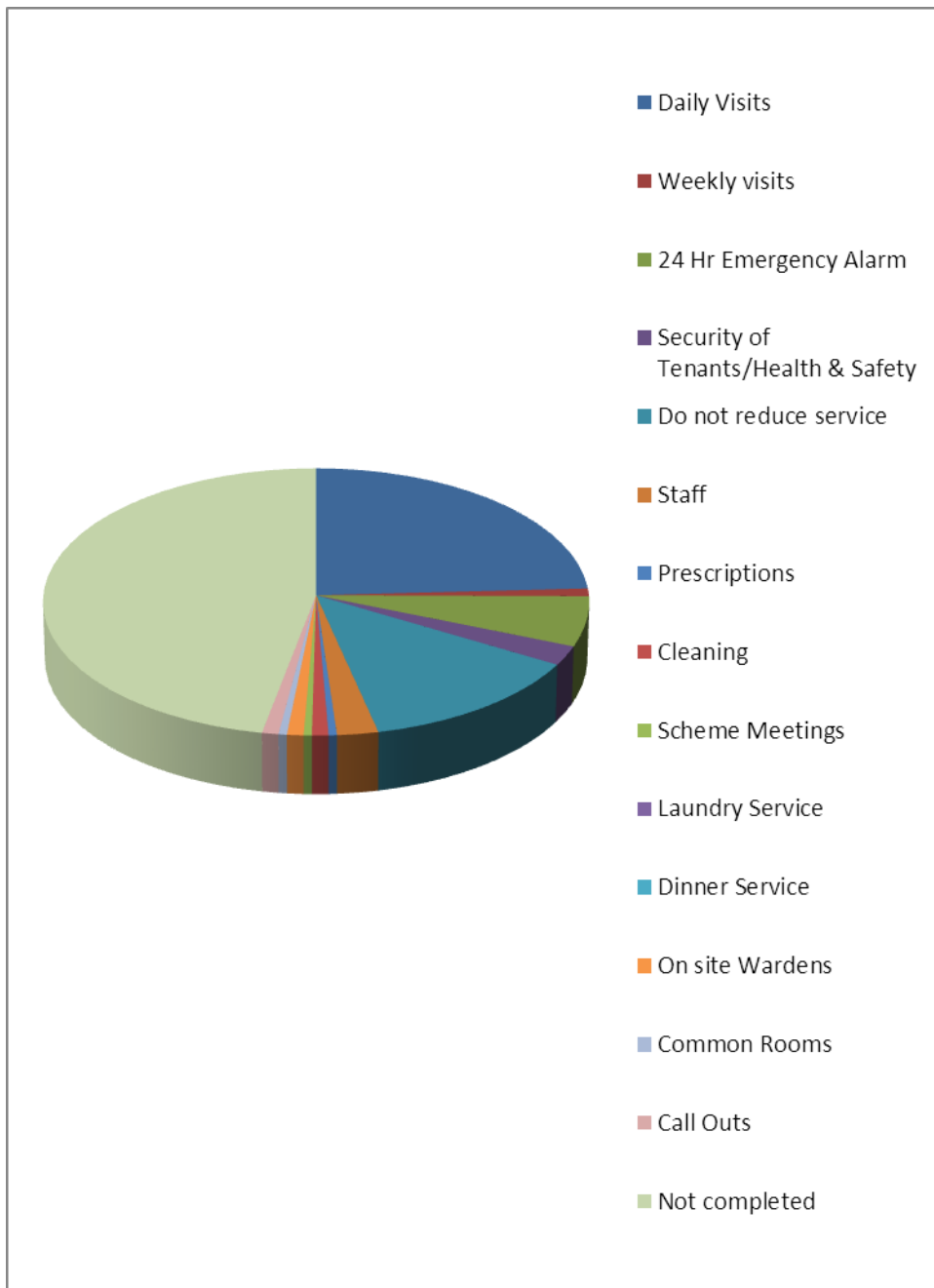
Respondents were advised of the reduction in funding available to ECC for the delivery of Housing Related Support Services which will impact on the funding provided to Harlow Council from April 2016.

They were asked to select the option they considered to be the most appropriate way forward:-



- 58% of Respondents selected the option to implement a phased introduction of charges over a period of 2/3 years.

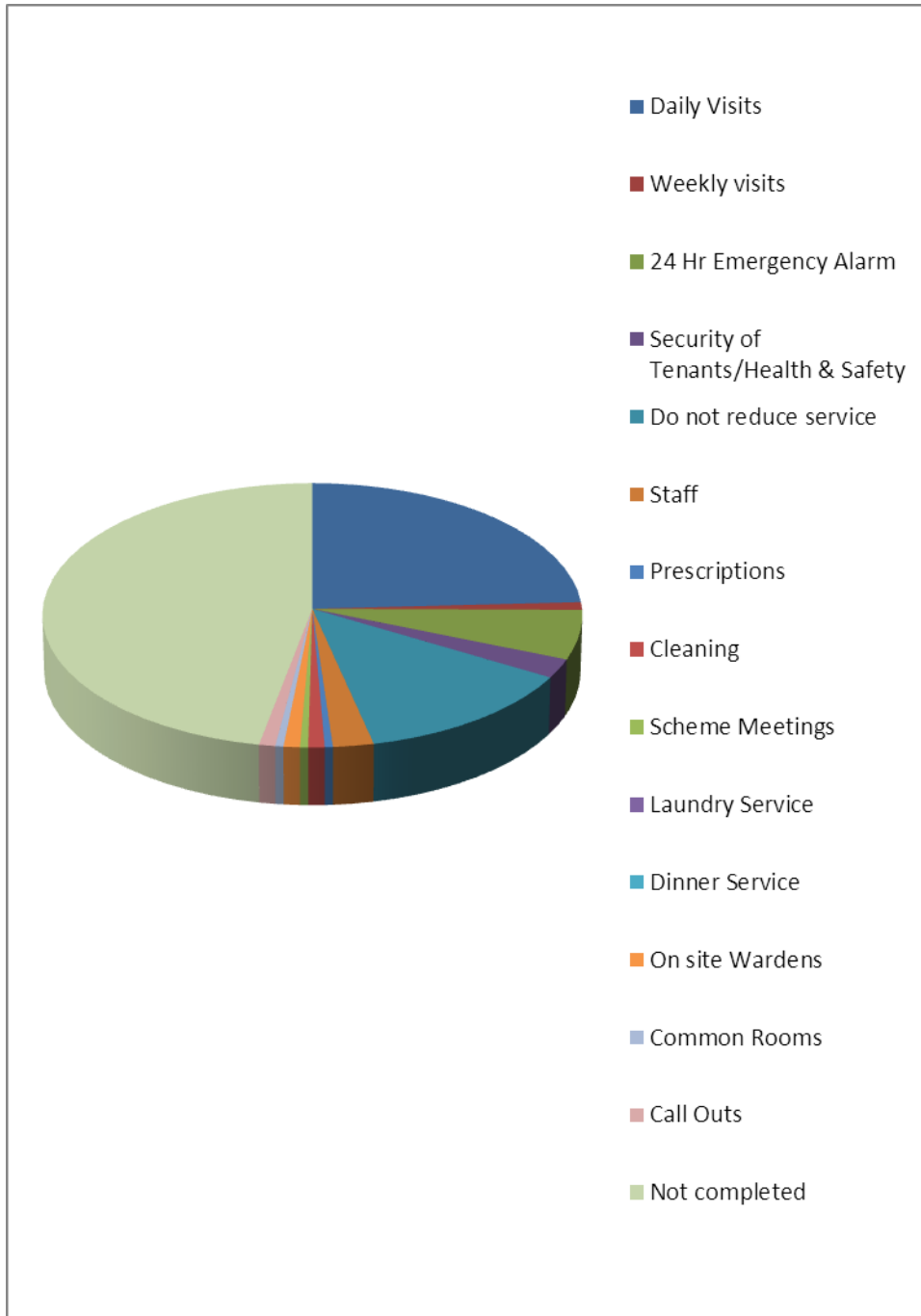
Respondents were asked when considering changing the service delivery, is there any part of the service that they feel should NOT be reduced/changed?;-



- 47% of Respondents did not complete this question
- 25% felt that the daily visits should not be changed/reduced

- 13% did not want a reduction in the current service

Respondents were asked their opinion on when considering changing the service delivery, is there any part of the service that you feel should NOT be reduced/changed:-

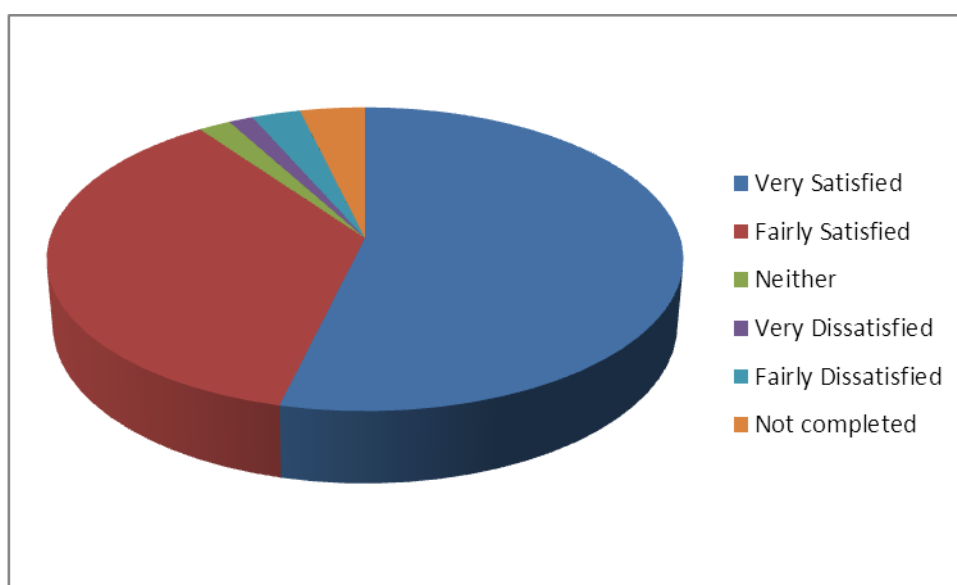


- 48% of respondents did not complete this question.
- 25% felt that daily visits should not be reduced

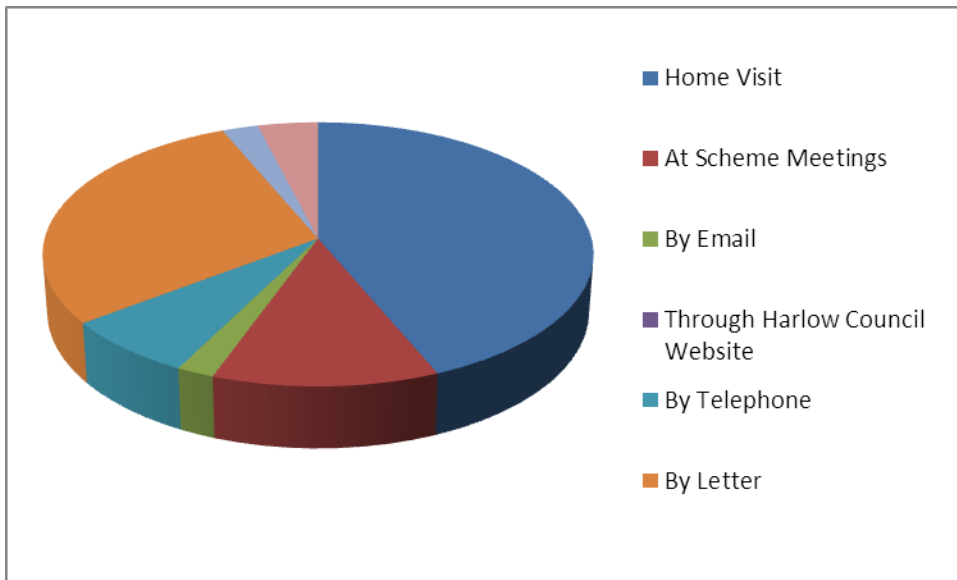
- 83% of Respondents did not wish to comment on the future of the Supported Housing Service
- 12% preferred the Supported Housing Service not to change

Respondents were asked how satisfied they were with the information provided about issues that might affect them:-

- 54% were very satisfied
- 36% were fairly satisfied

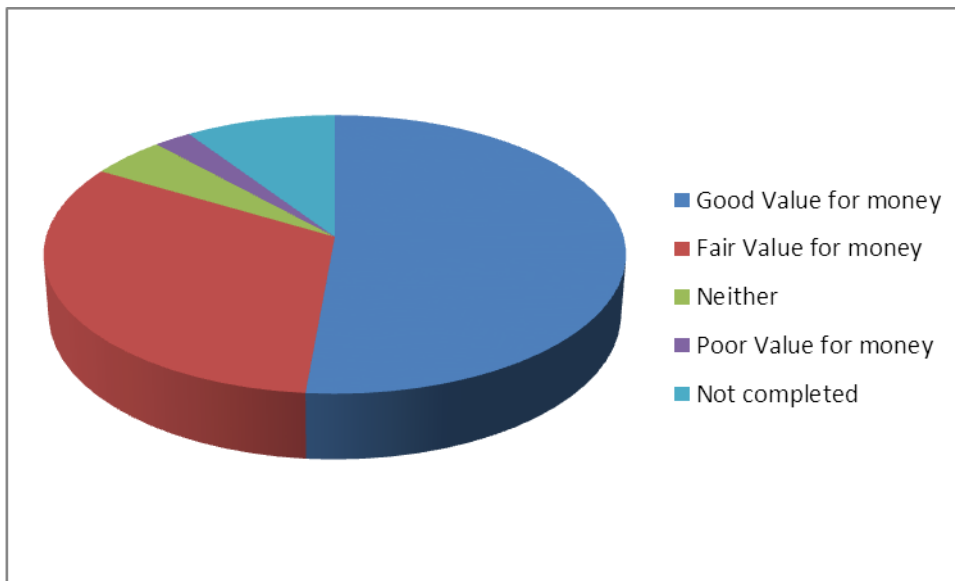


Respondents preferred home visits as a communication method at 52% followed by letter at 34%.

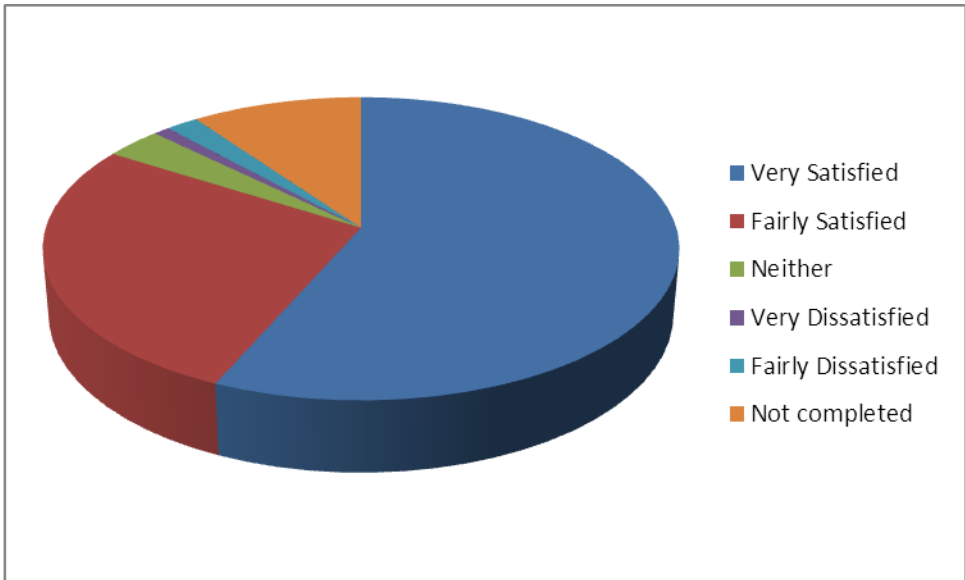


Respondents were asked if they consider the support service provided to be good value for money.

- 51% agreed it was good value for money
- 32% agreed it was fair value for money

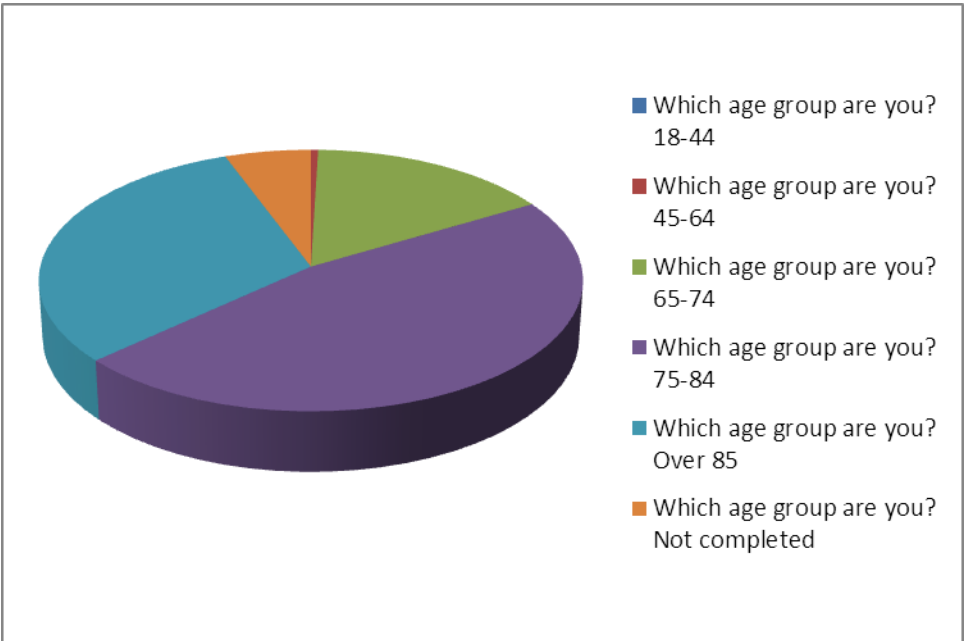


Respondents were asked overall how satisfied are you with the support service you receive?



- 56% were very satisfied
- 27% were fairly satisfied

- 47% of respondents were aged 75-84
- 31% of respondents were over 85



- 85% of Respondents consider themselves to be of British ethnicity

