

EAST AYRSHIRE COUNCIL

KILMARNOCK CENTRAL LOCAL COMMITTEE – 30 AUGUST 2005

BEST VALUE REVIEW OF SHELTERED HOUSING SERVICES

(raised as local issue at meeting of Kilmarnock Central Local Committee held on 18 January 2005)

Report by Executive Director of Educational and Social services

1. PURPOSE OF THIS REPORT

- 1.1 This report provides the Local Committee with information on the Best Value Review of Sheltered Housing Services currently being undertaken by a member/officer working group within the Council.

2. BACKGROUND

- 2.1 Under Best Value arrangements the Council requires to undertake best value reviews all its service provision.
- 2.2 Additionally there is a requirement to review all Supporting People Grant funded services by March 2006. The warden service is funded via this grant.
- 2.3 Sheltered Housing constitutes a significant resource in the provision of support to older people. It has traditionally comprised a cluster of small homes, the tenants of whom receive housing support and some personal care services from a resident warden.
- 2.4 In East Ayrshire the Council is a large provider of sheltered Housing with a total of 21 complexes covering the full geographic area. Sheltered housing stock and tenancy arrangements are managed by the Department of Neighbourhood Services whilst the warden services are provided by the Department of Educational and Social Services. Allocations of tenancies are based on assessed need and requests for sheltered housing are considered through an allocations process administered jointly by the two departments.
- 2.5 In addition to the local authority service a significant level of sheltered housing is provided by specialist housing associations (Registered Social Landlords) for which the Council has some nomination rights.

- 2.6 Styles of sheltered housing range from corridor linked properties with communal areas to dispersed models where tenancies are not linked and there are no communal facilities.
- 2.7 The Housing Committee of 3rd March 2004 and the Social Work Committee of 4th November 2004 approved the establishment of a Member/Officer Working Group to conduct a Best Value Review of Sheltered Housing services in East Ayrshire. The remit of the group was extended by the Housing Committee of 16th March 2005 and the Social Work Committee of 24th March 2005. The group is chaired by Cllr. Ray Murray, Vice Chair of Social Work. The overall purpose of the review can be summarised as follows:-
1. Review the service provided by the Sheltered Housing Warden Service to ensure it is fit for purpose.
 2. Ensure that the service is effective and provides value for money
 3. Ensure that the services are operated in accordance with the European Working Time Directive.
 4. Ensure that financial and human resources are commensurate with the service position.
 5. Review the service in wider context of the Council's proposals for older peoples services, taking into account the balance of needs and range of provision for a diverse older population in future;
 6. Consider the capacity of sheltered housing to provide support to the neighbourhood and wider community.
 7. Consider models of supported housing relative to meeting the changing needs and demands for services for older people.

3. THE REVIEW PROCESS

- 3.1 The review will be carried out in accordance with the Council's *Guide to Carrying out a Best Value Service Review* and will be structured around the "4C's" of Best Value:-
- Consult
 - Compare
 - Challenge
 - Consider

- 3.2 The member/officer working group has approved proposals for consulting with all stakeholders in order to ensure that their views are fully taken into account and reflected in the review process. Stakeholders include:
- Tenants
 - Carers
 - Staff
 - Partners in other agencies including health
 - Community members
- 3.3 Consultation will include a 100% postal survey of all sheltered housing tenants and more in depth interviews with a representative sample.
- 3.4 The East Ayrshire service will be 'benchmarked' with services provided in other similar areas to identify areas of best practice and innovation in sheltered housing provision. The benchmarking process will include site visits to provision in East Ayrshire and other areas.
- 3.5 It is anticipated that the review will be completed by December 2005 with findings and recommendations presented to the Council early in 2006.

6. RECOMMENDATIONS

- 6.1 It is recommended that the Committee:
- (i) Note the contents of this report.

John Mulgrew
Executive Director (Educational and Social Services)

12 August 2005

LIST OF BACKGROUND PAPERS

Nil

Members wishing further information please contact Eddie Fraser, Senior Manager
Community Care, telephone: 01563 554825

IMPLEMENTATION OFFICER: JACKIE DONNELLY