

**JOINT ADULT AND COMMUNITY SERVICES AND HOUSING,
NEIGHBOURHOODS AND REGULATION
POLICY DEVELOPMENT GROUPS AND BOLTON AT HOME MONITORING
GROUP**

MEETING, 11TH SEPTEMBER, 2009

Present – Councillors Peel (Chair), Ashcroft (as deputy for Councillor Mrs Brierley), L. Byrne, Connell, Fairclough, Hall, Hornby, Kay, Mistry, Norris, Sherrington, Spencer, A. Walsh, J. Walsh (as deputy for Greenhalgh) and D. Wilkinson.

Also in Attendance

Mr. G. Caswell	-	Chief Executive, Bolton at Home
Mr. J. Smethurst	-	Chief Housing and Regeneration Officer
Mr. I. Ankers	-	Director of Housing Services
Mr. J. Dunn	-	Deputy Director of Housing Services
Mr. A. Kilpatrick	-	Chief Officer for Health and Social Care
Ms. V. Walker	-	Older Peoples Strategy Co-ordinator
Ms. J. Riley	-	Customer Support Manager, Bolton at Home
Mr. T. Bryant	-	Head of Commissioning
Mr. A. Walton	-	Acting Head of Supporting People
Mr. S. Jordan	-	Head of Strategy Housing Services
Mr. J. Slater	-	Housing Community and Place Manager
Mr. E. Mellor	-	Financial Services Manager
Mr. J. Kerambrum	-	Democratic Services Officer

Councillor Clare in the Chair

Apologies for absence were submitted on behalf of Councillors P. Barrow, Mrs Brierley and Greenhalgh.

1. APPOINTMENT OF CHAIR

It was agreed that Councillor Peel be appointed chair of the joint meeting for the purpose of the meeting.

2. STRATEGIC REVIEW OF SHELTERED HOUSING

Councillor Kay declared a personal interest in the following item as she is a current tenant within a sheltered housing scheme in Bolton.

Ms. V. Walker, Older Peoples Strategy Co-ordinator gave a presentation which informed members of the recent strategic review of sheltered housing and provided a baseline of information regarding housing across Bolton, provided the reasons for change and outlined the vision for the future.

By way of background information, members were informed that it was expected that the number of people over 75 in Bolton would significantly increase over the next 15 years. Currently around 28% of people in sheltered housing in Bolton were over 80 and a high proportion of the younger tenants have a combination of complex needs, physical disabilities and chronic illnesses. In terms of the future tenants, of those over 50 on the Housing Register, 55% said they had mobility difficulties and 21% said they had a chronic illness.

Members were reminded of key policy changes around the way services were provided to older people in particular the promotion of independence and choice. There was now a movement toward changing support models in order to target it toward those who needed it, and provide the support in a way that met their needs and lifestyle choices.

It was outlined that currently support services were provided to people who did not want or need a service through the current 'one size fits all' service model.

In terms of the current supply, the presentation explained that the current sheltered housing supply in Bolton was over 5000 plus units of which approximately 4750 of these properties had warden type support.

Evidence showed an overall low expression of interest for sheltered housing in Bolton for a variety of reasons. This included an over supply in certain areas, some unpopular locations possibly in areas of anti-social behaviour, poor quality in terms of size and accessibility and less popular accommodation types.

It was felt that given the level of sheltered housing that was required the stock unit could reduce by over 2000.

The presentation explained that currently most of the accommodation offered a warden plus a community alarm. There was no option to 'opt out' of all, or part of the support and the support provided was based on the needs of an older person rather than a person with more complex needs.

The review revealed that it was estimated that around 10-15% of existing customers would like to opt out of support and only 68% of future customers expressed an interest in warden support plus the community alarm service. With this in mind it was felt support could be required at the beginning of a tenancy but that it then needed to be determined whether this support was required long term.

The presentation went on to detail the proposed future support models as follows:-

- Specialist Housing – extra care;
- Core Sheltered – on one site;
- Mobile/Floating Type Support Service;
- Alarm Services – telecare/emergency response as required; and
- Advice/Support/One off type support as required.

The presentation then put forward a number of recommendations to members which included the following:-

- decommission of low quality accommodation;
- retain good/reasonable quality stock and higher demand stock;
- assess the needs of people accessing service; and
- allow customers to opt out of services where this does not undermine viability.

It was agreed that the report be noted.

3. BOLTON AT HOME – ELDERLY SERVICES REMODELLING PROJECT

Ms. J. Riley, Customer Support Manager, Bolton at Home gave a presentation which outlined to the Policy Development Group Bolton at Home's plans to remodel elderly services housing provision within Bolton.

By way of background information, the presentation explained that Bolton at Home currently managed approximately 3,300 sheltered housing units on behalf of Bolton Council. Funding for 2,700 units was paid via the Supporting People Grant and Housing Revenue Account with a small General Revenue Fund contribution. The remaining 600 units were self payers.

Customers were supported by a Community Support Officer during normal working hours, Monday to Friday as well as receiving communication via a daily intercom and weekly visit.

The presentation outlined Bolton at Home's responses to recommendations made by Bolton Council. This included the following:-

- reduce supporting people support to widen service provision;
- target resources where needed;
- provide the most appropriate stock for older people;
- increase choice and take up of accommodation; and
- increase range and flexibility of services.

In order to meet these requirements Bolton at Home had divided their stock into three groups which they had labeled as green, amber and red as follows:-

- Green, Retained Sheltered Schemes – Sheltered schemes which provided high quality stock and support provision to customers with a defined need;
- Amber, Managed Schemes – Managed sites which had age restrictions, were intensively managed and enabled some opt out of support services; and
- Red, Released Schemes – Released stock which was poor quality/demand and no longer suitable for older people and offered as either let/niche projects or redevelopment.

It was felt that with financial remodelling there would be potential savings to the Supporting People budget which could be spent on the wider older people's services as well as potential savings to the General Revenue Fund.

The presentation outlined the customer impacts for the sheltered, released and managed schemes and outlined the timetable for action.

Members requested that they be advised of all stock in their ward that was to be decommissioned as early as possible.

It was agreed that the report be noted and that members would be sent details of the sheltered housing stock to be decommissioned in their ward in the near future.

(The meeting started at 12.30pm and finished at 2.10pm)