

DERBYSHIRE COUNTY COUNCIL

CABINET

10 February 2015

Report of the Strategic Director for Adult Care

**OUTCOME OF CONSULTATION ON PROPOSED CHANGES TO THE
OLDER PEOPLE'S HOUSING OPTIONS SERVICE AND THE OLDER
PEOPLE'S SHELTERED HOUSING WITH WARDEN (AND ALARM)
SERVICES.**

ADULT SOCIAL CARE

1. Purpose of the Report

To inform Cabinet of the outcome of the recent consultation and equality analysis on the proposals to end funding for the Older People's Housing Options Service and the Older People's Sheltered Housing with Warden (and Alarm) Services.

To seek Cabinet approval to end funding for the Older People's Housing Options Service from 31 May 2015, and not to re-procure this service.

To seek Cabinet approval to continue funding the Older People's Sheltered Housing with Warden (and Alarm) Category 2 Service until 31 March 2016, during which time a review will take place to inform future commissioning intentions

2. Information and Analysis

Due to reductions in funding from Central Government, the Council must reduce its expenditure by £157m by 2018, including the delivery of £9m of savings from the Housing Related Support (HRS) programme phased over the two year period 2014-16. In order to achieve this saving, Cabinet is reviewing all aspects of Council services. On 5 August 2014, Cabinet agreed the commencement of consultation and engagement on further proposed changes to the HRS programme, including the de-commissioning of the two services detailed in this report. The report of 5 August 2014 stated that the provision of HRS is not in itself a statutory requirement for the Council, but these services do provide cost effective preventive support for vulnerable people.

The Derbyshire Older Peoples Housing Options Service supports older people (over the age of 50) to live independently in their own homes, through the provision

of information, advice, support and practical help to those who are living in poor or unsuitable housing and / or are considering options for moving on or changing their home to a different type of accommodation. The contract is provided to a maximum of 300 clients at any time by iDecide (led by the organisation P3), at a cost to Adult Care of £0.197m per annum.

The Older People's Sheltered Housing with Warden (and Alarm) Category 2 Services provide supported accommodation for older people who live in a more secure setting in the community that offers communal facilities, on-site support staff during part of the day and access to a community alarm that offers 24/7 reassurance. The contracts with 16 different organisations provide support to a maximum of 1139 older people at any time, at a cost to Adult Care of £0.751m per annum if all contracts are fully utilised.

3. Responses to Consultation and Summary of the Equality Impact Analysis – Older People's Housing Options

3.1 Consultation Process

Formal consultation on the proposed change took place between 14 August 2014 and 18 November 2014. The consultation used a mixed method approach, with both qualitative and quantitative methods being utilised to gather views about the proposed changes. 267 information packs were sent out to clients in receipt of the Derbyshire Older Peoples Housing Options Service. Providers of these services, as well as local statutory organisations and voluntary sector groups, were also sent copies of the leaflets and invited to comment. The Council's Stakeholder Engagement Team had arranged to meet with the current provider and existing clients to explain the proposals, but no clients agreed to take part.

3.2 Outcome of the Consultation

67 questionnaires were returned in relation to the consultation on the proposal to stop funding the Older People's Housing Options Service from April 2015; 85% of those who responded did not agree with the proposal. Respondents explained that the service helped them to understand housing issues at times when they felt most vulnerable and without family living nearby. The service has helped people to sort out their benefits, signpost to other agencies and navigate the housing applications process operated by the District or Borough Council. Respondents reflected that the time spent by this service resolving these types of issues was highly valued by family and carers.

3.3 Equality Impact Analysis

The Equality Impact Analysis identified that this service delivers the following range of positive outcomes for clients. The clients who use the service are all aged 50 or over:

- Clients are able to make informed choices about their future rather than at the point of crisis
- Income is maximised, which has a significant impact on quality of life and health and wellbeing
- Clients are supported to have adaptations made to their accommodation enabling them to live independently for longer
- Clients are supported to use the Local District/Borough Council Housing Allocations process
- The service provides a gateway to other appropriate services.

The Provider has also highlighted the following as possible outcomes should the Council decide to withdraw funding from the service:

- Leave more people in poor quality or unsuitable housing that does not meet their health and daily living needs
- Potential increased risk of homelessness
- Reduce equitable access to information and advice regarding services
- Increase isolation and reduction in social inclusion
- Reduce access to essential services as people will not have the support to connect with them
- Leave more people in financial hardship and as a result reduced living standards
- Increased risk to safety and wellbeing

Should this service end, then the older people, many of whom are also disabled, currently in receipt of this service and those who potentially would have received the service in the future, will no longer experience the benefits set out above. It is also highly unlikely that any other service would offer the same personal home visiting service currently offered which many older people and their families value immensely. This could potentially result in clients remaining in inappropriate housing which may cause a deterioration of their health and wellbeing, increased levels of fuel poverty, and more people potentially forced to make choices about their future at the point of crisis.

The contract for Older People's Housing Options is due to end on 31 March 2015. The service is provided to a maximum of 300 clients at any time by iDecide, at a cost to Adult Care of £0.197m per annum. It is proposed that funding for this service ends therefore a two month extension is required to ensure that three month notice is given to the provider to comply with any formalities, such as redundancy notice, arising from the contract ending.

3.4 Mitigation

The recommendation to de-commission the Older People's Housing Options Service is mitigated by clients being able to access the District and Borough Council's Housing Advice or Home Options Services. This is a more limited service and the delivery will vary across the County, however support will be provided to an older person to register a housing application, bid for properties, and prevent homelessness. There is also a national helpline called First Stop Advice for Older

People which includes living safely and well at home including housing options advice.

In terms of the support to access adaptations, clients can approach Derbyshire County Council, or the District / Borough Council for assistance relating to Disabled Facilities Grants. The support and advice relating to welfare benefits is provided by Derbyshire County Council Welfare Benefits Service, the Department for Work and Pensions or the Citizens Advice Bureaux.

It is also acknowledged that the Council would have to develop an alternative pathway for clients to access advice in respect of Extra Care housing. This will form part of a comprehensive exit strategy which will be drawn up to ensure that existing clients are signposted to the most appropriate alternative services.

Whilst the services outlined above will, to a certain degree, assist protected groups in dealing with housing related issues, they will not fully replicate the existing service and so some detriment will be evident and adverse consequences experienced by both existing users and those who would have been able to avail themselves of the service in the future if it were available.

4. Outcome of Consultation and Equality Impact Analysis – Older People's Sheltered Housing with Warden Service

Consultation and an Equality Impact Analysis in relation to the proposed de-commissioning of this service were undertaken. A copy of the consultation report can be found at Appendix 3. Following consideration of the outcomes of these processes, in addition to further discussions with service providers, it is now not considered appropriate to end these contracts on 31 March 2015. It is recommended that the contracts are extended for a further 12 months and that Cabinet receives a more detailed proposal in relation to these services in June 2015. This will be alongside the remaining Phase 2 housing related support proposed changes which are currently out for consultation which is due to end 20 March 2015. It remains the intention to make efficiency savings as originally proposed, the method of achieving this will be reviewed as part of the wider Phase 2 housing related support agenda. The Consultation Report and Equality Impact Analysis will be further considered by Cabinet at this time.

5. Financial Considerations

A separate Cabinet paper will detail contract extensions required. The ending of the Older People's Housing Options Service will save £0.165m in 2015/16, which is the cost to Adult Care of a ten month contract, and £0.197m in 2016/17 onwards, which is the full annual contract value.

The ending of the Older People's Sheltered Housing with Warden and Alarm Service will save £0.751m from 2016/17 onwards, which is the full annual contract value.

6. Legal and Human Rights Considerations

In reaching a decision the Council has a duty to read and give conscientious, genuine consideration to the responses to the consultation process set out in the report (including its appendices). In assessing these proposals, the Council should also have regard to its statutory duties under the Equality Act 2010.

So far as the Equality Act 2010 is concerned Cabinet Members are reminded that they are under a personal duty, when considering a decision, to have due regard to, in short, the need to protect and promote the interests of persons with protected characteristics (ie. people who are vulnerable on account of age, gender reassignment, pregnancy or maternity, marriage/civil partnership, race, disability, religion or belief, sex, sexual orientation).

In order to discharge this duty, Cabinet Members will need to give careful consideration to what is said in the report, the consultation feedback document (Appendix 1) and the Equality Impact Analysis (Appendix 2) about the potential adverse impact of the proposed changes to the Older People's Housing Options Service.

Members should also consider for themselves the types of adverse impacts that could result.

Members are under a duty to consider whether these potential adverse impacts are justifiable and/or whether they should be mitigated and how. Members should also be aware that one of the available options is to decide it is not possible, because of the severity of the impact, to proceed with the proposal. In that event it would be necessary for the Council to consider alternative ways of making savings.

7. Equal Opportunities Considerations

In parallel with the consultation an Equality Impact Analysis has been completed and this is included as Appendix 2 to this report.

The purpose of an Equality Impact Assessment is to highlight issues of concern and seek to address the implications of the proposals. The Equality Impact Analysis contains monitoring arrangements and an action plan.

8. Other Considerations

In preparing this report the relevance of the following factors has been considered – health, environmental, transport, human resources, property, and prevention of crime and disorder considerations.

9. Key Decision?

Yes

10. Is it necessary to waive the call-in period?

No

11. Background Papers

Derbyshire County Council Cabinet papers:

21 January 2014 'Consultation on proposed changes to Housing Related Support Services programme'

5 August 2014 'Consultation on the Proposed Changes to Housing Relating Support Programme – Phase Two'

12. OFFICER'S RECOMMENDATIONS

That Cabinet consider the outcome of the recent consultation on the proposals to end funding for two housing related support (HRS) services; the Older People's Housing Options Service and the Older People's Sheltered Housing with Warden (and Alarm) Category 2 Service.

That Cabinet agree to end funding for the Older People's Housing Options Service from 31 May 2015, and not to re-procure this service.

That Cabinet approve the continuation of funding for the Older People's Sheltered Housing with Warden (and Alarm) Category 2 Service until 31 March 2016, during which time a review will take place to inform future commissioning intentions.

That Cabinet note that contract extensions are requested under a separate Cabinet paper.

Mary McElvaney
Acting Strategic Director – Adult Care
County Hall
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CONSULTATION REPORT on proposals to stop funding Housing-Related support services: Derbyshire Older People's Housing Options

1. Purpose of the Report

On 5th August 2014 Cabinet approved consultation about proposals to stop funding £6m of housing-related support services programme. This report explains the detail of the consultation and outcomes received whilst considering the proposal to stop funding the Derbyshire Older People's housing options.

2. Methodology and Approaches

The period of consultation about the proposals to stop funding the Derbyshire Older People's housing options took place between 14th August and 18th November 2014. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

The consultation used a mixed method approach using both qualitative and quantitative ways to gather people's views about the proposed changes. We tried to enable as many people as possible to take part by offering different formats. We also offered a range of ways in which people could share their views, see below:

1. All current clients identified by each housing-related provider received an information pack: detailing the proposed changes via a leaflet; an introductory letter and a postal questionnaire with a pre-paid envelope.
2. The leaflet gave information about the proposed end of funding, detailed how people could have their say and signposted them to further information either via the Derbyshire County Council website www.derbyshire.gov.uk/challenge, a dedicated telephone helpline (supplied by Call Derbyshire) or via an email address: telladultcare@derbyshire.gov.uk.
3. The DCC website gave an outline of the proposal, the leaflet and letters in standard format and in easy read format, case studies, the cabinet reports and the questionnaires both in word version and online version.
4. If the Call Derbyshire staff were unable to assist the caller fully then they passed the call to the specialist consultation team – Stakeholder Engagement and Consultation Team, who was able to answer all queries identified.
5. People were encouraged to send in their comments using the postal questionnaire, or by completing the questionnaire online.
6. Participants were also encouraged to write in to the Council via a letter or using email dependent on their preferred method of communication.
7. For those people having difficulty in having their say, the Stakeholder Team assisted them to take part either via a telephone interview or by a home visit.
8. The Stakeholder Engagement and Consultation Team also attended 22 resident meetings held in older people's sheltered housing with warden on

site / alarm across Derbyshire. People living in this type of accommodation were encouraged to come to the meetings, were supported if they chose to be, by relatives and carers and where it was required were helped with transport. They were given the option to comment about the Derbyshire Housing Options service alongside the Cat 2 sheltered accommodation consultation but no comments were made about the Housing Options proposals at these meetings.

9. Staff from the Housing-Related Support Team also held meetings with provider organisations to encourage them to help service users to take part in the consultation and for them as organisations to share their views.
10. Leaflets and information was also made available via services and community centres and providers of housing-related support. Staff employed by DCC and those contracted by the Council and partner agencies assisted clients and the public to take part in the consultation.
11. Press releases were sent to all media on a regular basis during the period of consultation; news releases were published on the Derbyshire County Council website explaining the proposals.
12. All responses were collected and collated by the Stakeholder Engagement and Consultation Team based in Derbyshire Adult Care and a thorough analysis was made of the material.

The Analysis

The Consultation was not a referendum, but a range of opportunities for the people of Derbyshire to register their views about a number of important proposals. We have based our analysis on 2 approaches but have reported them side by side. Both approaches carry equal validity as both methods carry a mix of advantages and shortcomings. Lessons learnt from the consultation are considered at the end of the report.

Quantitative Approach

The tick box questions used in the postal and online questionnaires was analysed using SPSS (Statistical Package for Social Science). This gave people an opportunity to indicate whether or not they agreed with the overall proposals and shows the % of agreement and disagreement with each proposal.

Qualitative Approach

The open text material detailed in the questionnaires, letters, emails and comments given at meetings were all analysed using NVivo software. This allowed the information to be condensed into manageable summary categories or themes for analysis. Comments and quotes were coded by the researchers in the Stakeholder Team which allowed themes to emerge directly from reading people's views. The software provided a sophisticated workspace that enabled the team to work through the complex information allowing classification, sorting and arranging of the information. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It

also allowed people to expand and give examples as to the potential impact of the proposed changes.

Who was encouraged to Participate?

All service users in receipt of Derbyshire Housing Options for Older People were sent an information pack on the week commencing 14th August 2014.

267 information packs were sent out in the post or passed to clients by their support workers.

Staff from the Adult Care Stakeholder Engagement and Consultation Team attended 22 meetings specifically arranged by people who were living in sheltered accommodation (warden/ and or alarm – CAT2). These participants were given the opportunity to comment about the Housing Options service, however no comments were given.

An email was sent to all our housing-related support service providers explaining the Derbyshire Challenge.

Overall Derbyshire Challenge Webpage

People were directed to the Derbyshire Challenge webpage which gave additional information and stored all the consultation pack materials for people to browse and download at their leisure. Also provided was the link to complete the questionnaire online. At the time of the HRS consultation 3 other consultations were being run and therefore it is difficult to be clear as to the proportion of people accessing the Derbyshire Challenge page solely for the HRS Consultation. However the breakdown of number of page views on the overall Challenge page and subsequent documents specific to Adult Care are detailed below.

Views 14th Aug – 18th Nov 2014

	No. of page views
<u>Derbyshire Challenge Page</u>	1416
<u>Consultation Page</u>	48

Derbyshire Older People's Housing Options

A total of 61 **paper questionnaires** were received back. All were completed using the **standard format**.

6 questionnaires were completed **on-line**.

In total 67 questionnaires were returned. The online and postal questionnaire responses have been analysed together as the forms were identical.

Return Rate

It is very difficult to give a return rate in % terms as we used a variety of ways of contacting people. Some of the ways we contacted people are quantifiable for example we know exactly how many packs were sent out in total to people. However it is very difficult to estimate how many people may have received information about the consultation from other sources including letters sent via the voluntary and provider sector, information displayed in community settings, and the number of people coming along to the group meetings. For this reason we have not quantified the % return rate.

Demographics of who replied via the questionnaires

This shows that a broad range of people took part in the consultation by filling in the questionnaire. As would be expected the majority of participants were over 65 years (88%) with the largest proportion of respondents coming from the 75 – 84 age group (41%). As with other surveys slightly more female participants took part (56%). People from different ethnicity also took part in this survey representing a proportionate level to that seen in Derbyshire (i.e. 5% of the respondents identified themselves as being of an ethnic origin.

More detailed information is available from the tables below. Please use the 'Valid Percent' figure. This excludes those people who did not fill in the question. (Missing, -9 represent those people who did not answer the question)

Gender

Are you male or female?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	28	41.8	44.4	44.4
	Female	35	52.2	55.6	100.0
	Total	63	94.0	100.0	
Missing	-9	4	6.0		
Total		67	100.0		

AGE

Which is your age group?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	45 - 54	1	1.5	1.7	1.7
	55 - 64	6	9.0	10.3	12.1
	65 - 74	18	26.9	31.0	43.1
	75 - 84	24	35.8	41.4	84.5
	85 and above	9	13.4	15.5	100.0

Total	58	86.6	100.0
Missing -9	3	4.5	
0	6	9.0	
Total	9	13.4	
Total	67	100.0	

Ethnicity

To which of these groups do you consider you belong?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid White	58	86.6	95.1	95.1
Mixed	1	1.5	1.6	96.7
Any other ethnic group - Please state	2	3.0	3.3	100.0
Total	61	91.0	100.0	
Missing -9	4	6.0		
0	2	3.0		
Total	6	9.0		
Total	67	100.0		

Disability

Mobility

Mobility difficulties

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not disabled by mobility	29	43.3	43.3	43.3
Yes	38	56.7	56.7	100.0
Total	67	100.0	100.0	

Hearing

Hearing impairments

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not hearing impaired	54	80.6	80.6	80.6
Yes	13	19.4	19.4	100.0
Total	67	100.0	100.0	

Vision

Vision impairments

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Not vision impaired	51	76.1	76.1	76.1
Yes	16	23.9	23.9	100.0
Total	67	100.0	100.0	

People with a Learning Disability

Learning disabilities

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No learning disability	65	97.0	97.0	97.0
Yes	2	3.0	3.0	100.0
Total	67	100.0	100.0	

People with mental ill health

Mental ill health

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No mental health	59	88.1	88.1	88.1
Yes	8	11.9	11.9	100.0
Total	67	100.0	100.0	

Sexuality

What is your sexuality?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Heterosexual / Straight	45	67.2	91.8	91.8
Prefer not to say	4	6.0	8.2	100.0
Total	49	73.1	100.0	
Missing -9	12	17.9		
0	6	9.0		
Total	18	26.9		
Total	67	100.0		

Relationship to Adult Care

Client

Client

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	24	35.8	35.8	35.8
Yes	43	64.2	64.2	100.0
Total	67	100.0	100.0	

Staff

Staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	62	92.5	95.4	95.4
Yes	3	4.5	4.6	100.0
Total	65	97.0	100.0	
Missing System	2	3.0		
Total	67	100.0		

Carer

Carer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	57	85.1	87.7	87.7
Yes	8	11.9	12.3	100.0
Total	65	97.0	100.0	
Missing System	2	3.0		
Total	67	100.0		

5 people completed the questionnaire who classified themselves as either relatives, ex-clients or friends of residents.

Letters and Emails

No letters were received concerning the consultation.

Meetings

Comments were only sent in via the questionnaires and no comments were made that affected the Derbyshire Housing Options for Older People at the sheltered accommodation meetings.

Proposal to end the funding of the Derbyshire Older People's Housing Options Service

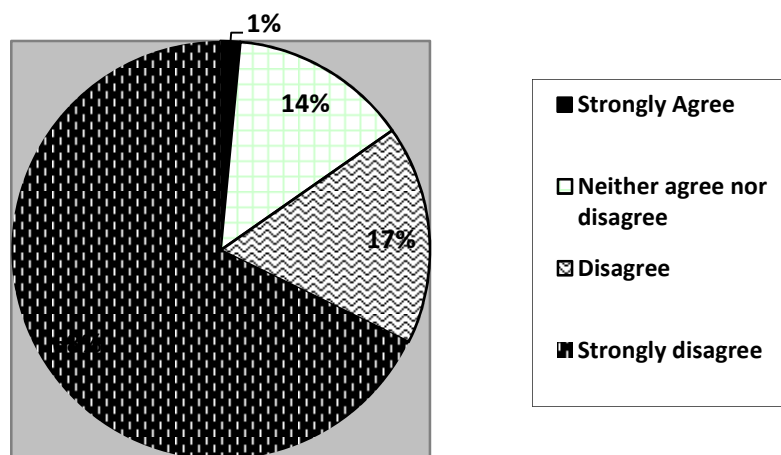
Quantitative Analysis

Have you used or are you using the Derbyshire Older People's Housing Options Service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	40	59.7	70.2	70.2
	No	17	25.4	29.8	100.0
	Total	57	85.1	100.0	
Missing	-9	5	7.5		
	0	5	7.5		
	Total	10	14.9		
Total		67	100.0		

How strongly do you agree or disagree with the proposal to stop funding the Derbyshire Older People's Housing Options Service?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	1	1.5	1.5	1.5
	Neither agree nor disagree	9	13.4	13.8	15.4
	Disagree	11	16.4	16.9	32.3
	Strongly disagree	44	65.7	67.7	100.0
	Total	65	97.0	100.0	
Missing	-9	2	3.0		
Total		67	100.0		



Again the majority (85%) of respondents did not agree with the proposal to stop funding the Derbyshire Older People's Housing Options service.

Qualitative Analysis

Free text boxes - Questionnaires

Many clients have detailed the difference the service has made to their lives: - how the service has allowed them to remain living independently in the community; and many talked about the Housing Options Service helping them to understand housing issues at times when they felt most vulnerable and without family living nearby.

I do not have family-nor close friends nearby my friends moved a long way to be nearer their own family(s)thus no-one to turn to should this service be withdrawn have no knowledge of computers, etc & too afraid to learn -willing to with a compassionate person possibly neighbours 'nil' really. I do not bother people & try to do all I can, but knowing help can be requested through housing options service just knowing that is a life saver please do not cut this service **(Client)**

I decide were vital to us in accessing extra benefits, a blue badge and advice and support whilst on the housing list. They sorted out a social worker and Derbyshire Sight for various aids. The idea is to keep older people in their own homes so there should be no cutbacks to such services **(Client)**

It would not affect me at the moment, but they did help us understand your system & assessed us for the type of property needed which was helpful. Older people need this service with all the changes made by government and councils; it is a minefield trying to get information. + being fobbed off by your telephone system. **(Client)**

Older people are often unaware of many issues when they have to cope alone and this agency in my opinion really does help. **(Client)**

I disagree for the funding to be stopped I am partially sighted and have had help from the people at iDecide to help with form filling and bidding for a bungalow. It would be a shame for this to finish. A lot of elderly people rely on it. **(Client)**

iDecide sorted benefits out for me to help me live independently **(Client)**

Some clients indicated that without the service they would be in a lot worse state.

We have benefited so much from this service, it has been a 'one shop stop' from our first contact, (by the handy van service) they have arranged financial help, advice on more things we thought were possible, information on social and recreational activates support services, local transport. Our lives have been changed completely, and at all times we have been treated with respect and care.

There are so many more people waiting for this service. Being helped to stay in our own home is a service that must be continued. **(Client)**

It would be a loss, people of my age always get forgotten, its knowing that a group of people backing you on anything can get results on any issues you have in life like i said it would be a great loss. The p35 help with getting people's views across, to people who are not listening to the forgotten generation and make things better for their living on this planet. **(Client)**

I am living alone in my own house which is too big for me and I want to move to a bungalow, which will be easier for me to manage. I need help and support to do this and if the funding is stopped I will have no one to help me to find somewhere else to live. **(Client)**

If it wasn't for our housing options advisor we would not be able to pay for the services we need which enable us to stay in our home and continue to live independently as far as we can. She has helped us to claim aa and carers allowance and has helped with forms and advice. **(Client)**

A carer's View.....

This service has helped my family to get my Mother rehoused into sheltered accommodation. They visited her in her home, spent a long time discussing all her options to her and she felt comfortable and reassured throughout the process. We could not find any other service that would provide this level of service. The housing association told her she would have to fill the form out on-line which was very upsetting for my Mother as she is in her 80's with no computer and we are in our 60's and not computer literate at all. Then they told her that she could do the form over the phone with them and they were very short with her and not understanding of her disabilities, deafness and confusion. The Housing Options worker came and sat with my Mum and talked her through the whole process, looked for suitable properties for her and made sure her name was down for them, until at last she found one she liked and was fortunate enough to get it. Then the worker made sure all her benefits were in place. She made a big difference to my Mums life and ours and took the pressure off. Without this service where would we have gone? There is no other service that goes into someone's home and sits with them and discus's everything in this way. It would be a travesty to cut this service and again the elderly are being targeted, quietly and definitely. The public in general are not aware of this. Everyone thinks the elderly are not affected by the cuts. But they are second class citizens and more money is spent on people less deserving. My Mum was a Land Girl during the war and I am sure there are many more who are deserving of this much needed service, which we as a family cannot speak of highly enough. **(Carer)**

Summary of the Consultation

The following summarises the percentages agreeing or disagreeing to the proposal:

How strongly do you agree or disagree with the proposal to stop funding the Derbyshire Older People's Housing Options Service?

%

Strongly agree or agree	1.5
Neither agree nor disagree	13.8
Strongly disagree or disagree	84.6

The only data which has been analysed in this summary is the quantitative data provided above from the questionnaires.

In summary, the proposal to stop funding the housing options older people's service was opposed by the majority of respondents.

Conclusion / Lessons Leant

The consultation process has been comprehensive and has allowed people to contribute their views through the completion of a feedback questionnaire and invitation to join a tenants meeting.

It is clear that the proposal is not welcomed by respondents. They are concerned about the consequences and impact that the withdrawal of services may have on already vulnerable people and their lives. Many examples were given as to how the service had positively changed the lives of many older people and shared their fears as to what might happen to older people if the services no longer exist.

Equality Impact Analysis Record Form 2014

Department	Adult Care
Service Area	Housing Related Support
Changes or proposals	Derbyshire Older People's Housing Options Service
Chair of Analysis Team	Alice Sanghera
Date of Analysis	December 2014 – January 2015
Version	0.4

1. Prioritising what is being analysed

a. Description of current service arrangements

The Housing Related Support (HRS) budget currently funds the Derbyshire Older Peoples Housing Options Service to support older people to live independently in their own homes. This service is subject to proposed changes as part of Phase 2 proposals to the Housing Related Support Programme.

This service operates an open referral system and provides information, advice, support and practical help for older people (over the age of 50), or anybody of any age who is the main carer of an older person, who are living in poor or unsuitable housing and / or are considering options for moving on or changing their home to a different type of accommodation. The service is delivered by iDecide to a maximum of 300 clients at any one time.

The Housing Related Support budget also funds the following services that are primarily targeted at older people:

- Older People's Floating Support
- Older People's Sheltered Housing Warden with Alarm Service (Category 2)
- Derbyshire Handy Van Network
- Community Alarm Monitoring
- Extra Care

As there are also proposed changes to the Older People's Sheltered Housing Warden with Alarm Service (Category 2), Older People's Floating Support and Derbyshire Handy Van Network, these will be subject to a separate Equalities Impact Analysis.

There are no proposed changes to the Community Alarm Monitoring or Extra Care HRS.

b. Details of proposals or changes

As part of the Phase 2 proposed changes to the Housing Related Support Programme, it is proposed that the Derbyshire Older Peoples Housing Options Service will not be re-procured when the current contract ends on 31st March 2015. Cabinet will make a decision in relation to this in February 2015, following a period of formal consultation.

C. Rationale for proposed changes

Housing Related Support provides cost effective, preventative support to a wide range of vulnerable people across Derbyshire. There is a strong evidence base that demonstrates these services provide a return on investment for the Council and other partner agencies, delivering positive outcomes for clients, meeting cross-agenda strategic aims and reducing the potential of more costly interventions. However, the Council does not have a statutory duty to deliver these services.

Due to reductions in funding from Central Government, the Council must reduce its expenditure by £157 million by the end of 2017/18, with Adult Care required to make a proportionate contribution to the required savings. It is in this context that it has been identified that expenditure on Housing Related Support cannot be sustained at previous levels and a phased reduction to the Programme has been proposed over a 2 year period from 2014 to 2016.

2. The team carrying out the analysis

Name	Area of expertise/ role
Alice Sanghera (Chair)	Service Manager, Derbyshire Accommodation and Support Team, Adult Care
Ian Gregory	Contracts Manager, Derbyshire Accommodation and Support Team Adult Care
Louise Cope	Contracts Manager, Derbyshire Accommodation and Support Team, Adult Care
Louise Swain	Service Manager, Stakeholder Engagement and Consultation Team, Adult Care
Graham Spencer	Commissioning Manager (Older People), Adult Care Commissioning
Andrew Raynor	Public Health, Health and Communities
Representatives from Provider of Derbyshire Older Peoples Housing Options Service, funded by DCC.	Providers of services impacted by proposals

Representatives from North and South Derbyshire Voluntary Sector Forums	Stakeholders
Representatives from the Commissioning Group for Accommodation and Support	Key stakeholders in Derbyshire's Housing Related Support Programme
Helen Greig	Chair, Derbyshire Accommodation and Support Team Provider Forum

3. Existing information and consultation based feedback

a. Sources of data and consultation used

Source	Reason for using
Derbyshire Accommodation and Support Team (DAST) Performance Indicator Workbooks	Identify service performance.
National Census Data	Comparison data.
Population Projections	To assess long term impact.
Derbyshire Challenge Consultation Feedback	To identify impact (from client, provider and stakeholder perspective).
Strategic Review: Derbyshire Older People's Housing Options Service (2011)	To identify service need and strategic context.
Research into the Financial Benefits of the Supporting People Programme	To identify the benefits delivered by these services and the potential impacts of the withdrawal of services.
Prevention in Practice: Service Models, Methods and Impacts	To identify impact of Derbyshire Housing Older Peoples Housing options Service
Information from other Local Authorities	To identify impact of proposed changes.
Feedback from Provider of Derbyshire Older Peoples Housing Options Service, funded by DCC.	To identify impact of proposed changes.

4. Known impact on different protected characteristic groups

a. From existing data and information – who is likely to be adversely affected, how, and to what degree? Will anyone gain or benefit from the proposals?

Protected Group	Findings
Age, including children and families, older people	All clients accessing this service are aged 50 and over, which means that older people will be disproportionately affected by the proposed withdrawal of funding for this service. Information from the Performance Indicator

	<p>Workbooks demonstrates that a total of 575 clients received support from this service during 2013/14.</p> <p>It has been demonstrated that this service delivers the following range of positive outcomes for clients:</p> <ul style="list-style-type: none"> • Clients are able to make informed choices about their future rather than at the point of crisis. • Income is maximised, which has a significant impact on quality of life and health and wellbeing. • Clients are supported to have adaptations made to their accommodation which reduce the risk of falls and enable them to continue to live independently. • Clients are supported to use the Choice Based Lettings System. • Improved client health and wellbeing as a result of the intervention. • Provides a gateway to other appropriate services. <p>Should this service end, then the older people currently in receipt of this service and those who potentially would have received the service in the future, will no longer experience these benefits. This could potentially result in clients experiencing a reduced quality of life, a deterioration of their health and wellbeing, increasing levels of fuel poverty and increased numbers of people forced to make choices about their future at the point of crisis. In turn, this could lead to increased costs for statutory agencies including Adult Care and health due to deteriorating health and wellbeing resulting in increased demand for services.</p>
<p>Disabled people including mobility, sensory, learning, mental health, HIV, and also include carers and relatives</p>	<p>81% of the clients in receipt of this service, funded by Housing Related Support, are identified as having a disability. Therefore, this group of people will be disproportionately affected by these proposals.</p> <p>The nature of the potential impacts that will be experienced by this group are the same as those previously stated for older people.</p>
<p>Gender (Sex) including men and women, boys and girls</p>	<p>There is no feedback suggesting that the proposals for this service will disproportionately have an adverse impact on people in this protected characteristic group.</p>
<p>Gender reassignment – including impact if any on Transgender people</p>	<p>There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.</p>
<p>Marriage and civil partnership – also include impacts on lone parents and unmarried</p>	<p>There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.</p>

couples	
Pregnancy and maternity – including new mothers/ parents	There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Race – including all racial groups, including impact if any on Gypsies and Travellers	There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Religion and belief including non-belief, including religious minority communities, Humanists	There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Sexual orientation – including the impact if any on LGB people	There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.

Cumulative Impact

It should be noted that older people may potentially experience a cumulative impact as a result of all of the proposed changes to the Housing Related Support programme because they could potentially receive a number of housing related support services that are subject to change. In addition there may be a cumulative impact as a result of the introduction of changes to Adult Care eligibility criteria, co-funding and transport policy which were approved by Cabinet in January 2014.

Non-statutory

Poorer and disadvantaged communities and groups, including people who experience financial exclusion	<p>Clients accessing this service are frequently supported to maximise their income. The loss of this service may reduce the likelihood of people who are financially disadvantaged from accessing the benefits to which they are entitled.</p> <p>Cumulative Impact It should be noted that people from poorer disadvantaged groups may potentially experience a cumulative impact as a result of all of the proposed changes to the Housing Related Support programme because they could potentially receive a number of housing related support services that are subject to change.</p>
Rural communities	There is no evidence to suggest that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.

Impact on employees of Derbyshire County Council or prospective employees

As this service is delivered by an external Provider, no Derbyshire County Council employees will be directly affected by these proposals at this stage.

- b. From existing customer and other feedback – who is likely to be adversely affected, how and to what degree? Will anyone gain or benefit?

The following section summarises impacts identified from feedback from a range of stakeholders, including clients and representatives of organisations who deliver the services affected by the proposals.

Protected Group	Findings
Age	<p>Many clients have stated what a positive impact this service has had on their lives. The service has allowed them to remain living independently in their community and helped them to understand housing issues at a time when they felt most vulnerable.</p> <p>Feedback has identified that withdrawing this service would result in older people no longer receiving support to make informed decisions about their accommodation. Appropriate accommodation can often be key in ensuring that older people are able to remain living independently and maintain their wellbeing in their own homes.</p> <p><i>“I am living alone in my own house, which is too big for me and I want to move to a bungalow, which will be easier for me to manage. I need help and support to do this and if the funding is stopped I will have no one to help me.”</i> (Client comment)</p> <p><i>“They visited her (my mother) in her home, spent a long time discussing all her options and she felt comfortable and reassured throughout the process. We could not find any other service that would provide this level of service.”</i> (Comment from relative of Client)</p> <p>Many clients stated how this service had resulted in them receiving other benefits, in addition to the receipt of support around housing decisions. These included maximising their income and engagement with other preventative services. In many cases they commented that they would not have received these additional benefits, had they not accessed the service.</p> <p><i>“The worker made sure all her benefits were in place.”</i> (Relative of Client)</p> <p><i>“If it wasn’t for our Housing Options Worker we wouldn’t be able to pay for the services we need which enable us</i></p>

to stay in our home.” (Client comment)
“I Decide (the Provider) were vital to us in accessing extra benefits, a blue badge and advice and support” (Client comment)
“They have arranged for financial help, advice on more things we thought were possible, information on social and recreational activities, support services, local transport. Our lives have been changed completely.” (Client comment)

The provider has stated that the loss of this service will have the following impacts on older people:

- Leave more people in poor quality or unsuitable housing that does not meet their health and daily living needs
- Potential increased risk of homelessness
- Reduce equitable access to information and advice regarding services
- Increase isolation and reduction in social inclusion
- Reduce access to essential services as people will not have the support to connect with them
- Leave more people in financial hardship and as a result reduced living standards
- Increased risk to safety and wellbeing

A representative from the community and voluntary sector identified the following impacts on older people:

- *“more older people to maximise their income, reduce their housing and fuel costs and live financially independently including the purchase of care, support and adaptations without recourse to services and subsidies*
- *more older people to be empowered and make timely independent choices which then reduce the risk of dependence*
- *more older people to move into accommodation that enables rather than disables them, allowing them to live well and contribute to their community (and therefore the health and wellbeing of other people of all ages)*
- *More older people will experience injurious falls leading to hospitalisation, long term care and costly crisis housing interventions*
- *a housing options worker can provide individual coordination and facilitate a wide range of services to work better together; outcomes from this include cost efficiencies*
- *more older people at risk in their homes have the*

	<i>support and help they need to live safely, this includes carers”</i>
Disability	<p>From feedback received it has been identified that people with a disability will be disproportionately adversely affected by these proposals as a high proportion of the service’s clients have a disability. The nature of these impacts will be the same as those stated in the older peoples section above.</p> <p>The Provider has also stated that <i>“Although there are services providing similar information and advice, they do not promote home visiting and would be unlikely to do so for the majority of those accessing DOPHOS.”</i> Therefore, those unable to access alternative services that require them to travel to an office, or use the telephone or internet, due to their disability will be disproportionately adversely impacted upon.</p>
Gender (Sex)	There is no feedback suggesting that the proposals for this service will disproportionately have an adverse impact on people in this protected characteristic group.
Gender reassignment	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Marriage and civil partnership	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Pregnancy and maternity	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Race	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Religion and belief including non-belief	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.
Sexual orientation	There is no feedback suggesting that the proposals for either service will disproportionately have an adverse impact on people in this protected characteristic group.

Non-statutory

Poorer and disadvantaged communities	<p>The Provider believes that the loss of the service will have the following impacts on people who are financially disadvantaged:</p> <ul style="list-style-type: none"> • Reduce their uptake of benefits • Reduce their quality of living as their disposable income reduces • Impact on their ability to purchase care and services they need
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Rural	Feedback has identified that clients in rural areas could be disadvantaged due to alternative services being at a greater distance.
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Employees or prospective employees

Current Employees

The funding from Housing Related Support for this service supports the employment of 7 people (5.5 FTE support staff and 0.5 FTE Manager). The proposed decommissioning of this service may result in these employees being re-deployed or being made redundant.

Prospective Employees

The proposals have the potential to reduce employment opportunities in the housing related support sector in Derbyshire. This could potentially have a negative impact on the Derbyshire economy in the short and medium term.

- c. Are there any **other** groups of people who may experience an adverse impact because of the proposals?

Clients wishing to access Derbyshire County Council Extra Care facilities across the County

Currently this service provides impartial advice to citizens of Derbyshire who may be considering Extra Care as a lifestyle choice. Therefore, the proposed withdrawal of funding for this service may have an adverse impact on older people and those with disabilities who wish to access these facilities. This group will no longer be able to access the support and advice offered by DOPHOS to enable them to make an informed choice about a move into Extra Care. Mitigation includes signposting clients to alternative provision, and a clear pathway will be developed to ensure appropriate advice and information is available to people considering moving into Extra Care.

- d. Gaps in data

What are your main gaps in information and understanding of the impact of your policy and services? Please indicate whether you have identified ways of filling these gaps.

No gaps in data have been identified.

5. From the consultation you have carried out specifically in relation to proposed changes, what views or issues have been raised by those who have responded? (Include both their views and any issues they have raised which alludes to the likely impact)

a) Please summarise the consultation which has been carried out

Formal consultation on these proposed changes took place between 14th August 2014 and 18th November 2014. The consultation used a mixed method approach, with both qualitative and quantitative methods being utilised to gather views about the proposed changes. Information packs were sent out to clients in receipt of the housing related support services that are subject to withdrawal of funding as part of these proposals. This included 267 clients in receipt of the Derbyshire Older Peoples Housing Options Service. Providers of these services, as well as local statutory organisations and voluntary sector groups, were also sent copies of the leaflets and invited to comment.

Adult Care recognised that the complexity of these proposals might result in some clients needing assistance in either understanding the proposals or formulating a response. A helpline was set up and staffed by Call Derbyshire to deal with queries, with members of the Adult Care Stakeholder Engagement and Consultation Team available to handle more complex questions.

In addition to existing clients, the consultation had to be made available to those who may have a legitimate expectation of accessing the affected services. Therefore, the consultation was publicised widely through local media and all of the documentation was made available on the Council's website.

A full summary of the consultation process is set out in the Consultation Report, which is provided as an appendix to the Cabinet Report, "Consultation and Engagement on Proposed Changes to the Older People's Housing Options Service"

b) Please summarise the feedback received. This should make clear where those who have responded have highlighted any potential adverse impact as well as their opinions on the proposals.

Overall, the majority of respondents did not agree with the proposal. Concerns were raised about the consequences and impact that the withdrawal of this service may have on already vulnerable people and their lives. Common themes from the consultation echoed the impacts identified within section 4 of this Equality Impact Analysis.

A full summary of the consultation feedback is set out in the Consultation Report, which is provided as an appendix to the Cabinet Report, "Consultation and Engagement on Proposed Changes to the Older People's Housing Options Service."

6. Are there any ways of avoiding or reducing likely possible adverse impact on any groups of people, what are those actions, and how will they assist?

Support from District/Borough Housing Departments

In order to reduce the impact of ceasing funding for this service, clients will be able to self-refer to the District/Borough Council housing advice or home options teams, to be given information and advice on alternative accommodation available in the area. This will not give a like for like alternative to the Older Peoples Housing Options service as the support offered by the district and borough housing officers will be limited to the functions of the local Council. For example, support will be provided to an older person to register a housing application, bid for properties, and prevent homelessness.

Signposting to National Helpline

Potential clients could be signposted to the national helpline, First Stop. However, this will not provide a like for like replacement for the current service. Offering limited advice over the telephone, web based information and signposting.

Revised Pathway to Access DCC Extra Care

DCC will need to develop an alternative pathway for clients to access Extra Care, to replace the gap left by the withdrawal of the Derbyshire Older Peoples Housing Options Service.

Adaptations and Benefits Advice

In terms of support to access adaptations, clients can approach Derbyshire County Council, or the District / Borough Council for assistance relating to Disabled Facilities Grants. The support and advice relating to welfare benefits is provided by Derbyshire County Council Welfare Benefits Service, the Department for Work and Pensions or the Citizens Advice Bureaux.

Exit Strategy

Adult Care will work with the Service Provider to ensure appropriate exit strategies are in place if the proposal to end the funding for this service is approved. The exit strategy will include ensuring that existing clients of the iDecide service are signposted to the most suitable service depending on the individual client's needs, and that risks are managed appropriately. This would be finalised prior to the service ending, should Cabinet make this decision.

Adult Care is of the opinion that whilst the services outlined above will, to a certain degree, assist protected groups in dealing with housing related issues, they will not fully replicate the existing service and so some detriment will be evident and adverse consequences experienced.

7. Main conclusions and Recommendations

CONCLUSIONS

Based on the analysis the following is believed to be of importance and should be noted by decision-makers:

The proposed withdrawal of funding for Derbyshire Older Peoples Housing Options Service may have the following impacts:

- Increased number of older people living in inappropriate accommodation
- Reduced equitable access to information and advice to enable older people to make informed decisions about their accommodation
- Reduced quality of life, health and wellbeing of older people, including increased social isolation
- Reduced number of people receiving the benefits that they are entitled to.

RECOMMENDATIONS (if any)

It is recommended that:

- Cabinet consider the identified adverse impacts that this proposal will have on older and vulnerable people as part of the decision making process
- The information contained within this EIA informs the EIAs relating to the proposed changes to other Housing Related Support Services to ensure that potential cumulative impact is identified
- A robust exit strategy is developed in partnership between DCC and the Provider
- The identified measures to reduce the impact of the proposals are implemented.

8. Action planning in response to the completed analysis

Objective	Planned action	Who	When	How will this be monitored?
Identified impacts are taken into consideration, as part of decision making process.	EIA is attached as an appendix to Cabinet paper and is circulated to Adult Care Senior Management and Elected Members.	Julie Vollar	February 2015	EIA included in Cabinet Paper
Monitor the impact of the withdrawal of funding for Derbyshire Older Peoples Housing Options Service, should the proposals be approved.		Commissioning Group for Accommodation and Support	At quarterly meetings	Feedback from stakeholders
Ensure appropriate exit strategy is developed and implemented, should the proposal be approved.		Ram Paul	Between decision and end of contract	

9. Monitoring and review arrangements

Please outline what steps will be taken to monitor and review the implementation of proposals if they are agreed here:

The implementation of the proposed changes to the Derbyshire Older Peoples Housing Options Service, funded from the Housing Related Support budget, will be monitored through the Adult Care Portfolio Board and the Commissioning Group for Accommodation and Support.

10. Conformation that equality impact analysis (EIA) completed and read

Name of officer signing off EIA as completed: Julie Vollar

Date: February 2015

This Equality Impact Analysis has been read by

Name	Date	Position
Julie Vollar	January 2015	Assistant Director – Adult Care
Becky Roberts	January 2015	Senior Solicitor

Where and when published e.g. with Cabinet Report, on DCC website

This Equalities Impact Analysis will be published, along with the Cabinet Report detailing the proposals, on the DCC website.

Decision-making processes

Attached to report (title):

Options Service
Sheltered Housing
(and Alarm) Services

Outcome of Consultation on Changes to
the Older Person's Housing
and the Older People's
with Warden

Date of report: 10th February 2015

Author of report: Mary McElvaney (Acting Strategic
Director – Adult Care)

Audience for report e.g. Cabinet: Cabinet

Web location of report:

Decision in relation to report

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Details of follow-up action or links to further EIAs

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Updated by:

Date:

CONSULTATION REPORT on proposals to stop funding Housing-Related support services: Older peoples Sheltered Housing with warden on site (Category Two)

1. Purpose of the Report

On 5th August 2014 Cabinet approved consultation about proposals to stop funding £6m of housing-related support services programme. This report explains the detail of the consultation and outcomes received whilst considering the proposal to stop funding older peoples sheltered housing with warden on site (category two).

2. Methodology and Approaches

The period of consultation about the proposals to stop funding older peoples sheltered housing with warden on site (category two) took place between 14th August and 18th November 2014. This report will summarise views and opinions submitted by the people of Derbyshire during this period.

The consultation used a mixed method approach of both qualitative and quantitative ways to gather people's views about the proposed changes. We tried to enable as many people as possible to take part by offering different formats. We also offered a range of ways in which people could share their views, see below:

1. All current clients identified by each housing-related provider received an information pack: detailing the proposed changes via a leaflet; an introductory letter and a postal questionnaire with a pre-paid envelope.
2. The leaflet gave information about the proposed end of funding, detailed how people could have their say and signposted them to further information either via the Derbyshire County Council website www.derbyshire.gov.uk/challenge, a dedicated telephone helpline (supplied by Call Derbyshire) or via an email address: telladultcare@derbyshire.gov.uk.
3. The DCC website gave an outline of the proposal, the leaflet and letters in standard format and in easy read format, case studies, the cabinet reports and the questionnaires both in word version and online version.
4. If the Call Derbyshire staff were unable to assist the caller fully then they passed the call to the specialist consultation team – Stakeholder Engagement and Consultation Team, who was able to answer all queries identified.
5. People were encouraged to send in their comments using the postal questionnaire, or by completing the questionnaire online.

6. Participants were also encouraged to write in to the Council via a letter or using email dependent on their preferred method of communication.
7. For those people having difficulty in having their say, the Stakeholder Team assisted them to take part either via a telephone interview or by a home visit.
8. The Stakeholder Engagement and Consultation Team also attended 22 resident meetings held in older people's sheltered housing with warden on site / alarm schemes across Derbyshire. People living in this type of accommodation were encouraged to come to the meetings, were supported if they chose to be, by relatives and carers and where it was required were helped with transport.
9. Staff from the Housing-Related Support Team also held meetings with provider organisations to encourage them to help service users to take part in the consultation and for them as organisations to share their views.
10. Leaflets and information was also made available via services and community centres and providers of housing-related support. Staff employed by DCC and those contracted by the Council and partner agencies assisted clients and the public to take part in the consultation.
11. Press releases were sent to all media on a regular basis during the period of consultation; news releases were published on the Derbyshire County Council website explaining the proposals.
12. All responses were collected and collated by the Stakeholder Engagement and Consultation Team based in Derbyshire Adult Care and a thorough analysis was made of the material.

The Analysis

The Consultation was not a referendum, but a range of opportunities for the people of Derbyshire to register their views about a number of important proposals. We have based our analysis on 2 approaches but have reported them side by side. Both approaches carry equal validity as both methods carry a mix of advantages and shortcomings. Lessons learnt from the consultation are considered at the end of the report.

Quantitative Approach

The tick box questions used in the postal and online questionnaires was analysed using SPSS (Statistical Package for Social Science). This gave people an opportunity to indicate whether or not they agreed with the overall proposals and shows the % of agreement and disagreement with each proposal.

Qualitative Approach

The open text material detailed in the questionnaires, letters, emails and comments given at meetings were all analysed using NVivo software. This allowed the information to be condensed into manageable summary categories or themes for analysis. Comments and quotes were coded by the

researchers in the Stakeholder Team which allowed themes to emerge directly from reading people's views. The software provided a sophisticated workspace that enabled the team to work through the complex information allowing classification, sorting and arranging of the information. This gave us an opportunity to widen our understanding of the views about the proposals and indicate some of the reasons behind people's opinions. It also allowed people to expand and give examples as to the potential impact of the proposed changes.

Who was encouraged to Participate?

All service users in receipt of housing-related support services via the older peoples sheltered accommodation with warden/alarm service (Category 2) were sent an information pack on the week commencing 14th August 2014.

920 information packs were sent out in the post or passed to clients by their support workers.

Staff from the Adult Care Stakeholder Engagement and Consultation Team attended 22 meetings specifically arranged for people who were in receipt of housing-related support. A list of all meetings attended is as follows:

- AstonCourt, Staveley
- Brocklehurst Court
- Catherine Court
- Cromford Court
- Denefields Court
- Derwent Living, Admiral Close Heanor
- Devonshire Court, Brimington
- EMH Homes, Aston Court, Ilkeston
- Eyre Gardens
- Glebe Close
- Glebe Court
- Hartington Gardens
- Hoyle Court
- Mallard Court, Staveley
- Marion Court, Buxton
- Markham Court
- Mayflower Court, Shirebrook
- Queens Court, Buxton
- Riverside Hargreaves Court, Ilkeston
- Robinswood Lodge, Glossop
- Underhall, Darley Dale
- Victoria Court, Matlock

An email was sent to all our housing-related support service providers explaining the Derbyshire Challenge.

Overall Response Levels

As a result of the mixed approach a good response level was achieved. This can be described as follows:

Overall Derbyshire Challenge Webpage

People were directed to the Derbyshire Challenge webpage which gave additional information and stored all the consultation pack materials for people to browse and download at their leisure. It also provided the link to complete the questionnaire online. At the time of the HRS consultation 3 other consultations were being run and therefore it is difficult to be clear as to the proportion of people accessing the Derbyshire Challenge page solely for the HRS Consultation. However the breakdown of number of page views on the overall Challenge page and subsequent documents specific to Adult Care are detailed below.

Views 14th Aug – 18th Nov 2014

	No. of page views
<u>Derbyshire Challenge</u>	
<u>Page</u>	1416
<u>Consultation Page</u>	48

Older People's Sheltered Housing with warden on site/alarm service

A total of **450 paper questionnaires** were received back. All were completed using the **standard format**.

18 questionnaires were completed **on-line**.

In total 468 questionnaires were returned. The online and postal questionnaire responses have been analysed together as the forms were identical.

Return Rate

It is very difficult to give a return rate in % terms as we used a variety of ways of contacting people. Some of the ways we contacted people are quantifiable for example we know exactly how many packs were sent out in total to people. However it is very difficult to estimate how many people may have received information about the consultation from other sources including letters sent via the voluntary and provider sector, information displayed in community settings, and the number of people coming along to the group meetings. For this reason we have not quantified the % return rate.

Demographics of who replied via the questionnaires

This shows that a broad range of people took part in the consultation by filling in the questionnaire. As would be expected the majority of participants were older people with an even split of around 29% and 27% from people aged 65 – 74, 75 – 84 and 85 years and over. Slightly more female participants took part.

More detailed information is available from the tables below. Please use the 'Valid Percent' figure. This excludes those people who did not fill in the question. (Missing, -9 represent those people who did not answer the question)

Gender					
Are you male or female					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	1	.2	.2	.2
	Male	171	36.5	37.1	37.3
	Female	289	61.8	62.7	100.0
	Total	461	98.5	100.0	
Missing	-9	7	1.5		
Total		468	100.0		

Ethnicity

What's your ethnicity?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	0	5	1.1	1.1	1.1
	White	440	94.0	98.0	99.1
	Any other ethnic group - Please state	4	.9	.9	100.0
	Total	449	95.9	100.0	
Missing	-9	19	4.1		
Total		468	100.0		

Other ethnicity stated: White Canadian

Disability**Mobility****Yes, affecting Mobility**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not disabled by mobility	211	45.1	45.1	45.1
	Yes	257	54.9	54.9	100.0
	Total	468	100.0	100.0	

Hearing**Yes, affecting Hearing**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not hearing impaired	346	73.9	73.9	73.9
	Yes	122	26.1	26.1	100.0
	Total	468	100.0	100.0	

Vision**Yes, affecting Vision**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Not vision impaired	367	78.4	78.4	78.4
	Yes	101	21.6	21.6	100.0
	Total	468	100.0	100.0	

People with a learning disability**Yes, a Learning disability**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No learning disability	454	97.0	97.0	97.0
	Yes	14	3.0	3.0	100.0
	Total	468	100.0	100.0	

People with mental ill health

Yes, a Mental ill Health

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No mental health	429	91.7	91.7	91.7
Yes	39	8.3	8.3	100.0
Total	468	100.0	100.0	

Age

Which is your age group?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.2	.2	.2
18 - 24	2	.4	.4	.7
25 - 34	2	.4	.4	1.1
35 - 44	4	.9	.9	2.0
45 - 54	8	1.7	1.7	3.7
55 - 64	56	12.0	12.2	15.9
65 - 74	131	28.0	28.6	44.5
75 - 84	122	26.1	26.6	71.2
85 and above	132	28.2	28.8	100.0
Total	458	97.9	100.0	
Missing -9	10	2.1		
Total	468	100.0		

Sexuality

What is sexuality?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 0	1	.2	.2	.2
Heterosexual / Straight	372	79.5	90.3	90.5
Lesbian or Gay woman	2	.4	.5	91.0

Bisexual	1	.2	.2	91.3
Prefer not to say	34	7.3	8.3	99.5
Others - please State	2	.4	.5	100.0
Total	412	88.0	100.0	
Missing	56	12.0		
Total	468	100.0		

Relationship to Adult Care

Client

client

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	188	40.2	40.2	40.2
Yes	280	59.8	59.8	100.0
Total	468	100.0	100.0	

Carer

carer

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	447	95.5	95.5	95.5
Yes	21	4.5	4.5	100.0
Total	468	100.0	100.0	

Staff

staff

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid No	444	94.9	94.9	94.9
Yes	24	5.1	5.1	100.0
Total	468	100.0	100.0	

56 people completed the questionnaire who classified themselves as neighbours, relatives, general public and/or community leaders / District and Borough Councillors and friends of residents.

Letters and Emails

19 letters and 3 emails were received concerning the consultation of which 9 were from clients, 5 were from carers and 7 were from statutory organisations and 1 from a member of the public.

Meetings

A total of 488 people attended 22 meetings across Derbyshire during the consultation. Approximately 412 clients, 37 carers, 37 staff and representatives of agencies and 2 Borough Councillors were present at these meetings at which the consultation was discussed with a member of the Stakeholder Engagement and Consultation Team. At the meetings many questions were asked about the proposed changes which allowed people to have a better understanding and so helped them to send in their comments via email, telephone, postal and online questionnaires or by writing a letter.

What people said?

Proposal to end the funding of the Older Peoples Sheltered Housing with warden on site/alarm services (Cat 2)

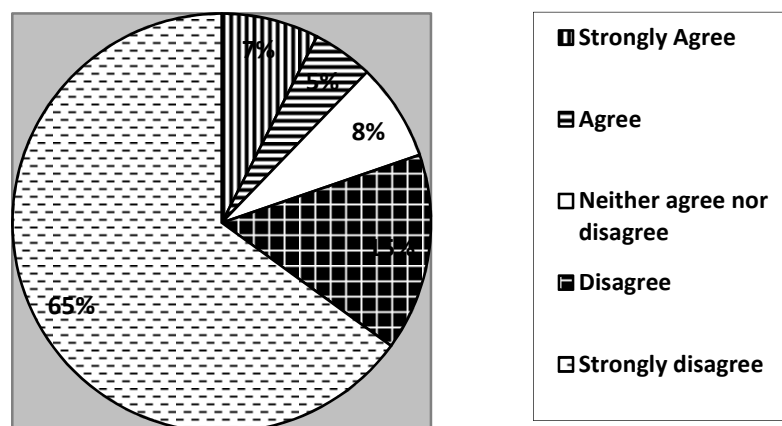
Quantitative Analysis (postal and online questionnaire)

Question 1. Do you use/have you used Older People's Sheltered Housing with warden on site/alarm services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	426	91.0	92.6	92.6
	No	34	7.3	7.4	100.0
	Total	460	98.3	100.0	
Missing	-9	8	1.7		
Total		468	100.0		

Q2 How strongly do you agree or disagree with the proposal to stop funding Older People's Sheltered Housing with Warden on site/alarm services?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly agree	34	7.3	7.4	7.4
	Agree	21	4.5	4.6	11.9
	Neither agree nor disagree	34	7.3	7.4	19.3
	Disagree	69	14.7	15.0	34.3
	Strongly disagree	303	64.7	65.7	100.0
	Total	461	98.5	100.0	
Missing	-9	7	1.5		
	Total	468	100.0		



Clearly the majority (81%) of respondents did not agree with the proposal.

Qualitative Analysis

Free text boxes - Questionnaires

Most respondents took the trouble to complete the free text boxes in the questionnaires giving examples of how the warden service had helped them to remain in their own homes, had given them security and made them feel safe and had helped them out in a crisis. People were passionate about the help

they received and extremely unhappy with the proposal to stop funding the warden/alarm service.

The warden system has recently saved my father's life. Having somebody onsite who can get to know the residents and how they are is an amazing help for the residents and their families. Removing this service i feel could put lives in jeopardy where just having the pull cords and buzzers may not help. My father didn't realise his health was affected and only the warden knowing his usual self noticed a change. **(carer)**

I moved to supported housing as I need help filling in forms and as my health isn't too good mobility wise I feel that I benefit knowing there is someone around to help if necessary **(Client)**

I would feel less safe and secure in my home which will cause me stress One example when I used the warden service is the other day I left my key in my jacket in my flat, basically I locked myself out. It wasn't a problem because I buzzed the warden and they went through the security checks and then let me back into my home. If the warden hadn't been there I would have been locked out for a lot longer- I don't have family, I don't know what I would have done **(Client)**

I have used the alarm on quite a few occasions following falls that I have suffered, due to my having multiple sclerosis. Without the alarm, I would have been left undiscovered, putting my life at risk. **(Client)**

I am a pensioner with a few learning difficulty that sometimes asks for help from the warden and would be sorry if this happens as they do good work and care for the community. **(Client)**

I have never felt safer as i do now **(Client)**

A point of contact each day makes me feel secure and keeps me socially involved as a hard of hearing person i find it difficult to keep up to date with what's happening in the sheltered accommodation. The warden helps me with that. She also knows when i am not well and calls the doctor or family. **(Client)**

The whole point in having warden accommodation is for safety and security. In the present arrangement the building locks down to prevent anyone walking in, all residents would be put at risk from strangers and are mostly too old or disabled to protect themselves and also the lock down which is needed would be a fire risk, pensioners need to feel safe and protected. The alarm system is a backup but response time is not quick enough in your proposed changes **(Client)**

Many highlighted the detrimental impact of not having a warden service and how it would affect them.

At the moment I am unable to speak due to cancer of the throat & a serious operation (Tracheostomy) So I have to rely on the wardens on & off duty. The emergency cord people know i can't speak when I pull the cord so they know to send emergency people straight away (ie Ambulance) I shall be deeply sorry and gutted if this system is taken away from me at the moment. **(Client)**

I think that it could lead to some quibbles between residents if there is no warden to spread calm in arguments among residents **(Client)**

I am 97 years old, live alone, and totally rely on the warden service, so i would be very upset if this service finished **(Client)**

The pull cord alarm system was vital to me when i had a fall in the flat and broke my hip. I was in agony and could not have reached the telephone. This has left me with balance problems, prone to falling risk; i dread to think of the future with no alarm system

I am able to live an independent life with the support of an onsite warden & alarm service. Without these services i would probably have to go into full time care. I have already suffered from cuts to adult services. **(Client)**

Also many people commented on their ability to remain living in sheltered accommodation:

'I would probably have to move into a care home with support' **(Client)**

I and many others would be unable to stay in our own homes without the added security of knowing our warden was on site. Mine has, I'm convinced, saved my life on 2 occasions, when I had suffered falls resulting in life threatening injuries. This service is invaluable to me; I am convinced that without it I will have no alternative but to enter a care home **(Client)**

One of the major concerns shared by the majority of respondents was that of the support given to residents by the wardens in maintaining people's psychological and emotional wellbeing.

There are people who are bed ridden. The wardens are extremely important as they are sometimes the first people contact in an early morning and they can alert emergency services. Also the wardens are a great source of contact to maintain peoples' psychological and emotional wellbeing. **(Client)**

The warden where I live is very involved with the residents, giving help & advice on all manner of things. Doctors' appointments, filling in forms, organising outings, shopping trips, getting people involved in craftwork, exercises running a library service, in all the talk now about keeping senior citizen, acting in body & mind. Our warden is essential. **(Client)**

Although I am not on benefits it is not clear how it would affect me. The sole purpose of moving here from private accommodation was to be in sheltered housing, if there is not going to be a warden on site then it is no longer sheltered housing!! **(Client)**

A few residents felt that they would not miss the service as they were currently independent without support:

It will make no difference to me as I am able to look after myself I agree with you about savings in the near future for the government. **(Client)**

I think the onsite alarm service is very important. The warden - i have lived here almost 4 years, I think I've seen her perhaps half a dozen times. I consider this service a complete waste of money. I said I didn't need her & was told it was policy of Dales Housing. **(Client)**

At present there is not a crucial need for such a service, But who can predict the future **(Client)**

I have the alarm system but luckily have not needed to use it or needed help from the warden. I am in reasonable good health and manage on my own. But some people do need them. If it were possible to put only people that need them in one place and those who don't like myself somewhere else **(Client)**

Many respondents commented that they felt that the cut to the service was a short sighted saving and that it would end up costing the Government more money.

I think the cost of the alarm is greatly outweighed by what it will cost to care for older people if they are moved from their home, there again always take from the easy section first those that cannot defend themselves. **(Client)**

If this service is abandoned it definitely result in more expense to the council in regard to visits by care service personnel! We have centenarians in this building! **(Client)**

Would have a massive impact, scheme manager and care link service help with falls. Help when had a heart attack. Supported partner when i was in hospital check fire alarm working. Reminds to wear pendant. Tokens for the

laundry. Neighbour was on the floor for 14 hours and only discovered when the scheme manager called round. The proposed amount you would save is a drop in the ocean. **(Client)**

Many carers and relatives shared the same dismay and unhappiness as their loved ones about the proposals:

I am my father's carer, although I do not live with him. I believe that removing care for people of mature years is absolutely appalling. Why do the Government wish to discount older people? This is disgusting, thoughtless and disrespectful. **(Carer – relative)**

I am writing this on behalf of my mum who is 90 years old, partially sighted, almost deaf and has poor mobility. She has lived in warden controlled accommodation for 25 years and has been very happy. It is absolutely appalling that the vulnerable elderly people are having the benefits this service provides taken away from them. It is a safe environment and gave me peace of mind. As you know the elderly do not like change and find it hard to adapt. The government is all for the elderly being looked after at home but it seems little by little they do not want to contribute finance to support this **(Carer – Daughter)**

Peace of mind

Being in an older people's sheltered housing gives me great confidence, and peace of mind to know that the warden checks on you every morning and also try to help you with any queries. This also gives peace of mind to one's family.

So my opinion it is essential to have on site wardens and alarm service
(Client)

Meetings, emails, letters and petitions

Meetings:

All of the meetings were well attended. People were very vocal in their comments and shared strong views about their service and were passionate about the support offered by their wardens. The overwhelming opinion was that they did not agree with the proposal to stop funding the service.

The 3 most common themes being raised at the majority of the meetings included: that people had specifically moved to sheltered accommodation in order to receive the support provided by wardens and an alarm system; people were worried about the loss of safety, security and wellbeing as a result of the potential loss of warden support and; people were worried about the financial considerations of the possibility of people having to pay more for

the warden service in order to keep it. Below are examples of people's views covering the 3 main themes.

Theme 1: People had specifically moved to sheltered accommodation in order to receive the support provided by wardens and an alarm system.

In the meeting people gave many examples of why they had chosen sheltered housing instead of non-supported housing.

'I came here for the shelter and security.... **(Catherine Court Meeting)**

Face to face contact is essential to build up the trust – lots of people wouldn't see anyone on a daily basis without the warden being present and doing her checks **(Staveley Meeting)**

If we do not have a warden then it is just a block of flats and we can't live that way.....

One resident had all her money stolen by her son, the warden supported her through it and spent many hours sat with her helping her to sort things out and just being there to talk it through, she became very depressed and the warden helped her get through. **(Brocklehurst Court Meeting)**

Small tasks that the warden does help prevent bigger problems **(Denefields Court Meeting)**

The reason people moved here is because there was a warden on site.....Wardens can pick up on early signs of illness, such as dementia.....Wardens know their residents and are tuned into the people they look after. **(Devonshire Court, Brimington)**

The other day one of the residents lost her keys the warden stayed with her over and above the time she was allocated to calm her down and help find them – and did not leave until they had been located and the resident had calmed down – the warden is great she goes beyond what she is contracted to do **(Aston Court, Ilkeston)**

The other day one of the residents who has early onset dementia put her wet washing into the cooker and fused all the electrics – the warden was here to help sort out the contractors who were needed to sort this out and calm the situation down. **(Aston Court, Ilkeston)**

I've been here 4 years and I have had a heart attack – my family works – the reason I moved in was that someone was knocking on my door and checking that I am ok – words cannot cover what they reassurance provides **(Glebe Close)**

When I moved here I felt suicidal and if it wasn't for the warden I don't think I would be here. The warden is the best support I have ever had **(Glebe Court)**

We came into sheltered housing because of the wardens..... who will help us use the lift..... if electric doors go wrong anyone can get in..... the fire alarm went off and there was panic..... when it went off my Mum was confused and went back into her flat, the warden wasn't here that day and nobody came to her. Wardens organise social events, which means people aren't isolated in their rooms..... how will I live without them. **(Hartington Gardens)**

Everyone that came into this complex – came as they understood that it would have a warden on site – we trust and confide in our warden for our health and the thought of the warden no longer being available is a big concern **(Hoyle Court)**

Our warden acts as a mediator between the residents to make life easier between residents.....The warden does lots above and beyond what they are paid for.....The warden plays the role that society would have years ago – they act as a way of re-connecting people – she adds to our security and social inclusion – she is essential. **(Marion Court, Buxton)**

'Dad took poorly at my house when he was visiting me and within 3 days the authorities had let him come into Markham Court – the only reason he could and was granted to live at Markham Court with his health condition was that it was warden controlled.' **(Markham Court)**

I was really isolated where I lived – I never saw anyone – my family live a long way away – since I have moved here I am encouraged to go on the social outings and have made new friends – this has made a huge difference to my mental wellbeing **(Mayflower Court)**

I agreed to a move away from my home city because there was going to be someone around me all the time. When you take that away, you are breaching my contract with you. **(Hargreaves Court, Ilkeston)**

Wardens keep the community here together, and if they went people would have to go into residential or nursing home **(Robinswood Lodge, Glossop)**

A lot of us gave up a very comfortable home to come here based on the need for a small amount of support we gave up a good life style to come and live here. **(Underhall)**

Most of us moved into this complex because we wanted sheltered control – the warden used to live on site, but we have not had this service for years. We only have someone going in in case of emergency – if that is taken away we won't have any security or comfort (**Victoria Court**)

Theme 2: People were worried about the loss of safety, security and wellbeing as a result of no warden support

When wardens are on holiday it's a different place – the cleaning of the communal areas is not kept to standard the general feel of the place is not the same and we don't feel as safe in our homesAs family members – the warden calls in the morning and we are all contacted to follow this up if there is an issue – providing that secure environment means that family members can relax at home and gives us as carers peace of mind.....My Dad is profoundly deaf and the warden picked up on this and was concerned about the fire alarm and if dad would be able to hear it. She flagged this up with the correct services and Dad now has a vibrating pillow which alerts him if the alarm goes off – again this provides such peace of mind for both Dad and family members. (**Aston Court, Staveley**)

Without the pull-cord system to call the warden then I would be frightened (**Denefields Court**)

The warden arranges our social interaction and when you take her services away, we are going to isolated, bored to death, depressed and locked in our flats! (Admiral Close, Heanor)

The security of the unit is an issue – people already don't follow the guidelines on who they should let in via the 'buzzer' system – without the warden this would get worse.....The warden acts as peacemaker – there are a lot of people who do not get on and some with mental health issues – the warden keeps the peace – without her the police would be being called all the time. She picks issues up in a timely manner and stops them from escalating (**Aston Court, Ilkeston**)

I'm frightened as my nearest relative is in Manchester (**Hartington Gardens**)

How will people get in? Carers family etc. are not allowed to have a key fob – the other day I forgot my keys and was locked out of the complex – it was freezing cold and without the warden I would have been locked out for a long time – I don't think I could have withstood the cold for long (**Mallard Court, Staveley**)

The complex is one of the best in the area and if it wasn't for the warden – I don't know what I would do – make cut backs by all means but don't take our life line away (warden).....We feel that the security of the building will be compromised – if the warden is not on site to check visitors – this complex has vulnerable people living here and we need additional security like this

(Markham Court)

I have diabetes and the warden picks up on the signs of my blood sugar being low. I don't always have warnings when I am going to hypo – but the warden monitors my whereabouts and if I am not where she is expecting me to be – she will come up to my flat and check on me. One a number of occasions she has found me unconscious on the floor. Without her I don't think I could carry on living here as I wouldn't be safe **(Mayflower Court, Shirebrook)**

Theme 3: People were worried about the financial considerations of the possibility of people having to pay more for the warden service in order to keep it.

Look at charging systems for the warden service – we would rather pay more for the service than lose it all together.....I pay an additional amount on my rent but I am in receipt of housing benefit – surely I am paying twice for the service as good as it is? Is someone making a profit out of this? **(Aston**

Court, Staveley)

The charge for the warden is included in the rent – so we should receive this service its what we signed the agreement to receive?.....The warden service is essential for us to carry on living independently – without their help a lot of us would have to move to residential care – which would cost more for everyone concerned.....What happens if we can't afford to pay £13.10 for this service – will it then be taken away? **(Cromford Court)**

I won't save money in the long run as I would need another service

(Denefields Court)

We want it to be a timely decision and if they do decide we have to pay more – it needs to be quick and we don't want a big bill at the end as we can't afford to pay more than we do already..... Need to make allowances in our rent if the alarm system is taken away **(Glebe Close)**

I suggest that we have to pay a small amount more each to keep the service.....Places like this are saving the NHS money in the long run, prevention is better than cure (**Glebe Court**)

Make sure the councillors know that are wardens are essential – they cannot be replaced with gadgets – they pick up on our mannerisms and know if something is wrong and act accordingly – it's the things we don't say and because they know us so well that they know how to care for us – they save the NHS a lot of money in wasted 999 calls (**Hoyle Court**)

Residential care costs more than warden controlled services (**Mallard Court, Staveley**)

The most vulnerable and poorest people in the area the ones that will have less disposable income are the ones that are being affected by this proposal – do Derbyshire County Council realise the mental strain that this added suggestion of further debt puts on these people? Just a few pounds can be the difference between eating or heating – the people who are making these proposals are not the ones that are close to the bread line.” (**Marion Court, Buxton**)

There other proposals that have gone through that are already affecting us (elderly) eg, we are now asked to pay £5 transport charge and then £5 for the club. Council is cutting bus routes too. These are places that help us to overcome isolation. Now, I don't know where you are expecting us to get extra money to pay for this. A lot is happening to the elderly.....Why? COMBINED IMPACT (**Riverside Hargreaves Court, Ilkeston**)

Other themes raised in the meetings included
A) worries about maintaining independence:

My Dad is profoundly deaf and the warden picked up on this and was concerned about the fire alarm and if dad would be able to hear it. She flagged this up with the correct services and Dad now has a vibrating pillow which alerts him if the alarm goes off – again this provides such peace of mind for both Dad and family members (**Aston Court, Staveley**)

I have no choice where I live – I need a warden to maintain a bit of independence – without her I would have to go on to a setting which provided greater level of care – and I don't want that..... None of us are getting any better and will only get worse – we need the warden to maintain our independence for as long as possible (**Catherine Court**)

I have no more money to pay for help and I can't dress myself – feel penalised because I now need help – it would be a big impact on me if warden service goes and I can't fund anymore help.....Without the warden I would need to go into a home.....To take away the warden would create a disabling environment.....I don't want to be pushed into a nursing home, which will cost more. **(Denefields Court)**

Face to face contact is so important and you can raise things that are embarrassing – for example I have really back arthritis which means I can no longer do simple things like turning dials and do my own washing – the warden helps me with these tasks but does not do them all for me – this really helps give me back my dignity.....My mother lived here and lived until 102 and if it was not for the warden she would not have been able to do that and would not have had her independence as long as she did and she would have died earlier. **(Eyre Gardens)**

B) Help in an emergency:

I often just pass out and it is always the warden that finds me.....I found my friend last week collapsed on the floor and was reliant on the pull cord to get her help.....A lady last week was found wandering round in the early morning outside in the bushes and she would have been there maybe all day if it was not for the warden. **(Brocklehurst Court)**

“I collapsed with a heart attack and without the warden I wouldn't be here today” **(Catherine Court)**

I've just had a very bad illness and without the warden I would have died.....The last fall I had care link came out to help me up – this has happened at least 6 or 7 times – what would we do without this service? **(Cromford Court)**

Last year when I was ill, the warden was the only person who realised this and got me to hospital before it was too late.....I fell in the laundry room and without the warden here on site who realised I was missing from my flat, I would have been there for days **(Denefields Court)**

Last week we have a situation of sickness and diarrhoea everything was disinfected by the warden and she managed to contain the infection – without her being present who knows what could have happened with residents as vulnerable and fragile? **(Aston Court, Staveley)**

We had an elderly gentleman who passed out in the lift – the warden was again there quickly and helped and advised until the medical professionals were able to attend **(Markham Court)**

My mum would be dead without the warden **(Robinswood Lodge, Glossop)**

C) The impact that not having a warden service would have on family and carers:

I live 40 miles away and I get daily contact and get daily feedback – we are not always told the full story by the ones we love as they feel that they need to protect us and don't want to bother us – whereas the warden will flag up and issue and we can respond and this alone is a fantastic service – let alone everything else she does for the residents.....My Dad is constantly ringing as he does not manage technology very well. For example his microwave – he struggles to operate this and often thinks it is not working. When you live a distance away it is not always practical to come straight over to sort it – the warden steps into the breach here and ensures that Dad is able to heat his meals – it is usually that he has forgotten how to work the microwave and there is not a problem with it at all – but you need to be on site to see it

(Aston Court, Staveley)

If the way the warden is provided is changed it will put additional pressure on the younger more able bodied residents who naturally want to care for the residents who do not enjoy being as mobile – this puts added pressure on them all **(Catherine Court)**

Having the warden takes off the pressure from family and friends in their caring role and gives us peace of mind and reassurance that we can continue to be a 'friend – or Mum or Dad' rather than being 'cared' for **(Cromford Court)**

D) Peace of mind:

We are getting older and are needs are increasing not decreasing – we need the warden to assist us and provide both us and our families with peace of mind **(Markham Court)**

The warden deals with problems on a day to day basis and can prevent serious illness **(Robinswood Lodge, Glossop)**

Letters & Emails:

Clients and Carers

All respondents replying by letter or email appreciated the difficult position that Derbyshire County Council is in due to the reduction in their budgets brought about by Central Government funding cuts. However, the majority of members of the public, clients, family and providers of sheltered housing who commented did not agree with the proposals to stop funding the sheltered accommodation with warden/alarm service. Below is a selection of their views:

Many people commented about the benefits of having a warden based scheme:

- 1) Sometimes the scheme manager is the only person some people see & talk to each day.
- 2) I have lived at Markham Court, and at one time had a fit in a friends flat, she called the manager who called a doctor. (I need to point out that I was in no condition to 'pull a cord' and even

if I had been, I could not talk).

3) Scheme Managers arrange outings, and also activities like bingo, making it possible for those people who couldn't normally get out and about to do so and be able to socialise.

4) Gives advice if needed and helps fill in forms (Which a lot of people, including myself, find difficult)

5) Gets someone in to do any repairs that are needed, and keeps the public areas of the building clean and tidy (which you won't get if cleaning crews went in each week, that's if they even turn up, with no check-ups this cannot be confirmed.) I know because I used to be on one and saw all the short cuts.

6) These are not just a block of Flats, they are small communities.

(ex-client)

Wardens provide a vital service to the community, not only for supervision of the buildings but they are also willing to provide help and advice when needed. The wardens presence, even if it is not full time, is very reassuring to the residents.

I am sure you will be aware that the presence of a warden enables many people to live retaining their dignity and independence. Withdrawal of wardens may mean that some residents will have to be moved prematurely and perhaps against their will into care homes. I do appreciate that cost cutting is required, but the withdrawal of the warden service would be a very unkind act against the residents rendering them even more vulnerable.

(Carer)

This proposition
could cause
confusion beyond
any powers of
comprehension
No two residents
present with the
same problems
everyone is an
individual and
should be treated
as such

(Client)

Who will arrange:

- 1) Coffee morning each Tuesday.
- 2) Bingo Wednesdays
- 3) Cloths party
- 4) Days out for residents.
- 5) Entertainments for parys etc
- 6) Christmas party to get all the food etc
- 7) Make arrangment with local vicar for mince pies and carol service in our lounge.
- 8) Put the Christmas tree and all the decorations lights etc. Decorate upstairs and downstairs and the lounge.
- 9) Easter time raffles and easter decoration in reception and lounge.

To take all down for another year!!

- 10) Who will hoover every day.
- 11) " " clean the inside windows.
- 12) " " keep out cold callers.
- 13) " " do a fire test each week.
- 14) " " be there when new tenant move in and out Globe Court.
- 15) " " in the laundry if a washer or dryer breaks down, or one is leaking and there is water all over the floor or a new filter is needed for a dryer.
- 17)

Who will.

- 18) In the winter months when all the leaves get blown or walked in to the reception or even dog mess walked in and is on the carpets who will be here to clean all the mess up.
- 19) Move the ice and snow away from the door daily and put salt etc so it is safe for us all.
- 20) Clean out our rubbish bins etc.
- 21) Gets residents prescriptions milk bread papers etc if residents can not get out, at the moment Anita will call to pick up what she can before she gets to work.
- 22) Checks security doors and windows before going home.
- 23) Gets the patio furniture out and puts back when required.
- 24) Who will be there for residents when they need someone at that moment. If a resident is on the floor and can not pull the cord and no warden is calling to see them, they could even be dead.
- 25) Who will be here if the fire alarm goes and we need to evacuate not to burn to death, older people panic and become distressed.

The residents here at Globe Court moved here knowing that it offered them security, safety and peace of mind, that immediate help was here for them. As we get older it is comforting to have all the above and feel safe in our environment.

The cleaning and general upkeep of Globe Court is what makes people above anything else notice straight away there is no smell of urine or other smells. People who come here say how beautiful and clean the building is, it is immaculate and so homely. We have had some tenants here who were not able to look after themselves ie we had become a

Hospice

Alcoholic

Nursing home

+ Others

How on earth can you say we do not need our warden.

David Cameron has said we must have more care in the community. So what you are proposing is not what you are intending to do??? quite the opposite.

Our warden Anita Sidal
is a wonderful person she is reliable
kind, helpful, thoughtful, hard
working and conscientious.

She is concerned about all her
residents and nothing is to much
trouble or bother for her.

We do not want to loose her, she
is to valuable in every way.

YOU CAN READ THIS ALOUD TO WHO EVERS
THERE. I CAN'T GET TO MEETING DOWNSTAIRS.
BUT I WOULD LIKE TO SAY HOW DISGUSTED I
AM THAT YOU ARE GOING TO TAKE OUR WARDENS
OFF US, ONE OF ^{OUR} ONLY RELIABLE CONTACTS.
I HAVE LIVED HERE 26 1/2 YEARS BECAUSE TWO
WARDENS LIVED IN HERE DAY AND NIGHT. NOW WHEN
I NEED HELP EVEN MORE I WILL NOT HAVE
SALLY OR TONY HERE TO TALK TOO ME WHEN I NEED
IT BETWEEN CARERS COMING, LIKE I NEEDED SALLY
ON WEDNESDAY 1ST OCTOBER 2014 BECAUSE OF MY
ILLNESS. AND MANY OTHER TIMES.
THIS IS WHERE I WANT TO LIVE & STAY UNTIL I
DIE. NO HOSPITALS OR NURSING HOMES HERE
WITH SALLY AND TONY AS WARDENS HERE,
EVEN IF IT MEANS PAYING MORE.
HOW MUCH WOULD IT COST US EXTRA ??
I DON'T MIND FOR PEACE OF MIND IS EVERYTHING

Client

I think it is very short sighted to remove these services, as without them the residents will have nothing more than a council flat. More people will have to go into Residential Homes, costing the Council much more than the sheltered housing does. These Homes are already struggling to accommodate old people. Where is the "Care in the Community" and striving to keep the elderly independent in their own homes? I see no evidence

(Carer)

Mum has lived in sheltered accommodation in a secure and safe environment for approximately thirty years and this has enabled her to maintain her independence and self worth. From a family perspective we know that if mum has any problems immediate help is at hand either via the Warden or Careline. As a Council do you seriously want to stop such an excellent quality of care to the residents, most of whom are elderly and some of whom may have given up homes to live in sheltered accommodation because of the care it offered.

The social activities delivered in sheltered housing, including organised days out, have kept mum physically and mentally active for far longer than if she had had to rely on her own resources, as well as making her feel secure and very happy. Sheltered housing is invaluable to people who wish to retain their independence and surely this is a much more cost effective solution for the Council than the costs incurred by elderly people having to go into residential homes, which some may have to do if you withdraw the services you propose.

A further consideration to be taken into account are how the communal facilities, such as the laundry, common room and kitchen, will be managed and who will be responsible for the upkeep and cleaning of these. Has the cost of employing someone to maintain these been taken into consideration and offset against the wages of one warden who, currently, has responsibility for the overall running of the building and who does an excellent job.

A very important consideration for the Council will be the safety of the residents as the building will, effectively, become just another block of flats and will no longer, in our view, constitute sheltered accommodation. Will you be able to guarantee the safety of the residents and possible damage to the building if there is no Warden or Careline. A considerable number of residents have carers needing to gain entry into the building and if the person they are visiting has mobility problems and cannot easily let them in via the "entry call" system the carers are able to access the residents by calling the Warden or Careline – what will happen in such cases if the services are withdrawn? A resident could be lying ill or injured and unable to summon help.

The very last thing we will say is that your motto "Improving Life for Local People" will be completely the opposite if you go ahead with these devastating changes.

(Carer)

I cannot understand why the DCC would wish to remove the Warden. They do an excellent job. There are many residents here who actually depend on having a Warden. The Warden has numerous vital job roles, such as;

Organiser- ambulances for hospital appts, social events, parties, day trips, coffee morning, lunches, bingo

Social/medical care- phone calls to GP, collects emergency prescriptions, phone calls to social services for equipment and adaptations, phone calls to residents' families

Administration- helping with forms, risk assessments, support plans, testing pendants, fire alarm tests, legionella checks

Cleaning- ensuring all communal areas/building is clean and hygienic for everyone, prevents spread of infections

Friend- someone to talk to, offers advice to residents, socialises, helps with problems, checks on all residents on a daily basis

Security- residents know who is coming in and out; book clubs, mini market, ringtons tea, butcher, post, gas and electric

It would be great and very beneficial if the DCC could re-consider their proposals and not take away this essential service.

(Carer)

Press coverage

At least 2 of the local newspapers carried stories of how the proposal might affect older people living in sheltered accommodation with warden (CAT 2).

A Buxton pensioner is urging councillors to vote against proposals to axe wardens from sheltered housing amid concerns it would leave the most vulnerable residents "alone, unsafe, and terrified".

(Buxton Advertiser)

DON'T AXE OUR LIFESAVERS

VULNERABLE RESIDENTS SAY LIVES WILL BE IN DANGER IF PLANS GO AHEAD TO AXE SHELTERED HOUSING WARDENS



By Jon Coates
jon.coates@derbyshiretimes.co.uk
@J.Coates

Elderly and disabled residents in sheltered housing fear their lives could be put in danger if council plans to axe their wardens go ahead.

Derbyshire County Council has announced plans to get rid of wardens and stop funding an alarm system at countywide sheltered accommodations overseen by district and borough councils and housing associations.

A total of 1,158 pensioners receive a warden service now. Globe Court residents at Old Whittington, Chesterfield, and Marham Court res-

idents, at Duckmanton, have started petitions in a battle to keep their wardens.

Shirley Stewart, 62, of Globe Court, said: "Wardens and alarms can be the difference between life and death and if anyone falls or gets stuck they could be left to die."

"Only six weeks ago one lady fell and crashed into a mirror and she was found by the warden with glass in her stomach."

"The warden managed to get to her, cleaned her up and made sure she got to hospital."

"The elderly are one of the most vulnerable so I can't understand why they are being targeted with cuts."

TURN TO PAGE SIX



(Derbyshire Times)

Providers also sent in their comments on the proposals:

Harehill Court, in original central government classifications, was a Category 2.5 sheltered housing scheme as it caters for frail elderly and thus is not like an ordinary sheltered housing scheme with its provision of a daily lunch and a resident manager. Indeed, until the recent opening of Potters Place, the County Council had an agreement (instigated at the request of DCC in 2006) to run Harehill Court as an extra care scheme and nominated its higher needs clients to live at Harehill Court (many of whom still live in the complex). Currently the average age of tenants is in the high 80's with 3 over 100 years old with 2 more hoping to reach that milestone next year. Many suffer from dementia. It is the only Supported Housing for older people in Derbyshire with a live-in Manager and therefore is unique in the integrated support and services from which the tenants benefit.

4. The support tenants receive at Harehill Court (which is part of a coordinated package with other agencies that tenants receive there) has enable so many frail elderly people to live independently in their own homes for much longer than they would otherwise have done. The proposal to cut this support could result in earlier admission to residential or nursing homes if they can no longer afford the cost of living at Harehill Court. Being a community, the complex prevents social isolation and thus enhances tenants' overall health and reduces their calls on the NHS budget.

In summary, because of the relatively small investment of support payments to the most frail and least resourced members of the community which obtain a far bigger payback in terms of reduced longer term costs:-

- Support payments should be continued
- The equivalent floating support subsidy be paid to our tenants as this service is and will be provided by our staff
- The cost of monitoring alarms continues to be met, albeit by direct payment to the local authority provider, be continued.
- Any subsidy reductions are phased in. ***(HareHill Court Provider)***

(Extract from Bolsover District Council - Housing letter)

The issue of greatest concern to us is the proposal to withdraw the funding for people in Sheltered Housing with a Warden. This appears to be illogical and poorly thought out. Generally speaking, people in sheltered housing have greater needs than those living independently who receive a support service. Yet the proposal appears to withdraw all services from this vulnerable group.

There is a very real danger that this will leave some very vulnerable people at risk.

We suggest that this proposal is reconsidered. At a very minimum we would expect that if the warden service is withdrawn this is replaced with the floating support service. It is not acceptable to go from a high level of support to receiving nothing. However, our preferred solution would be to recognise the support needs of this groups of people and to work with DCC to develop a new hybrid service 'Floating Support plus" this would be similar to the existing floating support service, but offer a slightly enhanced service with more visits and/or more time per client. We would not expect the per capital cost of this service to be much higher than the existing floating support costs. Either of these options would, of course mean that the cap for the floating support would need to be lifted.

In summary we are deeply concerned about the level of the proposed cuts, and the impact this will have on the lives of many of our local residents. In this response we have tried to make constructive suggestions that will lessen the impact on service users.

Extract from Whaley Bridge Town Council:-

At the Town Council meeting held on 13th November 2014 the issues with proposed funding cuts to services at Cromford Court, Whaley Bridge, were discussed. Councillors are very concerned about the proposed cuts to the housing-related support programme which currently provides sheltered housing with a warden on site and an alarm system (called Supporting People) at Cromford Court. Many of the elderly residents use this service and rely on the vital support it gives enabling them to remain living within the community safe in the knowledge that they are secure and help is at hand when required.

Sandra Webster (HPBC Housing Options and Customer Support manager) presented a report and attended the meeting to discuss the effects that the cuts would have on elderly and vulnerable residents living at Cromford Court, causing distress and consequential risk to health and wellbeing. Whaley Bridge Town Council strongly objects to any reduction in funding for support services being provided at Cromford Court.

We have completed the relevant consultation questionnaire on older people's sheltered housing with warden on site (part of The Derbyshire Challenge consultation) registering the council's objection to cuts in funding. The council also supports the petition, signed by 46 local people, registering objections to the proposed cuts to funding for the alarm call system at Cromford Court.

Letter from High Peak Borough Council:



Stakeholder Engagement Team

Derbyshire Adult Care
County Hall
Matlock
Derbyshire
DE4 3AG

Dear Sir/Madam

**RE: HIGH PEAK BOROUGH COUNCIL RESPONSE TO DERBYSHIRE COUNTY COUNCIL
CONSULTATION ON PROPOSED CHANGES TO SHELTERED HOUSING (WITH WARDEN
AND ALARM) SERVICES**

High Peak Borough Council has carefully considered Derbyshire County Council's proposal not to continue to fund the category 2 sheltered housing (warden and alarm) service. Specific consideration has been given to questions 3 and 4 of the consultation and I respond as follows:

**Q3 – RELATES TO IMPACT ON TENANTS LIVES IF PROPOSAL WENT AHEAD TO STOP
FUNDING THE SERVICE**

High Peak Borough Council has a total 294 sheltered housing units across seven sheltered housing schemes in the Borough. 183 of these households currently receive Housing Related Support (HRS) funding from Derbyshire County Council. These residents have moved into their current accommodation with a legitimate expectation of receiving a specific service, namely the on-site warden and alarm service. For some residents floating support is not a viable or sustainable solution and indeed many residents made the decision to move from floating support services to category 2 accommodation for this very reason.

For many residents this will be their final home and they have chosen category 2 accommodation to gain a degree of peace of mind and reassurance. Sustaining this independence for residents rather than relying on more intensive nursing/residential care is a key objective of category 2 accommodation.

Our detailed knowledge of our sheltered housing residents tells us that we have a high number of people with serious, life limiting and debilitating medical conditions such as:

- Dementia
- Parkinson's Disease
- Epilepsy
- Stroke

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- Visual Impairments
- Hip replacements
- Asthma
- Various heart conditions

The removal of funding for this service will inevitably catapult some of these clients into the care system meaning increased costs for DCC and the public purse. It will undoubtedly remove a layer of care and support, not provided by other accommodation based support, such as Extra Care housing or Nursing Care.

During this consultation we have met with our HRS funded clients and there were seven key areas of concern arising from the proposed cuts:-

- Loss of the safety and security
- Assistance with accessing medical services when required
- Help in an emergency
- Moved to the sheltered scheme specifically because of the support available
- Assistance and support with confusing letters and benefits queries.
- Maintaining independence
- Peace of mind

These issues reflect the Derbyshire County Council Charter for HRS Category 2 Sheltered Housing.

During the course of our recent conversations with sheltered housing residents, and their families, specific comments were made to HPBC. Below is an extract of some of the comments made:-

- *My Dad couldn't stay here without the service. He would need residential care and this would cost more to the county*
- *I wanted the security of a Sheltered Scheme with an on-site manager. My family currently have peace of mind*
- *The Scheme Manager and warden service make me feel safe.*
- *I have peace of mind and feel comforted knowing I can get help quickly at the touch of a button. It's a safety net.*
- *I am apt to fall so I am glad to have my pendant.*
- *Since I moved into Hartington Gardens I no longer need the help of Adult Care each day. My health and independence has improved. I feel safe and secure knowing they are there. I am now able to socialize and join in with events in the lounge. I was very isolated before moving here.*
- *I feel safe and secure following my move here.*
- ~~*I am very unsteady. I have had a heart attack and a stroke. I have also fallen. It would be dangerous if we didn't have this service. Someone needs to be on site. Lots of people here are very forgetful*~~
- *The Scheme Managers are always there when you're stuck.. I feel more secure when they are there. This is why we came in here in the first place*

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- *Most people came here because of this service.*
- *I can't call on family so it means I can call the Scheme Manager or warden service in an emergency. I feel secure and safe*
- *My family all live away and are very busy. Having this service gives them peace of mind about my safety and security. There's always someone there when you need them*
- *I came here because of the manager and warden service. I feel safe here. I can get help quickly in an emergency. They help me keep my independence. I can depend on them. There is always someone on hand. They are so helpful. I value my morning calls and visits to check I'm alright*
- *I have MS and came here because there is a Scheme Manager and warden service. I need urgent help if I fall. Before I got my wheelchair I needed to use my pendant quite often. I can still fall now as my MS makes me unsteady and need to service to make sure I am safe. Without this service, it could be weeks if anything happened before you would be discovered*
- *The service gives you security and safety. You can always get through to Carelink. I felt isolated before I came here*
- *I have used the pendant twice when I have fallen. If it hadn't been for that, I would have just been lying there*
- *I had to pull the chord when I had a heart attack last year. I can't do without the service. I would have died. I feel secure and safe and the service gives me reassurance*
- *The service gives me security and safety. The manager helps me when I need my prescriptions.*
- *I often panic about feeling unwell. If I didn't have my pendant I'd have to ring for the Doctor or ambulance. When the warden comes she helps me calm down and I usually feel better for talking through how I feel. I'm afraid if the wardens go then I'll be down as a nuisance and won't get help when I need it.*
- *I have had four attacks this year. I am able to summon help in an emergency through the alarm.*
- *You can't put a value on peace of mind and reassurance from someone who cares. I'd rather call a warden than an ambulance.*
- *I have daily checks to make sure I'm alright. It feels safer knowing you've always got help*
- *The warden helps with problems. They help when I don't understand letters and forms.*
- *We have daily checks to make sure we are alright. The manager helps us organise social activities. My neighbour used her pendant as she was taken ill in the night. It would be disastrous if we lost our manager and warden service*
- *I feel safe having a scheme manager. She helps me with advice and filling in forms*
- *I don't know what I would do without the service. There are a lot of people not well and they really need the help*

It also became apparent during residents meetings that the 111 self-funders are desperately concerned regarding the DCC proposals. If funding is cut they may see a change in the service they are paying for and which again they have a legitimate expectation to receive. If the service was no longer available these residents may look to access other care and support related services from Derbyshire County Council.

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The removal of funding for category 2 sheltered accommodation would appear to be at odds with the guiding principle of the Care Act 2014 – health and social care are tasked with minimising hospital admissions and length of stay by ensuring patients can access the care and support needed at home. There is also the need to enable patients to access the joined-up services they need, leaving them at reduced risk of harm and therefore less likely to call upon emergency or other statutory services. Removal of funding for this service will inevitably present an increased risk to the health and wellbeing of an already vulnerable client group.

During the consultations it became apparent that the category 2 sheltered housing clients greatly value the response service that they can access and many were fearful of the implications on their tenancy sustainability if this was to end. Having sought specialist advice it is apparent that the costs, relating to the alarm units, for this will not be covered by Intensive Housing Management payments through housing benefit.

It is also necessary to flag with you a serious concern about the timing of the decision being made by the County Council. Each year landlords have a duty to formally notify their tenants/clients about annual rent and service charges for the coming year. It is a requirement to give at least 28 days notice to tenants of these charges prior to the start of the new financial year. The decisions that are taken to approve these charges usually happen in February in each year through a series of Council Committee meetings. We are concerned that the timing may cause further unnecessary confusion and distress for this vulnerable client group. The public purse will undoubtedly incur additional administrative expenses in terms of staffing resource, mailing and call handling.

We are also concerned that the Equality Impact Assessment completed for this proposal have not been compiled in partnership with providers. An offer of a meeting with providers, DAST representatives and Cllr Paul Jones has been made however unfortunately the meeting had to be cancelled and it has not been possible to set an alternative date. Hence a more detailed discussion about potential alternative solutions and impacts has not happened. It is believed that the consultation process is flawed as a result.

Q4 OTHER IDEAS TO SAVE MONEY

We would like to suggest that, in order to provide continued support:-

Option One – for the status quo to continue and the funding to remain in place

Option Two - DCC could continue to fund a support service similar to that offered to floating support clients to the 183 cat 2 clients at a reduced level of £7.38 per week, made up as follows:-

- o Alarm monitoring service £2.09.
- o Housing related support levels/minutes are revised to reduce to reduce cost to £5.29 per week.
- o Providers can then explore other funding to cover the remaining support costs.

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- o In a worst case scenario, residents would have £5.72 weekly to fund themselves which is more affordable. It should be noted that, of the 294 sheltered housing residents, 183 are in receipt of housing benefit and are, therefore, on a low income. This represents 61.8% of all sheltered housing residents. This will mitigate any financial impact on this vulnerable group.
- To increase the floating support allocation by c. 183 to include those currently receiving support in category 2 sheltered accommodation.
- Preserve the current levels of support, hence reducing the burden on nursing care provision, calls for emergency services and/or otherwise avoidable hospital admissions.

I trust that you will give careful consideration to the issues and ideas suggested within this response.

Yours faithfully

Anthony McKeown

**Councillor Anthony McKeown
Deputy Leader High Peak Borough Council**

Town Hall Market Place Buxton Derbyshire SK17 6EL
Phone 0345 129 77 77 or 01298 28400 Fax 01298 27639
Website www.highpeak.gov.uk
Mobile Text No. 078 0000 2262

Letter from Chesterfield Borough Council:

Chesterfield Borough Council's (CBC) Cabinet has recently considered Derbyshire County Council's (DCC) proposed changes to the funding of housing related support, and has resolved that I write to you with the following comments. The Council's Cabinet has also resolved that I request that a meeting be arranged with the relevant Portfolio Holders to more fully discuss the impacts as we see them on the Borough Council and its residents.

The proposed cuts will mean that 138 elderly and vulnerable Chesterfield residents will have their support provision totally cut. CBC will see a reduction in funding of over £100,000 and also the likely redundancy of 8 employees.

CBC is unable to fund this shortfall from existing budgets nor is it appropriate to do so given the benefits derived by DCC from the services provided. The inevitable consequence is that these services will come to an end.

We are of the view that the proposals, although making savings for DCC in the short term, will inevitably lead to increased costs for the County Council in the medium to long term. The obvious impact of the cuts is that elderly and vulnerable people will be unable to remain living independently for as long, and will move into residential care much sooner; the costs of which far outweigh the costs of supporting individuals to continue living in their own homes.

As such the proposals are fundamentally flawed and contrary to the move towards integrated Health and Social Care. A conservative estimate puts the costs of providing residential care at around £540 per week, compared to the £13.10 per week received by CBC for providing on-site support. CBC currently has 17 tenants who are over 90 years of age with 4 aged 95 years and over. If the on-site wardens are removed then many of these will move into residential care much sooner than would normally be the case. And every one of these that does will cost DCC an additional £20,000 per year in funding.

This is the stark financial reality of the removal of this essential preventative service.

Chesterfield Profile

The approach and rationale seems to be 'one size fits all' with no appreciation for the different demographic needs and profiles of each District and Borough.

The Sheltered Housing Service and the Floating Support Service are viewed by DCC as separate services and therefore the cuts have been considered in isolation. We are of the view that a holistic view of each District and Borough

should have been taken, looking at the specific needs and service provision in each area.

For example, some Boroughs, Chesterfield being a case in point (although not alone) have a number of sheltered housing schemes, whilst others, for example Amber Valley, South Derbyshire and NEDDC (Rykneld Homes), have either one or none. This difference quite naturally is reflected in the numbers receiving support in the floating support contracts i.e. those with fewer or no sheltered housing schemes tend to have higher floating support contract numbers and usage.

Without this holistic approach, the effects of the cuts will not be equitable and mean that the impacts are felt more keenly by Councils such as Chesterfield. It will also be potentially difficult for DCC to justify to the residents of Chesterfield why the effects of these cuts will be more acutely felt here than elsewhere in Derbyshire.

We would also question the methodology in reaching the floating support contract numbers as they seem to bear no relation to the population, demographics or needs of the various Districts and Boroughs.

Sheltered Housing with on-site Scheme Manager

A sheltered housing scheme with an on-site scheme manager for many is the last independent accommodation they will have. It provides the safety and security that living independently in the community does not, and without doubt extends the length of time that an individual can remain living independently. Many of our tenants enter the schemes from private rented or owner occupied properties (40% of our tenants are over 90 years of age) showing that the sheltered schemes are viewed as a viable cross tenure housing option and not one just aimed at or taken up by current council housing tenants.

A full needs assessment is carried out by the scheme manager with each service user, addressing issues such as economic wellbeing, ability to live safely, as well as other social, cultural and health issues. The sheltered schemes also play a vital part in dealing with social isolation via the activities which are held in the common rooms. And these are also extended to other elderly and vulnerable residents living in the surrounding communities.

The links between social isolation and health issues are clear and much publicised, particularly in relation to the elderly, and we would therefore ask if any discussions have taken place in DCC between Adult Care and Public Health or with the various Clinical Commissioning Groups, with a view to identifying resources which could be applied to fund this vital, yet relatively inexpensive preventative service.

Sheltered schemes by their very nature have a majority of tenants who are frail and elderly. Of our current tenants, 63 are over 80, 13 are over 90 and 4 are over 95 years of age. There is little doubt that many of these will be unable to continue to live independently without the ongoing support that they currently receive from the on-site scheme managers; and, as a consequence will have a much reduced quality of life.

CBC currently has 8 Sheltered Housing schemes with 138 service users funded by DCC. Many of the schemes are at the heart of what could be viewed as geographically isolated communities or villages if you are elderly and immobile, for example, Duckmanton and Barrow Hill, and the schemes are also used for other DCC activities, e.g. Care Groups.

Sheltered Housing is at the pinnacle of the continuum of supported independent living for the elderly, with many elderly people progressing from living independently in a bungalow with floating support, to moving to a sheltered scheme with an on-site scheme manager. Yet, under your proposals the funding for this vital part of housing support provision is to be totally cut, thus removing an essential element of supported housing provision and potentially hastening progress of elderly and vulnerable people into residential and nursing care.

A view has been expressed by DCC officers that any funding shortfalls could be met by District and Borough Councils levying an additional 'Intensive Housing Management' charge covered by Housing Benefit. However, this view is incorrect, as this option is not one that is available to District and Borough Councils as it only covers services pertaining to the fabric and management of the buildings, e.g. building cleaning and caretaking services.

Extracts from Age Concern Letter:

When they moved into Hoyle Court initially it was specifically because there was a warden they could rely on for support and assistance. Many of the folk have no family and the warden is the next best thing for security. The service has been reduced and now is likely to be taken away entirely. This is causing distress and anxiety.

The warden has also made a big difference in their social life, organising coffee morning, keep fit and birthday parties. This in its self makes a big difference to a person's wellbeing.

Cost cutting is a fact of life these days, but it should be remembered that you are dealing with elderly people who at this time of their lives want a peaceful safe place to live, with the support they need.

Petitions:

Many people also registered their objections to the proposal in the form of petitions.

6 petitions were presented to the Council containing a total of 760 names. All were against the proposal to stop funding the warden/alarm service.

General Responses

Emails and Letters:

All respondents appreciated that there was a necessity to make significant cuts in DCC's current and future expenditure, and all offered their commitment to work with Adult Care to make sure this was done as effectively and efficiently as was possible. However, providers and partner agencies wished that certain concerns were taken into account when decisions were being made.

Summary of the Consultation

The number of questionnaires returned and the numbers who attended meetings is considered to be sufficiently high for the responses to be considered representative.

The following summarises the percentages agreeing or disagreeing to the proposal:

How strongly do you agree or disagree with the proposal to stop funding Older Peoples Sheltered Housing with warden on site/alarm service (Cat 2)?

	%
Strongly agree or agree	12.0
Neither agree nor disagree	7.4
Strongly disagree or disagree	80.7

The only data which has been analysed in this summary is the quantitative data provided above from the questionnaires. It is not possible to offer any statistical analysis of the responses that were received in by email or letter or those views expressed at meetings. However, the quotes included throughout this report are representative of the views expressed by respondents both through meetings, written correspondence and via the questionnaire itself.

In summary, this proposal was opposed by the majority of respondents.

Conclusion / Lessons Learnt

The consultation process has been comprehensive and has allowed just under 1,000 people to contribute their views through the questionnaires, meetings, letters and emails.

It is clear that this proposal is not welcomed by respondents. They are concerned about the consequences and impact that the withdrawal of services may have on the lives of already vulnerable people. Many examples were given as to how the services maintain people's independence, dignity and safety and greatly enhance the lives of many vulnerable older people. They shared their fears as to what might happen to older people living in sheltered housing if the services no longer existed.