

# Crawley Borough Council

## Report to Overview and Scrutiny Commission 20 March 2017

### Report to Cabinet 22 March 2017

## Sheltered Housing Service Review

Report of the Head of Crawley Homes, *CH/171*

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### **1 Purpose**

- 1.1 To agree amendments to the service provision in sheltered housing and to older people in general needs accommodation.
- 1.2 The decision is considered to be a major service change.

### **2 Recommendations**

- 2.1 To the Overview and Scrutiny Commission

That the Commission consider the report and decide what comments, if any, it wishes to submit to the Cabinet.

- 2.2 To the Cabinet

The Cabinet is recommended to:

- 2.2.1 Consider this report and the responses from the consultation process undertaken in respect of the proposed changes.
- 2.2.2 Approve the change from an accommodation based service to a needs based assessment for older people including those in general needs accommodation.
- 2.2.3 Delegate authority to the Head of Crawley Homes in consultation with the Cabinet Member for Housing to implement the proposals contained in this report as outlined in 5.3 below.
- 2.2.4 Delegate authority to the Head of Crawley Homes in consultation with the Cabinet Member for Housing to implement any further minor operational changes arising from the continuing systems thinking review.

### **3 Reasons for the Recommendations**

- 3.1 The focus on accommodation based support has led to the provision of a service that the majority of new tenants and a significant number of existing tenants do not want and do not value.
- 3.2 There is an opportunity to provide additional support to older people living in general needs accommodation who do have a need for additional support
- 3.3 The Council's integral sheltered schemes do offer the opportunity to continue a quality sheltered service for those seeking a safe and secure environment with the offer of a vibrant community.
- 3.4 The majority of the dispersed schemes do not provide the same opportunity for community activities and those people accessing the properties as accommodation rather than sheltered accommodation do not wish to engage in communal activities. These people are more likely to choose a dispersed scheme.

### **4 Background**

- 4.1 West Sussex County Council previously provided accommodation based funding via Supporting People funding. This was withdrawn from all property based provision of services from September 2016. The value of the Supporting People contract with WSCC had been £191,720 per year to support those tenants in receipt of Housing Benefit to receive the supporting people aspects of the sheltered service. This includes the morning calls, the provision of the alarm, and the support plans that are drawn up for residents. Additionally the WSCC contract had included a requirement to provide a floating support service to general needs tenants. There are currently 20 cases being assisted at this time.
- 4.2 The sheltered team are currently undertaking a systems thinking review. The findings in the check phase were that the morning calls and support plans represented significant waste within the system. The provision of funding for accommodation based support was generating a significant amount of waste with services provided to people who have no real need of such services. An initial assessment of those in sheltered is that 73 tenants might be considered to be vulnerable and in need of support, although some will have social care packages in place, and therefore are not currently in need of housing based support.
- 4.3 Additional waste is generated by considering that all residents of sheltered schemes are "vulnerable". They are not and certainly do not consider themselves so. Other waste was seen were the scheme manager is duplicating the social care services in place for vulnerable residents and the out of hours service duplicating the call of the emergency services.
- 4.4 Conversely there are many elderly tenants living in general needs housing who may be considered "vulnerable" and whose need for services is not being met.
- 4.5 The team have worked in all of the sheltered schemes to understand the type of demand generated by each scheme. The intention of this is to help design the service based on what customers need rather than designed around the contractual requirements of the Supporting People contract. In order to progress further decisions need to be taken in order to change the service and enable the review to continue to redesign the service.

## **5 Description of Issue to be resolved**

- 5.1 The removal of Supporting People funding has created a significant gap in the funding for sheltered housing.
- 5.2 The systems thinking review by the sheltered housing team has however found that the accommodation based approach does create a significant amount of duplication with social care services, and provides services for those who really have no need of such services.
- 5.3 The proposals for the service going forward are:
- 5.3.1 Deleting the out of hours service as existing and providing a service based on the provision of the lifeline service with out of hours emergencies covered through a duty rota.
  - 5.3.2 Deleting the provision of the morning call service and removing the charge from those assessed as being required to pay for it.
  - 5.3.3 To change the use of the communal rooms in the dispersed schemes back to residential units.
  - 5.3.4 To de-designate the dispersed sheltered schemes in to older persons housing, which will be carried out in a gradual manner as the hard-wired alarm system requires upgrading.
  - 5.3.5 To provide an older persons tenancy support service to any older tenant including those in general needs accommodation

## **6 Information & Analysis Supporting Recommendation**

### **6.1 The sheltered service**

- 6.1.1 Salary costs for the scheme manager service total £459,120, which are apportioned to each funding stream as follows (Appendix 1):
- Housing management £200,925
  - Alarm £70,259
  - Support £187,936
- 6.1.2 There is an enhanced housing management charge as part of the rent which covers the additional requirements of managing a sheltered scheme such as legionella testing, fire alarm testing, supervising communal facilities such as the laundry. This charge is £5.76 per week and can be claimed through Housing Benefit. This additional charge creates additional income of £172,224.
- 6.1.3 The most labour intensive part of the current service is the morning calls and this was a key feature of the Supporting People contract. This aspect of the service limits flexibility and makes cover difficult as all calls to all schemes are carried out in the morning. This is a service that can be opted out of and significant numbers of tenants have opted out of the service. The details of numbers opting out are given in Appendix 3. Reasons for opting out were given as:

- Having more than one person in the property with a partner looking after the other
  - Disliking the intrusion of the call
  - Simply feeling fit and able to do without it
  - Not wanting to be disturbed in the mornings
  - Being out of the property by the time of the call (e.g. those working)
  - Having to pay for the service (the SP funding only covered those on benefits with those not in receipt of benefit paying a charge of £3.77 per week for the service)
- 6.1.4 Morning calls and associated support plans were provided as part of the Supporting People requirements at a charge of £3.77 per week. Those who do not want this service can opt out and not pay the charge, although those on Housing Benefit previously had their charge covered through the Supporting people grant from WSCC. This service has continued to be provided since September 2016 when the grant ceased but has been covered to date by the HRA. The proposal is to delete this aspect of the service and delete the charge from those who are currently assessed as having to pay. There would be no charge raised for any individual benefitting from the floating support service and part of the cost would be covered by the supporting people payment of £70,000 per year now provided by WSCC.
- 6.1.5 The hard-wired alarm provision is charged at £2.82 per week and there is no opt out available for this aspect of the service as it is a feature of all sheltered properties and requires checking and maintenance. It is proposed to charge all tenants, whether in receipt of housing benefit or not, the charge of £2.82 per week. This will affect 455 tenants but to subsidise the charge would mean a cost of £66,721 per annum at current prices. The question would also need to be asked on whether we should remove the charge from the paying tenants and fully subsidise the alarm system. This would be at a further cost of £17,597 per annum making a total of £84,318 per annum.

## **6.2 Who is accessing Sheltered Housing**

- 6.2.1 Since the start of February 2016 the ST team have carried out 65 viewings for sheltered properties. Of these viewings only 16 people wanted a morning call, and one of these was only for once per week. Out of those wanting calls 7 were transferring from other sheltered properties and were used to the existing system.
- 6.2.2 Of the other lettings the majority were not interested in the sheltered housing service but only in accessing accommodation. The allocations policy enables qualification on to the housing register by age and for this group sheltered is often the only option. This makes the demand for sheltered look more than is actually the case.
- 6.2.3 There is a perception of sheltered housing as being for old people. Those in their 60s and even 70s do not see themselves as being old and needing this sort of service, even though they may have health problems. The younger age groups are tending to choose the dispersed schemes were they feel that they are not within an “old person’s environment”. The average age for new tenants in the dispersed schemes is 66 with a significant number aged 55-59. See appendix 4.
- 6.2.4 The majority of new tenants have not required any further contact but of those who have, the majority have been about repair related issues or general follow

up enquiries such as needing more keys for entryphone doors. Only one call has been related to a well-being matter.

6.2.5 The team have had contact with a further 9 people who had successfully bid on a sheltered property. These people did not take the property (this happens when people are subject to the auto-bid system) offered either pre a viewing or at the viewing. Most of these people did not want to be considered for sheltered accommodation.

6.2.6 The team also contacted all of those people over 60 years, in social housing and registered to downsize. Of these 73 people:

- Only 39 actually wanted to move
- 4 had already moved via mutual exchanges (not to sheltered)
- 2 were waiting for extra care
- 16 would only consider a 2 bedroom bungalow
- 10 wanted a 1 bed bungalow
- 8 wanted either a 1 or 2 bed flat
- 3 wanted a 2 or 3 bed house
- Only 3 specifically wanted sheltered accommodation

### **6.3 Out of hours (Sheltered Mobile Response)**

6.3.1 Currently there are 4 full time budgeted posts covering the out of hours calls, although only 3 currently filled, one on a temporary contract. These staff are based at home and are called out by Chichester Careline to attend Sheltered Scheme emergencies and faulty Lifelines. The budget for the provision of the service is £79,364.

6.3.2 Over the period from October 2015 to September 2016 there were 401 call outs, with 35% requiring the attendance of the ambulance service (who are called through Chichester Careline). This equates to a cost of £284.27 per call out in April –Sept 2015 and £262.23 per call out April – Sept 2016. The full detail of the call out is attached as appendix 5. Of the contracted hours available to be worked over the period April 2016 to January 2017 the call Out staff had actually been on call for between 3% and 14 % of the time.

6.3.3 The proposal is to delete these posts and enable access to the scheme for the emergency services through the operation of a key safe. Where there is a need for a call from a member of the sheltered team this could be covered through a stand by payment or a shift pattern. This has yet to be determined through the systems thinking review.

### **6.4 Older people in General Needs Housing**

6.4.1 Since 2012 the Sheltered Housing team has offered a floating support service to older people living in general needs accommodation. Referrals are made via other teams and there is usually around 20 floating support cases at any time.

6.4.2 Floating support is offered to ensure that older tenants continue to live successfully in their own homes accessing the services they need to support this.

- 6.4.3 There are 2,254 (information taken from report September 2016) households in general needs accommodation where all members of the household are over 60 years old, with 314 of these living in bungalows. The majority of households, 1,633, are formed of one person only, with 603 as two person households. Further information is included in appendix 6.
- 6.4.4 Floating support cases are currently identified by other staff and referring to the sheltered team. However, this relies on there being some need to contact those people in the first place. The team could start a series of welfare visits to ensure that elderly people are receiving contact. This could be a tenancy audit with a welfare check starting with the either the oldest or the least contacted (as identified through repair requests and tenancy contact).

## **6.5 Future Proposals for Sheltered Accommodation**

- 6.5.1 The majority of the integral sheltered schemes (see appendix 3 for details of schemes) offer quality, modern sheltered housing and are popular accommodation choices for those seeking a safe and secure environment with the offer of a vibrant community. We intend to build on this approach so in addition to the housing based support we will:
- Provide a team of scheme managers based at the integral schemes who will be responsible for the provision of services at all sheltered schemes and floating support to general needs tenants.
  - Build and value the community within the schemes, co-producing activities that people want and can support themselves
  - Develop the service to be flexible to the needs of individual requirements
- 6.5.2 A support service will be available to any tenant who needs such a service. It will be designed with each individual to provide the best service for their needs.
- 6.5.3 All tenants in the sheltered schemes will be seen weekly to ensure that there are no changes in their circumstances unless they opt out of such a service. So far in speaking to tenants through the consultation process there has been limited take up of this offer (see Appendix 7).
- 6.5.4 The dispersed schemes (other than The Twitten) were not designed with a communal lounge or office for the scheme manager and over time this has been provided by converting an existing flat in to both an office and a communal lounge. The majority of these lounges have very limited use and in most instances would be better utilised for their original purpose as a flat.
- 6.5.5 Most of the dispersed schemes are very locally based to a Community Centre and it is proposed that the Community Centres are used to provide communal activities for both residents of the older persons housing and other older people in the area.
- 6.5.6 It is proposed to de-designate some of the dispersed schemes starting with those schemes where there is already a high opt out of the support service. In some of the dispersed schemes the alarm equipment is old and in need of renewal. Rather than continue to repair the system it could be removed with those tenants who require a service being provided with a lifeline unit. However, it is anticipated that this will be done over a period of several years, with new tenants moving in to the schemes advised of the potential for de-designation.

6.5.7 The Council currently have a number of properties that are similarly designated for older people where the right to buy is not available. The right to buy can be denied if a property is:

- Particularly suitable for occupation for elderly persons
- Was first let before January 1990 and
- Was let for occupation by a person aged 60 or more.

6.5.8 If the changes proposed in this report are implemented there is a risk that first floor flats could be deemed to not be suitable for elderly persons by virtue of the fact that they do not have a lift (and therefore not *particularly* suitable for elderly persons) and therefore they would qualify for the right to buy. This risk would also apply if the property was let to someone under the age of 60 which is possible under the allocation scheme.

## **7 Tenant Consultation**

7.1 Prior to any change in housing management services the council is obliged to consult with affected tenants. All sheltered tenants were written to when WSCC made the decision to remove the accommodation based support and tenants were advised that would receive further information when it was clear how the sheltered service was to be provided going forward.

7.2 A further letter went to all sheltered residents in February explaining the proposed changes and advising that all residents would be visited individually to discuss their views on the proposals. Those visits are currently underway and will be completed by 17 March 2017.

7.3 The results of this consultation so far have been reasonably positive, with the majority of the tenants visited not expressing any concerns or worries about the changing service. There is very limited concern about the proposal to remove the out of hours service, and what concern there is on this is mostly concerned with whether the key safes would be secure. Tenants have been reassured that the Careline service, that provides the 24/7 response to the alarm calls is not affected by this change.

7.4 More concern has been expressed about the morning call service being removed as for some people this provides reassurance and someone to regularly speak to. However, in some instances these tenants already have daily visits from carers and family members, which is part of the duplication seen in check.

7.5 Others are keen to stress that they do not want the sheltered service or the alarm service and would like the alarm removed from their property (and for the charge not to be raised). Most of those consulted have not raised any objection to having to pay for the alarm, although a small number have objected to doing so.

7.6 The responses obtained via this consultation process will be reported to Cabinet when it considers this report on 22 March 2017.

## **8 Implications**

8.1 **Financial** – the sheltered budget is attached as appendix 1. The withdrawal of the supporting people funding for accommodation based support has a significant impact at a time when the HRA business plan has been severely impacted by the government requirement to reduce rents by 1% over the four year period to 2020, with a number of

development schemes already committed. The 2017/18 budget has been prepared to incorporate the changes within this report.

8.2 **Staffing** – the proposals are for four posts of Out of Hours to be deleted affecting two permanent members of staff. One post of Sheltered Housing Officer will also be deleted affecting one member of staff. As yet it is unclear how much demand exists within the general needs residents so there is still work to do in order to understand the capacity requirements for the redesigned service. No permanent replacements have been appointed to vacancies for some time but redundancies may still be required because of over-capacity or the changed working arrangements which includes the removal of the out of hours service and the requirement for the post to be an essential car user.

8.3 **Customers** – Tenant consultation has been carried out in accordance with section 105 Housing Act 1985. The details of this appear in section 7 of the report.

There will be some residents in existing sheltered schemes who will object to the withdrawal of the morning call service, however, this will need to be balanced with the improved service that can be offered to elderly people living in general needs accommodation, and the reality that the majority of those moving in to sheltered only want accommodation and not the sheltered service itself. A needs based service will be offered to those people in sheltered accommodation and the staff will still be based in the integral schemes and a visiting service will be maintained to the dispersed schemes. All health and safety tasks will be carried out to all schemes which includes testing of the hard wired alarms until such time as these can be removed.

8.4 **Legal** – a local authority service is provided by Chichester District Council who operate the 24/7 Careline service to deal with out of hours calls. CDC have been consulted on the proposals and are happy that the service will provide more coordination with that provided through the Lifeline service. There are no other legal implications, except as set out in the body of this report.

8.5 The proposals are not ward specific but de-designation of sheltered schemes would be done in consultation with ward members. De-designation would be a longer term plan and at this stage the schemes would only be proposed to be de-designated from sheltered to older persons housing.

## 9 **Background Papers**

None

*Report Author: Karen Dodds Head of Crawley Homes x 8256*



### Sheltered Housing Budget

	16-17 Original Budget	17-18 Proposed Budget	Variance to 16-17 Original
Employees ( <i>Par 6.1.1</i> )	459,120	378,310	(80,810)
Running Expenses	124,690	120,550	(4,140)
Agency & Contracted	241,720	48,000	(193,720)
Income	(563,660)	(345,190)	218,470
<b>Net Expenditure</b>	<b>261,870</b>	<b>201,670</b>	<b>(60,200)</b>

	16-17 Original Budget	16-17 Projected Outturn	17-18 Proposed Budget	Variance to 16-17 Original
<b><u>Income Breakdown:</u></b>				
WSCC Contribution ( <i>Par 4.1 &amp; 6.1.4</i> )	(191,720)	(130,900)	(70,000)	121,720
Support Charge	(102,120)	(112,723)	0	102,120
Housing Alarm ( <i>Par 6.1.5</i> )	(84,760)	(84,318)	(86,450)	(1,690)
Housing Management ( <i>Par 6.1.2</i> )	(173,120)	(172,224)	(176,550)	(3,430)
Other Income	(11,940)	(11,940)	(12,190)	(250)
	<b>(563,660)</b>	<b>(512,105)</b>	<b>(345,190)</b>	<b>218,470</b>

### Sheltered stock information

	1 bed flat	2 bed flat	3 bed flat *	1 bed bungalow	2 bed bungalow
Number	339	158	1	50	35
Total = 583					

\*This is the scheme manager flat at Fairlawn House which is let to a Scheme Manager (not the Fairlawn Scheme Manager)

**Scheme Information**

Scheme	NH	Number of properties	Number of tenants receiving morning calls	Of which number who don't receive daily	% receiving calls	Proposed Rank to de-designate	Average age of new residents (Jan – Oct 2016) *
Attlee and Cripps	BF	76	42	7	46	2	68
Bewbush	BB	40	22	0	55	5	67
Buckingham and Balmoral	BF	74	31	1	40	3	66
Greenfields (Carey House)	WG	67	45	2	67		73
Fairlawn House	TB	24	16	1	66		75
Furnace Green	FG	92	55	15	43	4	65
Gossops Green	GG	71	23	2	30	1	64
Northgate (including Halfacres)	NG	36	28	4	66	6 (dispersed only)	78
Schaffer	MB	45	35	0	77		73
The Twitten	WG	59	45	3	71		67

\*Average Age

Integral	75	
Dispersed	66	Including The Twitten

**Age of Applicants going into Sheltered Accommodation****Jan 16 – Oct 16**

65 accepted viewings

Age	No
55 - 59	11
60 - 69	30
70 - 79	16
80 - 89	4
90 – 95 (Oldest 93)	4

## Out of Hours Calls by Type

Yearly Totals	Oct 2015 - Sep 16		Proposal to cover these callouts
	Number	%	
Ambulance/Paramedic attended	139	35%	Use of keysafes/local keyholders to give access to emergency services
Faulty Lifeline	14	4%	Current response to faulty Lifelines is 4 hours. Change service level agreement so faults would be dealt with the next working day.
Fire service attended	18	5	Use of keysafes/local keyholders to give access to emergency services
Locked out tenant	16	4	Use of keysafes/local keyholders to give access to emergency services
No voice contact	43	11	Use of keysafes/local keyholders to give access to emergency services
Other	26	7	Can usually be dealt with by Chichester Care Centre
Phone Line problem (lifeline)	2	0.5	Care Center to ask customer to contact their phone company to report the issue.
Reassured tenant	14	4	Call next of kin or keyholder in line with current Lifeline Service
Repair issue	42	11	Chichester Care line report to emergency repair service
Scheme equipment failure	14	4	Report to Tunstall who may need access to equipment via duty rota
Smoke detection activation	10	3	Use of keysafes/local keyholders to give access to emergency services
Contractor Access	3	0.75	Rearrange for next working day or contact NOK or local keyholder
Unwell tenant	15	3.5	Call next of kin or keyholder in line with current Lifeline Service
Tripped switch	3	0.75	Call next of kin or keyholder in line with current Lifeline Service or Chichester Care Centre to report to emergency repairs
Fallen Tenant	27	7	Use of keysafes/local keyholders to give access to emergency services or call NOK or local keyholder
Faulty/Low/lost pendant	9	2	Current response to faulty Lifelines is 4 hours. Change is service level agreement so faults would be dealt with the next working day.
Police	4	1	Use of keysafes/local keyholders to give access to emergency services or call NOK or local keyholder
Reset Fire Panel	2	0.5	Access via a duty rota
	<b>401</b>		

**Age bands of those in General Needs Accommodation**

Age Group	60-65	66-69	70-75	76-79	80-85	86-89	90-95	96-99	100+
No.	708	395	401	190	310	145	90	11	4
Total 2254									

**General Needs Property Size Occupied by over 60s**

Property Size	Studio	1 Bed	2 bed	3 Bed	4 bed	5 Bed
No.	10	485	629	1043	83	4
Total 2254						

**Those over 60 in general needs accommodation by neighbourhood**

	BB	BF	FG	GG	If	IfW	LG	MB	NG	PH	SG	TB	TG	WG
No.	229	200	134	122	222	104	217	21	125	170	181	128	248	153
Total No. 2254														

## EQUALITY IMPACT ASSESSMENT

<b>Name of activity:</b>	<b>Sheltered Housing Service Review</b>	<b>Date Completed:</b>	<b>17 January 2017</b>		
<b>Directorate / Division responsible for activity:</b>	<b>Crawley Homes</b>	<b>Lead Officer:</b>	<b>Karen Dodds</b>		
<b>Existing Activity</b>	<input type="checkbox"/>	<b>New / Proposed Activity</b>	<input type="checkbox"/>	<b>Changing / Updated Activity</b>	<input checked="" type="checkbox"/>

### What are the aims / main purposes of the activity? (Why is it needed? What are the main intended outcomes?)

The Sheltered Housing Service is an accommodation based service providing an enhanced housing management service to tenants in sheltered properties. There is a qualifying age set for tenants of over 60 or over 55 if there are medical grounds for needing such accommodation. For a number of years the service has also provided services under contract from West Sussex County Council who supplied "supporting people" funding which was to provide an element of housing based support. The purpose of Supporting People funding was to help vulnerable people live independently. In accessing sheltered housing tenants became eligible for this funding without any further assessment of vulnerability. This funding regime has been significantly cut and WSCC have already taken the decision to withdraw accommodation based support (i.e. the eligibility from accessing sheltered housing).

The sheltered housing service has been undergoing a systems thinking review and as part of this a significant amount of duplication has been observed within the current system. The report references the fact that a substantial proportion of sheltered tenants do not want to access the sheltered service but are only interested in accommodation, and of those that do access it the majority are healthy and fit. Of those who can be classed as vulnerable and in need of additional support part of the sheltered service is duplicating services provided from the social care system.

The policy change required is therefore to move from accommodation based services to a service based on needs. This will also extend the floating support service to assist more older people in general needs accommodation who by reasons of increasing age may be classified as vulnerable.

**What are the main actions and processes involved?**

The proposals are to remove the aspects of the service that have not been seen to provide benefit for tenants and are based on incorrect assumptions regarding vulnerability. Instead there is a proposal to base the service on customer needs and extend the service for older people beyond sheltered housing accommodation and in to general needs accommodation. The impact for those in need is therefore positive as more older people with housing based needs can be supported.

**Who is intended to benefit & who are the main stakeholders? (e.g. tenants, residents, customers or staff. How will they benefit?)**

**Tenants of Sheltered Schemes**

For those tenants who are assessed as vulnerable the support service will be tailored to their needs.

It is intended to provide a more modern service provision to the integral sheltered schemes. Those moving in to the dispersed scheme generally are trying to access accommodation only and are not interested in the sheltered service itself. These people actively do not want this service and the proposals will ensure that there is a provision of older persons' accommodation only.

**Tenants in general needs**

Currently a small number of tenants in general needs accommodation are assisted with additional housing management services. The proposal will enable more older/vulnerable tenants to be assisted and will also enable staff to carry out visits to older tenants to ensure that they are living well.

**Staff**

The role has previously been relatively isolated and therefore service provision can be inconsistent. Moving forwards the role will be based within a team structure to enhance the opportunity for discussion and joint decision making. The role will become more dynamic and creative in providing the best response to customer needs.

**Have you already consulted on / researched the activity? (What consultation has taken place & what were the key findings?)**

What evidence already exists? Are there any gaps that need further investigation? What still needs to be done?)

All tenants in sheltered housing have been informed of the decision taken by WSCC to remove the accommodation based support funding. Significant work has been undertaken by the review team who have analysed 2300 customer demands in order to understand what benefits customers the most. The review of the service has shown that most people going in to sheltered housing do not want the sheltered service but are only interested in accommodation. Conversely, there is an unmet need for tenancy based support in general needs accommodation where a significant number of households (2254 over 60 years and 560 over 80 years) do not receive any additional housing services.

Consultation has been undertaken by discussing the service changes with each individual tenant. The results of this consultation so far have been reasonably positive, with the majority of the tenants visited not expressing any concerns or worries about the changing service.

<b>Impact on people with a protected characteristic</b> (What is the potential impact of the activity? Are the impacts high, medium or low?)		
<b>Protected characteristics / groups</b>	<b>Is there an impact (Yes / No)</b>	<b>If Yes, what is it and identify whether it is positive or negative</b>
<b>Age</b> (older / younger people, children)	Yes	<p>Sheltered housing is reserved for people over the age of 60 (or 55 for those with a qualifying medical need). The accommodation has enabled any resident to receive housing support paid for through the Supporting People funding. This has been withdrawn through a decision already made by West Sussex County Council. Since this decision the service has continued to be funded through CBC's Housing Revenue Account until such time as proposals could come forward which could provide a service based on need.</p> <p><u>Positive Impact</u> The proposal is to provide a service to those who have a need for it irrespective of the type of accommodation they live in and therefore more people who are assessed as vulnerable will benefit from the service.</p> <p><u>Negative Impact</u> For those people currently in sheltered housing who have become accustomed to the current type of interaction with scheme managers there may well be a consideration that there is a reduction in service provision. However, the policy does not discriminate against people based on the age characteristic as the assessment will be a needs based approach and therefore those assessed as being vulnerable (either temporarily or permanently) will be provided with housing support. In addition, a visiting service has been offered to those in sheltered housing to mitigate the impact of the removal of the morning call service. A key safe will be provided to any tenant who considers they will need access for the emergency services (which is currently provided by the Out of Hours Scheme Managers).</p>
<b>Disability</b> (people with physical / sensory impairment or mental disability)	Yes	<p>There is an expectation that some tenants will develop physical/sensory or mental impairment through increasing age. Of the current tenants in sheltered housing 73 have been assessed as having some sort of vulnerability. The numbers in general needs</p>

		<p>accommodation are not known as currently these tenants are not visited on a regular basis.</p> <p><u>Positive Impact</u> The service will be able to assist those people living in general needs accommodation who through increasing age are living with disabilities, and an enhanced housing management service can be provided to ensure that they access relevant services for their needs. A support service will continue to be offered to those tenants in sheltered accommodation who are considered to be vulnerable.</p> <p><u>Negative Impact</u> For those whose increasing age means they become vulnerable there should be no negative impact as the service will be provided.</p>
<b>Gender reassignment</b> (the process of transitioning from one gender to another.)	No	<p><u>Positive Impact</u></p> <p><u>Negative Impact</u></p>
<b>Marriage &amp; civil partnership</b> (Marriage is defined as a 'union between a man and a woman'. Civil partnerships are legally recognised for same-sex couples)	No	<p><u>Positive Impact</u></p> <p><u>Negative Impact</u></p>
<b>Pregnancy &amp; maternity</b> (Pregnancy is the condition of being pregnant & maternity refers to the period after the birth)	No	<p><u>Positive Impact</u></p> <p><u>Negative Impact</u></p>
<b>Race</b> (ethnicity, colour, nationality or national origins &	No	<u>Positive Impact</u>



including gypsies, travellers, refugees & asylum seekers)		<u>Negative Impact</u>
<b>Religion &amp; belief</b> (religious faith or other group with a recognised belief system)	No	<u>Positive Impact</u> <u>Negative Impact</u>
<b>Sex</b> (male / female)	No	<u>Positive Impact</u> <u>Negative Impact</u>
<b>Sexual orientation</b> (lesbian, gay, bisexual, heterosexual)	No	<u>Positive Impact</u> <u>Negative Impact</u>

Whilst <b>Socio economic</b> disadvantage that people may face is not a protected characteristic; the potential impact on this group should be also considered	Yes	<p>The allocation of social housing is for those people who could be considered to already be disadvantaged. The allocation of social housing is not dealt with by this policy change as it only affects those people who have already accessed social housing, however, older people who are no longer working could be considered to be increasingly disadvantaged.</p> <p><u>Positive Impact</u> - those people who require more assistance through housing related support will be assisted.</p> <p><u>Negative Impact</u> – there should be no negative impact as the service will be based on needs.</p>
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**What evidence has been used to assess the likely impacts?** (e.g. demographic profiles, research reports, academic research, benchmarking reports, consultation activities, staff surveys, customer surveys, public surveys, complaints, grievances, disciplinary cases, employment tribunal cases, ombudsman cases, media reports)

As above a systems thinking review has been undertaken by the sheltered housing staff. A small team was formed in September 2015 to carry out the review which as previous initially analysed 2300 customer demands and followed what actually resulted from them. This check phase found that there was a significant amount of duplication in the way the service is currently delivered with a standard service provided to any resident in sheltered housing irrespective of need. Redesigning the service is still ongoing but will include individual discussions with all residents in sheltered housing, as well as visits to older people in general needs accommodation.

**What resource implications are there to deliver actions from this EIA?** (Quantify: people, time, budget, etc.)

The actions will be delivered by the existing sheltered housing team.


**Outcome following initial assessment**

Does the activity have a <b>positive</b> impact on any of the protected groups or contribute to promoting equality, equal opportunities and improving relations within target groups?	Yes	More older people will be assisted than those simply living in sheltered accommodation.
Does the activity have a <b>negative impact</b> on any of the protected groups, i.e. disadvantage them in any way.	No	All older people with a need for housing based support will be assisted once identified.

Decision following initial assessment			
Continue with existing or introduce new / planned activity	Yes	Amend activity based on identified actions	No

Action Plan (Has the EIA identified any positive or negative impact on any of the protected groups which requires action? E.g. adjustments to the approach or documents, changes to terminology, broadening parameters of policy, etc. If so record any actions to be undertaken and monitored)			
Impact identified	Action required	Lead Officer	Deadline
The service will be changed to incorporate a floating support service for older tenants in general needs housing.	Staff consultation on revised working. Review of working practices to incorporate a method of identifying needs of tenants living in general needs accommodation	Penny Gallagher/Becky Pearce	September 2017

Monitoring & Review	
Date of last review or Impact Assessment:	N/A
Date of next 12 month review:	March 2018
Date of next 3 year Impact Assessment (from the date of this EIA):	March 2020

Date EIA completed:	8 March 2017
Signed by Person Completing:	

<b>Date Sent to HR and Equalities Team:</b>	8 March2017
<b>Approved by Head of Service:</b>	N/A

NB – The original signed hard copy & an electronic copy should be kept within your Department for audit purposes. Send an electronic copy to the OD Officer in HR & Development. Also, please complete the summary document overleaf. This will be included on the Council's website.

The EIA Toolkit provides guidance on completing EIAs & HR&D can provide further advice.

# Crawley Borough Council Equality Impact Assessment



Completed Equality Impact Assessment	Key findings	Future actions
<p><b>Directorate / Division:</b></p> <p><b>Function or policy name:</b></p> <p><b>Officer completing assessment (Job title):</b></p> <p><b>Date of assessment:</b></p>	<ul style="list-style-type: none"> <li>• Crawley Homes</li> </ul> <p>Sheltered Housing</p> <p>Karen Dodds Head of Crawley Homes</p> <p>17 January 2017.</p>	<ul style="list-style-type: none"> <li>• Implementation of systems thinking re-design</li> </ul>