

TO: EXECUTIVE  
21<sup>ST</sup> JULY 2015

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**TENDERING FOR HOUSING RELATED SUPPORT SERVICES  
FOR OLDER PEOPLE  
Director of Adult Social Care, Health and Housing**

**1 PURPOSE OF REPORT**

- 1.1 Executive is asked to consider the approach to procuring housing related support services for older people.

**2 RECOMMENDATIONS**

- 2.1 That Executive is asked to agree that subject to consultation:**

**2.1.1 A contract is let to procure a housing related support service assessment;**

**2.1.2 A contract is let to procure housing related support services on a floating / peripatetic basis;**

**2.1.3 That the specification of housing related services is reviewed;**

**2.1.4 That consultation takes places to inform the approach to the above procurement.**

**3 REASONS FOR RECOMMENDATIONS**

3.1 The legacy supporting people housing related support contracts come up for renewal from March 2016. Therefore, an opportunity exists to review the approach procuring housing related support services to ensure that services are targeted at the most vulnerable and achieve value for money.

3.2 The approach proposed in this report, subject to consultation, supports the Council's role in promoting community leadership and achieving value for money.

**4 ALTERNATIVE OPTIONS CONSIDERED**

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4.1 An alternative option would be to maintain the current approach to procuring housing related support for older people. This would miss the opportunity to target resources to provide housing related support to those in greatest need. In particular it would hamper the ability to direct resources to support older people in extra care housing as part of the Older Person's Accommodation and Support Services Strategy. As more extra care housing is developed in the Borough it will be necessary to redirect resources to wards such schemes and away from households that need lower levels of support. Moving towards an approach which assesses need and costs the support on a peripatetic basis will enable more costs effective packages to be established across agencies providing support to a household. Moreover, it will allow complimentary services to be added into housing related support or for housing

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related support to be included in other services thus providing a more economic service provision but also a single services provider for customers.

### 5 SUPPORTING INFORMATION

- 5.1. The following table sets out the current housing related support provided in the Borough for older people:

<b>Provider of service</b>	<b>Cost of service £</b>	<b>Customers receiving service</b>	<b>Average price £ per customer</b>
Bracknell Forest Homes	202,000	122	1,655
Hanover	3,800	25	152
Housing 21	4,300	21	204
Guinness	20,000	35	571
Total	230,100	203	

The above table is the cost of the service for those who are in receipt of housing benefit and thus receive the Supporting People subsidy to help pay for the housing related support services. There will be a number of households in each scheme who fund the housing related support service themselves from their own income as their income is above the level at which they are eligible for housing benefit.

- 5.2 At present the assessment of the housing related support service requirements of customers is undertaken by the provider of services. As there is a need to migrate resources to those households with the higher housing related support needs it is recommended that the assessment is separated out of existing contracts into a stand alone assessment function. The assessment function will be two fold, firstly to assess customers for accommodation specifically provided for older people to agree the level of housing related support the new customer needs and secondly to review the support provided to existing customers. In the later case if the level of support currently provided is above the assessed need then the assessment function will include signposting to appropriate agencies if the level of support is to be reduced or removed.
- 5.3. Appendix A contains the current specification for housing related support services. It also includes those services that it is proposed to offer to contract. In essence, housing related support services which are close to a housing management functions have been removed. The expectation is that landlords will wish to provide those services to their customers so as to ensure they are able to enjoy the full benefit of their tenancy. It may prove economic to include other services that complement housing related support to contract at the same time if timing allows.
- 5.4. It is recommended that the housing related support services are provided for the customers with the highest level of need. Those customers will live in various locations across the borough and will not be restricted to living in a home rented from a registered provider. Therefore, it is recommended that a contract is tendered on the basis that a floating or peripatetic service is provided. Such an approach may cause anxiety for customers who currently have access to a dedicated support service provided by a warden nominated to their scheme. However, the service specification will require the provider to maintain a named worker for the customer of the services. If the customers are dispersed there may be an impact on the amount of travelling time that will be costed into proposals from providers.

- 5.5. Executive is asked to consider a new approach to procuring housing related support services for vulnerable people. It is recommended that the new proposed approach is subjected to consultation with both the current providers of services as well as customers of the housing related support services. It is anticipated that consultation will be concluded by September 2015 so as to allow sufficient time to offer the services to tender and enter into new contracts by April 2016.

## **6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS**

### Borough Solicitor

- 6.1 The relevant legal provisions are addressed within the main body of the report.

### Borough Treasurer

- 6.2 The relevant financial provisions are contained within the report.

### Equalities Impact Assessment

- 6.3 A full equalities impact assessment will be undertaken following consultation responses.

### Strategic Risk Management Issues

- 6.4 There is a risk that Transfer Undertaking Protection of Employment (TUPE) will apply to those staff currently engaged on the provision of housing related support services. This will be investigated and determined prior to offering any services to tender.

## **7 CONSULTATION**

### Principal Groups Consulted

- 7.1 Consultation will take place with customers of the existing services, providers of current services and the wider community.

### Method of Consultation

- 7.2 Consultation will take place via one to one meetings with customers and services providers as well as via correspondence and on-line consultation.

### Background Papers

None

### Contact for further information

Simon Hendey, Adult Social Care, Health & Housing - 01344 351688  
simon.hendey@bracknell-forest.gov.uk

**Housing related support services April 2012 and proposed extent of services to be tendered.**

Task	Current housing related support Activities	Proposed housing related support activities.
<b>Help Maintaining safety and security of the dwelling</b>	<p><i>Security</i></p> <ul style="list-style-type: none"> <li>• Staffing where required to monitor or restrict access to certain individuals, or where health and safety requires more than one member of staff to be on duty due to the nature of client group.</li> </ul> <p><i>Safety</i></p> <ul style="list-style-type: none"> <li>• Advice and assistance in relation to the safety and security of accommodation</li> <li>• Advice on how to report and arrange repairs or home improvements</li> <li>• Support to arrange for adaptations to cope with disability, improve mobility</li> <li>• Arranging for repairs and alterations where this is a service provided by an HIA or Handyperson service</li> <li>• Provision of minor repairs and installation of minor adaptations where this is provided by a Handyman service</li> <li>• Help establishing personal safety and security with regard to the dwelling</li> </ul>	<ul style="list-style-type: none"> <li>• Help establishing personal safety and security with regard to the dwelling</li> <li>• Support to arrange for adaptations to cope with disability, improve mobility</li> <li>• Arranging for repairs and alterations where this is a service provided by an HIA or Handyperson service</li> <li>• Provision of minor repairs and installation of minor adaptations where this is provided by a Handyman service</li> </ul>
<b>Help in setting up and maintaining a home or tenancy</b>	<p><i>Legal and financial</i></p> <ul style="list-style-type: none"> <li>• Signposting service users to legal advice on occupancy matters</li> <li>• Support to prevent and or resolve housing debts or other debts that impinge on ability to pay for housing and or move into more suitable accommodation</li> <li>• Help with budgeting/debt advice</li> <li>• Signposting to specialist debt management services</li> <li>• Advice on claiming welfare benefits</li> <li>• Support to develop life skills to avoid neighbour disputes and or deal with such situations</li> </ul> <p><i>Day to day occupancy matters</i></p>	<ul style="list-style-type: none"> <li>• Support to prevent and or resolve housing debts or other debts that impinge on ability to pay for housing and or move into more suitable accommodation</li> <li>• Help with budgeting/debt advice</li> <li>• Signposting to specialist debt management services</li> </ul>

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Task	Current housing related support Activities	Proposed housing related support activities.
	<ul style="list-style-type: none"> <li>• Advice in relation to ensuring connection to utilities</li> <li>• Risk assessment with regard to housing issues and maintenance of the tenancy</li> <li>• Support to enable service users to move to more appropriate accommodation</li> </ul>	
<p><b>Advice, Advocacy liaison and personal tasks</b></p>	<p><i>General</i></p> <ul style="list-style-type: none"> <li>• Signpost to other services e.g.               <ul style="list-style-type: none"> <li>○ legal services</li> <li>○ local community organisations,</li> <li>○ health / social care</li> </ul> </li> <li>• Signposting to culture specific services               <ul style="list-style-type: none"> <li>○ legal services or</li> <li>○ health or treatment services</li> <li>○ social and cultural organisations</li> </ul> </li> </ul> <p><i>Personal Welfare</i></p> <ul style="list-style-type: none"> <li>• Monitoring of health and well-being for the purposes of signposting and or alerting other services</li> <li>• Liaising with health or social care agencies</li> <li>• General advice on behaviour required e.g.               <ul style="list-style-type: none"> <li>○ adhering to tenancy conditions</li> <li>○ avoiding anti-social behaviour</li> <li>○ staying safe from harm</li> </ul> </li> <li>• General emotional support</li> </ul>	<ul style="list-style-type: none"> <li>• Monitoring of health and well-being for the purposes of signposting and or alerting other services</li> <li>• Liaising with health or social care agencies</li> </ul>