



<u>Committee and Date</u>
<b>Health &amp; Adult Social Care Scrutiny</b>
DATE – 29.01.2018

<u>Item</u>
<u>Public</u>

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## 1. Summary

- This report sets out the current context relating to demands placed upon Adult Social Care and the links this has with Independent and Supported Living options in the County.
- It focuses on the current situation across Shropshire in terms of tenure, housing type and how this relates to affordability and lifetime homes as well as exploring future options, planned developments and innovative projects relating to Assistive Technologies and the benefits brought about through the use of this.

## 2. Recommendations

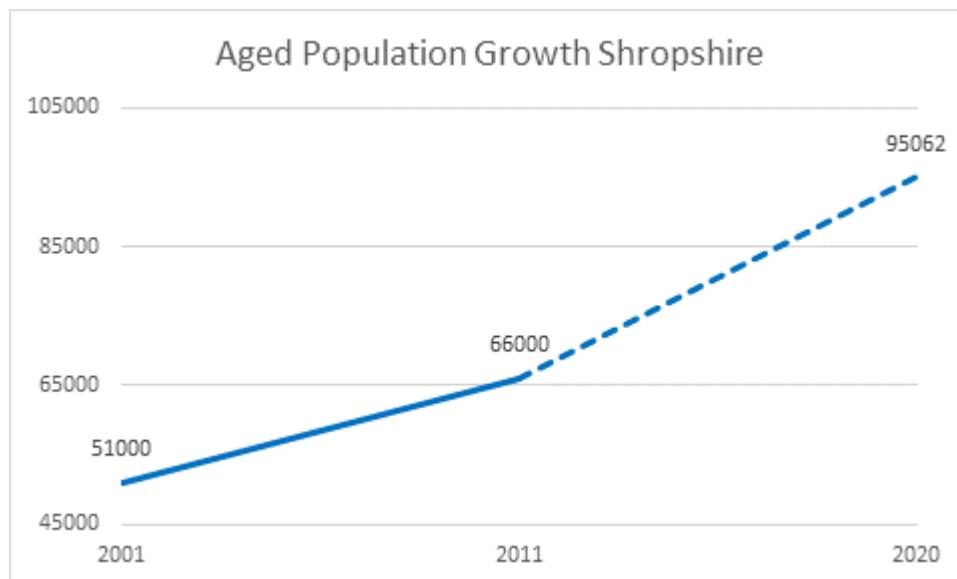
- This report is for information and discussion purposes only.

## REPORT

## 3. Context

- Nationally, it is recognised that there are significant opportunities to integrate housing initiatives with both Adult Social Care and Health. Further to this, it is recognised by partners in Shropshire that housing and housing support services have a significant role in the health and social care economy of the County.
- Housing related services are a key part of reducing the risk of people needing access to more costly interventions. This means there is a need to target and prioritise those people most at risk and to make best use of partnerships with other agencies who have the same aims.
- The demand for Adult Social Care rises each year with people living longer and more individuals living with complex and long-term conditions. Shropshire Council's Adult Social Care Strategy focuses on promotion, maintenance and enhancement of people's independence so that they are healthier, stronger, more resilient and less reliant on formal social care services.

- As of 2012, there were 66,000 people aged 65 and over, living in Shropshire. This is an increase of 30% since the last census of 2001 (which recorded a population of 51,194 aged 65 and over) and indicates a significantly greater growth than that experienced by England and Wales as a whole (10.9% increase in those aged 65 and over from 2001-2011). By 2020 it is predicted that more than 25% of the population of Shropshire will be aged 65 and over. It is clear, therefore, that Shropshire has a distinct ageing population. In contrast, the number of children aged 0-14 decreased by 2.2% from 50,328 in 2001 to 49,200 in 2011. This compares to a 0.3% decline in the region and a 0.7% increase in England and Wales. This highlights the issue of Shropshire's aging population as a potential issue that requires immediate attention.



- As we grow older, people's attitudes to their care and wellbeing are changing. There is an increase in people expressing greater choice about remaining independent in their own homes and communities. We want to enable people's aspirations to flourish, whether those aspirations are to cook their own meals, go shopping or find employment. Delivering these objectives will help prevent a dependency on care services enabling people to live as independently as possible, with minimal intervention from our services.

#### 4. Current Situation

- The issue of affordable housing is the greatest housing challenge for a generation and a profound national issue. It is most acutely felt in large rural areas where household income is low, job opportunities restricted, house values are high and the supply or provision of smaller cheaper forms of accommodation are scarce. These are the challenges Shropshire face as one of the largest rural Local Authorities in England.
- Shropshire Council recognises these issues and appreciates the need to develop the range, type and location of housing available for the residents of Shropshire. This will in turn enable better choice and therefore a greater degree of independence.

- During 2016/17, over 200 extra care units, specially adapted dwellings and retirement living apartments and bungalows were completed. Of these, 105 were affordable and the Council helped fund. Additionally, there are a number of open market and affordable extra care housing schemes currently on site or in the planning stage.
- Further to this there have been a number of highly successful community schemes, where the community, in partnership with a housing association and the Council, have designed an affordable housing scheme to specifically meet the housing needs of their communities. These schemes have provided a selection of general needs bungalows, specially adapted bungalows and general needs 2, 3 & 4 bed affordable housing.
- A key part of the current review of the Local Plan is to plan effectively for the right scale of housing, the right type of housing and ensure this is in the most appropriate locations. The Local Plan Review will establish a new housing requirement for the period 2016-2036, and set out clearly how this growth will be distributed across the county.
- It is clear from recent experience and our current and future demographics, that there is a growing requirement to better reflect local need for particular types and tenures of housing. Shropshire Council is already working closely with communities and parish councils across Shropshire to collect better quality local housing needs information. The Local Plan review will provide an opportunity to modify existing planning policies to help developers to respond more positively to evidence of local needs.

## **5. Future Work Streams and Plans**

- When planning for the future it's important to take into account not only the needs of Shropshire's residents going forward but also personal aspirations and desires. We need to 'think outside the box' and look at how we can meet what an individual wants rather than what is easy to do! There is an overarching need to focus on future planning and prevention rather than reactive and crisis management.

### Housing Needs Assessment

- Shropshire Council is in the process of undertaking a housing needs assessment. This exercise will look at the specific needs of our residents to ensure what we are doing is what is needed. This plan is a requirement by all Local Authorities when supported housing funding changes in 2020, but we recognise the importance and significance of doing it now.

### Housing Support Contracts

- Encouraging independence and independent living is all too often focused on the older generation. Shropshire recognises that the need for independence and support to maintain this affects a variety of clients across the County. Housing Services are in the process of reviewing, with partners, all support and prevention contracts to ensure that the contracts focus specifically on prevention and the need to increase and promote independence for those most in need.

- The contracts currently provide support for vulnerable clients across all tenures and this will continue. However, it is imperative that we ensure that the correct support is getting to those most in need and that we are maximising the impact of the contracts we fund. We are therefore looking to redesign this option of support specifically round Housing, Health and Social Care need.
- Further to this, we have recently commissioned 3 Independent Living Workers whose aim is to work with the most vulnerable clients, exploring change management behaviour through intensive support. The type of clients referred to these workers are those found to be hoarding, those with learning disabilities and mental health issues and those with complex multiple issues that stretch further than just the need for independent or supported living.

### Supported Housing Projects

- Shropshire has seen a decline in the number of supported housing projects over recent years, not due to a lack of funding, but due to providers changing their business models and focus of their services.
- In response to this, Shropshire Council has purchased a supported housing project in Oswestry for young people aged 16-30, which will be run via STARH. The aim is to provide short term (6-12mths) supported housing with a clear pathway into move on accommodation with ongoing support through the STARH stock in this area.
- It is recognised that a lack of one bedroom accommodation available for move on in both social and private sectors has led to a lack of young people being able to move onto suitable accommodation and therefore being reliant on temporary accommodation options. Our response to this is to place a greater emphasis on shared housing options, making move on into independence an affordable, stable and suitable option for those aged under 35.
- Further to this, in order to maximise the resource we have for those most in need we are working towards a single gateway referral process for all supported housing. At present clients can self-refer to Council funded projects, allowing those not necessarily known to services to obtain placements. The aim is to utilise the data from the Housing Needs Assessment, as well as day to day case work to ensure that the Council is aware of the client groups most in need, who is placed where and who requires a placement, therefore maximising a limited resource.

### Supported Living

- Shropshire Council has a strong focus on providing opportunities for people with Learning Disabilities to live independently. The Adult Services Supported Living Team aims to build support around each individual's needs and strengths and provide them with the opportunity, if they choose, to have their own home and tenancy.
- Current commissioning of suitable accommodation from both social and private landlords, aims to reduce the number of placements into residential care as well as identifying adults who may be in a position of risk in the community or coming out of educational placements or hospital. A group of 26 individuals have been identified to move into new schemes early in 2018 with the team working with a further 80 long term households.

- Shropshire Council is also in conversation with a number of registered providers to determine whether it is possible to link up the care provided to clients. For example, utilising 4 properties next to each other, for 4 clients who require 24 hour care. This would enable only 1 carer to sleep in to cover all 4 individuals. We acknowledge that not everyone who needs 24 hour care would be suitable for this option, but for those that are, there could be significant savings to Adult Social Care whilst clients are still provided with the care they need, in an environment they have chosen, whilst retaining an independence in their own property.

### Extra care Housing schemes

- Extra Care Housing bridges the gap between the high level need of residential care and those lower level schemes known as 'sheltered housing'. It operates as an independent living scheme, allowing residents to move in with a minimal amount of care, and step this up as needs increase.
- Shropshire Council Housing Services and Adult Social Care are currently piloting a hospital discharge pilot project utilising 4 beds. The beds operate as a mid-way point between someone being medically fit for discharge from hospital but unable to return home. Examples of why a client cannot return home even though they are fit for discharge are a need for adaptations in their home or a care package to be in place before they can return, or some confidence building for them or a carer before they return.
- Historically, the options available was for a client to remain in hospital taking up a precious resource or to be placed into an expensive unnecessary residential care bed.
- The Step Down Beds have been operating for approximately 3 months and have taken in excess of 10 clients to date. The aim is to expand this scheme across the county, utilising sites in Shrewsbury, Ludlow and Whitchurch. The ability to place someone back in their local area and enable them to link back up with their support networks will be invaluable.
- In practical terms, this project brings about savings to both Adult Social Care and Health through the reduction in the use of unnecessary hospital or residential care beds. But, we must also bear in mind the savings to society through a decrease in individuals facing unnecessary institutionalism and therefore reducing their ability to be independent.
- We are also in the process of exploring the option of Step Up Beds, where GP's utilise bedspaces in extra care schemes rather than unnecessary admittance to hospitals. The overall benefits are the same, encouraging independence rather than reliance or dependency as well as ensuring those who need care are able to access it.

### Discretionary Housing Assistance Grants

- Local Authorities currently have a statutory duty to provide Disabled Facilities Grants (DFG) to anyone who is eligible and in need. Examples of work completed via a DFG are widened doors and installation of ramps; improved access to rooms and facilities - eg stairlifts or a downstairs bathroom; provision of a suitable heating system and adaptation of heating or lighting controls to make them easier to use.
- The Local Authority needs to be happy that the work is necessary and appropriate to meet the disabled person's needs as well as reasonable and can be done. The maximum funding available is £30,000.

- The Ministry for Housing, Communities and Local Government significantly increased the amount of funding available for adaptation works as well as relaxing the criteria and encouraging the expansion of discretionary grant options.
- Housing Services are currently working in conjunction with Adult Social Care and Health colleagues to develop a range of discretionary grants looking to assist more clients assessed as being in need. The focus is to fill the gap where people are unable to meet the criteria for the mandatory DFG but are still clearly in need. The use of discretionary grants also allows work to be fast tracked where needed and therefore completed quicker. This is imperative in end of life cases.
- Examples of Discretionary grants are to assist those with a high contribution but no savings or those in hospital and fit for discharge but requiring work at their property before they can return home.

### Safe & Wellbeing Visits

- Shropshire Fire and Rescue Service are working in conjunction with Housing Services, Public Health and Adult Social Care via the Healthy Lives initiative to develop the safe and wellbeing visits piloted in Oswestry. Using a number of different data sources we are overlaying information to source those most vulnerable and in need. Key indicators are those known to services, those who are vulnerable due to a mental or physical health issue, those at risk of falls, frequent attendees at hospital or those known to have a property in bad condition.
- Housing Services are working to develop the data available via the Housing Register, CareFirst and initiatives such as HOLD, resettlement of refugees and the Aerial Imagery Survey Data to provide lists of key individuals to the fire service who can then attend and assess their wellbeing. Pathways have been developed within the Council to ensure identified individuals are then offered the support required to improve or change their situation.
- The visits can have a significant impact on a person's health and wellbeing which consequently has a knock on effect on Health and Social Care services. The visits allow access to people who would otherwise have not asked for assistance, but who have been identified as at risk.
- There is also a positive impact societally through the improvement of peoples' health and their living environment ie, resolving hoarding and or filthy and verminous issues within properties. The visits will also assist in identifying when assistive technology might be of help.
- More information on these visits can be viewed here - [https://www.youtube.com/watch?v=l1Xaz\\_HjxxA&feature=youtu.be](https://www.youtube.com/watch?v=l1Xaz_HjxxA&feature=youtu.be)



## Home Ownership for Clients with Long Term Disabilities (HOLD)

- Following a successful bid by Housing Services for £2.4m of grant funding via the Department of Health, this project helps those with a long term disability to purchase a property through shared ownership.
- The funding enables the Council to fund fees and the deposit on suitable properties as a second charge. This enables people who otherwise would have been unable to purchase a property to do so, as well as safeguarding the council's investment to be returned at a later date.
- The project works with those clients identified by Housing and Adult Social Care as having a need to move into independent living eg, they have aging parents who currently care for them. By moving clients into suitable and long term accommodation at a planned point in time, and adapting the property to meet their future needs, this project aims to reduce the amount of clients requiring respite or full time placements in residential care. It also promotes independence and reduces last minute crisis placements. The project allows clients to choose where they purchase a property, reducing the number of arrangements away from an established support network and greatly increasing the success of the placement.
- To date we have successfully completed on 3 purchases with an identified 22 further purchases in the pipeline. We have a number of registered providers on board to assist with the purchases as well as designated pathways to specific Council services.
- It's argued you cannot put a monetary value on happiness but if you could ...!



## The ONE Scheme

- This proposed development, led by Shropshire Council, aims to build, on Shropshire Council owned land, 50 high tech / high spec mixed tenure bungalows. There will be a mixture of 10 Lifetime Reserve Homes as well as 20 for rent and 20 for sale. The Development will be designed from the ground up to support the needs and aspirations of residents.
- A full package of tailored care will be available, with the homes working alongside residents to assist them to live happier and healthier lives. The model will allow them to be financially better off and independent for longer.

- Each property will be factory built, aesthetically desirable and have health and social care technology woven into the fabric of the building to ensure it is non-invasive. Advanced low carbon energy technology will be used to minimise energy costs.
- The scheme will act as a living laboratory, monitored and analysed in partnership with University Centre Shrewsbury. The 10 Lifetime Reserve properties will trial a new type of housing lease, 20 properties will be kept for rental income, and 20 sold to cover the majority of capital costs. Initial specifications and 3D designs will be completed by the end of February 2018.



### Other Shropshire Council development

- The Council is looking into the most appropriate options in regard to progression of housing schemes in order to utilise upwards of twenty sites across the county identified for potential development.
- It is widely agreed that private developers do not always work to meet the needs of a Local Authority. By becoming developers ourselves, Shropshire Council can define the tenure and type of properties built based on our needs assessment and understanding of local demand.
- There are a number of families currently known to the Occupational Therapy team and Housing Services, whose needs cannot be met via current social housing stock. The properties they need do not exist nor are they financially appealing to private developers. But as a Local Authority we have a duty of care to these families and a duty to provide them with suitable and stable accommodation. By developing ourselves we can meet our own need rather than being reliant on private developers.
- It is key that issues of rurality are taken into account and it is recognised that not all new developments should be placed in the larger urban areas of the County. Developing options that invite interest from working age residents (ie, key worker housing) will assist with providing the services required within Shropshire as well as ensuring economic growth.
- As a Local Authority, we should be encouraging private developers to follow our lead and we should be promoting Best Practice Building Design through our Planning System.

### Repurposing Consumer Technology

- This is an ambitious project aimed at maximising the benefits from advances in everyday consumer technology rather than relying on traditional and expensive specialist technology. This project will shortly launch its first Living Laboratory (see below).



- Using an 'intelligent voice-activated personal assistant', a range of digi-health equipment and other consumer tech; the Living Laboratory will begin with a nursing home, a local GP Practice and a group of residents living in sheltered accommodation. The hope is that we will be working with Age UK to provide ongoing support for residents.
- One of the major benefits with using everyday consumer technology is that it is constantly being improved with new features and with everyday use it becomes familiar and comfortable. Other members of the family will recognise the devices, making them relatable to others, as well as being part of everyone's household, not just those requiring care and support.
- It is intended to be an ongoing long-term project, becoming increasingly ambitious. Early objectives include improving communications, improving access to services and making life around the home a little easier.
- Examples of how it can help include; connecting by video to friends, family and local GP; listening to music and audio books; viewing photos; ordering shopping; turning on lights; controlling room temperature; seeing who is at the front door; accessing Council services, reminders for medication, monitoring health remotely and alerting help in emergencies.
- There is also an aim to explore the ability for this technology to help those younger individuals living independently for the first time such as care leavers.

### Living Laboratories

- Working with the University Centre Shrewsbury, as well as individuals in our communities, the intention is to create a number of Living Laboratories to research, develop and test ideas, products and services.
- We currently have plans for 2 Living Laboratories – one in the north and one in the south of the County. The Laboratories will explore the extent to which we can utilise technology and how we encourage and educate individuals to use it and be comfortable with it.
- The Laboratories will operate as places where individuals can trial technology, meaning it is recognisable if required in the future. We are also working with a housing provider to design the technology directly into a new build development so it can be used as and when required rather than as a retro fit.
- A large aim of this project is to ensure that those in more rural aspects of the County are able to access technology in their homes allowing them to remain where they want rather than having to be placed where the services are.
- Ultimately the goal of this project is to bring services to individual rather than individuals to the service.

### Tech Severn 2018

- In November 2017, Housing Services successfully organised and ran the conference Tech Severn Seed. The aim of this event was to introduce some of the projects discussed in this paper, as well as have a networking event for providers.
- Tech Severn Seed was an outstanding success, forming the introduction to a 2 day event in 2018 named Tech Severn.
- Tech Severn, to be held in Theatre Severn, is an innovative event in partnership with the public sector, private sector, education, public and central government. With guest speakers, tech Challenges and awards for professionals and the public, the aim is to raise the profile of Shropshire as a hub for innovation.

- The event aims to showcase technology on offer and the various options available to people now and in the future. It will be the vehicle to promote both local innovative businesses as well as national and international enterprises.
- The event will demonstrate how Shropshire wants to retain, grow and attract industry, with particular emphasis on enticing the younger generation to remain in their home county.



TECH SEVERN

July 17-18  
2018

#### Four Centres of Excellence

- Housing Services, Adult Social Care and Health are keen to promote the Four Centres of Excellence within Shropshire.
- The Four Centres encompass the projects discussed in this paper, as well as our future plans and developments. They will focus on - Assistive Technology, Digi-Health Technology, Eco Technology and Modern Methods of Construction.



Assistive-Tech



MMC



Digi-Health



Green-Tech

## 6. Conclusion

- Services and roles provided by Local Authorities, along with how they are delivered, is changing. In order to meet the needs of our residents we need to explore different and unchartered options. Shropshire Council needs to adapt the way in which things are done whilst ensuring we still meet the demands of our County. The projects described within this report are the beginning but make up a much needed starting point for development of Shropshire's future resilience.

<b>List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)</b>
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<b>Cabinet Member (Portfolio Holder)</b> Cllr Lee Chapman
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<b>Local Member</b> Covers Shropshire County area
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<b>Reference's</b>
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