



Health and Wellbeing Board
Meeting Date: 23rd October 2015

ADULT SOCIAL CARE, HEALTH AND HOUSING - UPDATE

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1. Summary

This update report has been written to provide the Health and Wellbeing Board with an overview and direction of travel of partnership working between Adult Social Care, Health and Housing.

It is also intended to inform future discussion on collaborative working, encourage the identification of new opportunities, efficiencies and innovative solutions to improve services for the people of Shropshire.

2. Recommendations

This report is a briefing document, for information only, and requires no formal decision.

REPORT

3. Risk Assessment and Opportunities Appraisal

N/A.

4. Financial Implications

N/A.

5. Background

Since the beginning of February 2015, Shropshire Council's Community Housing Services resides within the Adult Social Care Directorate, and sits within the responsibilities of the Head of Adult Social Care (Operations).

The opportunities and links between Adult Social Care, Health and Housing are clearly recognised, and an extensive programme of change is currently underway.

6. Additional Information

The following provides an overview of a number of the projects and work being undertaken as part of that programme of change.

- A simple 'Hospital Discharge Form and Guide' was created for those of no fixed abode. A series of Awareness Sessions and Briefings have been carried out between Housing and ICS Teams. There is now a dedicated Senior Housing Officer co-ordinating this activity with a single contact number. This approach has proven highly successful, including a number of instances where permanent homes were sourced immediately. A formal protocol will be written to further strengthen collaborative working.
- A Hospital Discharge Bungalow in Shrewsbury is to be adapted and fitted with the latest assistive technology. A Pathfinder project between ICS, Housing Services and Severnside Housing is underway, which will be used for interim temporary accommodation, assessment of need, and as a Show House for aids, adaptations and assisted technology.

There is potential for this model to be duplicated throughout Shropshire.

- The county's leading Registered Providers are currently reviewing all of their Sheltered Housing stock to inform future strategic decision making.
- A number of Schemes are in development, between Shropshire Council and local housing providers, specifically for adults (under 65) with learning and physical disabilities. In addition, a number of Extra Care Schemes are in development, helping to provide more appropriate and sustainable alternatives to residential placements.
- The Occupational Therapy Service has physically moved closer to Community Housing Services, sharing office facilities, with management and decision making being centralised. A review and ongoing redesign of the service has led to significant improvements in service delivery and processing times.

The waiting list and waiting times have reduced significantly. The number of people waiting assessment has reduced by over 89% since April 2015.

- The Private Sector Housing Team has integrated and streamlined processes with Occupational Therapists, the Home Improvement Agency and Registered Providers. This has led to an increase in committed funding for Disabled Facilities Grants and quicker processing times.
- Shropshire HeatSavers, a collaboration between Public Health, Private Sector Housing, Age UK, Marches Energy Agency and Npower, has seen great success over the past four winters. It is operated using a simple referral procedure and hosted by the Private Sector Housing Team. To date, interventions through the HeatSavers Scheme to address the hazard of Excess Cold have resulted in savings of £120,000 to the NHS and over £300,000 savings to wider the public expense. These savings accumulate as on-going savings year on year. Over the last 4 years the accumulated savings for the NHS and public purse are over £1.5m from a total investment of £212,000.

- Shropshire HomePoint, the county's Partnership Choice-Based Accommodation Scheme was brought back into Community Housing Services in 2014.

Following an 18 month development programme, involving the introduction of a new Allocations Policy and implementation of innovative business systems, record performance is being achieved.

In a recent benchmarking exercise against 20 other comparative and leading choice-based lettings schemes, the Service was top, with processing times averaging only 1 working day.

Other improvements include; a new Shropshire Mutual Exchange Register advertising exchanges for landlords across Shropshire and a Social Housing Property Register allowing providers to update information on their property stock including aids and adaptations.

- There is agreement between Adult Social Care, Housing and Registered Providers to make direct referrals. The Allocations Policy is currently being amended to award Social Care referrals Priority Status, or where suitable, a Direct Match into a suitable property.
- Community Housing Services have introduced a suite of Performance Dashboards to monitor performance. They are currently investigating systems to provide these in real-time and to automatically share with Partners.
- The Housing Options Service has brought its teams together, efficiently operating centrally from Shrewsbury ensuring full coverage of the county using partner hubs and a new service which visits vulnerable applicants directly.
- Housing Support Contracts are largely provided by 2 collaborative consortia, The Sustain Consortium and Shropshire Support Partnership, and include around 20 providers. These contracts are currently under extensive review in preparation for retendering.
- Contracts for the Home Improvement Agency, HandyPerson Service and Independent Living Partnership are also under review. A 'Workshop' event is being planned for key stakeholders to review how services are provided and to investigate innovative solutions for future collaborative delivery.

7. Conclusions

The past 9 months has seen the start of significant transformation within Housing Services, and operational relationships continue to build and develop across Adult Social Care, Health and Housing.

It is recognised, across the economy, that increasing demand and reducing financial resources, is driving the need for partnership working and collaborative innovation. The purpose of this document is to provide a broad summary of key activity to date, and is intended to inform discussion around future collaborative opportunities, and encourage the identification of further efficiencies and innovative solutions that will improve services provided for the people of Shropshire.

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| List of Background Papers None. |
| Cabinet Member (Portfolio Holder) N/A. |
| Local Member N/A. |
| Appendices None. |