

Final Report

Department: Business Unit

Focus Area: Mobile Housing Related Support to the Private Sector

Department providing service: Home Safeguard

Date: 3 April 2009 (Draft 1)

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Job Title: Floating Support Coordinator

Project
To research the housing related support need of vulnerable people living in non-sheltered accommodation. This is an opportunity for East Devon District Council to provide support to clients enabling them to live independently in their own home without the need to move to more suitable accommodation should they choose to do so. The support will be flexible depending on the need of the client, therefore provide the opportunity for clients to choose what they need and when they need it. This type of service could include installation of alarm equipment but offer further support in the form of a regular visit, contact by phone, and 'sign posting' to other services and professional agencies.

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1 RESEARCH PROJECT PURPOSE

Report Purpose

To gain the required support and approval from Supporting People, continuing to move forward with the recommended service; including agreement that the research project has fulfilled all of the requirements and Supporting People are satisfied that all outstanding items have been addressed.

2 PROJECT GOALS

Project Goals

This Final Research Report has been created to accomplish the following goals:

- Identify the need and demand for a support service for vulnerable older people in East Devon.
- Review and suggest improvements to amalgamate, sheltered and private sector residents/tenants requiring support.
- Confirm outstanding issues, risks, and recommendations.
- Outline tasks and activities required to initiate a pilot Floating Support Service.
- Identify best practices for pilot and future Floating Support services using Mendip Housings model as guide.

3 PROJECT SUMMARY

3.1 Summary

Summary

Supporting People allocated the Business Unit £35,000 funding for research into the need for a Floating Support service for older people in private sector housing and the options for service delivery. The following report details our recommended approach to the project, the research work undertaken, our methodology and conclusion. The collated data from our research findings along with the shared information, support and assistance from Sign Post, Mendip Housing and Sedgfield Council has created the structure of the proposed working model in section 6.5.

3.2 Highlights and Best Practices

Highlights and Best Practices

Project Highlights:

- Identify if there is a need for this service amongst the Home Safeguard private sector clients

Best Practices:

- Full involvement of Tenant Participation team, sheltered tenants and Mobile Support Officer's.
- Close supervision of a six-month pilot scheme initiating in Sidmouth.
- Clear communication path between project managers, staff members and tenants.

3.3 Project Synopsis

Project Synopsis

This project has now come to a close because all project objectives and deliverables have been met, to enable East Devon District Council to proceed with the implementation of a detailed costing and service plan.

3.4 Risk Considerations

Risk Considerations

Outstanding Project Risks:

- Alienating individuals due to cost of service or tenure of housing.
- Inability to deliver the flexibility of the service at all times.
- Staff reluctance to change.
- Clearly identifying the requirements and communicating this to existing alarm customers.
- Not identifying the isolated residents of East Devon who are not current alarm customers.
- Waiting times for subsidized service.
- Lack of Supporting People funding.

4 Research Study

4.1 Why conduct the study?

Why conduct the study

Older residents living in Council or Registered Social Landlord's (RSL) owned general needs housing, private rented accommodation, or in homes which they own, are currently denied access to Supporting People funded housing-related support because resources are concentrated on local authority and registered social landlord owned sheltered housing schemes. For these reasons, a funding bid was made to the Supporting People team from East Devon District Council in 2007 to explore the situation in more detail and assess the level of demand for extending existing services into the private sector.

4.2 Reasons to move towards floating support?

Moving towards floating support

There are a number of valid reasons why it is appropriate to move to a floating support service for older people living in the private sector:

- To comply with the strategic framework review as recently published by Supporting People, in a push towards floating support by early 2011.
- To equalise the level of service regardless of tenure or area in which the customer lives.
- To equalise workloads and areas, reducing travel times and cost.
- To cover absences more efficiently, delivering a consistent but flexible service to the customer by having a bank of staff rather than relying on one resident warden.

4.3 Background Information

Background

The aim of our study was to investigate and understand the needs and expectations within the older private sector population of East Devon. Similar studies conducted in Sedgefield, North Somerset and Mendip had uncovered a demand for floating support among the older population. It was our contention that the same demand would be found in East Devon, especially given the ageing population in the region. Sedgefield, North Somerset and Mendip had already established frameworks, which detail how such schemes would operate. We used these existing studies as the basis of our two working models, which are explained in more detail later in this report.

Prior to designing the research project, we conducted face-to-face interviews with seven customers who already used our Home Safeguard community alarm system. We were also actively involved in generating post alarm installation feedback. When an alarm was being installed into a private sector customer's home, the MSO would ask the customer if they would be willing to talk to our Project Coordinator. The reasons why an East Devon resident requested an alarm varied from, ill health, death of a spouse or partner, family member moved away and the insecurity due to being alone. The common theme coming from the interviews was both a desire from respondents to be able to stay in their homes for as long as possible and have human interaction, but without being a burden on their families.

We looked at existing questionnaires that had been conducted on similar surveys and designed our own questions around them.

EDDC has 1437 sheltered properties over 57 schemes. Nineteen Mobile Support Officers and two residential Scheme Managers currently deliver the support service to our sheltered tenants. The private sector side of the service is separate from the schemes. The Call Centre monitors 7400 customers in East Devon and the South West.

2200 of these customers are private sector alarm customers living in the local area. Three MSO's cover this service with the support of 8 full-time and 1 casual call centre operators answering around 260 calls received daily.

4.4 Methodology

Questionnaires

Five postal questionnaires were sent out to five distinct sample groups:

- Sheltered Council tenants survey (older people who already have a degree of support) (5.2)
- Older people in general (housing register) (5.3)
- Council tenants over 50 years of age (general needs and sheltered) (5.4)
- Organisations that offer services to the elderly (i.e. Age Concern, Medical Practices, etc) (5.5)
- Age Concern customers on the mailing list in the Exmouth area (5.6)
- Home Safeguard private sector alarm clients (5.7)

The questionnaires asked how the individual would benefit from a regular visit either now or in the future. We also took the opportunity of generating a questionnaire to be completed by organisations that offered support (such as Age Concern and medical practices) to determine what sort of services were currently provided i.e., domestic help, befriending, and if they thought there was a demand for this service.

5 Analysis

5.1 Benefits

Benefits

The 'support' would offer a Mobile Support Officer (MSO) providing a regular visiting service in the region for the elderly in need. Our primary questions were designed to find out if the demand existed, who wanted it, and how much would be a reasonable charge for such a provision. The survey also presented an opportunity to look into property by tenure, and specifically look at the type of homes occupied by the older population.

5.2 Sheltered tenants survey (older people who already have a degree of support)

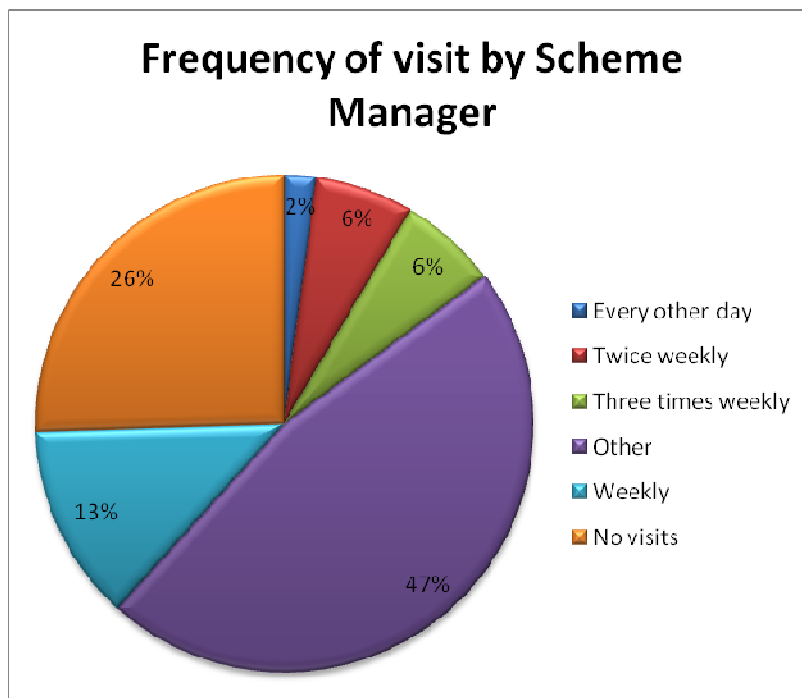
Sheltered Tenants

Sheltered housing tenants were asked six questions to establish their experience of the Resident Scheme Manager Support programme. The questionnaire was aimed at establishing the frequency of use by residents, how they used it, and the impact that a switch to a Mobile Support Officer may have. The questionnaire was a useful tool to help establish a future service model.

Residents were asked **how often they received a visit from their Scheme Manager**. The original selections to tick were:

Daily; Every other day; Twice weekly; Three times weekly; and Other

Results showed that less than 15% selected any of the first four categories. On closer examination of the responses it was found that 13% wrote down weekly, and 26% stated they did not get visits. These responses, although not part of the original selections, have been incorporated into the chart below. It should be noted that none of the respondents stated they received a daily visit. (As identified in the support plan)



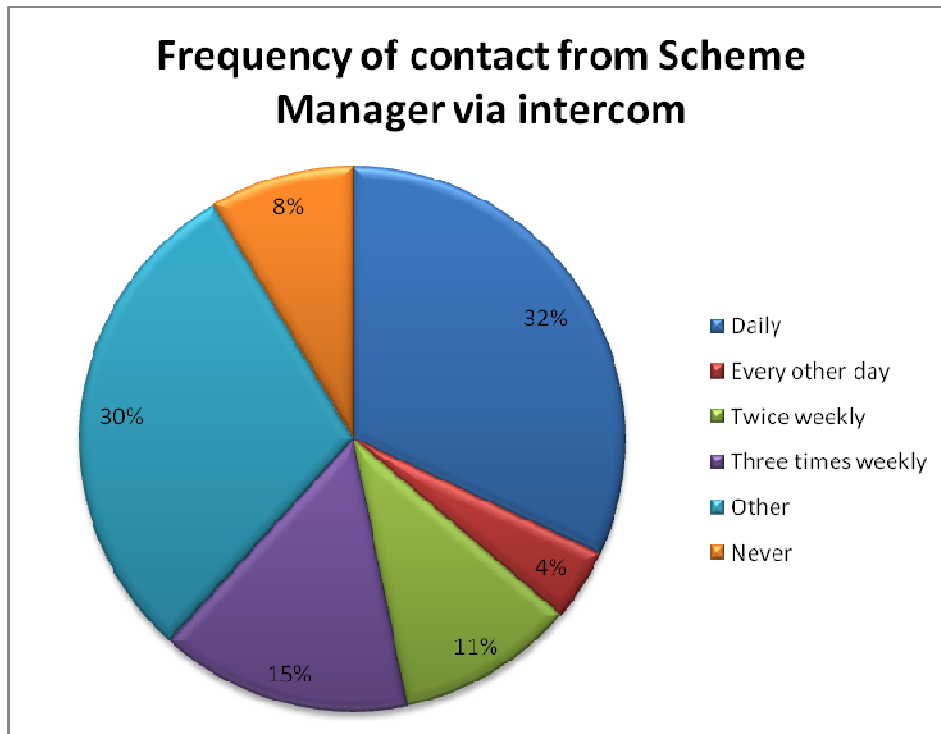
This still left nearly 47% making up the 'other' category. These included such comments as:

- Very occasionally;
- When required;
- Weekly apart from weekends;
- Sometimes;
- Once in a while; and
- Not sure as sometimes asleep

Residents were then asked **how often they were contacted via the intercom system**. This form of contact showed much higher interaction with nearly 32% stating they were in daily intercom contact, and almost 15% stating they were contacted three times weekly. 8.5% of residents stated they had no intercom contact at all.

As in the previous question, nearly 30% of answers did not come under the umbrella of the set answer selection. These included comments such as:

- Five times a week originally
- During weekdays, daily
- As deaf, I don't always hear
- When required
- Very occasionally
- Arranged with Scheme Manager to contact them
- Maximum of six times over the last year



5.3 Housing register survey

Housing register

Our sample frame was taken from the East Devon District Council Housing Register. We sent out 1,245 postal questionnaires to a random selection of households over 50 years of age in East Devon. We received 266 returns giving us a respectable 21% return rate.

All the questionnaires were sent out with a covering letter, and pre paid return envelope with a request that the forms be returned before 31st October 2008.

We deliberately designed the questionnaires to be a short and simple as possible. This was to get the best return rate by being less time consuming and complicated.

The questionnaires was aimed at finding out if there was a need for this service either now or later, and to see the level of interest for such a scheme.

As can be seen from the table below there was a small but significant demand for this service now, and a large demand for the service in the future.

The survey generated interest in the scheme, with 82% wanting more information about this and 92% stating they would benefit in the future. Significantly 30% said they would benefit (now) from such a service. The idea of a MSO's is new, and these responses provided validation that the scheme was wanted.

Question	Yes	No
Would benefit from service	30%	70%
Would benefit from service in future	92%	8%
Would like to be contacted in the future	86%	14%

5.3.1 Property Type

Property Type

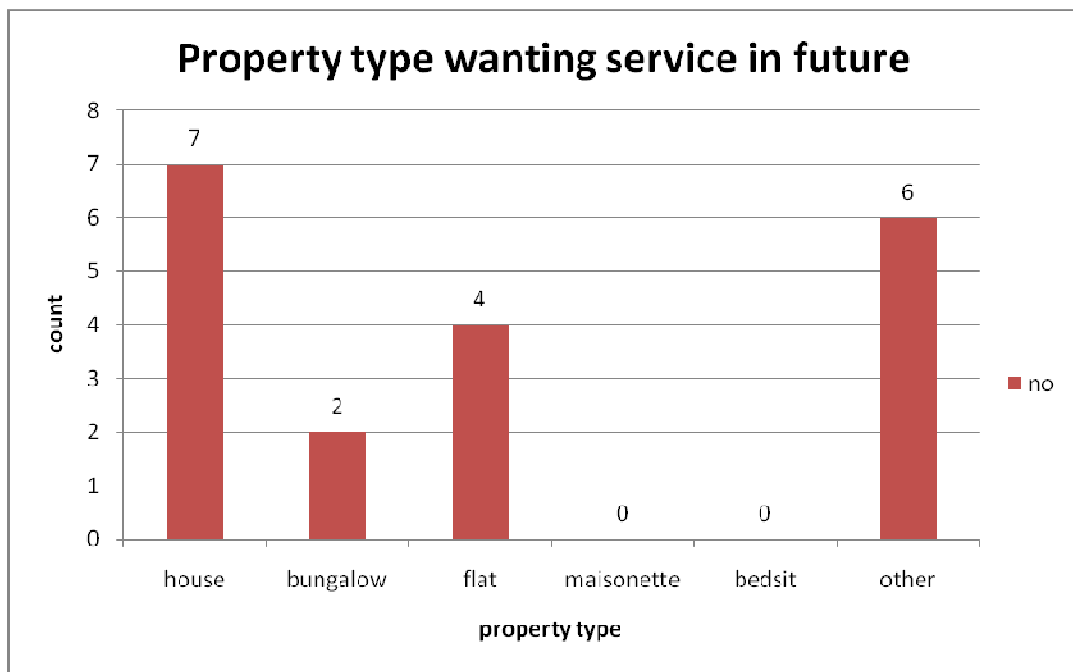
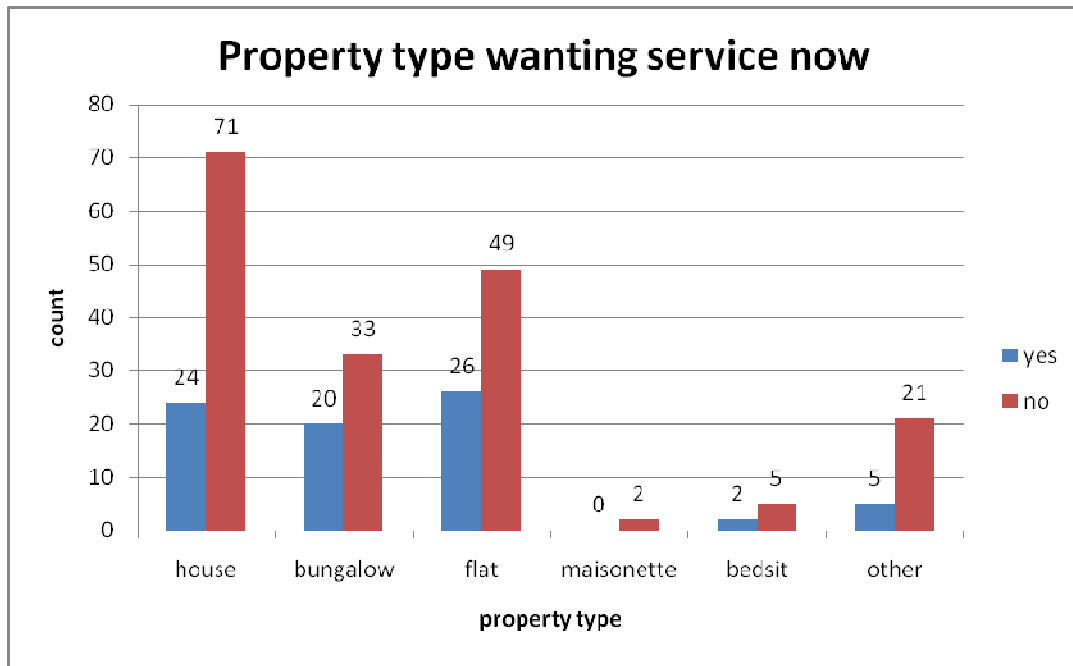
Over half of the respondents lived in two bedroom properties, and only 22% lived in properties with three or more bedrooms. 78% of respondents were living in one or two bed-roomed properties.

House and flat type dwellings were the most popular among the over 50-age bracket, making up nearly 66% of the total

Further investigation into living arrangements illustrates a number of points

- Most flats are one bed-roomed;
- Most houses have two or more bedrooms;
- Most bungalows are two bed-roomed, but not many are bigger than this; and
- Maisonettes and bedsits are unpopular choice for those over 50 years old.

As most people are already living in one and two bedroom properties, the option of downsizing to a smaller property is significantly reduced. Less than 5% of our sample lived in a property with four bedrooms. It may be preferable for one or two bed-roomed households to remain in their homes, providing they were given appropriate assistance to do so.



Looking at the two charts above we can see demand for the service now and the significant rise of people interested in having this service in the future. Especially noticeable is its popularity amongst house dwellers. Statistically house dwellers saw least benefit for the service now, but were the most in favour of the service in the future. Considering factors in this may be the fact that as house owners get older they get less agile, and the larger area of a house (i.e. higher ceilings, attics, cellars etc), coupled with the fact they have stairs would mean they may feel in a greater need of extra support.

The unpopularity or unsuitability of bedsits and maisonettes is reflected in the returns, with less than 5% of the sample living in this sort of accommodation. All wanted help in the future.

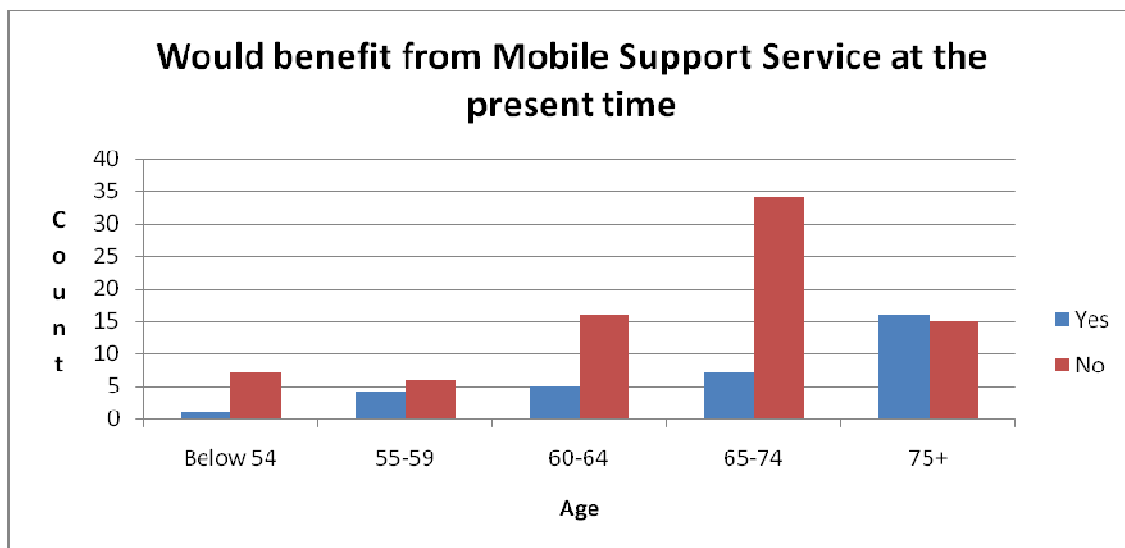
5.4 Council Tenants Survey

Council Tenants

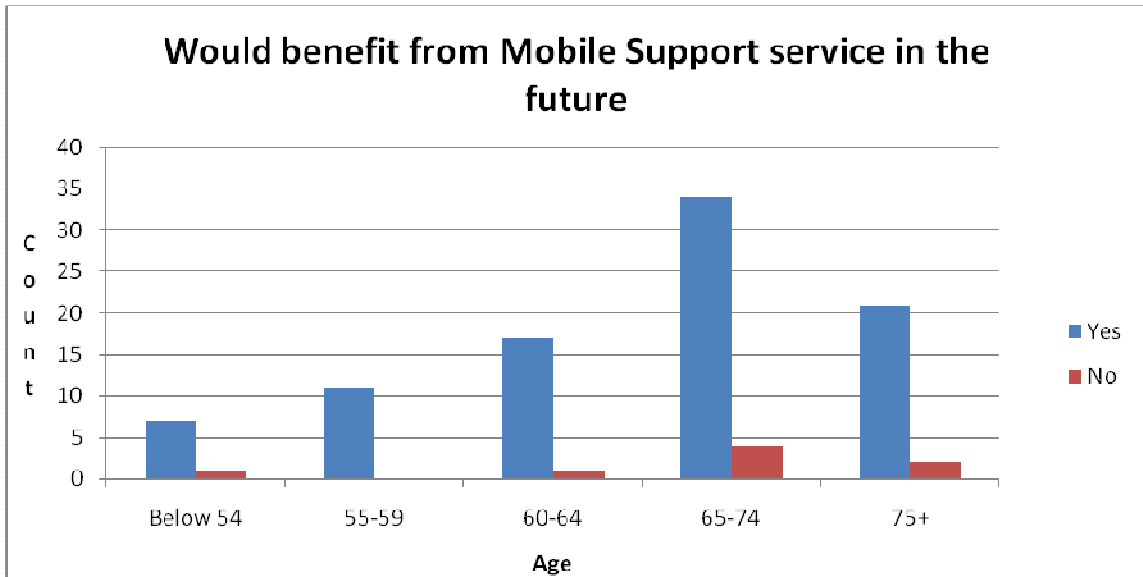
Our sample frame was taken from our sheltered and general needs residents list. We sent out postal questionnaires to all households over 50 years of age in East Devon, which totalled 589. We received 169 returns giving us a respectable 28% return rate.

As with the previous results, the table below shows 89% of people asked showed an interest in receiving this service in the future, with 29% interested in the service now.

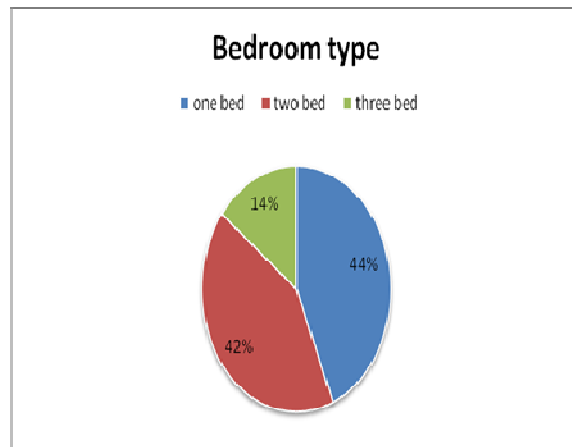
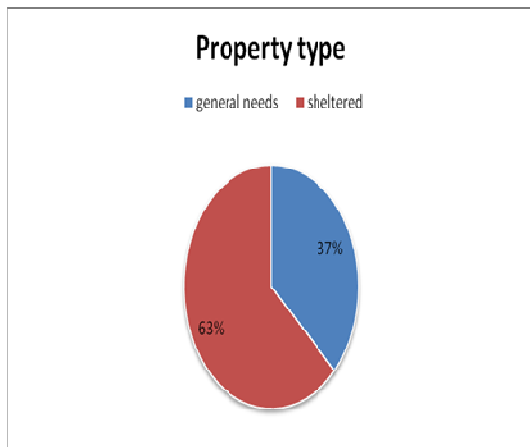
Question	Yes	No
Would benefit from service at present time	29%	71%
Would benefit from service in the future	89%	11%
Would like to be contacted with information in the future	73%	27%

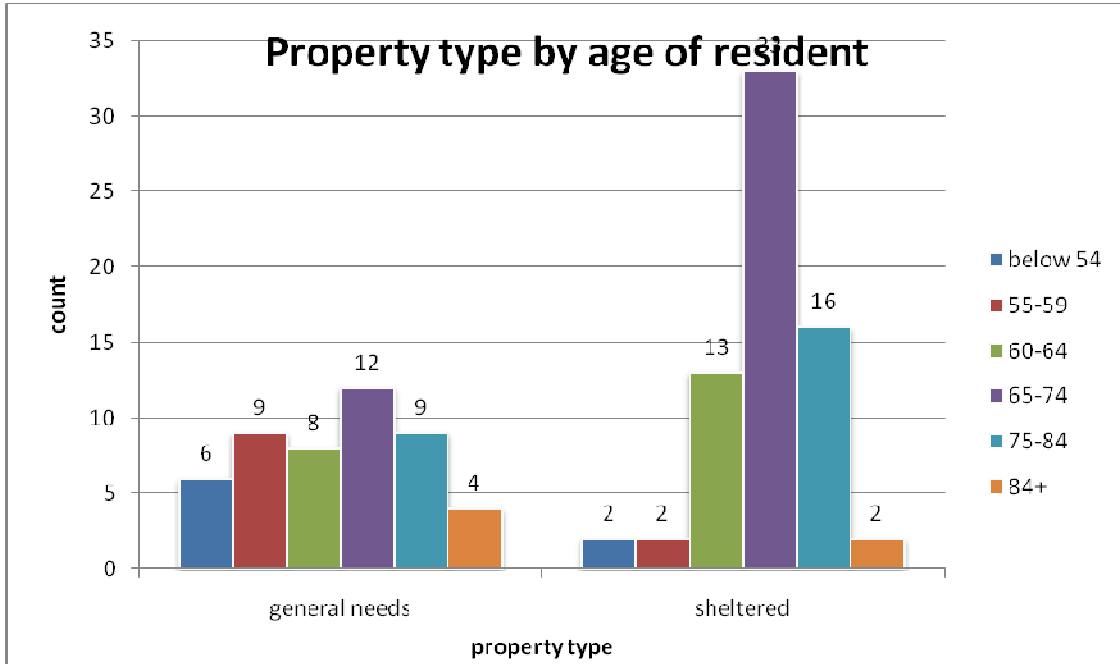


The tables above and below compares by age the benefit from a mobile support service now and in the future. The 75+ age bracket were most interested in having the service now.



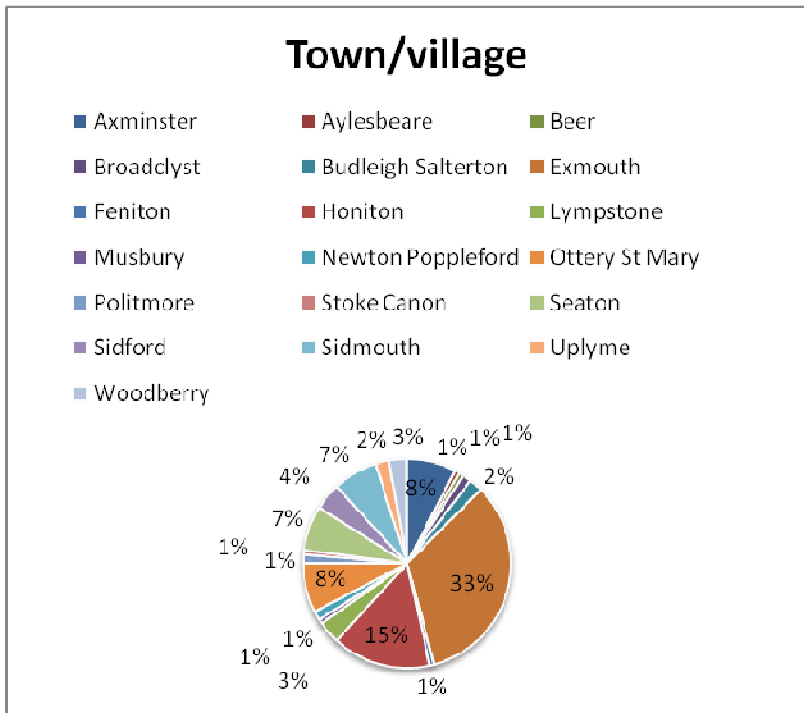
Demographically 63% of the respondents lived in sheltered accommodation so would already be in receipt of some sort of assistance and 37% in general needs type housing. 44% of the respondents lived in one bedroomed properties, with only 14% living in three bedroomed dwellings. None lived in homes of more than three bedrooms.



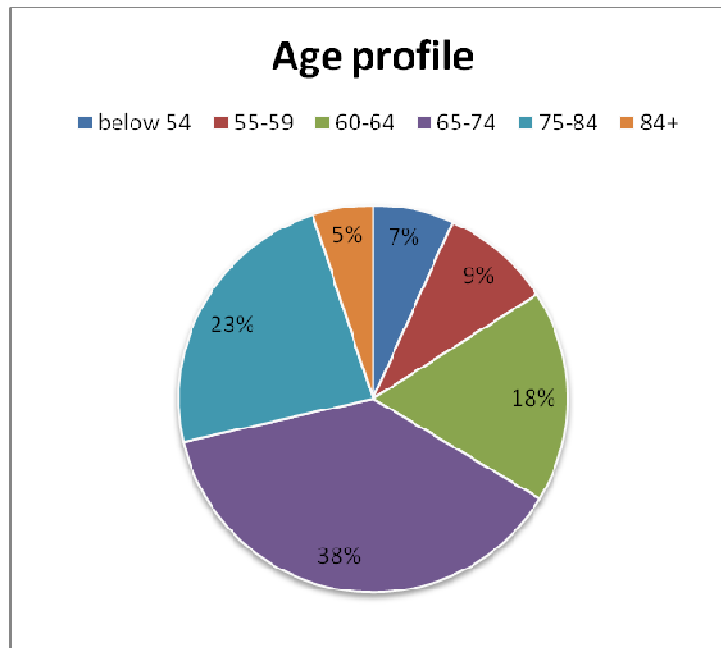


Most of the older residents live in sheltered accommodation, but a significant amount across all age brackets still live in general needs accommodation. Less than 6% of households living in sheltered accommodation were under 60 years old. There is a generally equal distribution of age groups within the general needs households. The 65-74 age bracket is the biggest in both housing types, and as expected the 55-64 demographic has more representation within the general needs housing stock.

The questionnaire covered 19 towns and villages in East Devon, with most of the respondents coming from Exmouth. This is to be expected as Exmouth has the largest amount of stock in East Devon.



The response rate of the questionnaires sent to tenants over 50 years of age, indicates the biggest population category is the 65-74 age group.



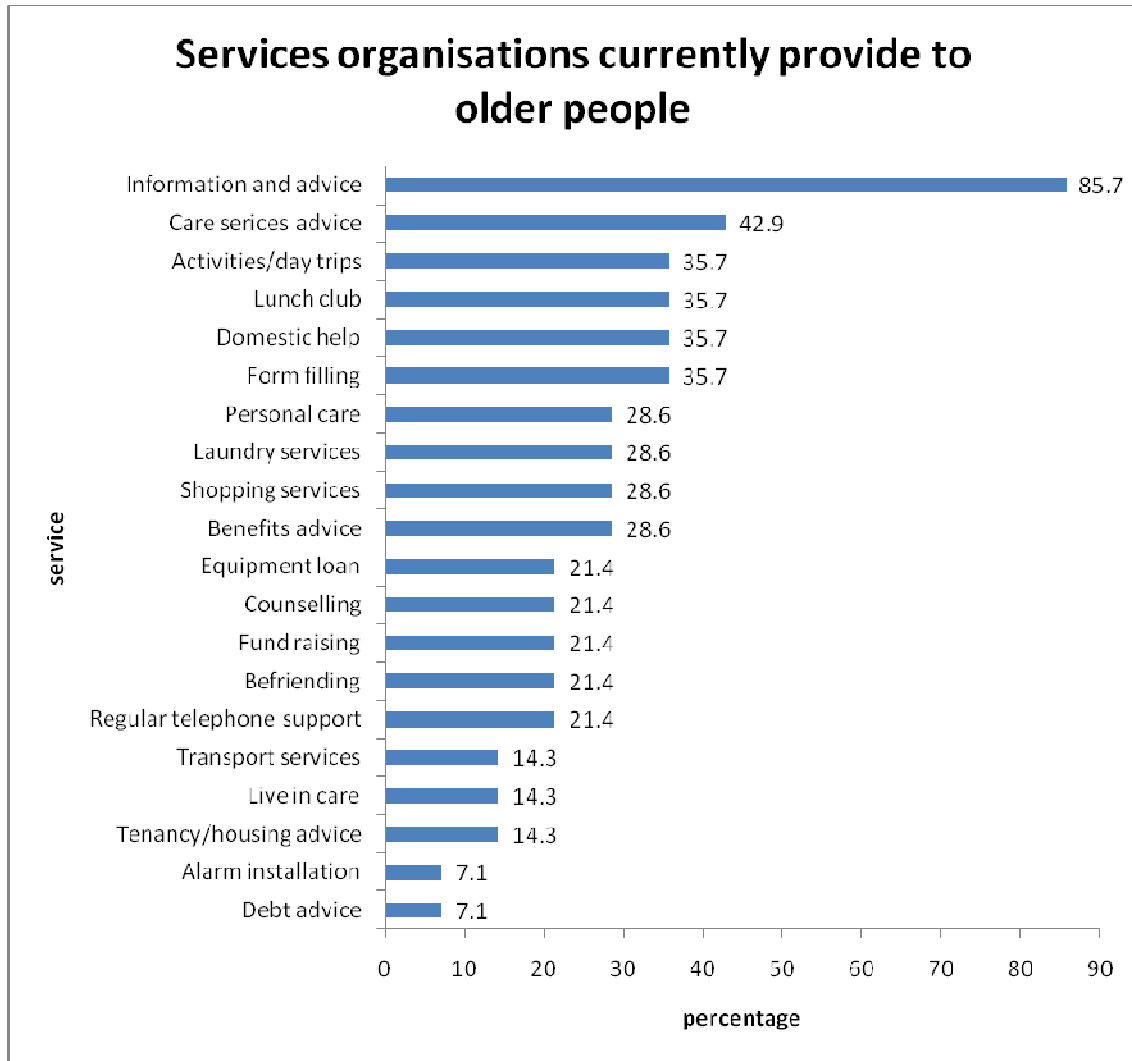
5.5 Stakeholder

Stakeholder

A questionnaire was sent to 50 organisations that had firsthand experience in supporting the elderly in the private sector. The questionnaires were sent out to organisations such as Age Concern, Citizens Advice Bureaus and Doctors surgeries. 14 questionnaires were completed giving us a return rate of 30%.

The survey was looking at the services provided in the private sector and what demand there was for any particular area. Organisations who replied to the survey included, Health Centres, Age Concern, Citizens Advice, Agincare, Abbeyfield, and Care Services.

The questionnaire first asked what type of services was currently provided by the organisation. A list was given along with an option to enter 'any other service not included'.



Whilst most of the private sector organisations provide information and advice, the amount of help drops significantly for every other service area.

The participants were asked if their organisation linked in with any partnering agencies. Nearly half of those who answered, stated they had no formal links. Those that were mentioned included Age Concern, Social Services, Exmouth District transport and community and district nurses. The questionnaire then sought the opinions about the benefits of a Mobile Support service being introduced. The key findings were:

- **100% stated their customers would benefit from a Mobile Support Service**
- **100% felt there was a need for this service now (92%) or in the future (8%).**
- **100% would refer their clients/customers to Home Safeguard for this service**

Details of how customers would benefit from this Mobile support service included:

- Clients needing home visits for help form filling as some forms needing specialist training.
- Domestic help, shopping, laundry service, home chiropody, personal care.
- Promoting independence – many are widowed and would benefit from MSO service or receiving advice on day to day living e.g. direct debits in paying bills.
- Social services often helped in the past but this is not happening (with Care Direct).
- This is something we already do (Age Concern) and know works.
- For sheltered accommodation providers it would be beneficial for residents to know they can obtain easy access to services suggested by MSO.

When asked if there were any reasons customers would not benefit concerns were raised that

- I do not see how you can deliver all these things from one person. A network of various people is needed to do the work fully. Someone scratching the surface is possibly worse than doing nothing.
- Our practise population of 14,500 patients has at least 45% over 60 years old. The biggest problem is finding them and giving them confidence to apply.
- I feel what you are offering would be a great help to all our elderly patients. Social security changes have made hands on advice and help very difficult to access. The public often do nothing rather than contact a service.
- It is possible we would view this as competitive to those services of Age Concern. Concern that this could be reinventing the wheel. Age Concern Exmouth would welcome a closer working relationship (locally).

The consensus was that there are many elderly and lonely people who this service could help. A hurdle to overcome is to identify them and give them the confidence to apply. The comment from Sidmouth Health Centre stated that 14,500 of its patients were over 60, and could immediately identify the 'enormous benefit' such a scheme would offer, illustrates the need in the district.

5.6 Age Concern Survey

Age Concern

A covering letter and simple questionnaire sheet was enclosed to 460 Age Concern customers on the mailing list. Unfortunately, out of the 460, none of these were returned.

5.7 Private Sector Customers

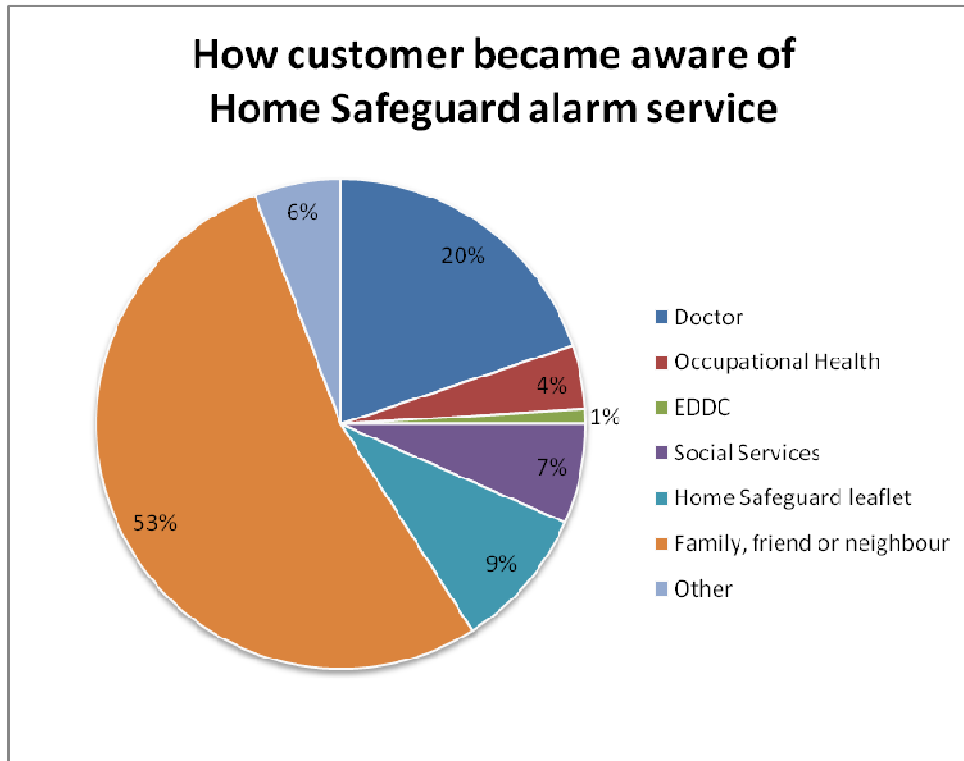
Private Sector Survey

214 questionnaires were completed on a 'face to face' basis by a MSO with existing Home safeguard alarm customers. The interviewees were instructed how to ask questions without bias resulting in an honest response from customers regarding their current support need.

From the 214 people asked to complete the questionnaire, 73.8% were female, 23.8% were male and 2.3% were couples. Only one person was under 54 years of age with the highest percentage being over the age of 84 years.

• Below 54	1	0.5%
• 60-64	4	1.9%
• 65-74	22	10.3%
• 75-84	76	35.5%
• 84+	105	49.1%

The first question asked was, **how residents first become aware of the Home Safeguard alarm service?**

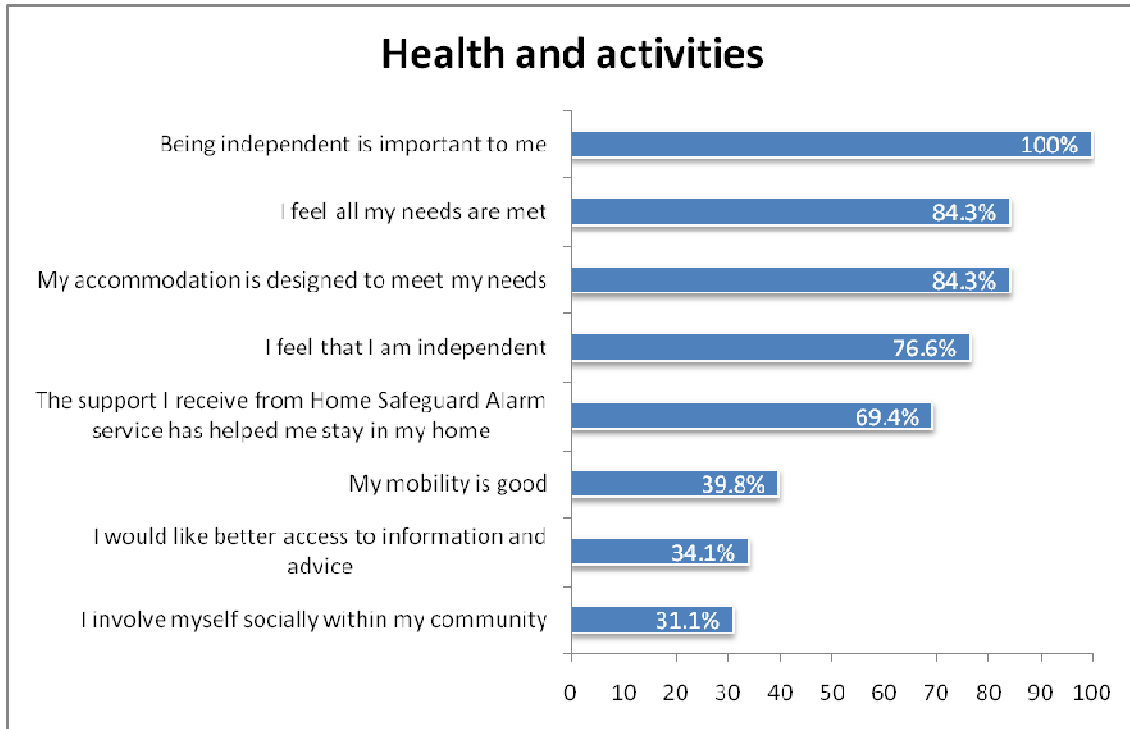


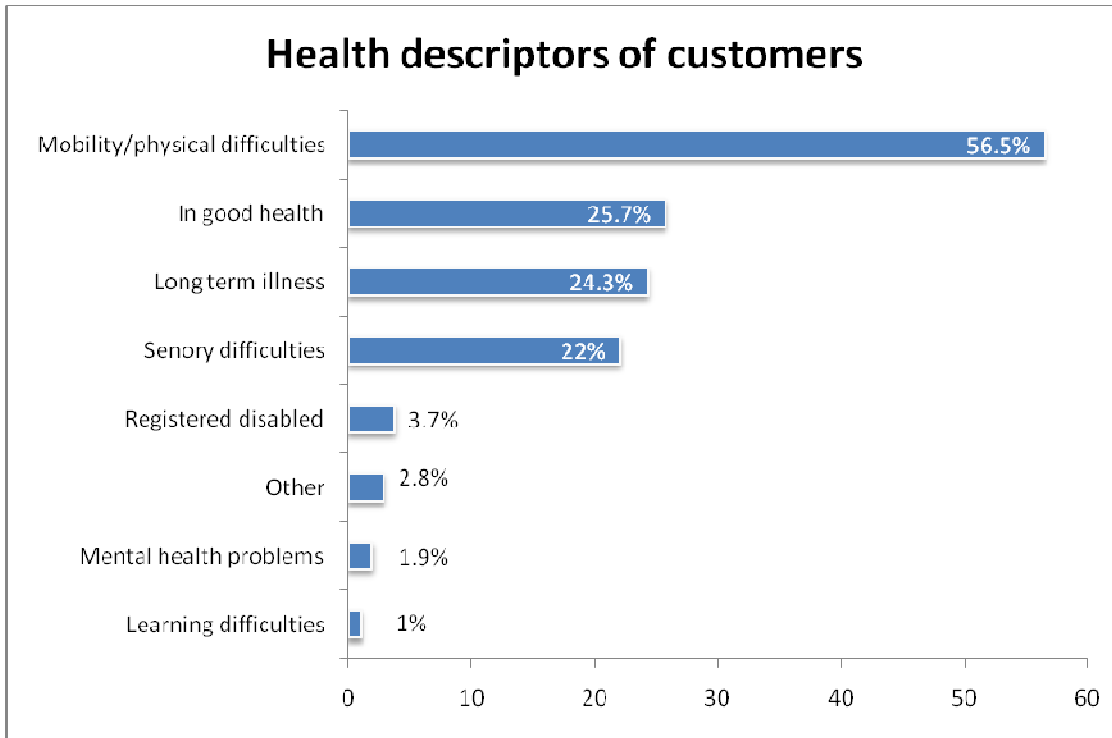
The results showed the majority of customers had discovered the service via word of mouth from a family member, friend or neighbour. The second highest percentage was referred through the local GP. The results indicated Home Safeguard should see a benefit in the future, from the active marketing strategy, implemented by the Business Unit at the end of 2008.

Customers were then asked about the kind of practical help or advice they would like to receive. The results indicated a need within the older population to be directed to the right agency to support their needs.

- Filling in forms or help with correspondence 15.2%
- Speaking to different organisations and agencies such as, social services or benefits department 15.2%
- Make medical appointments to see for example a doctor , nurse, Occupational therapist, chiropodist etc 8.6%
- Directions to the right agency 22.5%

The chart below shows the over whelming and not surprising percentage of people who felt their independence was important to them. The most common health problems amongst the people asked were mobility and physical problems or long-term illness.

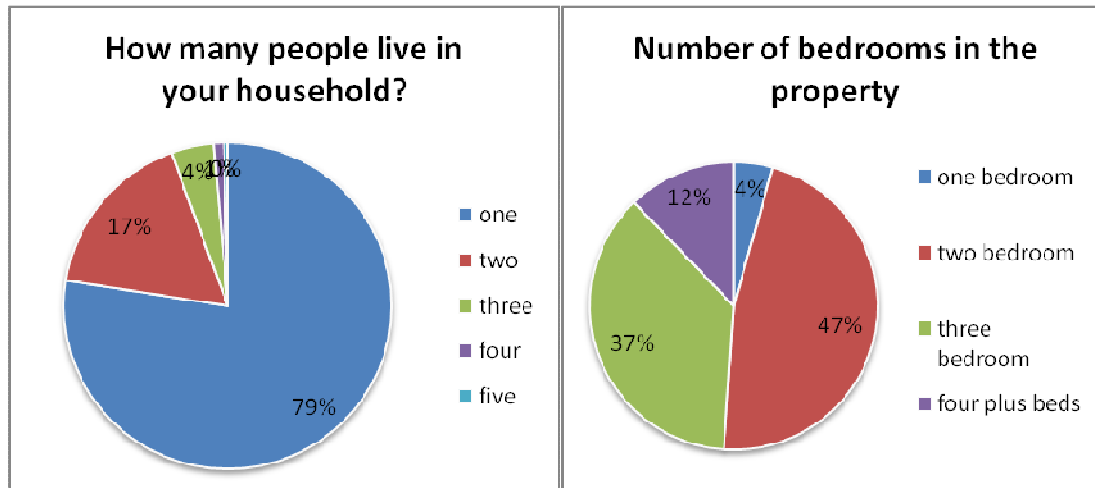




The current service mostly used by Home Safeguard customers is domestic help followed by personal care.

- Domestic Help 32.7%
- Personal care 24.3%
- Pharmacy delivery 18.7%
- Transport 12.6%
- Meal delivery 8.4%
- Befriending 2.3%

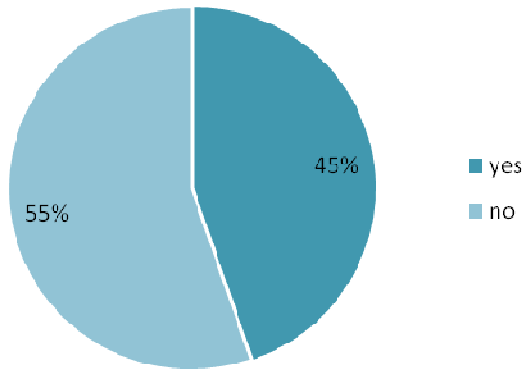
79 % of the people asked lived alone, of which 44% were living in a property with three or more bedrooms. 71% of customers were property owners, with only 9% renting. A decline in the make-up of the family unit is apparent in that only 2% of people asked live with their family.



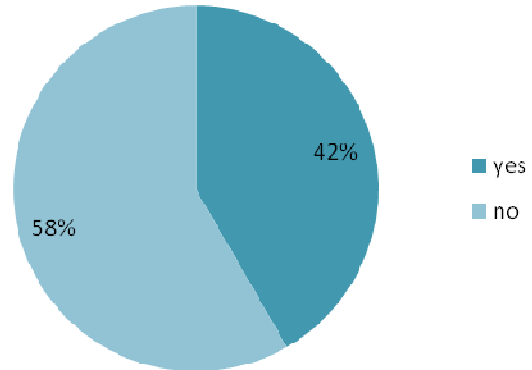
The type of accommodation occupied by Home Safeguard customers is shown in the table below.

• Owner	152	71%
• Rent	20	9.3%
• Live with family	5	2.3%
• Did not answer	37	17.3%

Would benefit from MSO visit if service available



Would benefit from MSO service in the future



Of the 214 customers asked if they feel they would benefit from a Mobile Support Officer visiting them if this service was made available to them, 93 people (45%) said they felt they would benefit, 6 people did not answer this question. When asked if they DID NOT feel they would benefit from the service now, would they consider this service in the future? Of 214 people, 87 did not answer this question but 53 (24.8) said yes they would consider it and 74 (34.6%) said they felt they would not.

When asked, **Do you have regular support from family and friends**, 86% of people said they have regular support and 14% said no, they did not.

5.8 Summary of findings from all surveys

Key point summery

Sheltered tenants survey key findings

- 30% would benefit from the service now and 92% would benefit in the future.
- 86% wished to be contacted about the service in the future.

Housing Register household key findings

- 30% of households would benefit from the service now and 96% would benefit in future
- 86% wished to be contacted with information in the future

Council tenants survey key findings

- 29% of council tenants would benefit from service now and 89% would benefit in future
- 86% of council tenants would like to be contacted about the service in the future
- The 65-74 age bracket were most likely to value the service in the future

Stakeholder survey key findings

- 100% of organisations thought their customers would benefit from mobile support.
- 92% of organisations stated there was a need for mobile support now

Private sector alarm client's survey key findings

- 100% of customers identified being independent as important to them
- Only 40% had good mobility
- Only 31% were involved in the community
- 79% of customers lived alone
- 44% lived in large sized properties

6 Costing and proposed levels of service

6.1 Costing

Costing the scheme

We asked those taking part what they considered a reasonable weekly charge for a combined service of a Mobile Support Officer together with the Home Safeguard alarm unit and monitoring service. To provide some sort of guideline, we stated the current weekly cost for the alarm system alone was £2.88.

As this is a new service, we had no exact figure of what to charge, and understandably, a number of those we questioned had no cost in mind either. 33% of those who replied did not know how much such a scheme would cost, and are not represented in the chart below, however their comments included:

- Don't know;
- Not sure of amount;
- Should be included in rent;
- Too little information given;
- Undecided due to credit crunch;
- More detail required;
- As reasonable amount as possible;
- Council tax should cover it;
- Worth far more than current £2.88; and
- Depends on income

The chart does show us that while costs varied across our sample, the consensus was around the £5 mark.

What do you feel would be a reasonable weekly charge for this combined service?		
£ per week	Frequency	Percentage
1.66	1	1.3
2.00	3	4
2.50	6	8
3.00	3	4
3.50	1	1.3
4.00	1	1.3
4.50	1	1.3
5.00	40	53.3
5.10	1	1.3
5.50	1	1.3
6.00	4	5.3
7.00	1	1.3
7.50	6	8
8.50	1	1.3
10.00	3	4
12.00	1	1.3
40.00	1	1.3
Total	75	35
Missing/£0	139	65

The results from the questionnaires indicate that there is a demand for a Mobile Support service in East Devon. In 2001 the Office for National Statistics show that of the 23,316 pensionable households in East Devon, 19,306 (83%) were owner households. It is acknowledged that a number of respondents stated there was too little information given, but the research project was exploratory in nature so this was to be expected.

Currently each private sector customer generates £127.60 per year from the alarm and monitoring service provided, and the annual revenue received from these 1,128 customers is currently £143'932.80.

The aim of our studies was to indicate what the individual customer would be prepared to pay for this extra visiting/support service.

Both questionnaires asked how much would be a reasonable weekly amount to pay for a regular support visit. In phrasing the question, we were reluctant to ask the respondents to tick a box, as it was feared they would select the lowest option. Instead, for the housing register 50+ survey we included an indication of how much the alarm monitoring system currently costs (£2.88) and asked how much they would pay for a combined service. In the questionnaire sent out to existing private sector alarm customers, we gave no suggested costs.

To recover the cost of the service (assuming no Supporting People contribution) working on the current cost of one MSO plus on costs of £21,944.37-£24,186.62, would mean a charge for clients equating to roughly *£15 per hour. If through a process of decommissioning existing mobile support services for council tenants Supporting People income were redirected towards the private sector this would subsidize the cost of the service. When sheltered properties are decommissioned, the existing Mobile Support Officer could take on replacement private sector clients achieving a smooth transition to a public and private sector client base.

* Devon strategic housing group figures

6.2 Discussion

Discussion

Part of our infrastructure is already in place. East Devon District Council already operates Home Safeguard. This is a 24-hour personal emergency service, based in Sidmouth, East Devon, and available to anyone who needs to summon help urgently. A Mobile Support Officer installs the alarm system, once the button is pressed, it links to our call centre where staff will talk with the customer and take appropriate action. The service is currently provided as part of a package of support for all council sheltered housing tenants. Private sector customers can only subscribe to the alarm service at present.

Map 1 (current areas covered) shows how the current areas are covered by each MSO/SM; the grey areas indicate parishes in East Devon without sheltered council housing and therefore no mobile support officer in the area.

Map 2 (proposed areas of working) shows the proposed area coverage by MSO's under the floating support service. The service will initially cover the decommissioned area where the time of the MSO is liberated allowing them to concentrate the time to the private sector.

6.3 Proposed models of service.

The visits as discussed in section 6.4 will take place in the beginning part of the day which will allow the staff members to be called upon in the afternoon for training, team meetings, support plans and additional visits required at short notice to provide a flexible service.

Model One

This option would require at the initial set up, 2 extra staff members for the private sector, which will expand as the service expands. The district will initially be divided into quarters with each private sector MSO covering one area. This model divides the two services. The private sector MSO will deliver the full service to private sector residents **only**. This will include installations of alarm equipment and Telecare sensors, collections, demonstrations, repairs and visits and the council sheltered side of the business will continue as normal.

- Use the existing funding liberated from the decommissioned sheltered properties from Supporting People, (10% equals approximately 280 properties) to subsidize the cost of the alarm, monitoring and visiting service.
- Offer an unsubsidized service, which can be introduced quickly to produce more revenue for the business. A waiting list will be introduced to enable others to access this service at the subsidized rate.
- Private sector staff to be based from the Sidmouth office for the east side of the district and an Exmouth office (to be arranged) for the west side of the district. This will save travel time and costs.

This option will create less upheaval for the sheltered side of the service but would require initially, two members of staff from the sheltered side of the service to relocate to the private sector. After the six month pilot scheme, it is recommended the service be marketed to the areas not currently covered by a MSO, so one can be allocated to these areas.

Model Two

This model combines the private sector side of the service with the already existing sheltered Mobile Support Service.

The current 21 Scheme Managers/Mobile Support Officer's delivering support to council sheltered tenants to continue, with adjustments made to the size of the area overseen and locations covered by each SM/MSO. (see map 'Proposed areas of working')

A restructure of the way the Supporting People contracts are paid for sheltered support is required, as stated in the Home Safeguard Alarm Marketing Plan, Draft 3.
We could develop a service where we;

- Use the existing funding from Supporting People to deliver a subsidized service to private sector residents.
- Create a waiting list (subsidized allocation list) to identify the maximum amount of clients the private sector MSO can deliver the service. An evaluation process to be implemented to ensure the service is delivered in order of support need and time on the list.
- 2 Scheme Managers and 19 Mobile Support Officers to cover all scheme and private visit in East Devon.
- A rota to identify the maximum number of customers per week each staff member can visit, allowing slots in the rota to cover unexpected visits and support requests.
- The current time allocated to the properties waiting decommissioning, to be transferred to support private sector clients at the subsidized cost. Waiting for a subsidised space or paying the full cost of the service will be the choice of the customer.
- The existing four offices at Dunning Court, Lymbourne, Burnside and Palmer House will be used to accommodate both the private sector and sheltered MSO's. This will cut down on travel time and costs and allow a clear communication path between staff in the local areas.
- After the six month pilot scheme, it is then recommended the service be marketed to the areas not currently covered by a MSO, so one can be allocated to these areas.

In the next two years, there will be a natural reduction of staff in the sheltered side of the service due to retirement. In cases where decommissioning of sheltered accommodation is taking place, this will allow for the redeployment of staff into the private sector.

Model Three

The option for model three is the same as model two with the addition of working along the same lines as model 2 but to introduce the same rotation pattern as Mendip Housing. The East Devon area would be divided into 5 sections with 4 MSO working on a 1-month rotation system in each area.

The visits take place at the beginning of the day, which will allow the flexibility to cover sickness, holidays and additional support for clients and training for staff.

The rotation of staff members will prevent the client's reliance on one particular staff member therefore promoting independence. The lack of office space around the district will limit the areas staff can be located. The district does not lend itself well to this way of working due to the large area; therefore, to make the areas smaller is more cost effective and practical.

6.3.1 Telecare

Telecare

Once East Devon District Council has secured funding and a charging structure decided, Home Safeguard would be looking at going down this road as part of the support service of the future.

6.4 Levels of Support

Support Levels

The services will be categorised in levels. Each level will reflect the amount of support required by the client gathered from the support plan. Level 2 and above includes the Floating Support Service. The revised service of Level 1 is recommended to rise from £2.38 per week exc. of VAT to £3.00 exc. of VAT. On the 17th March 09, there were 1128 paying alarm customers. This will generate an additional income of £699.36 with just the existing customer base.

Level 1 (Low support needs)

- Fortnightly intercom wellbeing call
- Six monthly contact information update and wellbeing call from a Home Safeguard call centre operator.
- No Visit included except the initial visit from the support staff to install the equipment and complete the support plan.
- Annual support plan assessment and equipment maintenance check.

Level 2 (Medium support needs)

This will include the service stated in level 1 but will also include:

- One ten minute visit per week or two five minutes depending on the clients wishes and need.
- Six monthly support plan assessment and equipment maintenance check.
- The suggested cost for this service is £6.50 per week plus VAT

Level 3 (High support needs)

- A daily telephone call from the Mobile Support Officer except on visiting days.
- Two ten minute visits per week or three five-minute visits per week. 5-10 minutes can be carried forward to the next visit if a specific duty is requested.
- A daily reassurance call in the absence of a programmed visit i.e. public holidays or absence of regular family visit by a call centre operative.
- A choice of either a smoke detector or a fall sensor fitted and monitored. Additional sensors can be added to the menu of services at the customer request.
- Six monthly support plan assessment and equipment maintenance check.
- The suggested cost for this service is £9.50 per week plus VAT.

A temporary injection of support can be implemented to increase the customer from a low to medium or medium to high level of support in times of bereavement, hospital discharge, illness or family absence. This level of support can be increased on a permanent basis at the request of the customer.

Please note: These costs are estimated. Staff time, travel and number of clients will have to be evaluated to ensure a realistic cost of the service. Final costs of the proposed bandings will be available when a financial assessment of the project has been carried out.

6.5 Preferred Model

Preferred Model

In the next two years, there will be a natural reduction of staff in the sheltered side of the service due to retirement. In cases where decommissioning of sheltered accommodation is taking place, this will allow for the redeployment of staff into the private sector.

The preferred option is **model two** for the following reasons:

- Economical sense regarding the cost of fuel and considering travelling time.
- Local knowledge of amenities, community services and activities.
- Giving advice and information at an early stage reduces the risks later on.
- Promote independence and confidence.
- To meet the needs of older people and include them in the local community decreasing the risk of isolation.
- The alarm installers will be specially trained in the use and maintenance of the alarms and up to date Telecare equipment.
- Mobile Support Officers will be able to work closer with the Complex Care Team professionals in their area of work-cluster teams.

This model has additional benefits for the customer ensuring that each neighbourhood has a service delivered by the same officer. This will have marketing benefits and ensure the client is receiving a consistent package and range of knowledge for local services and amenities. This style of service will contribute to the job satisfaction for the staff, as they will be able to take part in and develop social activities and groups in their area.

6.6 Recommendations

Recommendations

To introduce floating support to the private sector via an initial sample group.

- Identify the true cost of providing a floating support service to specified number of customers.
- Identify the number of private sector customers in each parish to show a starting point of marketing the service.
- To set efficiency targets for the development project and ensure value for money and improvement to the service.
- Due to the recent changes made within the service, close discussion with tenants and MSO's, both private sector and sheltered are paramount in the success of the service delivery plan. Their knowledge and local expertise can be captured and retained for use when the service is expanded.

6.7 Reason for recommendations

Reason for Recommendations

To restructure the current service areas (see map- current areas covered) and develop the service utilizing the existing staff levels to deliver an excellent customer focused based service for all vulnerable residents in East Devon.

To bring a personal, local knowledge support service to the client encouraging independence, confidence and wellbeing by April 2010 across the elderly population of East Devon.

6.8 Outstanding Issues

Outstanding Issues

- Restructure of the way Supporting People contracts are paid.
- Decommissioning of approximately 10% of sheltered properties.
- Two Scheme Managers are residential and not mobile.
- Number of offices where staff can be based.
- Re-write of job descriptions and discuss restructure with staff and focus group

7 Conclusion

7.1 Conclusion

Conclusion

The reasons behind the recommendations follow one of the Supporting People objectives:

'Support services should be provided on a floating support basis so that support can be focused on those living in sheltered housing that are assessed as needing support , and using any spare capacity to provide support to older people in the wider community'.

The questionnaire results show us that there is a demand for a Mobile Support Service both now and in the future.

The survey highlighted that most of the residents are in the 65-74 age group, and while they may be able to look after themselves now, this will be less certain as they get older.

We had fewer responses in the 84+ age bracket but of those who did respond, only half said they would need the service now or in the future. This may indicate that they have some sort of support network already established. It is still worth noting that a third over 84+ (chronologically the most vulnerable category) would like this service now, which may promote the question of what if any help are they currently receiving.

37% of our survey were living in general needs type accommodation, and the support of a Mobile Support Service in the future would help them to stay in their homes.

The questionnaire highlighted only 5% categorically wrote they would pay nothing for the scheme. The popularity of the proposed scheme can also be identified by that nearly 3 in 4 of the respondents wanted to be contacted with information in the future and left their names addresses and telephone numbers.

The services available to older people will have to expand to accommodate the growing population of older people in the East Devon area. Our research has confirmed that there is unmet supported housing need in East Devon. The demand is echoed by both professional bodies and members of the public themselves. It is our intention to work to the guidelines provided by Supporting People and *'to deliver high quality and strategically planned housing-related services which are cost effective and reliable, and complement existing care services.'*

Model two is the preferred option for the reasons stated in section 6.5 whilst specific training for staff will help customers by promoting safety in the home, giving information and advice at an early stage to reduce the risks later on. This will in turn promote independence, confidence and inclusion, decreasing the risk of isolation and uniting communities in support.

7.2 Management Tasks

Management Tasks

- Regular meetings between the Support Services Manager and Home Safeguard Manager to discuss outstanding issues, progress, problems and forth-coming action plans. A good communication network system will enable the staff to feel involved and participate in the service development.
- To develop a commitment interview and contract for staff, enabling the smooth transition of services.
- The introduction of the focus group to gather options and feelings regarding the change in the service and develop a detailed finance plan.
- To identify any outstanding training needs for existing staff before, during and after the pilot scheme.

8 FINAL PROJECT CLOSURE REPORT APPROVALS

Prepared By: Lee Clayton-Floating Support Coordinator

Approved By: _____
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Approval Date: _____

