



## INDIVIDUALS OVERVIEW AND SCRUTINY COMMITTEE

**Subject Heading:**

Extra Care Strategy (draft report)

**CMT Lead:**

Joy Hollister

**Report Author and contact details:**

Joe Coogan  
Assistant Director Commissioning  
Joe.Coogan@havering.gov.uk  
Telephone 01708431950

**Policy context:**

The Dreywood Court development aims to strengthen the housing options for Havering residents in older age, as well as tackling social exclusion experienced by many older people.

### SUMMARY

1. As part of the Extra Care Strategy, the Council has worked in partnership with East Thames Housing Group to develop a new high quality extra care housing scheme on the site of a former sheltered housing scheme, Snowdon Court. The new development, called Dreywood Court, comprises ninety eight flats, twenty of which will be shared ownership and seventy eight of which will be for rent. These flats are an excellent opportunity for local residents to live independently in a safe and supported environment.
2. The scheme is scheduled to be let from 1 May 2013 and efforts are underway to identify potential residents. The nomination agreement gives Havering Council 100% of all first lets and 100% of all relets for all the accommodation at Dreywood Court. It is important to ensure that those residents nominated fulfil the nominations criteria but also there is a balanced community of people who will benefit most from the facilities offered at the scheme. Given the scale of the development it is important that the success of the scheme should not be judged on the initial letting but rather by the medium term savings it will make for the residents and the Council. It is important that the scheme is fully allocated by August 2013 or the Council will have to pay void property penalties.

**RECOMMENDATIONS**

Members of the Overview and Scrutiny Committee are asked to consider the development of high quality housing for people in older age at Dreywood Court and to note its progress.

**REPORT DETAIL**

**1 Background**

- 1.1 Dreywood Court is a new, purpose built extra care housing scheme in Gidea Park, built on the site of the former sheltered housing scheme Snowdon Court. It is due to open in May 2013.
- 1.2 The scheme comprises ninety eight self-contained flats, forty nine each of 1 and 2 bedrooms. Seventy eight flats are for social rent with the remaining twenty being shared ownership. The site is configured across two separate blocks, with the main block containing a range of communal facilities including a restaurant, activity spaces and lobby area with comfortable seating.
- 1.3 East Thames Housing Group (ETHG) is the Registered Social Landlord responsible for developing the scheme in partnership with the Council. ETHG will retain landlord responsibilities, issue Assured Tenancy agreements and retain the on-going housing management responsibility. It will work closely with the care and support provider, to ensure the scheme remains a vibrant and inclusive community.

**2 Extra care housing**

- 2.1 Extra care housing is one housing option for people aged 55 and over who require some care and support but wish to retain the independence of living in their own home rather than having to move into a residential care home.
- 2.2 Extra care housing provides a more intensive level of support than standard sheltered housing, normally with a 24 hour care team on site. Extra care housing may suit people who need a significant level of personal care or support, as well as those with relatively low support needs, but who are otherwise able, and wish, to live independently.
- 2.3 Most of the extra care housing provided in Havering is rented accommodation with limited opportunities for shared ownership. The development at Dreywood Court increases the number of flats available for shared ownership as ten one bedroom and ten two bedroom units are to be offered on a shared ownership basis.
- 2.4 There are a number of key features that distinguish extra care housing from more traditional residential care settings:

## **Individuals Overview & Scrutiny Committee, March 2013**

- extra care housing is housing first-people who live there have their own self-contained homes and have legal rights to occupy that space which are underpinned by housing law.
- it is self-contained accommodation
- couples are able to stay together
- residents come and go as they choose, in the same way as they would if living in the wider community
- the provision of care and support is separated from the provision of accommodation
- care and support is based on an individual assessment of needs and can be more easily tailored to the individual and the on-site staff are empowered to be flexible in their delivery of care and support.

### **3 Extra care housing schemes in Havering**

3.1 Havering already has two extra care housing schemes where care and support is commissioned by Adult Social Care; Paines Brook Court in Harold Hill and St Ethelburga Court in Harold Wood.

3.2 Facilities within the three different extra care housing schemes vary slightly as do the eligibility criteria; There is a current extra care allocations procedure and it is expected that, once the scheme is fully up and running, the procedure will be mainstreamed into this process.

### **4. Care and support on site in extra care housing**

4.1 The overall aim of the on-site care and support team is to work with residents and the landlord to create and maintain a safe, supportive and inclusive environment that promotes independence, health and well-being.

4.2 The care and support service within an extra care housing scheme places the individual at the heart of the support it provides; involves that person in choices about their care and support; promotes positive risk taking, independence, dignity and choice at all times; and has a strong focus on enabling and re-abling.

4.3 Many residents who live in extra care housing enjoy the activities and sense of community which living in a shared building can give. Dreywood Court has a range of communal areas where activities can be arranged, and a restaurant that residents can use. These facilities mean that residents have an opportunity to meet with other people each day if that is what they choose, but they do have their own front door and can therefore protect their privacy. These opportunities, which we expect the landlord to support, will tackle the sense of isolation which many Havering residents tell us they feel in older age.

4.4 Individuals are able to come and go from the building when they choose, and the underlying ethos is a home in which a resident can stay for the rest of their life. Staff will not closely monitor residents' whereabouts and are therefore unable to provide the intensive support for people who are experiencing more severe forms of dementia. Where residents develop dementia or other serious conditions the extra care housing landlord and the care and support provider will endeavour to provide a service which enables them to stay there as long as it is practicable. However, where the identified

## **Individuals Overview & Scrutiny Committee, March 2013**

risks are unable to be effectively managed, the landlord, care and support provider and relevant Care Manager will work to identify more suitable accommodation.

### **5 Care and Support Provider**

5.1 The Council tendered to find a high quality provider for Dreywood Court which has a good track record of providing personalised care and support services within an extra care housing setting. The contract has been offered to Sanctuary Homecare subject to detailed negotiations. They will start working with the ETHG, Social Services and people who have expressed an interest in moving into the scheme from early March 2013. All Dreywood Court residents will need to agree to have their assessed care needs met through Sanctuary Homecare and will be able to work with the provider to develop a personalised service. This will ensure a consistent level of service and remove the confusion which would be caused by having many carers on site.

### **6 Eligibility criteria and process for applying to be a resident at Dreywood Court**

6.1 Dreywood Court is open to people 55 years and over who have a personal or social care need. If a couple applies, then at least one person must be 55 years and over and have a personal or social care need.

6.2 Eligibility to move in to Dreywood Court is based on three main things;

- being aged 55 years or over
- eligibility for social housing in Havering
- assessed as needing care and support services through Social Services.

6.3 All applicants will need to complete a housing application form and medical form. All applicants will need to have a current assessment by Social Services to determine the level of care and support services required.

### **7 Rents and Service Charges**

7.1 Residents will be liable to pay rent and service charges for their accommodation. Rents will be set each year in the same way that any social landlord applies rent charges. Service charges will be variable based on the amount spent each year to cover costs such as electricity, gas and water for communal areas, cleaning services, garden and grounds maintenance, entry phone systems, CCTV and alarm systems, lift maintenance and communal repairs to items such as lights.

### **8 Allocations Programme**

8.1 The Housing and the Adult Social Care departments are working closely to ensure that the scheme is let as efficiently as possible. There will be a joint allocations panel to agree the nominations and that panel will be mindful of the ability of the care provider to meet the needs of the nominees. Since January 2013 a Project Board has been established to consider and direct the allocation of the scheme. Set out below is a

## **Individuals Overview & Scrutiny Committee, March 2013**

selection of the actions taken to ensure that all residents who meet the eligibility criteria are given every opportunity to apply to become a resident. The actions have included:

- Writing to 2500 Havering residents who are registered on the social care computer data base AIS
- Open days
- Road shows
- Presentations to Social care teams
- Promotion at Care Point
- Presentation to the Over 50 Forum
- Age Concern (Havering) and voluntary sector partners awareness raising
- Culture Forum presentation
- Carers 'Forum presentation
- Activate Havering Faith Sector event presentation
- Housing team meeting presentations
- Adverts in Living
- Targeted contact with those people who are under occupying Council accommodation
- Opening of a Show flat at Dreywood Court
- Social groups

8.2 As a result 280 people have registered an interest in Dreywood Court. A pilot viewing day was held on Monday 11th February 2013 for the people who have expressed an interest in renting a flat at Dreywood Court. The show flat is open on Thursdays and Saturdays for people interested in shared ownership housing units. Continued efforts are being made to identify potential residents as it is difficult to predict how many people will meet the extra care criteria or how many people decide extra care housing is the option they choose to pursue.

8.3 There is a need to maintain a pool of potential applicants and to market the scheme up to the point that the scheme is fully subscribed. Under the draft nomination agreement, if the Council does not provide nominations within three months of being opened then ETHG will have the freedom to advertise vacancies and make offers to applicants from anywhere, although they must give priority to Havering residents. ETHG will also have the ability to raise a 96% rental loss charge for each unit that remains vacant after the initial three month letting period. This charge does not apply to the shared ownership units.

## **9 Conclusion**

9.1 Dreywood Court is a high quality scheme which is designed to meet the needs of people in older age. The scheme is designed to promote community activity and address the issue of isolation that residents in Havering have told us they suffer. It is anticipated that the scheme in the medium term will be a valuable asset which will enable the council to meet its social care obligations to an ageing population in an efficient way, will contribute to the preventative agenda and will offer more choice to the people of Havering.



## **IMPLICATIONS AND RISKS**

### **Financial implications and risks:**

The Councils ten year Extra Care Housing Strategy 2011-2021 was approved by Cabinet in March 2011. Dreywood Court was developed as part of this overarching strategy.

The cost of the care and support provider is to be met from within existing Adult Social Care (ASC) resources. The rationale is that budget will be allocated from existing homecare or other ASC budgets as people move into the scheme, and there will also be an element of self funders. The exact implications are difficult to quantify until people actually move into the scheme, so careful records will need to be kept to enable realignment of budgets in order to fund the contractual commitment. There is the risk in the first year that there will be some time lag as people are allocated a flat and then move in, this could lead to some void costs being incurred. Again the impact of this will need to be carefully monitored and a funding source assured. This is in hand and will be managed as part of the Councils ongoing budgetary control process.

There are related MTFs savings of £100k from April 2013 rising to £250k from April 2014. The savings are preventative in nature so are difficult to quantify, however the strategy demonstrated that an increase in extra care units would result in cost savings for the Local Authority. The plan to achieve these savings is that supported accommodation will prove less costly than residential placements; the effect on residential care budgets will be monitored over time.

### **Legal implications and risks:**

There are no apparent legal implications from noting the content of the Report

### **Human Resources implications and risks:**

There are no HR implications arising directly as a result of the report Eve Anderson (Strategic HR Business Partner, Social Care & Learning)

### **Equalities implications and risks:**

Extra care housing is one housing option for people aged 55 and over who require some care and support but wish to retain the independence of living in their own home, rather than having to move into a residential care home.

The overall aim of the on-site care and support team is to work with residents and the landlord to create and maintain a safe, supportive and inclusive environment that promotes independence, health and well-being.

The development of Dreywood Court detailed in the report addresses issues aims to overcome barriers faced by a number of people categorised as protected groups with protected characteristics, notably older people, women and people with disabilities. Each of the flats has been designed to the a high accessibility standard. The marketing of the scheme is designed to reach as many eligible groups as possible and the allocation of the scheme will be in accordance of the Council policies and practices.

**Individuals Overview & Scrutiny Committee, March 2013**

Claire Thompson, Corporate Policy and Community Manager

**BACKGROUND PAPERS**

None

DRAFT