



OVERVIEW AND SCRUTINY COMMITTEE

Subject Heading:

Individuals Overview and Scrutiny

CMT Lead:

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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. This report provides an update on the progress of 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 for shared ownership and seventy eight for rent.
2. The nomination agreement gives Havering Council 100% of all first lets and 100% of all relets for all the accommodation at Dreywood Court. There has been significant interest in the scheme with over three hundred expressions of interest and the first residents moved into the scheme in mid July 2013. Potential applicants are required to meet the nominations criteria which include Havering residency and the allocations panel considers each applicant's potential to benefit from the service.

RECOMMENDATIONS

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

REPORT DETAIL

1.0 Background

- 1.1 Prior to the development of Dreywood Court, there were two extra care schemes in the borough providing 97 units in total. The development of this scheme has doubled capacity. The scheme was handed over and ready to occupy in July 2013 and the first residents moved in in July. More than twenty people have moved in already.
- 1.2 The scheme comprises ninety eight self-contained flats, forty eight one bedroom flats and fifty two bedroom flats. 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. The scheme is staffed 24 hours a day with two waking night staff and a concierge overnight.
- 1.3 East Thames Group (ETG) is the Registered Social Landlord responsible for developing the scheme in partnership with the Council. ETG retains landlord responsibilities, issues tenancy agreements and provides on-going housing management. It will work closely with the care and support provider, Sanctuary Home Care Ltd (SH), to ensure the scheme remains a vibrant and inclusive community.

1.1 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 being 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:

- 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.

3.0 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.

4.0 Care and support on-site in extra care housing

4.1 The Council tendered to find a high quality care provider for Dreywood Court with a track record of providing good personalised care and support services within an extra care housing setting. The contract was awarded to Sanctuary Home Care (SH). All Dreywood Court residents 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, aid flexible delivery of support and remove risks associated with multiple providers delivering care within the service.

4.2 SH began assessing applicants for Dreywood Court from April 2013. They established their office at the scheme in advance of the first residents moving in and have had an on-site presence since July 2013. Where possible all the care assessments are carried out at the Dreywood Court office to enable individual tailored plans to be developed. In addition any extra adaptations that are required are identified. The assessment of the type and level of care required forms part of the allocation process which is considered by the Dreywood Court Extra Care Allocations Panel when evaluating applications. 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 care and support service at the 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.

5.0 Community Lifestyle

5.1 An important aspect of extra care housing is the sense of community that can be achieved. In such a large scheme, fostering this element will be crucial to the success of the service. Commissioning therefore ensured that ETG was retained to address this aspect, in partnership with Sanctuary Home Care. ETG will be expected to ensure that the scheme is a lively and thriving community with plenty of activities and contact with others outside the scheme. Non-residents will be encouraged to join in activities. ETG will also manage the on-site restaurant and hair salon and will develop other therapeutic or activity options for the residents.

5.2 Dreywood Court has a range of communal areas where activities can be arranged. 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.

5.3 At this time of establishing a community, it is important that people form new friendships and join in activities; weekly meet and greet sessions have been established, facilitated by the two volunteers recruited and supervised by the Dreywood Court Housing Manager. The library for the scheme has been established and the first craft group is scheduled for mid-September. As the number of residents increase, links will be made with other council sponsored programmes and activities including the Active Living programme.

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

6.0 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
- eligible to register for social housing in Havering
- assessed as needing care and support services.

6.3 All applicants need to complete a housing application form and medical form and need to have a current assessment by Social Services to determine the level of care and support services required. All the applicants who have been nominated are long standing residents of Havering.

7.0 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. The heating and hot water is provided on a communal basis which will benefit residents by virtue of economy of scale.

8.0 Allocations Programme

8.1 Housing and the Adult Social Care Services are working closely to ensure that the scheme is let as efficiently as possible. Since January 2013 there has been a joint allocations panel which evaluates each application and allocates each flat according to the social care assessment.

8.2 As a result of raising awareness of the scheme amongst the wider community and care professionals, 393 people have registered an interest in Dreywood Court and 127 applications have been considered by the Dreywood Court Extra Care Allocations Panel. As of the end of August, sixty seven of the seventy eight social rent flats had been allocated with the remaining flats to be allocated according to priority need. In respect of the shared ownership flats, ten reservation deposits have been made and are waiting for the legal conveyance and completion to be finalised.

8.3 To ensure the moving experience is not a barrier to the most vulnerable and to ensure the moves have the minimum impact on the resident, Age Concern Havering were commissioned to support people to move. The level of support required has been tailored to people's circumstances. The support programme is well underway and regular updates are showing the value of the support given.

8.4 In addition to this bespoke support, a protocol has been developed with the Housing Benefits Service. Each time an applicant moves into the scheme the accredited volunteers complete the housing benefit forms and verification documents which are collected daily by a dedicated benefits officer. This ensures a smooth transition of any benefit entitlement and reduces the burden of bureaucracy avoiding unnecessary delays or rent arrears.

8.5 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 ETG will have the freedom to advertise vacancies and make offers to applicants from anywhere, although they must give priority to Havering residents. ETG 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.

9.0 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

10.0 Financial implications and risks:

10.1 The Council's 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.

10.2 The cost of the care and support provider is to be met from within existing Adult Social Care (ASC) resources. The rationale was 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 are being kept to enable realignment of budgets in order to fund the contractual commitment. 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 be carefully monitored. This will be managed as part of the Council's on-going budgetary control process.

Caroline May Strategic Finance Business Partner

11.0 Legal implications and risks:

11.1 There are no apparent legal implications in noting this Report.

Stephen Doye Legal Manager

12.0 Human Resources implications and risks:

12.1 There are no direct HR implications or risks regarding the Council's workforce that can be identified from the recommendations made in this report.

Eve Anderson, Strategic HR Business Partner (Children, Adults & Housing and Public Health)

13.0 Equalities implications and risks:

13.1 Dreywood Court is open to people 55 years and over who have a personal or social care need – except in some exceptional circumstances. The aim of the scheme is to provide an option for people 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.

13.2 The scheme is designed to promote independence and social inclusion, as well as developing a representative, mixed community. Cultural activities are provided with the aim of involving all residents to ensure that the scheme is a lively and thriving community with plenty of activities and contact with others outside the scheme.

13.3 The flats benefit from excellent accessibility for people with disabilities, including ground floor flats that are wheelchair adapted.

13.4 An equality analysis of Dreywood Court was carried out as part of the commissioning process.

Claire Thompson Corporate Policy and Community Manager

BACKGROUND PAPERS

None