

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES</b>	<b>AGENDA ITEM: 9</b>
<b>DATE OF MEETING:</b>	<b>21<sup>st</sup> NOVEMBER 2019</b>	<b>CATEGORY:</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR (SERVICE DELIVERY)</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>PAUL WHITTINGHAM 01283595984</b> <a href="mailto:Paul.whittingham@southderbys.gov.uk">Paul.whittingham@southderbys.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>NEW ARRANGEMENTS FOR THE DELIVERY OF DERBYSHIRE COUNTY COUNCIL CONTRACTS FOR TELECARE (CARELINE) AND INDEPENDENT LIVING SERVICES</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL</b>	<b>TERMS OF REFERENCE: (See Notes)</b>

## **1.0 Recommendations**

- 1.1 That the Committee approves a joint study with Trent and Dove Housing on the future provision of Careline/Telecare services
- 1.2 That the Committee notes the arrangements for the changes in funding for new users of the Careline service.

## **2.0 Purpose of the Report**

- 2.1 To update the Committee on the conclusion of Derbyshire County Council (DCC) consultation on the funding of telecare services, this was reported to Housing and Community Services Committee on 31st January 2019.
- 2.2 To advise the Committee on the implications for the Council in delivering services under this new funding arrangement.
- 2.3 To seek approval for the joint commissioning with Trent and Dove Housing of an independent study of Careline services in South Derbyshire and East Staffordshire.
- 2.4 To advise the Committee of the commencement of the new contract for the provision of Independent Living Services (Older People's floating support) from 1<sup>st</sup> November 2019.

## **3.0 Executive Summary**

- 3.1 The Council delivers services for Telecare and Independent Living for older people under two contracts with Derbyshire County Council (DCC). As reported to

Committee on 31<sup>st</sup> January 2019, DCC consulted providers and service users with regard to changing the criteria under which funding support is granted to users of the Telecare (Careline) service. After the consultation period, revised proposals for the implementation of these changes were agreed by DCC's Cabinet on 6<sup>th</sup> of June 2019 for implementation on the 1<sup>st</sup> of November 2019 under the terms of a new contract.

- 3.2 Trent and Dove Housing, based in Burton on Trent provide a similar service to the Careline service delivered by the Council. Both services face similar challenges with regard to delivering a sustainable service to older and vulnerable residents. It is proposed to jointly commission a study into the possible options for delivering an improved, sustainable and "future proof" service for residents in the region.
- 3.3 The Committee has previously agreed to accept the offer from DCC to deliver Independent Living Services under a two-year contract from November 2019. This contract includes revised aims and objectives for this service which are detailed later in this report.

#### **4.0 Detail**

##### **4.1 Careline/Telecare Services.**

- 4.2 The main emphasis of the review by DCC was that the eligibility for funding support for Careline services changed from being based on financial circumstances and/or eligibility for certain state benefits, to being based on eligibility for assistance under the Care Act 2014.
- 4.3 DCC's Cabinet considered the results of the consultation into the provision of Telecare/Careline services at its meeting on 6<sup>th</sup> June 2019. It agreed to implement the following changes to the original proposals which are contained in the report to this Committee on 31<sup>st</sup> January 2019. The revised proposal is that "The current users of the community alarms service continue to receive a subsidised service whilst they remain living in their current property. Should an individual move house through choice or a change in personal circumstances they will be reassessed for community alarm or telecare equipment in line with the Care Act (2014) eligibility criteria."
- 4.4 This means that existing service users who are funded by DCC will retain that funding support until such time as they move home at which point their circumstances will be re assessed under the new Care Act criteria.
- 4.5 The whole range of changes agreed by DCC Cabinet are;
  - Service eligibility to access DCC funded community alarm and telecare services is changed to solely focus on providing equipment and monitoring to Care Act (2014) eligible clients who have an eligible health or social care need.
  - The ongoing monitoring and maintenance charges associated with telecare and community alarms for Care Act (2014) eligible clients will be assessed under the appropriate charging regulations and the individual's social care personal budget or co-funding arrangement will be adjusted to reflect this. A personal budget is "an amount of money calculated as an annual amount to help support an individual receive social care support".
  - Should an individual who self-funds subsequently become eligible for financial support under the Care Act (2014) following assessment they will be able to access

a social care personal budget, or a co-funding arrangement, that could be used to pay for a community alarms or telecare service.

- Individuals who are assessed as being not eligible to receive financial support under the Care Act (2014), would have to pay monitoring and maintenance costs at full cost if they decide to receive the service.
- As part of the six-week re-ablement service, community alarms and telecare equipment and monitoring is provided free. Following the end of the six-week period Non-Care Act eligible clients who choose to retain the service after the end of the re-ablement period would be required to pay to continue to receive the service. Or, if following full assessment, they are identified as Care Act (2014) eligible they would continue to receive the service via a Personal Budget.
- The current users of the community alarms service continue to receive a subsidised service whilst they remain living in their current property. Should an individual move house through choice or a change in personal circumstances they will be reassessed for community alarm or telecare equipment in line with the Care Act (2014) eligibility criteria outlined above.

- 4.6 DCC cabinet also agreed that “the Derbyshire community alarms and telecare offer is simplified to focus on a core offer of community alarm and telecare equipment and monitoring”, that the “changes to the eligibility criteria for community alarms and telecare will be widely communicated”, and that “Adult Care works with providers via a proactive contract management approach to ensure that the service demonstrates value for money”.
- 4.7 Since the DCC Cabinet meeting Council staff have received further training on the implementation of the new criteria. The new assessment process will be completed by DCC staff although this will require the Council to change the information provided to new applicants for housing where the Careline service is provided.
- 4.8 DCC has already arranged contract meetings for the management of this service and provided guidance with regard to how performance under this contract will be managed along with payment processes.
- 4.9 The original proposals suggested that there could be an immediate withdrawal of funding from around 75% of current service users with an annual reduction in funding to this Council of around £50,000 per annum. The revised proposal results in a much gentler reduction in funding as current users leave the service and new users are assessed under the new criteria.
- 4.10 Whilst this reduction will not increase the deficit reported on 31<sup>st</sup> of January as much as expected the fact remains that the current deficit of £331,903 will increase year on year.
- 4.11 Residents who would like to use this service but do not meet the new criteria for funding may of course pay for the service from their own resources. Some residents may already be in receipt of, or are entitled to, a Personal Support Budget from DCC which could also be used to pay for this service.
- 4.12 South Derbyshire District Council is not, however, the only provider who is facing financial challenges in delivering this service. Trent and Dove Housing operates a

similar service from its central control a short distance away from the Council's facility at Oaklands in Swadlincote. Given the similarity and the geographical proximity of the two services it is appropriate at this time to jointly commission a study of both services. This study will identify possible options for the sustainable provision of improved and forward-looking services in both South Derbyshire and East Staffordshire. This study will consider the current services in the context of a growing elderly population and also the advances in telecare and other assistive technology.

4.13 A procurement exercise will be undertaken to assess which organisation may be best placed to carry out this study.

4.14 The outcomes of this study and any options for future provision will be reported back to this Committee.

#### **4.15 Independent Living Services (ILS)**

4.16 The Housing and Community Services Committee on 31<sup>st</sup> January agreed to enter into a new two-year contract for the provision of this service from November 2019. This Service also includes the delivery by the Careline Team of the Falls Recovery Service (FRS). DCC has now confirmed the new management arrangements for this service. This includes a new suite of performance indicators, quarterly rather than monthly payment to the Council and also a contract sum of £130,000 per annum. This is an increase in funding to this service of around £46,000 per annum.

4.17 The aims and objectives of this service are;

The service will deliver non-care based low level housing related support to:

- support people to remain independent in the community
- support people to obtain, manage and maintain their accommodation to ensure it meets their care and support needs
- provide appropriate information and advice to support people to make informed decisions about current and future needs
- prevent or delay people's health or social care needs from becoming more serious
- reduce the likelihood of people being admitted to hospital or residential care and support hospital discharges
- create social capital and enhance personal resilience
- deliver the Falls Recovery Service
- To support people across all housing tenures to live safely and independently in their own homes and preferred community for as long as practicable.
- To prevent, reduce or delay the need for more costly care and support by delivering low-level housing related support flexibly to meet the varying and variable needs of vulnerable adults.
- To promote an assets and strengths based approach to supporting people to develop and maintain support networks to reduce social isolation, and encourage community engagement (including social activities, volunteering, employment and education) to maximise the number of people able to live independently at home.
- To improve access for currently under-represented groups including Black and Minority Ethnic communities, people with sensory impairments and those with a learning disability or autism.
- To provide information, advice and support to ensure people's home environments are safe, suitable and maintained/adapted to meet their needs.

- To provide a 24hr service 365 days a year, including the physical response for the ILS and FRS, to support people in managing crisis and reducing unnecessary conveyances and admissions to hospital.
- To work with people who may have a variety of needs, be person centred, responsive to changing needs and refer to alternative or additional services as required.
- To enable people to maximise their benefit entitlement by supporting the completion and submission of benefit claim forms and benefit related medical appointments.
- To support safe hospital discharges through close and complementary partnership working across the voluntary and statutory sectors to reduce the number of people being admitted to hospital/residential/nursing care or moving onto longer term care and support packages.
- To work positively, proactively and in partnership with other agencies and Providers to reduce duplication of effort and Service delivery where shared objectives are identified, for example, the Home from Hospital Service.
- To work positively, proactively and in partnership with other agencies and Providers to develop an integrated preventative approach to supporting people in the community in relation to their health and social care needs.

4.18 A more regular and robust contract management process has already been implemented for this contract. Within this process Council officers and DCC colleagues have begun to discuss the possibility of developing these services in order to meet the health and wellbeing objectives of the Council and DCC. The outcomes of these discussions along with financial projections for future service delivery will be presented to this committee during 2020/21.

## **5.0 Financial Implications**

- 5.1 There will be a gradual reduction in income under the Telecare/Careline contract as current users leave the service if new users do not meet the Care Act criteria. This will be monitored over the rest of this financial year.
- 5.2 There will be an increase in income to the Independent Living Service of around £46,000 per annum.
- 5.3 The joint study commissioned with Trent and Dove Housing will cost the Council approximately £10,000 which can be funded from the additional income from DCC.

## **6.0 Corporate Implications**

### **Employment Implications**

- 6.1 There are no direct employment implications within this report.

### **Legal Implications**

- 6.2 There are no direct legal implications within this report.

### **Corporate Plan Implications**

- 6.3 This report has a direct impact on the current Corporate Plan through

- PE1. Enable people to live independently
- PE2. Protect and help support the most vulnerable, including those affected by protecting them from financial hardship

### **Risk Impact**

- 6.4 There is a direct risk to the Service Delivery Risk Map through SD1 - Loss of income to the Housing Revenue Account.
- 6.5 There are also potential risks to the health and wellbeing of people who either do not meeting the threshold for funding or choose not to pay for the services themselves. The Council will monitor this impact and continue to discuss possible mitigation through the regular contract management meetings.

## **7.0 Community Impact**

### **Consultation**

- 7.1 DCC completed a consultation exercise with all current service users and provider agencies, this did lead to changes to the original proposals for the funding the Telecare /Careline Service

### **Equality and Diversity Impact**

- 7.2 DCC has completed its own assessment of the Equality and Diversity impact of these changes

### **Social Value Impact**

- 7.3 This report has a direct link to the Sustainable Community Strategy and helping older people retain their independence.

### **Environmental Sustainability**

- 7.4 There are no direct Environmental Sustainability implications of this report.

## **8.0 Conclusions**

- 8.1 That it is necessary for the Council to work proactively with DCC in order to develop an enhanced Independent Living Service as required within the new agreement for the provision of this service
- 8.2 That an assessment of the longer-term provision of Telecare/careline Services is necessary.

## **8.0 Background Papers**

Report to housing and Community Services Committee on 31<sup>st</sup> January 2019.

**Notes:**

- \* Category – Please see the Committee Terms Of Reference in [Responsibility for Functions - Committees](#). This shows which committee is responsible for each function and whether it has delegated authority to make a decision, or needs to refer it elsewhere with a recommendation.
- \*\* Open/Exempt - All reports should be considered in the open section of the meeting, unless it is likely that exempt information would be disclosed. Please see the [Access to Information Procedure Rules](#) for more guidance.
- \*\*\* Committee Terms Of Reference in [Responsibility for Functions - Committees](#).