

<b>REPORT TO:</b>	<b>HOUSING AND COMMUNITY SERVICES COMMITTEE</b>	<b>AGENDA ITEM: 8</b>
<b>DATE OF MEETING:</b>	<b>1 JUNE 2022</b>	<b>CATEGORY: (See Notes) DELEGATED or RECOMMENDED</b>
<b>REPORT FROM:</b>	<b>STRATEGIC DIRECTOR SERVICE DELIVERY</b>	<b>OPEN</b>
<b>MEMBERS' CONTACT POINT:</b>	<b>PAUL WHITTINGHAM</b> <a href="mailto:paul.whittingham@southserbyshire.gov.uk">paul.whittingham@southserbyshire.gov.uk</a>	<b>DOC:</b>
<b>SUBJECT:</b>	<b>DERBYSHIRE COUNTY COUNCIL CONSULTATION ON INDEPENDENT LIVING SERVICE PROVISION</b>	
<b>WARD(S) AFFECTED:</b>	<b>ALL WHERE THE REPORT AFFECTS THE DISTRICT AS A WHOLE <u>OR</u> SPECIFIC WARDS</b>	<b>TERMS OF REFERENCE: (See Notes)</b>

## **1.0 Recommendations**

- 1.1 That the Committee approves the responses to the Derbyshire County Council Cabinet Report and consultation exercise detailed in Section 4 of this report.

## **2.0 Purpose of the Report**

- 2.1 The report outlines the Council response to Derbyshire County Council (DCC) proposals to change the funding and service delivery arrangements of the Independent Living and Falls Recovery Services provided by the Council on behalf of DCC

## **3.0 Executive Summary**

- 3.1 The council provides Independent Living, Falls recovery and Telecare Services under contract to DCC. These services are provided to Council Tenants and other residents under contracts that have been extended for one year until April 2023 with two further possible extension periods of six months after this.
- 3.2 A report to DCC Cabinet on 10<sup>th</sup> March 2022 initiated a formal consultation exercise with service users with regard to the future funding and delivery of these services.
- 3.3 The council has been invited to respond to the Consultation and also to the Cabinet Report.( Appendix A)

## **4.0 Detail**

- 4.1 The Consultation process has asked for responses from service users and providers across Derbyshire. It is also appropriate for the Council to respond to the contents of the DCC Cabinet report.
- 4.2 **Response to Cabinet Report**
- 4.3 **DCC Cabinet Report** “The purpose of the funding was to deliver older people’s floating support to people across all tenures to enable them to maintain their tenancy. The key aim of floating support was to promote personal independence through the development of skills and support networks therefore reducing reliance on formal provision. However, in some areas the expected outcomes are not being realised and there is a lack of equity in accessing the service depending on the kind of tenure the person holds”
- 4.4 **Proposed Response** The Council agrees that there is a lack of equity in terms of the recipients of current services. However, the report does not provide the historical context for this in that the Supporting People funding was originally introduced to replace payments from Housing Benefit paid to Social Housing Tenants. The Council is not clear as to what the “expected outcomes “were or how they were to be quantified as part of the current contract.
- 4.5 **DCC Cabinet Report** “Commissioners and contract managers have worked hard with providers over the past two years to transform current provision from an ‘output and task-focused service’, to one which is linked to personalised support and delivers outcomes set out in the current service specification. However, monitoring data indicates that most of the contracts are still not being delivered in the way outlined and are instead continuing to reinforce dependence on the service”.
- 4.6 **Proposed Response** Anecdotal evidence from Council teams suggests that there are residents in receipt of the service who are unlikely to become more independent due to their age, long term health and social issues including loneliness isolation and dementia.
- 4.7 **DCC Cabinet Report** “The monitoring data shows that the majority of people currently using the service live in social housing and that the Local Authority or Housing Association are their Registered Social Landlord. This strongly suggests that the services are not being adequately targeted to all Derbyshire residents, including owner occupiers and those renting their home privately, as set out in the current service specification”. contract management data for Q1 2021/2022 shows the following breakdown of service users.
- Council Stock or Housing Association 92.10%
  - Owner Occupier 6.86%
  - Unknown 1.75%
  - Private Rented 0.21%
  - Other 0.05%
  - Shared Ownership 0.03%
- 4.8 **Proposed Response** As previously described this should not be a surprise given the historical context of the funding for this service.
- 4.9 **DCC Cabinet Report** “The monitoring data over the past 18-month period, where the Districts and Boroughs deliver the service, show very little progression of people moving through the service towards independence. The number of people accessing the service has fluctuated very little in these areas and the number of people exiting

the service has been limited to those whose life circumstances have changed significantly. It could be inferred from the balance of new referrals vs old referrals that new people taking up the tenancy of the vacated social housing stock are automatically being referred to the Older Persons Independent Living Service (OP ILS)".

- 4.10 **Proposed Response** The council would agree with this although there does need to be some further consideration of the wider reasons for this. The Council offers "sheltered" or supported housing to applicants whose expectation is often that there will be either the current or future provision of a level of support. The council would welcome further discussion with DCC and other agencies as to what package of care support and assistance would be mutually beneficial to residents across all tenures.
- 4.11 **DCC Cabinet Report** "In contrast, data from the recently commissioned voluntary sector provider delivering the service in Derbyshire Dales and Erewash, shows a clear progression model of delivery, with a steady flow of people moving in and out of service over a 12-week period. This evidence indicates a higher rate of enablement for individuals in supporting them to overcome any difficulties, maintain their independence and access activities and support in their local community"
- 4.12 **Proposed Response** The council would welcome being able to see the model of service being offered in these areas and be party to discussions as to how this might be replicated elsewhere using existing resources and infrastructure
- 4.13 **DCC Cabinet Report** "There is no statutory duty for Adult Social Care (ASCH) to provide or fund this very low level of support. However, there is a Care Act duty for ASCH to 'prevent reduce and delay' eligible needs and now a strong emphasis within the Adult Social Care Reform White Paper 'People at the Heart of Care' to ensure that every decision about care is also a decision about housing. This offers ASCH an opportunity to carefully consider the purpose of the current service in fulfilling its statutory duties"
- 4.14 **Proposed Response** The report does not point out that this provision is not a statutory duty for Social Landlords or District Councils either. Even so the Council remains willing to discuss with other agencies the continuing provision of such services
- 4.15 **DCC Cabinet Report** "The Falls Recovery Service (FRS) is built in as an addition to the OP ILS contract. It uses the providers infrastructure financed through the OP ILS contract (contact centre, response staff and management) to deliver an as needed FRS that is linked directly to a community alarm. Only people signed up to a community alarm service are able to access the FRS. The FRS has been in place for several years and is funded via a Better Care Fund (BCF) budget of £0.157m per annum (2021/22). The BCF additional contribution covers a £34 fee paid for each call out the service providers attend. The FRS delivers considerable benefits to the wider health and social care system in Derbyshire by utilising resources within the OP ILS to support people who have fallen and are not injured, to be lifted safely from the floor and remain at home, rather than be attended by ambulance services to carry out the lift and potentially be conveyed to hospital. However, it is only people in receipt of the OP ILS who have a community alarm that are able to benefit from this offer. ASCH is currently the only funder for the infrastructure used to deliver this service that is providing significant financial benefits to NHS partners across the County (including Acute Hospitals, East Midlands Ambulance Service (EMAS) and Primary Care Networks (PCNs). The multi-agency review team described above are developing options for alternative methods of delivering a FRS, which will be

considered by Joined Up Care Derbyshire Place Board. This will include proposals for an integrated falls recovery service funded by all system partners. The paper will present a range of matters that includes data sharing, system costs built on evidence from the whole system (PCNs, DCHS, EMAS, PH, District and Borough Providers, ASCH), the implications of changing the current service, and benefits for the system and citizens. This jointly authored paper will mitigate the impact of the proposal to cease funding the OP ILS in its current format and offer a more equitable offer to all citizens at risk of falling, not just those who have a community alarm. It is anticipated that this work will be completed before the proposed cessation of the OP ILS and it may transpire that the outcome of the FRS review recommends that FRS should operate entirely independently of the OP ILS infrastructure in any event”.

- 4.16 **Proposed Response** The Council welcomes the review of the Falls Recovery Service and is already participating in the review. However, it is not clear as to how it will be involved in decision making around this service whilst its role in Joined Up Care Derbyshire and the Place Board is not yet clear.
- 4.17 The Cabinet Report also does not make clear the fact that existing “non funded” private residents who pay for the Council careline service already receive the benefits of the Falls recovery Service. These customers make up around 50% of current service users. This service is therefore already available across tenures and age ranges in South Derbyshire.
- 4.18 The Council must also point out that the statements regarding the current funding of this service are not accurate. The Council also funds all aspects of the service through support from the Housing revenue Account for Community Alarm, infrastructure and staff costs. The £34.00 fee paid for the Falls Recovery Service does not cover the provision of this service especially out of hours where staff are by necessity paid a call out charge and overtime payments for the time they are with a client. The Council

## **5.0 Financial Implications**

- 5.1 The financial implications of decreasing or removing DCC funding from this service are that at worst the Council will need to subsidise the service with a further £130000 in addition to the £160000 already provided from the Housing Revenue Account. Alternatively, this cost may need to be passed on in its entirety through a price rise for all customers including those who currently are funded due to their historic entitlement to State Benefits. Once the consultation and working groups have concluded the position regarding this funding will be clearer.
- 5.2 DCC are also in the process of consulting service users around future provision of Careline services. Removal of funding in this area would also require the Council provide an additional £87000 in addition to the £67000 already provided from the Housing Revenue Account.
- 5.3 The potential for additional subsidy will also need to be considered in light of the likely costs to the Council for upgrading the Careline system to a digital platform which is currently estimated as at least £100000 over two years.

## **6.0 Corporate Implications**

## **Employment Implications**

- 6.1 Whilst there are no direct employment implications contained within this report, the impact of removing funding for this service may necessitate a further review of existing staffing costs.

## **Legal Implications**

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

## **Corporate Plan Implications**

- 6.3 The contents of this report have a direct impact on the Council's Corporate plan aims regarding :  
Supporting and safeguarding the most vulnerable with partners encourage independent living and keep residents healthy and happy in their homes.
- 6.4 Promote health and wellbeing across the District.

## **Risk Impact**

- 6.5 The contents of this report may have a direct impact on the Service Delivery Risk, SD1  
- Loss of income to the Housing Revenue Account

## **7.0 Community Impact**

### **Consultation**

- 7.1 DCC are carrying out consultation with current service users.

### **Equality and Diversity Impact**

- 7.2 The council understands that DCC will carry out an Equality Impact Assessment with regard to potential changes to the funding of these services.

### **Social Value Impact**

- 7.3 The potential impact of changes in this service will become clearer after the completion of the consultation exercise.

### **Environmental Sustainability**

- 7.4 There are no direct environmental sustainability impacts contained within this report.

## **8.0 Conclusions**

- 8.1 The Council recognises that there is a need to review the provision and funding of support services to residents in the district and that services should be accessible to all ages and tenures.
- 8.2 The infrastructure for the delivery of these services already exists in South Derbyshire and has been supported financially by the Council for many years.

- 8.3 The Council does therefore welcome the opportunity to be involved in reshaping the nature of these services, recognising the potential for delivering more comprehensive, and beneficial services in partnership with other care, support and health providers,

## **9.0 Background Papers**

Reports to Housing and Community Services Committee regarding Careline and Independent Living Services:

- January 31<sup>st</sup> 2019
- November 21<sup>st</sup> 2019
- November 19<sup>th</sup> 2020
- January 28<sup>th</sup> 2021
- March 10<sup>th</sup> 2022