

Proposed changes to housing related support

We want to find out what people think about the proposed changes to the housing related support services, and how people would be affected if change did happen in the following services:

Alarm Services:

We asked:

We are proposing to stop paying towards the cost of the alarm service in sheltered housing schemes or in your own home. This meant that people would have to pay for the cost of the alarm service themselves.

You said:

The view was that if the cost of the alarms was passed onto residents, many of them could not afford to pay for it. The cost would also come on top of other cost of living increases. This squeeze on income could force the most vulnerable to make some very difficult choices.

We did:

For people living in Registered Social Landlord accommodation with an **Alarm only service** – we have:

Changed our original proposal and agreed to continue to fund the alarm only service for the existing 130 customers as a transitional arrangement, but no new customers will be funded. Customers in sheltered housing schemes would have to pay for their alarm costs as they will still have access to on-site support (see sheltered housing service below).

Sheltered Housing Schemes:

We asked:

To change the way support was provided in sheltered housing - support is provided by introducing an assessment for each person to make sure help is given where it is needed most.

You said:

Sheltered housing schemes provide an effective infrastructure where help is immediately accessible, especially in an emergency, and is tailored to individual needs. It promotes an essential sense of security, trust and reassurance and self – confidence which helps elderly frail people to live independently and with dignity.

We did:

For people living in Registered Social Landlord **Sheltered Housing Schemes** – there were two aspects to the proposal and we have:

In light of the consistent messages received and the level of concern and defence of the intangible benefits that sheltered schemes can provide we revised our approach, which recognises this by offering a core model for the new Independent Living Support services to fund core support, in each scheme, where the occupant is in receipt of a welfare benefit. This money will be paid to the landlord. No contribution will be provided towards the cost of the alarm system provided by the landlord.

Supported Accommodation:

We asked:

To change the way support was provided in supported accommodation schemes by introducing an assessment for each person to make sure help is given where it is needed most.

You said:

There was generally an acknowledgment that having an individual assessment is a positive approach, there was a high level of concern as to the impact this may have in small schemes where many aspects of community living are shared by the group who live there. There was a shared feeling that they were receiving the support they needed.

We did:

In light of the comments received we changed our proposal. For people mainly living in Registered Social Landlord accommodation in **Supported Housing Schemes – Core** funding will be provided to each occupant, who is in receipt of a welfare benefit. This money will be paid to the support provider.

Floating Support Services:

We Asked:

To change the way floating support is provided by introducing an assessment for each person to make sure help is given where it is needed most.

You said:

There was some concern as to what this would mean for individuals. The prospect of managing change was also causing further anxiety. Within the feedback was some level of support for introducing the focus onto the individual as a fairer system that looked at the areas they needed support with and the outcomes to be achieved. Overall though only a small number agreed this could be a fairer process, the majority thought it should stay the same.

We did:

For people living in the community in different types of tenures, Floating Support services will be funded to support those assessed as meeting the eligibility criteria. This money will be paid to the support provider. If the proposal was introduced following the consultation, the council would reassess all customers. This is to make sure help was given to the people most in need. We think this is a fairer way of making sure those who need support get it.

As a result of the changes overall we have broadened who can access floating support. Therefore customers who only have an alarm only service or are living in Sheltered or Supported Housing schemes can also have additional floating support if they are assessed as being eligible. This support will be available to those in the greatest need, subject to an assessment process.