

HOUSING & CARE21 EXTRA CARE SCHEMES

REPORT OF THE HEAD OF INTEGRATED COMMISSIONING

1. Purpose of the Report

- 1.1 The report provides an update on previous issues in relation to Housing & Care21 Extra Care Schemes with a focus on Beckwith Mews, Bramble Hollow and Woodridge Gardens.

2. Background

- 2.1 The first extra care scheme, Beckwith Mews, opened in March 2009 providing 40 two bedroomed apartments for rent or sale. The number of extra care mixed tenure properties in the city has grown significantly with a vast majority of the schemes being provided in the City by Housing & Care21. Extra care is defined by having a 24 hour care presence in the building to meet the care and housing support needs to tenants in the scheme.

- 2.2 Sunderland City Council does not contract the care and support service in the Housing & Care21 extra care schemes. The extra care service itself is made up of several distinct component parts that demonstrate how the core and planned support elements are now being funded:

- **Housing/Property support:** Provided by the Court Manager and funded through a service charge to each tenant.
- **Core Support:** Flexible background property, housing and care related support provided by support workers day and night. The workers are not allocated to any individual resident on a permanent basis. The core support service is delivered by Integrated Property, Housing and Care Support Workers.
- **Planned Support:** Flexible housing and care support time is defined through individual support plans with resources allocated specifically to the individual.

- 2.3 From 1st April 2015 it was proposed that all new residents that move into Beckwith Mews, Woodridge Gardens and Bramble Hollow have to sign an agreement to confirm their personal responsibility for meeting the Core Support Charge. This would have a particular impact on owner occupiers who did not particularly draw on the existing on-site care support. Residents raised this issue with both local members and senior management of Housing and Care 21. Following a series of discussions with residents Housing and Care 21 agreed not to apply the core charge to residents in the first three schemes.

2.4 During the discussions with residents and subsequent scrutiny discussion a number of other issues were raised which included:

- A perceived high turnover of management posts within the schemes and in particular Bramble Hollow was highlighted.
- How Housing and Care 21 communicate to their customers and what would be put in place to improve this in the future.
- More regular engagement between the scheme managers and local ward members
- Improved information to be provided to residents around the breakdown of charging schedules for the schemes
- What activities are available to the residents in the schemes

3. Next Steps

3.1 Housing & Care 21 have agreed to provide members with an update on the issues raised at the Scrutiny meeting on the 25th June 2015.

4. Recommendations

4.1 That the Scrutiny Committee notes the report and provides comment on the update provided by Housing & Care21.

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