

## TARGETED SUPPORT SERVICE DELIVERY AND CHARGING PROCEDURE

**Cabinet Member** Cllr Ray Stanley  
**Responsible Officer** Head of Housing and Property

**Reason for Report:** To inform members of the new range of services to be provided under the Targeted Support Service and proposed charging procedure.

**RECOMMENDATION(S):** That the PDG recommend that the Targetted Support Charging Procedure and Pricing Structure be approved by the Cabinet.

**Relationship to Corporate Plan:** The Council must run the Housing Service efficiently and effectively.

**Financial Implications:** Devon County Council funding has been cut by 10% from April 2013. A restructuring of the service is currently being undertaken with a view that the targeted support service be run at break even.

**Legal Implications:** The service is not a statutory responsibility.

**Risk Assessment:** The restructuring of the service will reduce staffing costs and will significantly reduce the number of hours available to the service which will impact on the service received by many of the tenants. The proposed range of services and charging structure will limit the amount of targeted support deployed to the tenants with the greatest support needs.

### 1.0 Introduction

- 1.1 Historically Mid Devon District Council has offered the sheltered housing tenants two levels of support service; the Gold service was provided by residential wardens who visited tenants twice a week and called via the alarm system on Wednesdays. The Silver service tenants did not receive visits, but the warden would respond if they used the alarm system and required assistance.
- 1.2 In recent years providers have moved away from the residential warden model and in Mid Devon staff are now based in offices in Tiverton and Crediton to cover the whole district. They continue to provide the Gold service to tenants, but the Silver service has become obsolete as staff are no longer onsite to respond to calls. Tenants that choose not to receive the Gold service are now offered the alarm-only or opt out options.
- 1.3 In July Care Services staff will begin to consult with sheltered housing tenants to explain the forthcoming changes to the service and how the new service options will provide tenants with a wider range of services and choice.

## 2.0 Service Options

- 2.1 Targeted Support will require a new approach to service delivery and a move away from a 'one size fits all' service. The service will be based upon each individual's needs and tailored to demonstrated outcomes for the individual.
- 2.2 Appendix A outlines the new range of services that will be introduced in Mid Devon and the service charges that will be applied to tenants who are not eligible for government funding.
- 2.3 The Targeted Support Charging Procedure (Appendix B) outlines how Mid Devon will determine if a tenant is entitled to receive a free service.
- 2.4 Tenants will be given the option to 'top up' their service and select a higher level of service should they wish to pay the difference between the two prices.

## 3.0 Future Consideration

- 3.1 Service providers need to be able to demonstrate to the commissioners, Devon County Council, that they are delivering a quality service to tenants. An appropriate IT system will be required that can produce real-time reporting and performance management information. The Council will be testing the market to procure a system during the summer and aim to have system in place by the Autumn.

## 4.0 Recommendation

- 4.1 That the new range of services and charging structure detailed are approved.

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**Circulation of the Report:** Councillor Ray Stanley, Cabinet Member for Housing, Management Team

Appendix A

**Targeted Support Service Levels**

<b>Service Level</b>	<b>Current fee</b>	<b>Description</b>	<b>Who Is This For?</b>	<b>What Service Is Provided?</b>	<b>Review Period</b>
<b>1</b>	N/A	Intensive Support Price will be dependent upon hours provided	Anyone that may need more intensive support following a bereavement, whilst awaiting residential care, during a period of sickness or following a discharge from hospital	<ul style="list-style-type: none"> <li>Up to 5 visits per week plus 2 weekend welfare calls if required</li> <li>24/7 Alarm Service</li> <li>6 monthly Support Plan Review or sooner if needs significantly change</li> </ul>	6 weekly
<b>2</b>	£16.70 Per week	Regular Support £17.00 Per week	Anyone that is at risk of losing elements of their independence and ability to remain at home	<ul style="list-style-type: none"> <li>Up to 2 visits per week</li> <li>Welfare calls subject to assessed needs</li> <li>24/7 Alarm Service</li> <li>6 monthly Support Plan Review</li> </ul>	6 monthly
<b>3</b>	N/A	Weekly Support £10.00 Per week	Anyone that is independent but requires a lower level of support to help them continue to live independently at home	<ul style="list-style-type: none"> <li>1 visit or call per week</li> <li>24/7 Alarm Service</li> <li>6 monthly Support Plan Review</li> </ul>	6 Monthly
<b>4</b>	N/A	Occasional Support/ Drop-Ins £5.00 Per week	Anyone that is independent, but wishes to retain access to support from the service.	<ul style="list-style-type: none"> <li>A minimum of 1 visit or call per month</li> <li>24/7 Alarm Service</li> <li>6 monthly Support Plan Review (this may be by telephone)</li> </ul>	6 Monthly
<b>5</b>	£2.38 tenants £3.47 non-tenants	Alarm Only £2.50 tenants £3.47 non-tenants	Anyone that requires the reassurance that they access the 24/7 Alarm Service  (Non-tenants can only access the alarm only service)	<ul style="list-style-type: none"> <li>24/7 Alarm Service</li> <li>6 monthly Support Plan Review (this may be by telephone)</li> <li>Equipment check and maintenance</li> </ul>	6 Monthly

## **Targeted Support Charging Procedure**

- 1.1 The tenant must meet the mandatory criteria i.e. be aged 55 or over and entitled to receive a free service in order to receive a service under the Targeted Support contract. Additionally the service user must have at least one other additional need as set out in the eligibility criteria.
- 1.2 The contract requires that all service providers confirm each tenant's entitlement to receive a free service using a financial assessment agreed by the Devon Sheltered Housing Provider Forum.
- 1.3 At the time of writing this procedure the Devon Sheltered Housing Provider Forum has not yet agreed the financial assessment. Until such time as this is agreed, Mid Devon District Council will provide an exemption from charging for the support service where it is confirmed that the tenant is both eligible to receive the service and is in receipt of pension credit or housing benefit and/or council tax support during the period that support is provided.
- 1.4 Eligibility under the contract criteria and entitlement to pension credit or housing benefit and/or council tax support will be verified with the appropriate agencies and the financial assessment will be kept on the tenant's file.
- 1.5 All residents receiving subsidy from Devon County Council on 31 March 2013 will be offered transitional protection and will continue to be entitled to a free service for eligible support services whilst their financial circumstances remain the same, as set out in the Devon Older People's targeted support contract.
- 1.6 The level of support offered under the targeted support contract will be dependant on a needs assessment and contract capacity

## **2. Charging For Support Services**

- 2.1 Mid Devon District Council will charge for the support service provided in the following circumstances:
  - 2.1.1 The tenant has no assessed need and is not entitled to transitional protection as an existing service user on 1 April 2013
  - 2.1.2 The tenant does not meet the Devon Targeted Support contract eligibility and/or is not entitled to a free service following a financial assessment.
  - 2.1.3 The tenant chooses to purchase a higher level of service than their assessed need.
  - 2.1.4 The tenant chooses to purchase a service pending availability of support under the Devon Older People's targeted support contract