

Putting The Spotlight On Older People

A conference took place on 2nd December which focused on ways in which housing, health and care services can work in partnership to enable people with health and care needs to remain in their own homes. Shona Robison, the Minister for Public Health, delivered the keynote address on the importance of care at home in 'shifting the balance of care'. Speakers and delegates stressed the need for change in the face of the projected growth in the number of older people over the next 20 years, and several delegates expressed frustration with the pace of change to date. A significant range of policies were thought to be in place, but were not always being taken forward consistently across the country, or at the pace needed. The contribution that telecare, and telehealth can make was recognised, alongside that of sheltered housing and the potential for further development of very sheltered / extra care housing.

Housing and support for older people

The future of sheltered housing was debated at the conference and some questioned whether, with 90% of older people continuing to live in mainstream housing, further emphasis needed to be given to services helping to maintain them there - services such as care and repair services as well as equipment and adaptations. The private and voluntary sector providers were perceived as able to offer new service models, and those planning and commissioning services were encouraged to recognise their contribution, and facilitate greater collaboration across the sectors.

January 2009 Issue 4

Mutual care approach

In her speech, Shona Robison highlighted the need to trust and empower service users and carers more in shaping services and the support provided. She promoted a philosophy of 'mutual care' and referred to '.....the community of interest which should exist between those involved in arranging and providing care at home services and those who require support.' She further explained that the mutual care approach 'also brings with it a focus on empowering and enabling individuals, treating them as citizens. It recognises the key role played by local communities in creating environments in which people with care and support needs can live independently for longer.' Whilst Shona Robison used the term 'care at home' in her speech a recurring theme was that of 'doing things with a person' as opposed to doing things for a person - a concept very much at the heart of housing support.

Policies on personalisation and self directed care were generally welcomed by delegates, and the conference heard about the benefits of a re-ablement philosophy in home care services being introduced in Edinburgh and elsewhere that showed considerable promise in helping people to live independently after hospital admissions, for example.

Papers from the conference can be viewed on the Joint Improvement Team's website including a guidance note about housing and older people.

www.jitscotland.org.uk/news-and-events/into-the-spotlight-series/

Care Commission

VAT

Measuring Outcomes of Housing Support

Adult Support and Protection

Providers' Questions

The Scottish Government



The Housing Support Enabling Unit is a partnership Initiative between Community Care Providers Scotland (CCPS) and the Scottish Federation of Housing Associations (SFHA), funded by the Scottish Government.

Single Outcome Agreements

The Scottish Government has issued a guidance document for Community Planning Partnerships (CPPs) to assist them review existing Single Outcome Agreements (SOAs). The Government requires CPPs to submit their revised SOAs by the end of February 2009 with a view to agreeing the final version with the Government by the end of May 2009.

The new guidance has been created in conjunction with the Convention of Scottish Local Authorities (COSLA) and the NHS and others. It urges CPPs to be more strategic and better focused on a small number of outcomes that reflect local priorities. The guidance states that *'In practice, improving outcomes at the local level requires the full engagement of CPPs (including third sector partners) which this second phase of SOAs is intended to secure'*.

The impact that the economic crisis may have on outcomes is acknowledged but the Government urges local authorities to continue to aim high when outlining their desired outcomes.

National Outcomes and Indicators

The 15 National Outcomes and 45 National Indicators and Targets remain unchanged. This is not the case for Local Indicators which have been revised, although it remains the case that CPPs can choose whether to use them or not.

Local Indicators

In the first set of Local Indicators there was one local indicator that referred to housing support explicitly - Indicator 29. In the Government's review of Single Outcome Agreements it has found that this indicator was not used by the majority of local authorities. For this reason Indicator 29 does not appear in the Government's latest guidance document. This does not mean, however, that local authorities cannot include this indicator in future. As previously reported in this Bulletin (October 2008) there were 7 local authorities that used Indicator 29 in their Single Outcome Agreements first time round.

The A List and the B List

In this latest guidance a revised list of Local Outcome Indicators includes a list of 30 indicators which have appeared in the majority of SOAs first

time round. Social care and health related indicators appear within these although only indicator A14 refers to social care generally: *'% of community care users and carers satisfied with involvement in their health, social care and joint packages'*. There are 2 indicators relating to people aged 65 and over: A15 *'Percentage of people aged 65 and over with intensive care needs receiving services at home'* and A16 *'Number of people aged 65 and over admitted for any reason two or more times in a year as an emergency to acute specialities per 100,000 population.'* There are, of course, other indicators within this list to which housing support can contribute eg A20 *'Number of suicides per 10,000 population'*. Somewhat surprisingly there is no indicator relating to homelessness within this 'A list'.

In addition to this 'A List' is a 'B List' which consists of those local indicators used in a 'significant' number of SOAs. Housing support does not appear explicitly although Homelessness does feature within this list (B25 and B28) as well as domestic abuse (B22). Ultimately, however, it is down to each local authority and their planning partners to decide what their local indicators should be.

The waterline

The new guidance uses the image of a ship to explain how the Single Outcome Agreement should be the visible part and how it should relate to local plans and performance measuring systems 'below the waterline'. In this way local authorities and their planning partners are urged to keep SOAs strategic and well focused. In terms of housing support, the fact that it has not been referred to overtly in many SOAs does not necessarily mean that it is not regarded as an important means of contributing to local priorities. Certainly from information the Housing Support Enabling Unit has gathered this year most local authorities still have a budget specifically for housing support. Information about each local authority can be found on the Unit's website at: www.ccpscotland.org/spunit/info/FundingofhousingupportinScotland200809.php

This does not mean, however, that providers of housing support feel that funding is keeping pace with the costs of providing services nor that service providers feel they have a way of contributing to the development of the next round of SOAs.

Single Outcome Agreements

Reporting requirements

Local authorities are required to report to the Scottish Government in April 2009 on their performance during the first year of SOAs. These reports may be of interest to providers of housing support in terms of the extent to which their areas of interest are reflected.

Third Sector Task Group

The Guidance states that this new task group will be a vehicle for improving relations between CPPs and the third sector. To find out more about the task group you can go to an area on the SCVO website has been set up to provide up to date information on it's work: www.scvo.org.uk/taskgroup. The task group has now met twice and has agreed a workplan.

The new guidance on SOAs and other related documents can be found on the Improvement Service's web pages at www.improvementservice.org.uk/core-programmes/single-outcome-agreements/

The impact of Single Outcome Agreements

The Housing Support Enabling Unit will be conducting a survey later this year to find out more about how housing support services have been faring under Single Outcomes Agreements. In addition to this the Unit will be working with Community Care Providers Scotland to consider what role, if any, service providers have been able to play in developing the next round of Single Outcome Agreements through Community Planning Partnerships.

Additional Costs Associated With Temporary Workers

From 1 April 2009, businesses and other organisations will be charged VAT on the full value of the invoice issued by the employment agency for the supply of temporary workers.

Previously, employment agencies have been able to take advantage of a concession that allowed VAT to be charged solely on the margin they make when supplying temporary workers. However, the 2008 Budget announced that the concession would be officially withdrawn on 1.4.09 and agencies will be required to charge VAT on the full value of the invoice issued by the employment agency for the supply of temporary workers.

This may adversely affect housing support providers who make extensive use of agency staff. At the moment the extent to which housing support providers use employment agencies is not clear but this is something the HS Enabling

Unit will be gathering information about early in 2009.

One of the challenges the removal of the VAT concession poses for housing support providers is that under tax law housing support services will generally fall within the definition of 'welfare services' and as such are exempt from VAT. This means that VAT cannot be recovered directly from funders making it difficult, but not impossible, for providers to negotiate an increase in contract price.

Providers may be able to find a way of avoiding this new VAT charge by changing the way they obtain temporary cover. To explore the options for doing this it is advisable to seek advice from a tax adviser or accountant. More information on the technicalities of the changes can be found on HM Revenues and Customs website at www.hmrc.gov.uk/index.htm

Future of SP in England

The ring fence around Supporting People Funding in England is to be removed. In a briefing paper, English based networking organisation SITRA stated:

“From April 2009 the ring-fence will be removed. The £1.6bn Supporting People Programme funding will be paid to local authorities as a 'named' grant under Section 31 of the Local Government Act 2003 in a 'transition' year which will enable local authorities more freedom to allocate the funding according to local need, but will still be viewed as a grant for housing related support. From April 2010 SPG will be placed into Area Based Grant, the allocation of which will be determined by Local Strategic Partnerships.”

To see more about the future of Supporting people in England go to www.sitra.org.uk/fileadmin/sitra_user/TEMP/Sitra_Briefing_on_the_Future_of_Supporting_People_and_the_Removal_of_the_Ringfence_Dec_08.pdf

Measuring Outcomes of Housing Support

The Housing Support Outcomes Framework aims to measure the impact of individual Housing Support services for individual clients.

A pilot of the Framework took place in early 2008 and over the past few months independent research consultancy Craigforth has been using the feedback it received from the pilot to refine and improve the system.

21 housing support services from all over Scotland agreed to look over the revised Framework and give comments and suggestions for further development.

Craigforth intend to finish the analysis of these comments by the end of January 2009.

For more information on the Outcomes Matrix go to www.ccpsscotland.org/spunit/info/outcomesframework.php or contact moira.weir@ccpscotland.org

The Adult Support and Protection (Scotland) Act 2007

The Adult Support and Protection (Scotland) Act 2007 came into effect on 29 October 2008. Part 1 introduces new measures to identify and protect individuals who fall into the category of 'adults at risk' and all those working within social care will be expected to have a role in implementing the new measures.

The Scottish Government has produced a short introduction to the Act which explains:

- The term 'adults at risk'
- The term 'harm'
- The principles underlying the Act
- The duties and powers contained by the Act

The Adult Support and Protection (Scotland) Act 2007: A short introduction to Part 1 of the Act is available on the Scottish Government website at www.scotland.gov.uk/Resource/Doc/231428/063124.pdf

The Scottish Government has an Adult Protection Legislation Team which has responsibility for implementing the Act. The Training Working Group, comprised of a variety of stakeholders from both the statutory and voluntary sectors, prepared suitable training materials and ran national training events to ensure the successful implementation of the Act. A total of £7.8m was also made available to local authorities for the period October 2008 to March 2009. Further discussions will be held with COSLA to review the legislation's operation and identify actual spend.

More information on the Adult Support and Protection (Scotland) Act 2007, including the various training materials, can be found on the Scottish Government website at www.scotland.gov.uk/Topics/Health/care/VAUnit

Care Commission Annual Return

Alison Bavidge, Policy and Knowledge Management Manager with the Care Commission discusses the purpose of the Care Commission's annual return form.

It was clear from Professor Crerar's report, "The Report of the Independent Review of Regulation, Audit, Inspection and Complaints Handling of Public Services in Scotland" in September 2007 that many organisations in Scotland are frustrated by the number of inspection and regulatory bodies they have to deal with and give information to. These bodies include the Scottish Government, Her Majesty's Inspectorate of Education, the Social Work Inspection Agency, Mental Welfare Commission and local authorities amongst many others. The Care Commission is working together with these and other public bodies to try and reduce duplication of the information we ask for. There are ways that providers and managers of services can help reduce this duplication as well.

None of these bodies wants to collect information that another body has already collected. They agreed this some time ago and over the last two to three years have identified many items of information that can be gained from a single source. One of the main sources of information about care services in Scotland is the **annual return** that the Care Commission asks care service providers to complete each year. These annual returns inform our work through our risk assessment process ensuring a proportionate and targeted approach to our regulation. The returns also ensure that information on the web-based register of services is up to date and accurate, and helps to create national pictures of care services to inform and influence the national policy agenda. The annual return also offers a major opportunity for information sharing and the reduction of duplication across public bodies in Scotland.

Some of the work the Care Commission has done, or is currently doing, with other bodies includes:

- continuing to work to reduce duplication between the annual return and the Scottish government's childminding and daycare of children surveys (in 2005 the Scottish Government reduced its census for care homes as the information it needed was already collected by the Care Commission);
- working with COSLA to ensure that local authorities can meet their obligations for the quality of the services they buy without duplicating elements of

the inspections done by the Care Commission;

- ensuring that other scrutiny bodies such as Audit Scotland, the Scottish Housing Regulator and SWIA have information that will help their inspection programmes;
- developing a datastore of information on registered care services which since 2007, has allowed password protected access by public bodies including local authorities whom it supports in their role as care managers and commissioners of care services;
- providing workforce information to the Scottish Social Services Council and the Scottish Government's Workforce Development Group. This allows these bodies to support local workforce planning and to plan for the future of care services in Scotland through staff training and registration programmes.

Non-submissions of annual returns

Over the last two years only 75% of annual returns have been submitted. This is far less than some of the Scottish Government surveys and censuses and means that the Care Commission's data is not always complete. If the Care Commission doesn't have the information to share with its colleague public bodies, then these bodies may have to ask for it again... and you can see where this leads!

If we are serious about reducing duplication, we all need to support those bodies trying to achieve the reduction. The Care Commission will look at how it responds in cases where service providers don't give the information that's needed to regulate effectively and efficiently. However, we are hoping we can persuade care service providers to return information because if we don't have it, we can't use it and share it and thereby reduce duplication.

If the Care Commission has asked your organisation to fill in an annual return, please return it by **2 March 2009**. If you want to give your views on sharing information and reducing duplication, please contact me Alison Bavidge, Policy and Knowledge Management Manager, on 01382 207332 or alison.bavidge@carecommission.com

Questions and Answers

Q. One of my tenants has just been informed that he is going to start being charged for the housing support service he receives. The tenant has been using THB then SP funded services since 2003 but up until now he has never had to pay. He is sure that there is some kind of protection in place for people where there has been no change to their support needs / support service. What can he do as he is really concerned that he cannot afford the charge being suggested.

A. The SP ringfence removal does mean that there is not the same protection from charges for people using housing support service and local authorities have been revising their charging policies to bring housing support in line with other types of social care service. The first thing your tenant could do is ask the council for a copy of their charging policy for non-residential services. The policy should explain how charges are calculated and on what basis financial assessments of individuals are carried out. If a person does not feel that they have been treated fairly they can make an appeal to their council.

It is likely that more local authorities will review their charging policies over the next year or so as they come under increasing financial pressure themselves and also because COSLA (the Convention of Scottish Local Authorities) is revising its guidance to councils on charging.

The Scottish Government wrote to local authorities in 2008 advising them that it expects them to come to an agreement with individual service users before imposing any new or higher charge. The letter can be viewed at: www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport/supportpeople/GuidonenSPProg

The HSEU is very interested to hear from service providers about the impact of new charges or higher charges for housing support on individuals and on their use of services. If you have information you are willing to share with the Unit please get in touch with: yvette.burgess@ccpscotland.org

Q. I noticed that the Scottish Government has been consulting with stakeholders about the final dates for prescribed descriptions of social service workers to achieve registration with the Scottish Social Services Council. Does this incorporate housing support workers?

A. No. The consultation only applied to those social service workers in phase one of registration. In its response to the consultation the HSEU noted that Residential Care managers, supervisors and workers have had three to six years to register and hope that the housing support workforce will be given a similar lead in time to registration.

The consultation period ended on 31 December 2008 but information can still be seen on the Scottish Government website at: www.scotland.gov.uk/Publications/2008/10/09104047/0

Q. I work for a sheltered housing provider and we have been informed by our local authority that it is likely that the sheltered housing wardens will be replaced by a community alarm service. My tenants are very unhappy about this and have complained to me. Unfortunately I do not feel I have any power to influence the local authority. Is there anything that can be done to address the concerns tenants have?

A. This is a growing trend and has been reported on extensively in England and in some places in Scotland. The sheltered housing model whereby staff live onsite has become problematic because of the working time directive as well as because of funding restrictions. However, just because it has become harder to deliver services via site based staff does not mean that those living in sheltered housing feel ready to say 'good bye' to such services. Where tenants do not feel happy about the changes they can make a formal complaint to their landlord - as in the case you have highlighted. They can also approach their local authority directly as well as the Care Commission. It is unlikely that the decision will be reversed but it may be that the care and support needs of individual tenants is reviewed.

Scottish Government

The Housing Support Team in the Scottish Government is keen to keep in touch with providers of housing support services. This section contains news from the Team.

New awards from the Housing Voluntary Sector Grant Scheme

On 23 December, Stewart Maxwell, Minister for Communities and Sport, announced the award of £2.4m to 29 projects around Scotland to help tackle homelessness and provide debt advice. The awards for 2009-10 were made under the Housing Voluntary Sector Grant Scheme which provides funding for innovative projects relating to homelessness and other housing issues.

In recognition of a likely increase in demand for their services, Shelter Scotland will receive £231,108 to develop its housing law service, which includes advice for people facing repossession. A full list of projects receiving funding in 2009-10 is available on the Scottish Government's website at www.scotland.gov.uk/Topics/Built-Environment/Housing/access/grants/HVGschemeintro/Fundannouncehome

The Housing Voluntary Sector Grant Scheme is currently under review and will be relaunched later this year. Further details of the revised scheme will be available in April, and applications for funding for 2010-11 will be invited by the end of September 2009. For further details, contact HVSG@scotland.gsi.gov.uk

Housing Support Forum

The Housing Support Forum has superseded the Supporting People Forum, following the end of the Supporting People programme. It includes representatives of the Scottish Government, CoSLA, local authorities and service providers. Among the issues discussed at its last meeting on 16 December were the findings and next stages of

the Housing Support Enabling Unit's research on funding levels and service volume; and further development of the Outcomes Framework. Both of these topics have been covered in the Bulletin. The Forum also considered suggestions for further research on housing support in areas such as the cost-benefits of preventative measures in the form of small packages of housing support and the implications of service changes in sheltered housing. Decisions on which proposals to take forward will be made in the coming months.

House Key Website

The House Key website has recently transferred to become part of the Scottish Government website, having previously been managed as a standalone site by the Elderly Accommodation Counsel. The site provides a directory of housing support services in Scotland, with three separate search facilities:

- Housing support services;
- Sheltered housing; and
- Home adaptation and repair services.

Information on individual services includes service descriptions; details of what they do; who they are for; and how to get them.

The Housing Support Team has written to service providers about the changes to the House Key and will seek to update service records twice a year and make improvements to the site. In the meantime, we welcome any comments or updates from providers. Please send comments and updates to thehousekey@scotland.gsi.gov.uk

Contact the Housing Support Team at:

E-mail: housingsupport@scotland.gsi.gov.uk

Telephone: 0131-244-5524

Website: www.scotland.gov.uk/Topics/Built-Environment/Housing/access/housingsupport

For Your Noticeboard

Publications

The Scottish Homelessness Involvement and Empowerment Network (SHIEN)

was launched on 8 December 2008. SHIEN has produced a manual called "The Easy 3 x 3 A Participation Technique and Toolkit" which is designed to give providers ideas about how best to involve service users in homelessness services. For more information contact :

SHIEN

Glasgow Homeless Network
First Floor, Granite house
31 Stockwell Street
Glasgow
G1 4RZ

Tel: 0141 276 4825

Email: shien@ghn.org.uk

Menu of Local Outcome Indicators Version 2: October 2008

Version 2 of the Menu of Local Outcome Indicators has been developed to assist Community Planning Partnerships with the review or development of their Single Outcome Agreements.

A copy of the menu, along with other information about Single Outcome Agreements is available on the Improvement Service website at www.improvementservice.org.uk/core-programmes/single-outcome-agreements/

Events

Housing Support Providers Highland Meeting 19th February from 1.30pm - 4pm Inverness Crown Court Hotel

The meeting will include updates and discussion about Highland Council's approach to funding and strategy around housing support as well as discussion with the Care Commission about progress under the new Self Assessment Grading system. There is no charge to attend this even but places must be booked in advance by contacting liz.pettigrew@ccpscotland.org

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