

Background

CHP has 24 Sheltered Housing schemes, comprising of 924 properties.

Since the 2003 stock transfer these schemes had been managed by Scheme Managers (formally Wardens), paid for via Essex County Council (ECC) through their Housing Related Support budget (formerly known as Supporting People).

In 2010 central government removed the ring-fencing for local government Supporting People budgets, resulting in a gradual reduction in the funding CHP received for our sheltered housing services.

In December 2016 ECC made the decision to stop contributing towards sheltered and supported housing across the county, with effect from April 2017.



What is Enhanced Housing Management?

“Housing management services provided at an intensive level to meet the needs of residents and specific landlord responsibilities within Sheltered Schemes”

There are many management functions and compliance requirements associated within a sheltered housing building that are not present in our general needs properties, such as;

- Emergency pull cord system testing
- Ensuring that there are up to date emergency evacuation plans in place for residents who are unable to evacuate their property under their own steam.
- Communal fire alarm testing
- Management and H&S compliance of communal facilities



Enhanced Housing Management Service (EHM)

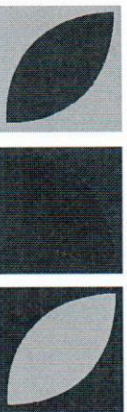
The EHM service replaced the Scheme Manager Service on 11/09/17, so we no longer have Scheme Managers/Wardens.

However, the housing management functions that were previously carried out by the Scheme Manager (such as H&S inspections, pendant alarm testing and dealing with minor ASB) are now being carried out by a team of **6 Enhanced Housing Management Coordinators** (EHMC's), who are responsible for 4 schemes each.



The EHMC's are responsible for

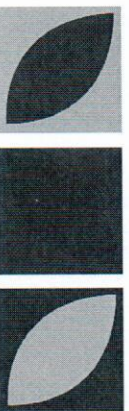
- Managing the premises - including site checks, liaising with contractors and Health & Safety within the scheme
 - Reporting repairs to communal areas
- Testing and maintenance of your Pull Cord / Pendant alarm system
 - Issuing alarm pendants
- Conducting regular fire alarm testing and fire drills
- Providing Advice and assistance on using OKEachDay equipment
- Conducting two home visits a year to confirm OKEachDay & Cross Keys have your correct details, and to ensure that your property is fire safety compliant
 - Monitoring scheme cleaning
 - Conducting 6 Monthly Home visits



Because the tasks that the EHM's carry out are primarily relating to housing management functions, the funding for these positions are eligible for Housing Benefit, meaning that residents who are in receipt of full Housing Benefit do not have to pay for this service.

The EHM service charge is currently **£9.69** per week and has replaced the support charge that residents previously paid – the Support Charge was **£9.46**.

Although this is an increase of **23p** per week, the EHM charge also includes the **OkEachDay Service**.



Okeachday

When we consulted with residents following the news that ECC were cutting the funding of the Scheme Manager Service, we received a lot of feedback from residents (and relatives) who were concerned that they would be made more vulnerable by the loss of regular contact with their Scheme Manager.

CHP also recognised that the regular contact or welfare calls residents received from Scheme Managers were one of the main reasons people move in to Sheltered Housing. However, as welfare checks are not eligible for Housing Benefit, the cost of continuing these services could only have been met by residents through a considerable increase in rent.

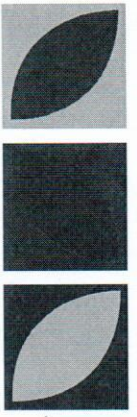
OKEachDay is a unique service that ensures we have daily contact with residents. It is also completely eligible for Housing Benefit, so the majority of our Sheltered Housing tenants do not need to pay anything to engage with the service.

97%
TAKE UP

OKEachDay is the cost of the service. ~~the service.~~

Someone who has been in the service for longer than 5 years can also go on the service.

- Someone who has 5x interviews & meeting
- Relatives / friends services
- Social clubs



OKEachDay is essentially a telephone that residents can use as a normal phone to make and receive calls. However, the phone also has three special buttons:

Button 1 – Is an 'I'm OK' button. Residents are asked to choose a time, when they will press the 'Im OK' button every day to let us know they are OK. If a resident does not press the 'I'm OK' button by their preferred time, someone from the 'OK Each Day' service will call them to check on their welfare. If they do not get a response, they will then contact the resident's NOK or preferred contact. If there is cause for concern, 'OK Each Day' will alert Cross Keys and CHP and we will either visit the property or alert the emergency services.

Button 2 – Is a direct freephone line to the 'OK Each Day' Service Centre. Residents are asked to let OKEachDay know if they will be away from home, so they do not contact NOK if the 'I'm OK' button is not pressed.

Button 3 - Connects directly to CHP's Service Centre where residents can report repairs or contact a member of CHP staff.



We are also using the OKEachDay service to send out important news messages such as reporting bogus caller activity. Letting residents know of any emergency housing repairs or maintenance issues, and events that might be taking place in schemes.

In addition to these functions, the OKEachDay service provides us with important information that we would otherwise not be aware of. For example; if a resident's health is starting to deteriorate or when a resident is in hospital.

OKEachDay is now an invaluable tool in helping us prevent failed hospital discharges. OKEachDay lets us know when a resident is admitted to hospital, our Visiting Support Coordinators can then start to liaise with wards and hospital discharge teams to ensure that there is support in place for when the resident comes home.

(49) (Reston)
DISCHARGES

OKEachDay has become an integral part to both our Enhanced Housing Management and Visiting Support services since installation.

Percentage of residents engaging with OKEachDay Service	97%
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Visiting Support Service

CHP are also currently funding 2 Visiting Support Coordinator (VSC's) posts for 12 months. This service was primarily set up to support our most vulnerable residents through the transition from the Scheme Manager to EHM service.

The Visiting Support Service provides short-term support to residents who are struggling to remain independent in their home. They are also working with residents who are at risk of loneliness and are liaising with other agencies to prevent failed hospital discharges.



At the commencement of the Visiting Support Service in September 2017 we had already compiled a list of over 100 residents who had been identified as being vulnerable and/or requiring support to enable them to remain independent in their properties.

In addition to the established list of vulnerable residents, referrals to the VS Service are being made by the EHMCS and other CHP staff as well as via residents who might be concerned about their friend or neighbour. VSCs are also conducting support assessments with all new tenants moving into schemes. Since the commencement of the service the VSCs have completed nearly 200 home visits.

A main aspect of the VSC role is signposting residents to other agencies if more long-term support or intervention might be needed. The VSCs have made over 70 referrals to both statutory and non-statutory organisations since the commencement of the service.



Visiting Support Service Data over the past 6 months

Number of residents into the Visiting Support Service	359 (39% of our Sheltered residents)
Number of support cases closed	253
Prevented failed hospital discharges	49
Failed hospital discharges	11
Referrals to outside agencies (not including Adult Social Care)	379
Adult Social Care referrals (Care act Assessments)	50
Safeguarding concerns raised / SetSaf1 referrals	21
Number of Visiting Support visits carried out	637
Number of residents moved in to care home/higher support	13