

## **Cabinet Member for Health Housing & Adult**

### **Social Service Report Council March 2013.**



The combination of the financial position that the Council has been placed in by the Government, the growth in demand for services, and Coalition cuts to welfare are resulting in a challenge which is making it increasingly difficult to create a city that is fair, more equal and where vulnerable residents achieve better life outcomes. Even with these challenges, as Cabinet Member for HASS, I continue to work with Officers to make a difference.

### **Housing 2012/13**

**Housing Week** - 5<sup>th</sup> -11<sup>th</sup> November, 2012. The week offered events including a '*Housing Summit*', a '*Get York Building*' workshop as part of the Local Plan Visioning event, chaired by the Joseph Rowntree Foundation, and a summit on PRS property. Attendees included Councillors, developers, landlords, tenants and members of the public who looked at key issues such as the provision of sufficient affordable homes, homelessness and private renting.

**HRA Business Plan** – A 30 year plan has been developed and sets out details of the key priorities for the next five years, including the creation of an investment fund to deliver *Affordable Homes*. Highlights include investment of over £80m in our stock over the next five years, £6m for new Council Homes, £1m on loft conversions, £33m on repairs and maintenance and £42m for the modernising of existing council homes. During 2012/13 210 homes received Tenant's Choice improvements.

**Gypsy & Traveller sites** – The council is proposing to provide six new pitches at the Osbaldwick Traveller Site for which £342,000 has been awarded by the HCA (Govt) . Match funding from the council will be from revenue raised as a result of the additional income from the new pitches.

**Tenancy Strategy** - Following consultation with Tenants, stakeholders and Social Housing providers a new '*Tenancy Strategy*' was launched in January 2013. A *Tenant Engagement & Equalities Facilitator* will further develop tenant engagement and involvement activities and the *Tenant Inspectors* have recently completed a review of the voids standard "*Your Home Our Promise*". A *Tenant Scrutiny Panel* has been set up to look at local housing standards and the *Antisocial Behaviour Panel* has been re-established – Housing have signed up to the '*Respect Standard for Housing Management*' committing to nationally agreed ASB service standards.

**Older Person's Guide to Housing Options** "*Positive Ageing – Housing Choices*" was launched in November 2012. Stakeholders include Age UK, Yorkshire Housing and York Housing Association. Monthly *Housing Advice*

*Sessions* are being held in our Sheltered Schemes and a show flat which will demonstrate technology to help older people to continue to live safely and independently in their homes, has opened at Alex Lyon House in Tang Hall.

Council successfully obtained *Warmer Winter Healthy* funding of £18k from DOH, in partnership with Age UK, York and Yorkshire Energy Partnership, to assist and give advice to older residents on how to keep warm over the winter. CYC also led on a sub-regional *Fuel Poverty* bid to DECC for replacement boilers - within York 60 households will benefit from the scheme.

**Sheltered Housing** - Management of sheltered schemes was transferred into Housing Services. Comprehensive consultation took place during the summer of 2012, with surveys being sent - nearly 200 responses were received.

**Air Source Heat Pumps** - A *Renewable Heat Premium Payment* grant funded the installation of air source heat pumps for heating and hot water in seven council homes which were 'off mains gas' – these will reduce fuel bills. A saving of around 700 tonnes of carbon is anticipated over 25 years.

**Solar Panel** – after the DECC debacle over the Solar Panel 'Feed in Tariff' the Council was able to install Photovoltaic Panels which reduce carbon emissions and provide free daytime electricity. Over 400 hundred homes have had panels fitted so far and we are continuing to work with the Empower Community to, where possible install more.

**Orlit Homes** - a £800k project, to refurbish 84 post war non traditional Orlit homes including re-roofing, loft insulation, new UPVs double glazed windows, structural repairs and masonry painting has taken place.

**Peasholme Centre** - Ofsted inspectors were extremely positive during their inspection of the Peaseholme Centre. They reported standard of service and facilities as excellent, with customers clearly benefiting from the service.

**Homelessness Strategy** - Following a successful stakeholder event in July 2012 and 4 consultation events in October/November including the Supporting People User Group a new Homelessness Strategy 2013-18 has been agreed.

**Homelessness** - homeless households in temporary accommodation remain stable. Early intervention continues to be a priority to prevent homelessness - 2454 households have had a housing options interview this year. £279,000 was awarded by CLG to tackle rough sleeping and implement the '*No Second Night Out*' initiative - a protocol has been launched in partnership with Arclight, Peasholme and the Salvation Army working with Howe Hill, Youth Homeless workers and Housing Options. The protocol aims to prevent rough sleeping and a programme of redevelopment and refurbishment of a building to be used as a temporary accommodation hostel has been completed.

**Howe Hill for Young People** - Opened in Jan 2012 and accommodates up to twenty one 16-21 year olds. The Pathway Care Leaver Team are based on

site alongside Housing Support Team, YOT, Mental Health services and link with substance misuse agencies. Staffing is 24 hours a day and there is an education programme that offers an opportunity to develop the skills necessary to maintain a successful tenancy in the future.

**Housing Landlord Service** was shortlisted for the Local Authority Landlord of the year by the Chartered Institute of Housing's UK Housing Awards 2012 - this was for the '*Access Matters Scheme*' tackling the problem accessing tenants' homes to carry out gas safety checks. Housing Services were also shortlisted for the Guardian Public Services Awards for our work on changes to Local Housing Allowance (LHA) in the PRS market. Housing Services submitted evidence to the Parliamentary Committee Inquiry into the Private Rented Sector and was been invited to give oral evidence in 18 March 2013. A *Private Landlord Accreditation Scheme* was launched in December 2012.

**Housing Standards and Adaptations** were awarded £124K to help residents benefit from Green Deal as 'demonstrator' projects. CYC are piloting three schemes around Leeman Road, Lawrence Street and Tang Hall helping private residents to insulate hard to heat homes. Around 70 per cent of the cost will be met through utility company grants and the remainder from an interest-free energy efficiency loan, funded by the bid.

**Community Energy Switching** - Council has joined with Community Energy Direct (CED) to pilot a scheme to help households save money on their energy bills. The pilot will also set up energy smart clubs to provide advice on saving money through energy efficiency - average households can save up to £115 per year by switching suppliers.

**Empty Homes** – an Officer is now dedicated to working on the City's empty homes and bringing much needed empty housing back into use.

**Impact of Welfare Reforms** - A raft of initiatives/work is underway to mitigate the impact of Welfare Reform and 'Bedroom Tax' including the establishment of a multi agency *Welfare Reform Task Group* to coordinate and initiate work to mitigate the impacts on York. Two '*Money and Employment Advisors*' will visit tenants affected by the bedroom tax by the end of March 2013 and to discuss the implications of Universal Credit. I have set aside £30k funding to develop a '*Home Relocation*' package for tenants to downsize.

A joint *Housing Benefit/ Housing Options/ Salvation Army* initiative has been developed using £27k of DWP money and will target those affected by welfare benefit reforms - tenants in PRS have been contacted and offered tailored advice. A specialist '*Money Matters*' newsletter is being produced (3 editions so far) focusing on welfare reform, housing benefit changes, universal credit, debt and money management advice.

Housing outreach sessions are operating at various locations across the city - residents can talk to Estate Managers, Housing Benefits and CAB Debt

Project Workers. An advice hub opened at Tang Hall Community Centre in September 2012 providing advice and information on housing, job opportunities, training, benefits, debt budgeting plus support from York Housing Association's homelessness prevention service.

**Archer Close** - York's first new Council homes in 20 years, was formally named in November 2012. They provide the backdrop to a housing strategy which will see the necessary decisions taken to stimulate house building and to create the conditions required to generate more affordable homes in the city.

**Living Above the Shop** – The idea has been re-launched with funding from the Delivery & Innovation Fund and the Joseph Rowntree Trust. Working with the North of England Civic Trust an initial survey has been completed and work is currently underway to work with property owners and agents.

### **Adult Social Services 2012/13**

The City of York has the lowest calculated spend per head of population on adult social care at £206 per year, compared to average of £273 in areas of similar size - due to low Government funding and low Council Tax – and spends around 10% of the Adult budget on care management and professional support (the advised optimum level for care assessment and review processes).

Pressures as a result of low funding and historically low allocations results in CYC spending less on Mental Health and Older People Support whilst having an ageing population and an increasing number of those with higher dependence across all ages. There are also additional high costs for the Council for specialist residential and nursing care placements.

However due to demographic need CYC spend more than the national average on Learning Disability support for community based services, less on residential care and are in the middle-range for individual budget spend on home care, day care and residential care. Cost pressures are further added to on yearly bases from transitions from children's to adult services as children with highly complex care needs move into adult services.

The Council has undertaken a Satisfaction Survey of residents who receive Social Care Services. Over 81% found service information and advice easy to access and 83% said that the care and support services they received helped them feel safe – both figures are higher than regional and Unitary averages.

**Carers Strategy 2011-2015** - sets out how CYC will work to help carers enjoy a life outside caring. A Carers Discount Card has been introduced and is supported by 50 businesses and a Carers Emergency Card Scheme has over

400 carers of all ages registered. Support for carers through direct payments has remained stable and is higher than the average in the region.

**Learning Disabilities** – CYC has a strong history of working to develop individual accommodation plans for residents with Learning Disabilities. Presently 52% live with their families and 45% have their own tenancy (nationally only 15%). May 2012 saw the completed move to the Sheltered Housing with Extra Care scheme - joint project with JRF – which replaced Dormary Court Residential Home.

At Year end 2011/12, 284 out of 620 residents with a Learning Disability had a Personal Budget and 16 Young People had Direct Payments. 10.3% of residents with Learning Disabilities receiving care managed support were in employment (higher than Yorkshire & Humber and Unitary average) The Learning Disabilities Day Services review is a step towards ending services which do not meet individual's wishes. With the move to Personal Budgets it is important we equip people with the skills needed to be active residents.

The review of *Yorkcraft* is recommending that this service can be sustainable and evolve if it is an integral part of CYC delivering higher levels of service to the Council and other organisations in the city. *Yorkcraft* could use its location and develop expertise as an incubator for the development of social enterprises. More work on these options will be conducted. Changes to the business model at *Yorkcraft* were not optional due to the withdrawal of £200k DWP funding – without remodelling CYC could not continue to fund the service. The review noted that a contract slimmed down *Yorkcraft* with a mixed employee base could continue to trade in future years.

**Equipment** - During 2011/12 over 2500 pieces of equipment were issued to residents to keep people safe and independent in their homes - this included Telecare equipment which alongside the 24 hour a day Warden Call services provides additional assurance to people living in their home. In 2012 CYC asked those who use Warden Call and Telecare how it had helped them to stay independent, 92% said it had a positive impact on their lives. CYC have also piloted Telecare to help with medication supported by local pharmacists. Telecare is now a regular part of support plans for people being helped by the *Reablement Service*. Telecare is being expanded, receiving £1.2m capital investment over the next 5 years.

**The Warden Call and Community Equipment and Loans Service** – Due to reduced Government funding Adult Social Care has to make cuts at a time of increased demand for services. To try and 'save' services new ways of delivery are being explored. A successful bid was made to the Department of Health's *Social Enterprise* fund. CYC received £68k and this is being used to work on a business case for a Warden Call and CELS Social Enterprise. A report to Cabinet in April with a full Business Plan will consider creating a Social Enterprise.

**Hospital Discharges** - Between 2011 and 2012, the average length of stay at the York Teaching Hospital reduced by one week whilst there has been a 10% increase in discharges to social care. CYC is aware that residents with multiple long term conditions account for a significant number of the admissions and time spent in hospital. We are working with health to create *Neighbourhood Care Teams* who will support people who have left hospital or are at risk of admission to stay in the community with health and social care.

**Supporting People Board** – The Board has ended due to the withdrawal of ring fenced funding. Contracts put in place by the Board continue to fund projects related to Drugs, Alcohol, Domestic Violence, Homelessness, Mental Health and Learning Disabilities. To help with the rise in Domestic Violence I agreed to the allocation, for up to 15 months from Supporting People funding for a 37 hours Domestic Violence worker post which will be of help given the increasing incidence of domestic violence in the city. The economic downturn and changes in residents' financial situations, sadly does impact on the level of DV

**EPH Modernisation Programme** - tendering work for the Community Village and the new Fordlands is due to be completed late May in readiness for starting a tender exercise in June subject to final Cabinet approval.

As part of the planned closure of Fordlands and Oliver House the Council asked York St John University to undertake review into the processes and protocols, *Moving Homes Safely*, used by the Council, in March 2012, as part of its Care Home Modernisation Programme. The review considered the impact of moving homes on frail elderly residents. The result of this work was that the City of York Council relocated residents in line with 'best practice'. We have learned from this experience and, with the help of this report, we can ensure that the second phase of closures and relocation in our modernisation programme will work on and improve on the work already done.

**Safeguarding** - CYC launched a new protocol, with other investigating agencies, to route all safeguarding referrals through the new Safeguarding Team. This ensures consistency over the initial safeguarding assessment and with advice and guidance available to agencies. New procedures have been developed internally to ensure greater consistency with the multi agency procedures and stop the habit of creating separate reports by each agency.

## **Public Health**

In 2012 White Papers were published describing the reform of the NHS and Healthcare in England. The Health and Social Care Bill 2012 set these changes in legislation and as Portfolio Holder for Health I have been undertaking a key role in implementing these changes locally.

During the last year Council has also managed the transition of the Public Health Functions into the Authority. Achievements are as follows:-

- Appointment of our Director of Public Health Dr Paul Edmondson Jones.
- Secured our core Public Health Team from the PCT, and ensured that Council Services are involved in Public Health delivery.
- Secured a new HealthWatch Contract for York
- Managed the transition of Public Health Contracts and budgets

Officers have ensured that York is well placed in terms of national and regional debate and activity.

Whilst the additional funding for Public Health over the next two years is welcome - £33 (£6.641m) and £36 (£7.305m) per head of population, (82.1% of the funding targeted to meet the city's needs). Council needs to recognise that to deliver the services required of us will not be easy when the Department of health has made it clear that £42 per head of population is required.

The Pharmaceutical Adviser to the York & Humber Strategic Health Authority joined CYC, at no cost, on secondment for two days a week for 4 months, until 31 March 2013, to help with pharmaceutical aspects of the Public Health transition and the NHS reorganisation. Work has included identify/develop the requirement for strategic pharmaceutical direction and medicines optimisation, prescribing support for commissioning such as sexual health, substance misuse services and smoking cessation.

The Director of Public Health is attending meetings with the Clinical Commissioning Group, PCT and other partners to ensure that CYC's voice is being heard and so that we have a clear understanding on all financial matters of NHS and Public Health funding. The Director and I are looking at how best the Public Health funding can address issues flagged up in the Joint Strategic Needs Assessment (JSNA) and work is beginning to address three strands in April, through campaigns. These are Smoking, Obesity and Domestic Violence

**Health & Wellbeing Board** - In 2011 the York Transition Project was established, with the Shadow Health and Wellbeing Board, chaired by myself, being established in early 2012. The Board has high level representation on it from across the City's Health economy, a mixture of providers and commissioners, including the Hospital Trust, the Clinical Commissioning Group and representatives from the voluntary sector, and Link ( shortly to become Health Watch).

Milestone achievements for the board in the year of transition are:

- Development and agreement of the third Joint Strategic Needs Assessment for York
- Development of a Health and Wellbeing Strategy for the City.

- Development of Partnership Delivery Boards is underway
- Discussions around funding challenges in the York Health Economy

The Board becomes a statutory body from April 2013 and will be responsible for the Health and Wellbeing of residents in our City. We have been informed that the composition of our Board is being used across the country as an example of best practice due to its numbers and mix of representation.

The **Joint Strategic Needs Assessment 2012 (JSNA)** identified four main themes that have a direct impact on what we plan to do:

- We must intervene early to keep people healthy and independent.
- Our population is ageing and will place increasing demands on health and social care services
- Health and wellbeing inequalities exist in the city and must be tackled
- We need to know more about the mental health needs of our population

I am pleased that early conversations on how we tackle Health Inequalities in the City are taking place to tackle the 10 year difference in male life expectancy in some wards in our city.

**Clinical Commissioning Group** - Budget deficit will be around £15 per head of York's population - the Vale of York CCG will receive the largest deficit budget with its allocation being regionally the lowest per head of population due to its population density and perceived better outcomes. The Vale of York is the 42<sup>nd</sup> worst funded out of 2011 CCGs nationally, funded at £1,074 per head, and is the second lowest out of the 66 CCGs in the North of England. If the CCG was funded at the same rate as Harrogate it would have £20m more per year (uplift of 6%), as Hambleton £39m more per year (uplift of 12%) or as Scarborough £68m more per year (an uplift of 20%). This is a very worrying situation.

The Vale of York CCG will soon be moving in to West Offices and I see this as a positive move towards working together in these difficult financial times. Due to the CCG being cross-boundary I approached the leaders of North Yorkshire County Council and East Riding of Yorkshire Council. It has been agreed that the Chairs of the Health & Wellbeing Boards will meet to discuss issues several times a year.

**LGYH Improvement & European Board** – I agreed to a £25k fund to be set up to work on the issue of Child Sexual Exploitation across Local Authority boundaries. The Board also agreed to request that the elected PCC attend the first board after the election to discuss this issue.



## **Meetings attended as Cabinet Member**

York Older People Assembly Executive Board and AGM's  
Elderly People's Homes Reference Group  
Yorkcraft Reference Group  
Shadow Health and Wellbeing Board - Chair  
Supporting People Board – member  
Safeguarding Adults Board - member  
Peasholme Board – member  
York Valuing People Partnership Board  
Leeds City Region Housing Board - member  
York & North Yorks Strategic Housing Forum - member  
York's & Humber Regional Health and Wellbeing Leads Board - member  
York's & Humber Improvement & European Board – member  
LGA Environment & Housing Board - member  
PCT- public meeting  
York Domestic Violence Forum  
CCG – public meeting  
PCT meeting with NYCC  
WOW Dementia Group  
East Riding Council Executive Member for Health & Adult Social Services and  
Director of Public Health  
CYC Home Grown Awards  
Northern Care Awards  
Housing Awards  
LGIU Aging Well Seminar  
DoH Public Health Event  
John Snow Public Health seminar

## **Meetings and Visits since June 2011**

Homelessness Conference: Askham Richard Prison - Speaker  
Dunnington Residents Ass                      Fulford Residents Ass  
Kingsway Residents Ass                      Dringhouses Residents Ass  
Foxwood Residents Ass                      Chapelfield's Residents Ass  
Railway Housing  
Estate Walks with Estate Managers  
Linden Homes MD  
York Housing Association  
Yorkshire Housing  
Graham Bell (Newcastle Civic Trust Ltd) and Sir Ron Cooke  
Derwenthorpe Energy Centre visit  
Derwenthorpe opening  
York Welfare Campaign – Housing Crisis  
'No Second Night Out' Launch  
'No Second Night Out' Conference

Student Community Forum – Article 4  
DCLG Director General – on CYC Housing Policy  
York Link  
York High & Millthorpe – changes to Housing and Welfare  
Living Above the Shop Forum Meeting  
YorHome 3<sup>rd</sup> Anniversary  
Hugh Bayley & Sally Hutchinson Age UK York  
John Kennedy – JRF  
Resident Federation Training Day  
York Housing Summit  
Archer House Opening Ceremony  
Jack Dromey MP – Housing  
York Associates – meeting with Swedish MP's about Housing & Health  
South Australia Minister for Disabilities- looking at UK Social Care Systems  
Pat Crowley – York Teaching Hospital  
Mark Hayes – Vale of York CCG  
Angela Potts – York CVS  
Mike Padgham – Independent Care  
Bill McCarthy - MD NHS Commissioning Board  
Disabled Workers Coop  
Our Celebration/York Mind  
Connaught Court  
Retirement Care Village at Oakham, Rutland  
Auden House  
Wilberforce Trust  
BBC Breakfast - need for Affordable Housing  
Look North Inside Out – need for Affordable Housing  
Radio 4 – You & Yours' transformations in Elderly Care  
Radio 5 Live – Council Housing  
The Economist - Older Peoples Strategy  
Norwegian TV - Housing