

ADULT SOCIAL CARE, HEALTH AND HOUSING – FUTURE PLANS AND CHALLENGES

Contact Officer: Neil Stubbings
Telephone: 01895 277 269

REASON FOR REPORT

This paper presents to the Policy Overview Committee for review and discussion the key aims for Adult Social Care, Health and Housing, and the challenges the Group faces in achieving these aims.

OPTIONS OPEN TO THE COMMITTEE

1. To comment on the aims and challenges facing Adult Social Care, Health and Housing.
2. To use the report to support Members in their scrutiny role.

INFORMATION

1. The following sections of this report present the future aims for Adult Social Care, Health and Housing, to support the Council's vision to be a 'modern, well-managed Council delivering excellent services.'
2. The key aims drive forward the transformation of Adult Social Care and Housing Services, secure value for money and work towards achieving excellent services - in line with the priorities set out within Hillingdon's Sustainable Community Strategy:

A. People

"Planning, understanding and responding to the changing needs of our communities"

Priority One: Improving health and wellbeing

Priority Two: Strong and active communities

B. Place

"Making Hillingdon a safe, attractive and sustainable place to live, work and learn"

Priority Three: Protecting and enhancing the environment

Priority Four: Making Hillingdon Safer

C. Prosperity

"Prosperous individuals and prosperous communities"

Priority Five: A thriving economy

Priority Six: Improving aspiration through education and learning

Aims

3. The following key aims for Adult Social Care, Health and Housing are presented here within the Council's themes to show how they fit within the overall Council Plan (Fast Forward to 2010). Some aims will contribute to more than one Council theme.

A safe borough

- Contribute to the targets in the Domestic Violence Strategy and safer Hillingdon plans.

A borough with Improving health, housing and social care

- Safeguard vulnerable adults and ensure their dignity and respect
- Reduce the use of temporary accommodation by 50% by 2010
- Increase the supply of low cost home ownership / affordable housing – including the first time buyers initiative
- Strive to maintain an excellent housing/council tax benefit service and housing service, demonstrating value for money
- Work with Hillingdon Homes to deliver an excellent landlord service
- Strive for excellent, value for money adult social care services
- Deliver the actions from inspections and reviews
- Progress the transformation of adult social care and housing to promote choice, independence, support and value for money.
- Continue to deliver the modernisation programmes for adults and older people- including additional supported housing places and extra care housing
- Continue to develop preventative and early intervention services in partnership with the voluntary and independent sector
- Deliver the actions from Hillingdon Council's Plan for Older People working closely with the Leader of the Council as Champion for Older People. Deliver actions from the Disabled Persons Plan.
- Continue to work across the Council to improve and promote the health and well-being of adults and older people
- Maintain and develop support to carers
- Ensure effective arrangements are in place for partnership working between the Council, local residents, stakeholders and health services to engage about future changes and service improvements in Hillingdon.
- Making best use of technology to deliver excellent services

A prosperous borough

- Increase the number of adults with disabilities accessing education, employment and training opportunities (this aim also contributes to the Council theme 'A Borough of Culture and Learning').
- Tackling issues concerned with worklessness

A borough where opportunities are open to all

- Increase benefit take-up and improve the speed and accuracy of benefit applications
- Strengthen customer engagement in the planning, delivery and monitoring of housing and adult social care services.

Delivering the Aims

4. Adult social care, health and housing has established an ambitious improvement programme to transform the way we work and improve customer outcomes. The programme comprises the following three work-streams each with a lead sponsor from the senior management team. Project management and monitoring is used to deliver the improvements and track progress.
 - Modern services - offering customer choice and supporting independence, including:
 - Transforming social care and housing to achieve greater support, choice and independence
 - Modernising information systems
 - Well managed - with our customers setting the standards, including:
 - Strengthening customer engagement
 - Communications improvements
 - Workforce planning
 - Excellent services - which improve the lives of our customers, including:
 - Commissioning and procurement
 - Advocacy

Challenges

5. Hillingdon Council faces a number of challenges in delivering the aims outlined above. These represent a mixture of challenges from outside the organisation as well as opportunities within the Council to modernise the way the Council works. The following are key challenges:
 - Demography pressures from an ageing population and in particular, Learning Disability where there is increasing evidence of a significant population increase over the next 5-10 years. This encompasses children with severe disabilities requiring a social care and housing service (Transitional Children). This is due to advances in medical science leading to more live births with profound and challenging needs, and people living longer. The needs of ageing carers represents a potential pressure. This also includes growing numbers of households reflecting increasing numbers of single households and older people.

- Demand pressures from clients, families and government to provide people with a better standard of living. This includes increased demand on services provided by the Safer Neighbourhoods Team, the Houses in Multiple Occupation licensing system, the demand for affordable housing, the House Condition Survey and a rising number of housing benefit claimants. Demand pressures on services are also evident from the down-turn in the global economy.
- Activity, rising in response to both demography and demand as set out above.
- Achieving value for money - the challenge of driving down costs in a labour intensive industry where demand exceeds supply
- Potential financial pressure arising from potential adverse changes to housing benefit grant regime.
- Turnover of placements from lower unit cost placements to a higher unit cost placement for new clients with more complex needs
- Changes to the national performance assessment framework for local government
- Modernising, re-engineering business processes and putting in place effective arrangements using new technology to manage demand requires up-front costs to enable new services to be developed whilst maintaining existing services to existing clients and carers. Additional information about adult social care and housing trends can be found within appendix 1.
- Customer engagement – making full use of customer views and involvement in shaping service delivery
- Partnership working - our key working relationship is primarily with bodies outside of the Council. These include our Health and Voluntary Sector colleagues.
- Recruitment and Retention - major challenge to ensure effective succession planning with an ageing workforce profile and fewer people available to appoint from.
- Heathrow - robust dialogue with Government to minimise the costs falling on Hillingdon residents

BACKING DOCUMENTS

Sustainable Community Strategy
Hillingdon Council's Vision
Fast Forward to 2010
Housing Strategy
Joint Commissioning Strategies for Adult Social Care

SUGGESTED SCRUTINY ACTIVITY

1. Members question officers on the priorities and challenges facing the Department

Appendix 1

The following sections provide additional information about adult social care and housing trends in Hillingdon.

Adult Social Care Trends

i. The number of people receiving a social care service, by age and need

The following two tables show how many people have received an adult social care service in the year ending 31 March 2009. The data shows that in the year 2008/09:

1. More people received a service to help them live independently in their own homes rather than live in residential or nursing care. This is in line with Hillingdon's joint commissioning strategies to promote independence and prevent the need for residential/nursing care
2. More people over the age of 65 receive a service than adults aged 18-64 years of age. This is in line with other local authorities
3. Hillingdon has actively reduced the use of residential and nursing care spot placements for older people to promote independence and ensure value for money (please see the graph below)

Table 1 – People Aged 18-64 years receiving a social care service in Hillingdon during 2008/09.

RAP Table P1 2008/09 -

18-64 years

Age Band	Primary Client Group	Community Services	Residential Care	Nursing Care	Total Persons
18-64 years	Physical Disability	680	48	43	745
	Learning Disability	377	180	1	465
	Mental Health	741	42	7	753
	Substance Abuse	1	8	1	10
18-64 years		1,799	278	51	1,972

Age Band	PCG Subsets	Community Services	Residential Care	Nursing Care	Total Persons
18-64 years	Physical Disability / Frailty	634	48	42	699
	Hearing Impairment	4			4
	Visual Impairment	16		1	16
	Dual Sensory Loss	1			1
	Organic Dementia	4	2		5
18-64 years		659	50	43	725

Table 2 - People Aged 65 years or older receiving a social care service in Hillingdon during 2008/09.

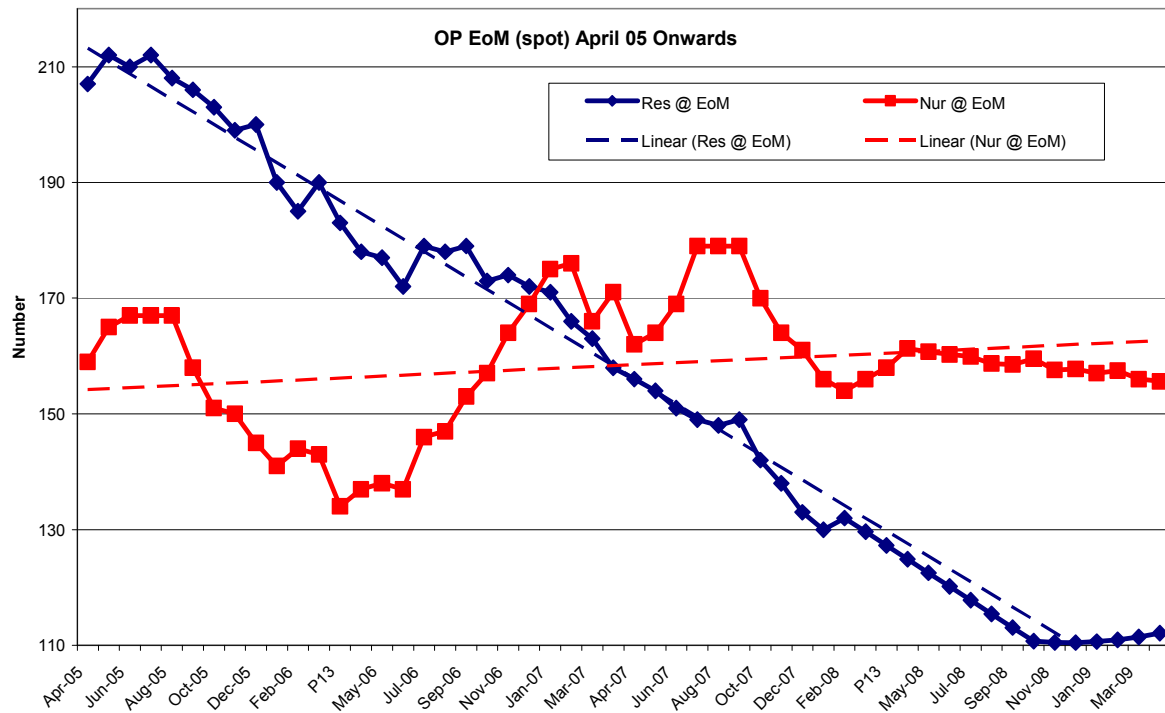
65+ years

Age Band	Primary Client Group	Community Services	Residential Care	Nursing Care	Total Persons
65+ years	Physical Disability	3,136	436	412	3,697
	Learning Disability	23	15		28
	Mental Health	98	43	29	142
	Substance Abuse	1	1	1	3
65+ years		3,258	495	442	3,870

Age Band	PCG Subsets	Community Services	Residential Care	Nursing Care	Total Persons
65+ years	Physical Disability / Frailty	3,023	421	401	3,570
	Hearing Impairment	24	4	3	29
	Visual Impairment	59	9	6	65
	Dual Sensory Loss	4	2	2	7
	Organic Dementia	27	18	12	47
65+ years		3,137	454	424	3,718

Nb: the 'total persons' count in the above tables is not the sum total of people in receipt of a community services, residential care and nursing care columns. This is because during the year 2008/09 a number of people may have moved care types as their needs change e.g. someone may have been receiving home care at the start of the year, but at the end of the year may have been placed into a nursing home as their care needs increased. Hence the person will have been counted in both the 'community services' column and the 'nursing care column', but only counted once in the 'total persons' column.

Reducing use of Residential and Nursing Care Spot Placements for older people



Note:

- The figures from April 08 to March 09 are those used for the MTFF
- The rise in Nursing spots in summer 06 through to winter 07 represent the period of time that the PCT 'cost shunt' affected the council

ii. Location of Care

Community based services (e.g. homecare) are provided within the Borough as these support people to remain living within their own home.

Like many other Council's, Hillingdon commissions residential and nursing care services from within the Borough and also from outside Hillingdon to meet specific needs and preferences. Hillingdon's Joint Commissioning Strategies are developing preventative and rehabilitative services that support people to remain living at home where appropriate to reduce the need for and use of residential and nursing care.

Housing Services Trends

a. Benefits Services

Households Claiming Benefits

Overall the number of households in Hillingdon claiming benefits has increased by 26.7% during the last 6 years.

Table 3 - Numbers of Benefit claimants from May 2003 to Apr 2009

DATE	Council Tenants	Housing Associations	Private Tenants	Council Tax Benefit	Second Adult Rebate	Total live caseload	% change from May 2003
May-03	7849	3419	2285	15820	101	17443	0
May-04	8813	3215	2872	17360	106	19300	10.6%
May-05	8645	3220	3394	17886	122	19823	13.6%
May-06	8512	3335	3816	18143	91	20198	15.8%
May-07	8281	3380	4246	18268	118	20338	16.6%
Feb-08	8164	3484	4557	18188	121	20446	17.2%
May-08	8061	3526	4628	18138	114	20425	17.1%
Apr-09	7932	3857	5817	19490	130	22099	26.7%

Expenditure 2003/04 to 2008/09

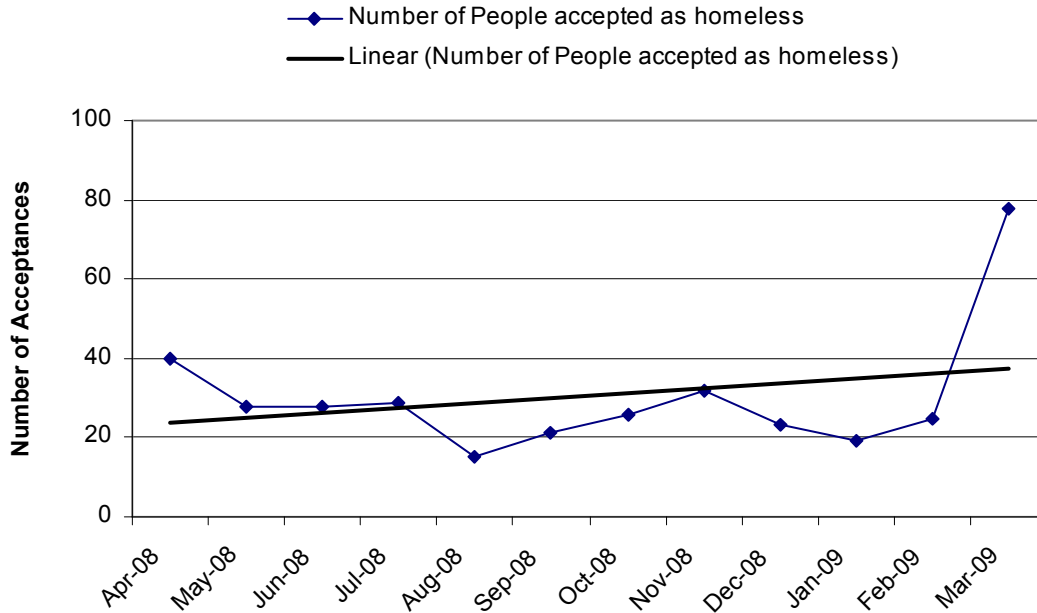
During the last five years the total expenditure on benefits claims has increased by 42.6%. The expenditure out-turn for 2008/09 is provisional and subject to final auditing processes.

Table 4 – Benefits Expenditure

	2003/04	2004/05	2005/06	2006/07	2007/08	2008/09	% change from 2003/04
Council Tax Benefit	£ 14,851,636.04	£ 15,854,742.21	£ 16,797,932.74	£ 17,795,100.94	£ 18,434,493.02	£ 19,296,576.00	29.9%
Council Rent Rebate	£ 41,904,410.86	£ 46,272,377.14	£ 48,958,179.19	£ 52,895,244.78	£ 52,650,622.60	£ 48,128,339.00	14.9%
Private Tenants	£ 32,898,171.20	£ 35,165,140.22	£ 39,750,551.18	£ 45,860,601.90	£ 51,547,164.67	£ 60,391,145.00	83.6%
Total Expenditure	£ 89,654,218.10	£ 97,292,259.57	£ 105,506,663.11	£ 116,550,947.62	£ 122,632,280.29	£ 127,816,060.00	42.6%

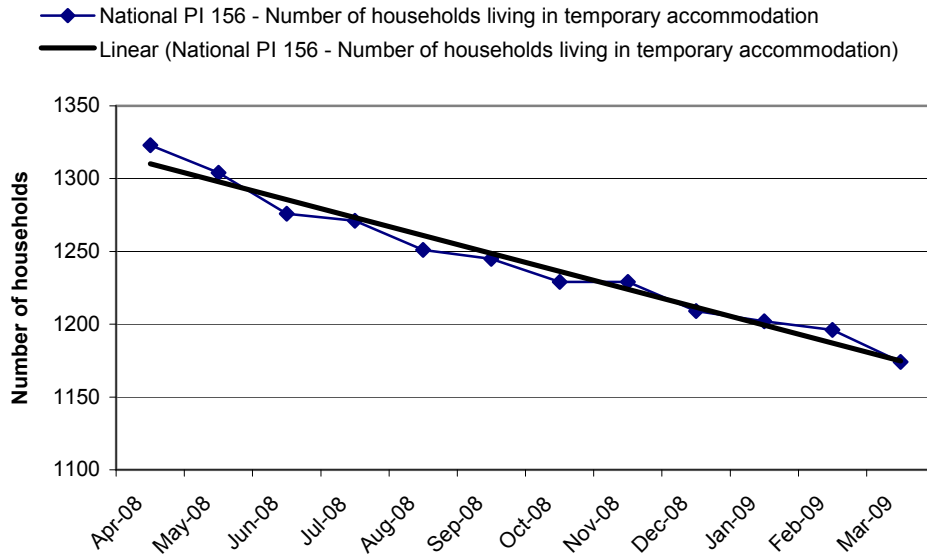
b. Homelessness

The number of households accepted as homeless in Hillingdon is showing an increase, partly attributed to the impact of the economic down-turn. The number of homelessness acceptances was above average at 78 in March 2009. In April 2009 there were 32 acceptances – closer to average.



c. Use of Temporary Accommodation

Hillingdon is also reducing the use of temporary accommodation in line with the national target to reduce the use of temporary accommodation by 50% by 2010. The following graph shows how use has fallen from April 2008.

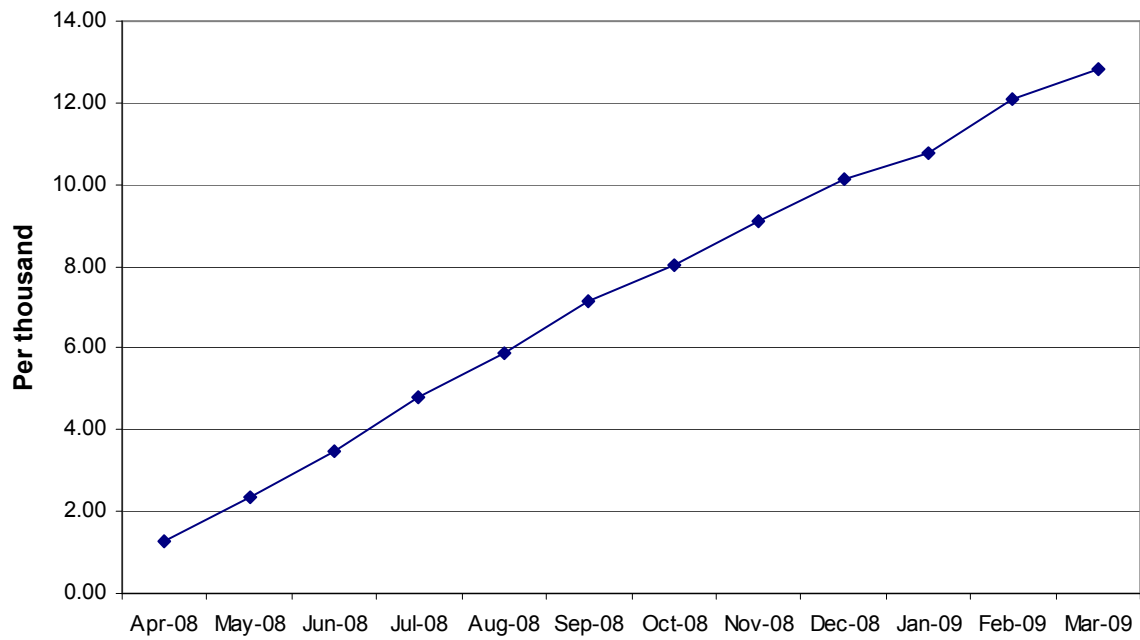


d. Private Sector Housing

Preventing Homelessness / Supporting Access to Suitable Housing in the Private Sector

As part of the wider housing strategy, Hillingdon Council is working effectively with a range of partners, including landlords, to successfully resolve the housing needs of households presenting as homeless. The following graph shows the cumulative trend in the number of households for whom the Council's housing advice service successfully intervened to resolve their situation.

BVPI 213 - Number of households (cumulative)



(Indicator reference = BVPI 213 - Number of households (per thousand households) who considered themselves as homeless, who approached the local housing authority's housing advice service(s), and for whom housing advice casework intervention resolved their situation.)

Disabled Facilities Grants (DFGs)

The expenditure on disabled facilities grants has increased by 84% since 2003/04, and the number of grants made has increased by 89% in the same period.

Table 5 – Expenditure on Disabled Facilities Grants and Number of Grants

Year	Spend (£k)		Numbers	
	Total spend on DFGs - Mandatory and Discretionary	% Change in spend 2003/04 to 2008/09	Total number of Mandatory and Discretionary DFGs	% Change in numbers 2003/04 to 2008/09
2003-04	£1,425	0%	131	0%
2004-05	£1,499	5%	158	21%
2005-06	£1,861	31%	171	31%
2006-07	£1,896	33%	157	20%
2007-08	£2,366	66%	214	63%
2008-09	£2,629	84%	247	89%

The budget for mandatory disabled facilities grants in 2009/10 is £2.04m.

Numbers of People on the Waiting List for Disabled Facilities Grant

Overall, the average number of people waiting for a Disabled Facility Grant has fallen since March 2005 to the end of March 2009.

Table 6 – Numbers of people waiting for a Disabled Facility Grant

Number of People on the Waiting list for DFG	
End of the year:	Number
2004-05	37
2005-06	87
2006-07	141
2007-08	42
2008-09	33

Private Sector Housing Requests for Services

During the last six years, the number of requests made to the Private Sector Housing Team for a service has increased by 49%.

Table 7 – Number of Service Requests Made to Private Sector Housing

Service Requests PSH	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09
Grant related	909	1579	1026	639	416	723
Drainage	127	122	185	221	153	199
HMOs	73	51	127	330	327	323
Housing Defects - Private Tenants*	429	495	554	607	817	1068
Other Housing Problems	1043	1112	1218	1187	1381	1535
Other	6	13	42	8	13	18
Total Service Requests (excludes noise)	2587	3372	3152	2992	3107	3866

*Since 2003-04 there has been an increase of 149% in service requests relating to housing defects affecting private tenants.

Houses in Multiple Occupation (HMOs)

The number of houses in multiple occupation in Hillingdon has increased from 700 in 2003/04 to 2310 in 2008/09, an increase of 230% in this period.

Table 8 – Number of Houses in Multiple Occupation

Numbers of HMOs In LB Hillingdon	
2003-04	700
2004-05	1400
2005-06	1400
2006-07	1700
2007-08	2700
2008-09	2310