

Kindliness and the Sheltered Housing Service in Dorset

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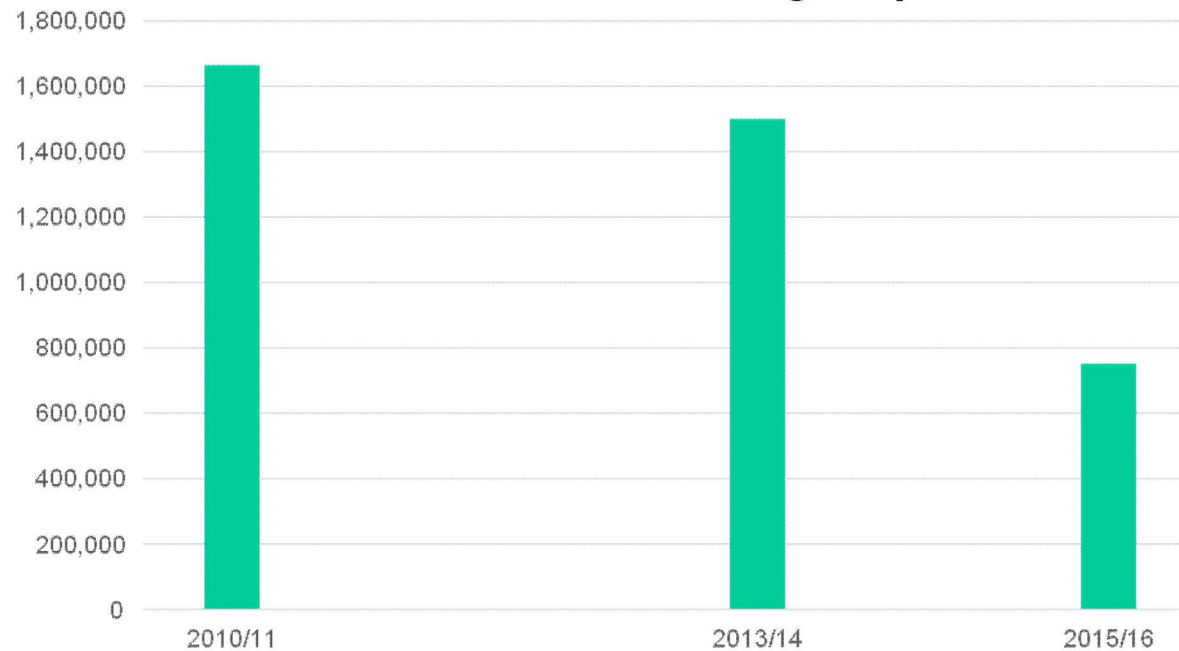
Introduction



- Sheltered Housing in Dorset
- Kindliness in theory
- Kindliness in practice

Setting the scene...

Sheltered Housing Spend



Setting the scene...



Current sheltered housing service

- 15 providers
- 4484 dwellings
- £737,000
- Two years from April 2016 to March 2018

Setting the scene...



Current sheltered housing service

- Individual support to some
- Community Development for all
- £4 per week
- Plus Enhanced Housing Management Service
- Not Alarm charges – ineligible service charge or increasingly optional

Why now...



- Service review last winter because services ending in March 2018 include Sheltered Housing, Floating Support and Social Inclusion services.
- It was hoped at the time that the outcome of the funding for supported housing services (rent top up) consultation would be known! It had been anticipated that the outcome, especially regarding treatment of sheltered housing, could be considered before a decision needs to be made on future services. However.....

Commissioning intentions...



- Future commissioning intentions had to be set against a **savings target** of £1m for Housing and Prevention *[of need for care]* services.
- The team was **keen to protect** non-statutory services as far as it could.

Commissioning intentions...



- Aim to **maximise the reach** of services. Reaching those in the greatest need.
- Acknowledge that people presenting with housing support issues often have **wider underlying issues**.
- It is the case that sheltered housing expenditure does not reach many older people with significant support needs whilst supporting people who do not want to live in sheltered housing and do not need support.

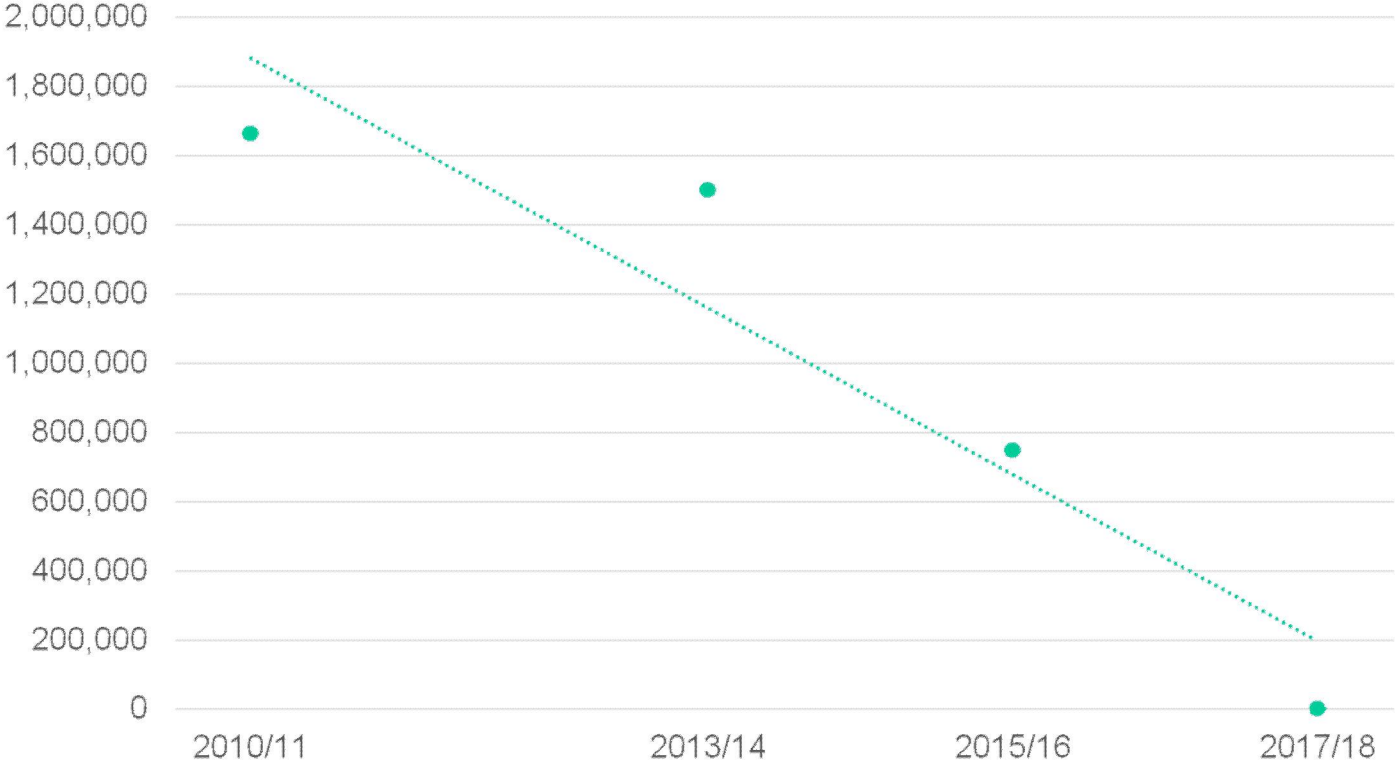
The future.....



- Funding for current services in 2016/17 is £1.55m. In 2017/18 it will be £0.75m.
- Cabinet decision - Sheltered Housing, Floating Support and Social Inclusion services to be replaced by a **Dorset Integrated Prevention and Support Service (DIPSS)**. This will include a tenure neutral short term floating support service available to vulnerable adults, including older people.



Sheltered Housing - Projected Spend



Yes....but



- We were keen to understand:
 - how many people currently receive a significant package of support
 - how many people would have to move out if the current service was discontinued
 - how many people would need a Care Act assessment if the service was discontinued
- and providers have compiled this data

Mitigation



- New DIPSS service

- ??????????????????????

Kindliness....



- Project initially funded by Skills for Care – Workforce Development Innovation Fund Grant in 2015/16
- Project pre-dated sheltered housing review
- Based on work carried out in Hebden Bridge and published by Joseph Rowntree Foundation
- Developed in partnership with Bournemouth University

What is Kindliness?



- Kindliness, in essence, is about peer support... a willingness to help
- It is only when people are aware of a need, or ask for help, that this latent potential springs into action
- Kindliness overlaps with neighbourliness

Kindliness – some definitions



kindness, charity, sympathy, humanity,
compassion, friendliness, gentleness,
benevolence, amiability, beneficence,
benignity, kind-heartedness

Kindliness – some definitions



A wide range of terms are used to delineate its features, such as neighbourliness, mutual aid, everyday support or, more colloquially, that ‘little bit of help’.

...an awareness of the situation of other residents; respect for their privacy; and a readiness to take action if help is needed.

Kindliness – some definitions



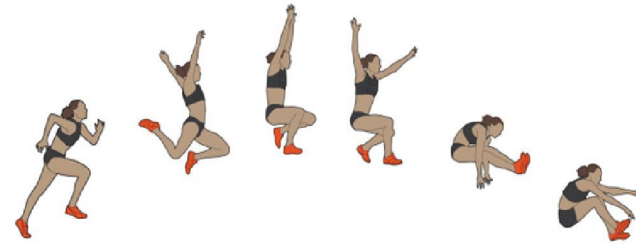
....low level practical or emotional support, which is not provided through formalised groups or organisations, but between people who are not in a familial relationship.

Kindliness



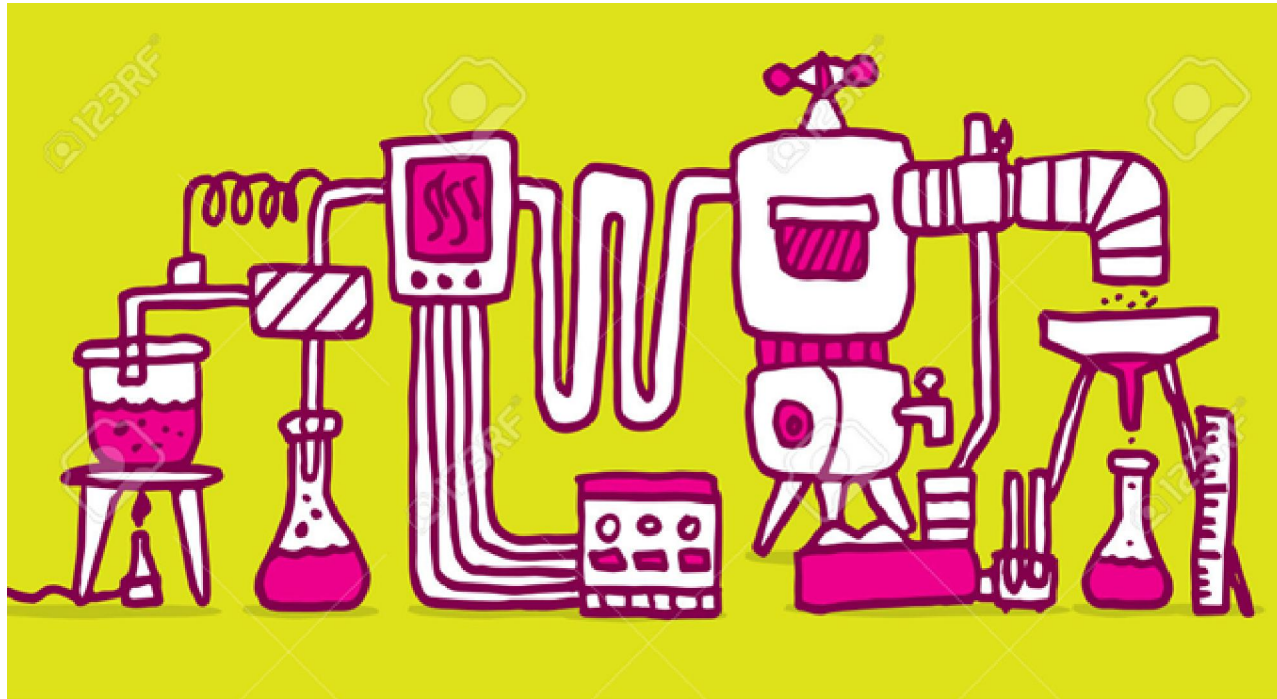
Kindliness in Dorset aims to **help** landlords **enable** residents to remain independent and valued members of the community.

What are we trying to achieve?



- Make each scheme a little better
- Give people permission to ask for help
- Give people permission to offer help

And how did we go about it?

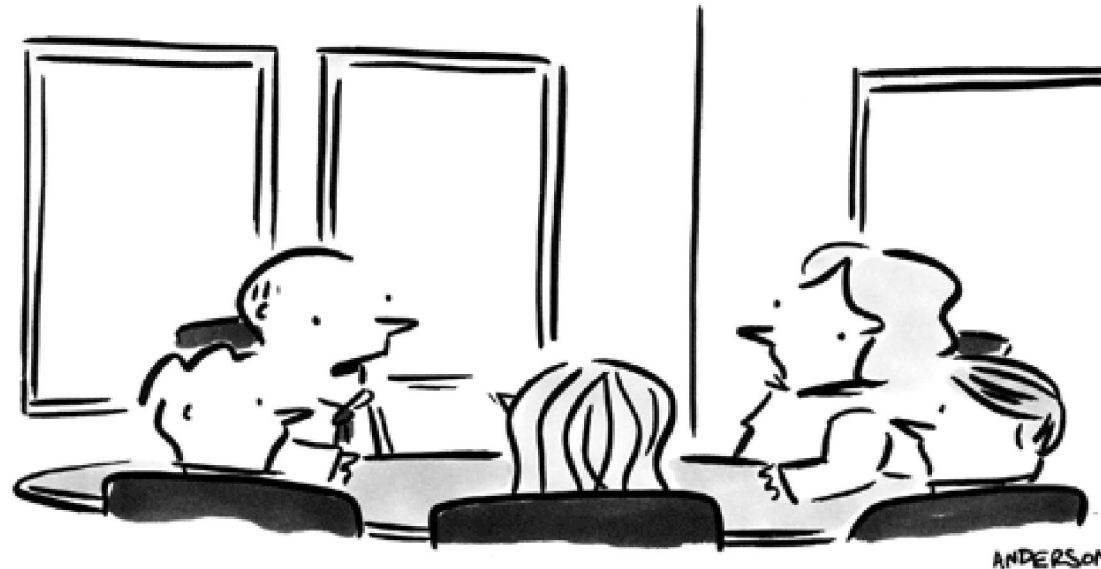


....culture change is never easy

And how did we go about it?

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"OK, now that we all agree, let's all go back to our desks and discuss why this won't work."

....culture change is never easy



KINDLINESS IN SHELTERED HOUSING

Wendy Cutts
Senior Lecturer
Bournemouth University

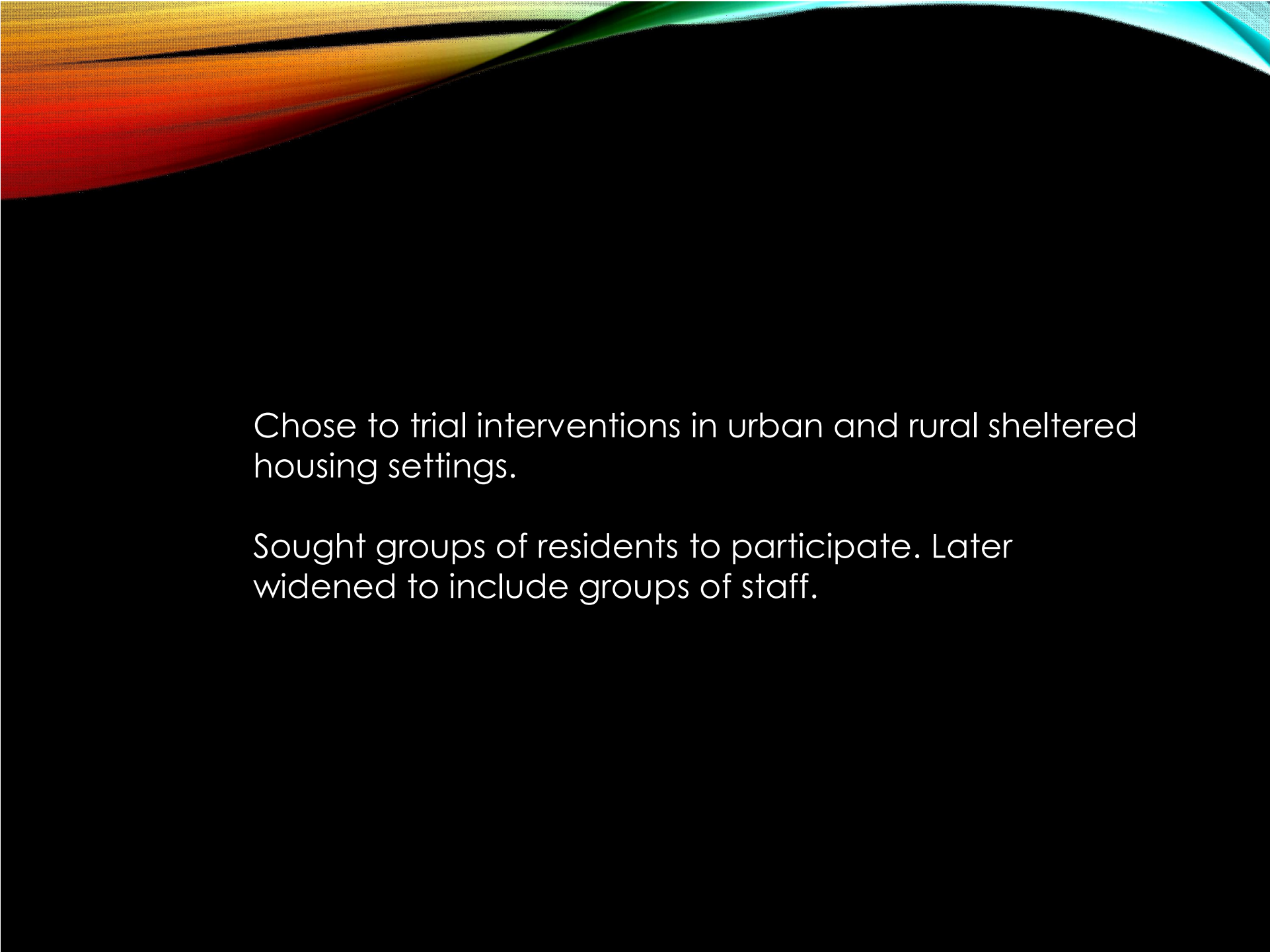


When Robin James of Dorset County Council asked if the university would be interested in a discrete piece of research into Kindliness I was surprised but also intrigued.

I wanted to use an arts methodology to build on our successful Seen but Seldom Heard work which had pioneered performance poetry with young people with disabilities.

https://m.youtube.com/watch?v=Wq7_qtnjxjg

He reluctantly agreed.....



Chose to trial interventions in urban and rural sheltered housing settings.

Sought groups of residents to participate. Later widened to include groups of staff.

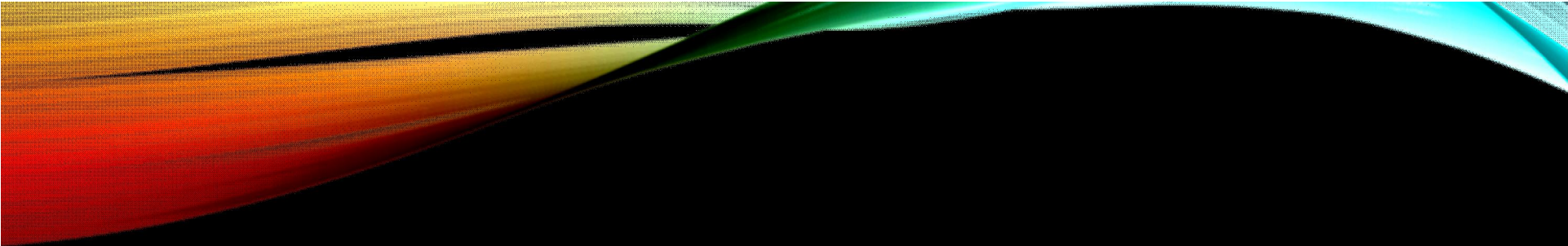


Poetry workshops were used primarily to identify the meaning of 'kindliness' to residents and staff.

In one instance this led to looking at how to facilitate social needs in the climate of Health and Safety fears. This and Safeguarding restraints became a familiar theme.

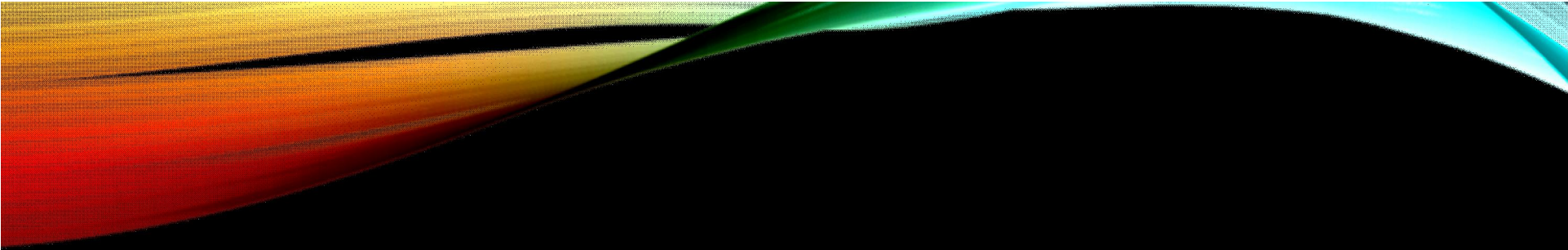
About 50 shades of
Kindliness





Having Previously used Forum Theatre at a homelessness conference funded by The Princes Trust it seemed to be the ideal partner for the poetry methodology.

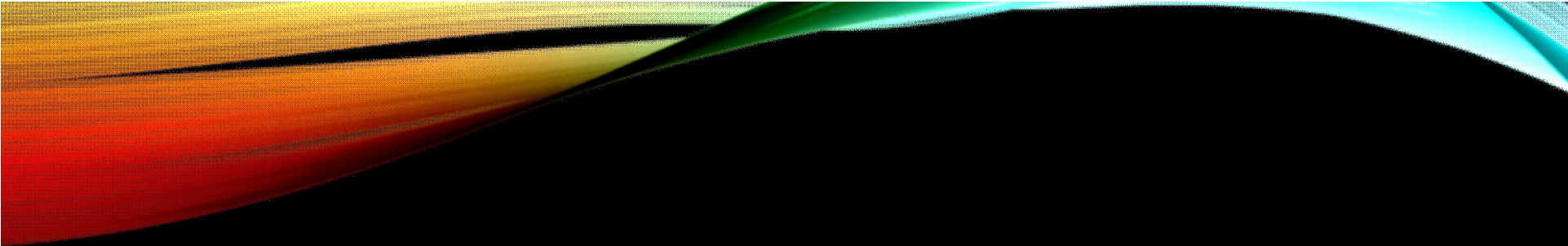
This choice was also supported by the fact that State of Play had been working locally in Dorset and with the Faculty of Health and Social Studies in the past.



Forum Theatre helped us to identify with residents what instances of kindness were and how we should be striving to be kind. However we heard of what 'unkindliness' was from one lady.....

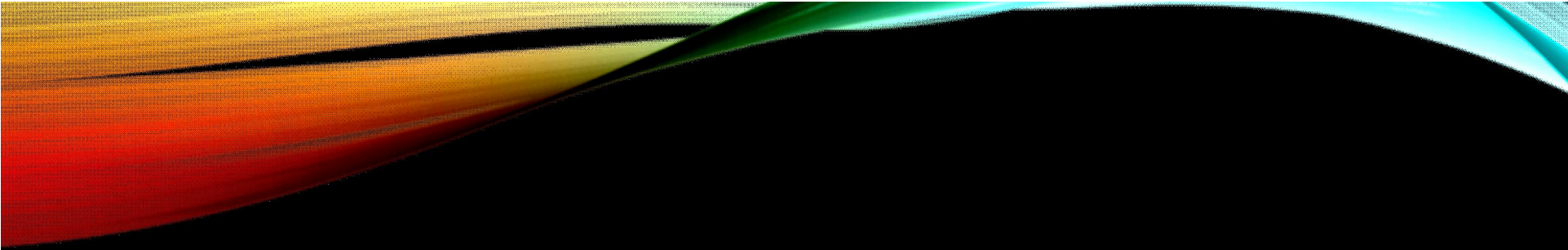
In partnership with the resident participants we were able to use the theatre technique to help her with a very difficult emotional problem.

This led us to begin looking at emotional needs and signposting. Her story has been altered slightly for confidential reasons and is used as a resource for forum theatre within the workshops.



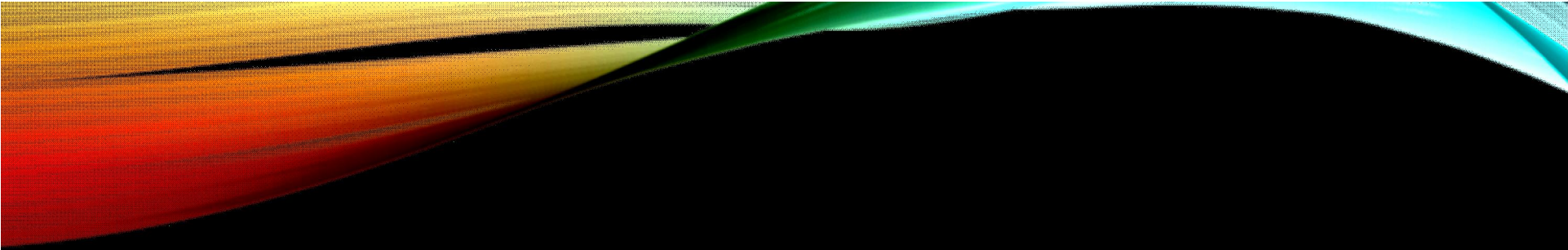
We supplemented artistic enquiry with Facilitation of Kindliness workshops with Housing Association staff. Housing Association reorganisation meant that we started this part of the research project later than intended and encountered many issues.

In our facilitation workshops with staff we discovered difficulties around change management and in two instances even prevented the resignation of staff members. We did this through team building exercises. This exercise demonstrated the need for employers to be kind to their staff.



All the workshops identified barriers to 'kindliness' and possible solutions. Some examples of these are:

- Limitations of facilities
- Preciousness over shared facilities e.g. common room/lounge
- Prejudice and exclusive practices amongst residents
- Not allowing members of the public to come into the schemes



We have now produced a toolkit for housing associations and housing providers to use with residents and staff.

The aim is to encourage and facilitate 'kindliness' within schemes and to encourage co-operation. It is hoped that this in turn will create sustainable communities and wellbeing amongst residents.

George Monbiot of the Guardian commended on this partnership project and



George Monbiot of the Guardian is involved in a project about loneliness and on hearing of our partnership he endorsed the toolkit with these words:

"It's brilliant to see a local authority working with a university and housing association to use Kindliness as a means of building community and tackling our loneliness epidemic.

I strongly believe that the Kindliness initiative's use of poetry and theatre offers creative ways to raise awareness and bring people together. Kindliness is not dead.... The Kindliness Project can help to unleash it".

George Monbiot, February 2017.

The future of sheltered housing in Dorset?



- The Council is ending its service. Sheltered Housing will still be provided by landlords
- DIPSS will partner with agencies creating a service matrix including:
 - POPPs – Community Workers
 - Landlord services – including enhanced housing management.
 - Kindliness – culture change funding may be available
 - Dorset Accessible Homes Service
 - Community Equipment Service.
 - ‘OK Each Day’ type services
 - Care Navigators – people with eligible needs only

The future of sheltered housing in Dorset?



We have suggested to providers:

- OK each Day

Provider to consider whether to introduce a service whereby the tenant confirms their wellbeing each day.

- DIPSS

Referral by provider

- Kindliness

Providers to consider making use of toolkit and/or working with Bournemouth University with a view to increasing peer support within schemes.

The future of sheltered housing in Dorset?



We have suggested to providers:

- **Enhanced Housing Management**

Provider to consider whether this service might be introduced or increased and also whether a concierge service is possible. Both services are HB eligible.

- **Benefit Checks**

Providers generally provide this service. DCC considering how its resources might best be used.

- **Extra Care Housing**

Providers to consider whether any referrals should be made to Extra Care housing.

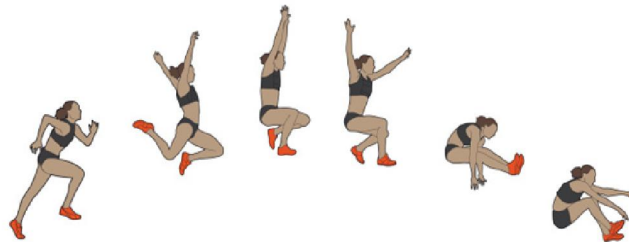
Kindliness....



- Toolkit published

<https://www.housinglin.org.uk/Topics/type/Kindliness-Toolkit/>

- Bournemouth University willing and able to facilitate
- Make a difference to your services



And it's not just Sheltered Housing....



- Kindliness has implications for the way managers treat staff
- Kindliness has implications for support provided for other vulnerable people
- Cross over with Keyring
- Now working with colleagues commissioning services for other vulnerable people

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