

**Adult Social Care
Commissioners**

CCG's

Commissioner Engagement - Procuring Housing for Disabled Adults

Care Operators

**Registered
Providers**

Supported Living

Extra care

Assistive Technology

Pension Funds

Introduction



1. HB Villages – A Potted History

- A broken model for vulnerable disabled adults and Local Authorities
- A New Approach to Housing Disabled Adults

2. Challenges & Solutions

- Site Acquisition
- Commissioner Engagement – transitional work teams / officers
- Housing Benefit
- Preferred Approach to delivery
- Case Studies - Birmingham, Leeds, Warwickshire
- Teamwork – Political support, commissioner and strategic housing officer engagement.

4. Transitioning experience to Older Persons

5. Summary – Lessons Learned

Original Issues – A Broken Housing Model



Solution



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Solution



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Outcomes



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Results



513 Units Completed

404 Either on-site / mobilized.
(including 80 units of Extra Care)

200+ in design / planning
stage

Initial Challenges



1. Explaining a private sector model to Commissioners, enhanced savings and commensurate outcomes.
2. Justifying the costs via commissioners to Housing Benefit under exempt rent rules
3. Comparison of 'Apples with Apples'
4. Challenges of commissioner buy-in on the potential for LA void cover via noms agreement – thereby reducing rent.

Conveying the message

- Enhanced Outcomes to the Individual
- Homes Fit-for-Purpose and future-proofed
- Flexible for different service user groups
- Measurable savings to the Local Adult Social Care Budget
- Release of Family Housing Stock back into the Social Housing Market
- Nil impact on the Local Housing Benefit budget.
- Reduced impact on the NHS



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Technology



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**Pre-installed
Adaptive
Technology
infrastructure**



**Ceiling Structure
allows hoists to
be installed in
any location**



**Thermaskirt and
ATEL points**

Access Control - Base Build for Physical Disability Apartments

- Automated Door Openers
- Biometric Finger Print Readers for door Access
- Proximity Readers for door access



Biometric Fingerprint Reader



Proximity Access Reader



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Environmental Control:

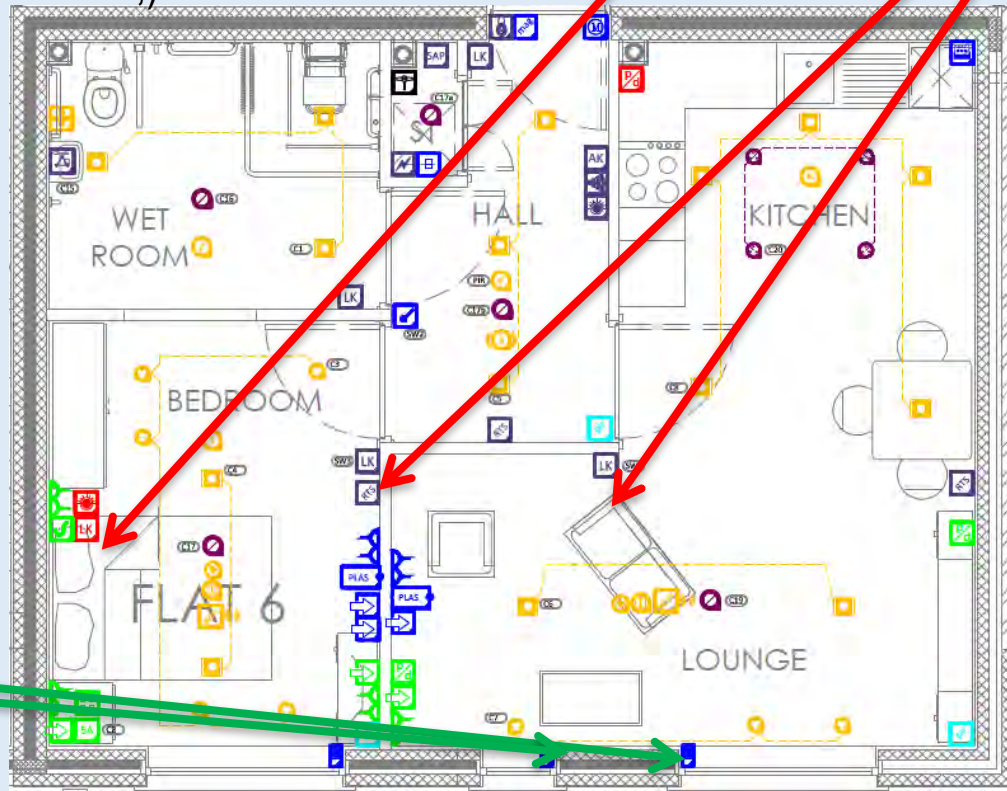
- Dimmable Lighting
- Upgradable Lighting (Yellow Symbols)
- Preset Lighting Scene
- Control of Blinds/Curtains
- Control of Heating
- Remote Access (via tablet,)



Wall or Wireless Keypads for Lighting & Blind / Curtain Control. Keypad Buttons are Engraved & Backlit



Passive Infrared Detector to Trigger Lighting



Wireless Environmental Control via Tablets



Automated Blinds/Curtains





Other Challenges which can Affect the Process

- Chinese Whispers – Commissioner to Care Operators/RP's – Development partner – message can be confusing
- Feedback Delays – Loss of Land Opportunities due to aggressive land market
- Land acquisition from Local Authorities – Procurement issues – silo mentality rather than a joined up approach.
- Commissioner engagement sometimes evaporates – written support needed for HB Officers, with briefing notes for replacement officers
- Transitional issues - Interim Directors, leadership issues – sufferance. Result of the austerity programme - direction and decision-making
- Exempt Accommodation - Resistance from HB officers – lack of understanding Solution - Supported Living Allowance



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Preferred Approach

- Demand statistics – flexibility in determination of requirements
- Meeting with Care Operator, RP and Delivery partner present
- Determine client groups and specification
- Review Plans & Specs, including Assistive Technology
- Provide written support in principle, within 7 days of meeting
- Maintain contact for planning process, incorporating the relevant cabinet and ward politicians conversing also with commissioners.
- Bring everyone to the groundbreaking ceremony to cement the sense of teamwork – commissioners, planners, ward councilors, cabinet members, executive officers - district & county (if not Unitary Authority) etc.
- Keep everyone updated throughout the process on bi-monthly basis
- Get same invitees to the Opening to demonstrate the overall team achievement.



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The Scheme

Supported Living

User Class C3 - 16 apartments - 8 x LD & 8 x PD – x 2 blocks

Complex Care & Autism

User Class – C2 – Accommodation for 9 tenants plus communal areas, dining, laundry, sensory gardens and quiet areas.

General Market Affordable Housing

18 x 3-bed townhouses

Strategic Outcomes – Case Study 1 – Newman Gardens - Birmingham



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Case Study – Moresdale Lane, Leeds

- Authority agreed initial demand in principle and provided general geographical areas, service user group preference and preferred size of scheme – 16 units.
- Sites identified and preferred 3 locations selected by commissioners.
- Internal discussions held with social worker team leaders to determine the likely need in this part of Leeds for a CC & A scheme, following disclosure that further land on selected site was available if required.
- Meeting with Care Operator, Plans & Specs reviewed, including Assistive Technology
- Written support in principle provided soon after meeting.
- Joined up thinking between commissioners and social workers to promote the scheme

AND THE RESULT.....



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Case Study – Moresdale Lane, Leeds



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Moresdale Lane, Leeds – Opening Ceremony



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Opening – Moresdale Lane, Leeds



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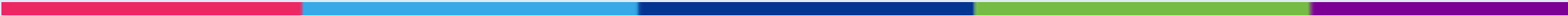
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Moresdale Lane, Leeds



Case Study – Moresdale Lane, Leeds





Applying Lessons Learned to Older Persons' Accommodation?

Future – The Application of Experience to Older Persons' Accommodation



Creating the Business Case for Extra Care



Our business cases - based on research in East Sussex.

This research – published nationally by the Housing Learning and Improvement Network – provides a benchmark for the sector and offers a detailed evaluation of extra care housing schemes in East Sussex to inform future decisions about whether extra care housing:

- Acts a preventive model, supporting independence and avoiding admissions into residential care.
- Is a more cost-effective model of care delivery than other models, including residential care and care at home.

Enhancing Extra Care Outcomes and savings via Technology



Benefits to the Approach adopted by HBV



- Control
- Specialist developer introduction
- Partnership Building
- Single integrated model.
- We follow the same integrated collaboration process with Commissioning Team and Politicians.

Summary – What have we learned as an Organisation

- 1 Engage with the Lead commissioners and associated politicians and create the Team.
- 2 Create the demand stats via a business case with the Consultant acting for both parties and therefore having a duty of care to both.
- 3 Review the Specification and Designs as a Team
- 4 Always have engagement with at least 2 key decision makers and 1 cabinet member.
- 5 Keep everyone up to speed throughout the Planning and development process.
- 6 Communication is the key component
- 7 If someone in the chain is preventing progress you should not be afraid to highlight the issue.
- 8 Celebrate the enormous effort following success!

Northampton – 80 Extra Care Apartments on a Social Rented Basis



A Bright Future for All

