



# Information on Sheltered Housing Provision in Orkney

## Sheltered Housing in Orkney

The Council has two sheltered housing schemes in Orkney. Lambaness in Kirkwall and Rae's Close in Stromness.

Lambaness consists of 14 bungalows and Rae's Close 15 properties (9 bungalows and 6 flats), totalling 29 properties.

In order to qualify for sheltered housing an applicant must generally be at least retirement age, have a housing need (that is some aspect of their current housing is unsuitable) and a community care need (a need for some additional support).

We have very low demand for sheltered housing and those on the waiting list may not meet the relevant criteria.

We currently have five vacant properties in our sheltered schemes.

At any one time we are providing warden services to just some of the properties within our sheltered schemes as some people refuse the service and there are some vacancies. At present this applies to just eight properties in total, sometimes it can be as much as half the properties.

There is generally no charge for sheltered housing and residents pay a standard rent for a one bedroom Council property. Those who became tenants more recently than 2012, pay an additional £1.74 per week to allow the potential for a charge to be levied in the future.

## The Sheltered Housing Service

A housing support service is provided at both schemes, is registered with the Care Inspectorate and regulated accordingly.

The service operates Monday to Sunday 8.30am to 5.30pm. Rae's Close has a sleep-in service which operates between 10pm and 8.30am. Lambaness has no sleep-in service and instead receives back up support from the Community Responder Service whose base is located nearby.

The Council has 2.83 full-time equivalent staff positions to provide the service.

Staff are required to hold an SVQ2 in health and social care and be registered with the Scottish Social Services Council no later than 2020.

Wardens are required to do two daily check visits per day and respond to callouts while they are on duty. They have additional duties in respect of producing and reviewing care plans and providing entertainments including coffee mornings etc. They also are responsible for making the relevant community rooms available.

There are a number of different models available for delivering a sheltered housing service and this may or may not require wardens to be on the same site as the housing at all times.

## Cost of Delivering the Sheltered Housing Service

The total cost of delivering the service for financial year 2017/18 is £131,300 which is broken down as follows:

- Lambaness, Kirkwall - £48,000.
- Rae's Close, Stromness - £83,300 (this includes one off additional funding of £13,000 towards the additional costs for provision of sleep-ins).
- The cost of the sleep-in provision at Rae's Close, Stromness is £28,700.

## Level of Callouts

The level of callouts to each scheme is monitored. A callout occurs when someone triggers their community care alarm and therefore requires assistance.

Where there is no warden available, the Community Responder Service provides cover.

<b>Lambaness Callouts</b>	<b>Total Number</b>	<b>During "Sleep-In Hours"</b>	<b>Average per month (day / night)</b>
April 2018.	10.	6 (covered by Community Responder).	10 / 6
2017/2018.	154.	98 (covered by Community Responder).	12.83 / 8.17
2016/2017.	77.	29 (covered by Community Responder).	6.4 / 2.4

<b>Rae's Close Callouts</b>	<b>Total Number</b>	<b>During "Sleep-In Hours"</b>	<b>Average per month (day / night)</b>
April 2018.	3.	0.	0.25 / 0.
2017/2018.	33.	0.	2.75 / 0.
2016/2017.	23.	3.	1.92 / 0.25.

## **Wider Changes Affecting Sheltered Housing**

Changes affecting sheltered housing apply nationally and therefore many housing providers across Scotland are considering options in respect of their service delivery. This may include a move to a more general provision of retirement housing and / or consideration of amendments to their sheltered provision.

Changes in technology over a number of years have meant that telecare systems can be provided in any property and the Community Responder can respond where required, meaning there is no longer a requirement to house people within one specific site. More complex technology allows monitoring of falls etc and also the ability to advise that the individual is fine and does not require a visit.

The requirement for staff to be appropriately qualified and to be registered with the Scottish Social Services Council places additional requirements on the staff concerned and results in increased costs to the Council who must train any unqualified staff at a cost of £1,040 per person.

National changes to the living wage have impacted significantly on the cost of providing sleep-in provision.

Demographic changes mean that there is an increasing elderly population and closer integration of health and social care services also have an impact. In addition a rising number of local services involved in delivering related services, such as Age Scotland's good morning calls, offer options to those seeking to receive an appropriate service.

Therefore there is a need to consider the particular model of sheltered housing offered with a view to continuing to deliver a service for the future.

## **Options Available for Consideration**

Given the Council's financial position, the status quo is no longer affordable, therefore other options require to be considered.

The Council is keen to hear views on what options may be appropriate. These may include consideration of different staffing models such as a warden service shared between the two schemes as opposed to being specific to one, peripatetic warden services or the sleep-in provision at Rae's Close being covered by the Community Responder.

This is very much a consultation and no decisions have been made at this point in time. A report will be presented to the Council's Education, Leisure and Housing Committee in September 2018 with the results of the consultation. Any potential changes will not be implemented before April 2019.

## **Collection of Your Responses**

A survey form is available in hard copy to be returned to:

Housing Services, Orkney Islands Council, Council Offices, School Place, Kirkwall, KW15 1NY.

Or is available from:

<https://www.smartsurvey.co.uk/s/shelteredhousingconsultation/>

Thank you for taking the time to give us your views.