

 <p>Northwards Housing North Manchester's Council Homes</p>		Report to: Northwards Housing Board 14 th September 2016		Item No: <h1>11a</h1>	
Title:		Adapted Homes Service			
Date:		1st September 2016			
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Confidential:		No			
For: (Please tick action required)		NOTING √	DISCUSSION	APPROVAL	
PURPOSE OF REPORT					
To inform the Board of the intention to create an Adapted Homes Service within Manchester Move.					
RECOMMENDATION					
That the board notes the report.					
IMPLICATIONS					
Risk Management		<p>The service will be funded via a contribution to Manchester Move from Manchester City Council, with a smaller contribution from RP partners through their MM subscriptions. There will be no liability to Northwards for any payments and this will be formally agreed via a Services Agreement.</p> <p>There is therefore no financial risk to Northwards from entering into this agreement.</p> <p>The service will be governed via the Housing Access Board and will have performance targets monitored both at HAB and the Manchester Independent Living Board. The Northwards Chief Executive and Director of Neighbourhood Services have places on these boards, and therefore are well placed to monitor the service to manage any other risks.</p>			
Regulatory & legal compliance		<p>This activity is outside the Housing Management Services Specification which forms part of our management agreement. Therefore it will be subject to a specific Services Agreement.</p>			

Consultation/Consideration:

	Yes, No or N/A:	Name:	Date:
Sub-Committee:	N		
Task Groups:	N		
Ward Councillors:	N		

1) Introduction

The Manchester Independent Living Service (MILS: formerly MEAP – Manchester Equipment and Adaptations Partnership) has been in existence in the City for a number of years. A large rehousing team to make the best use of the adapted social rented stock in the city was once an integral part of this service. Since 2010 this has been less of a priority within the service as savings have had to be found and staff have left. As a result the service has effectively become an add-on to other roles and no dedicated service currently exists.

This leaves a challenge for housing providers who wish to make the best use of their already adapted stock and to ensure that value for money is gained when they are further adapting other properties. It is also a challenge for the City Council to ensure that the available budget (both capital and Disabled Facilities Grant – DFG) is used in the most appropriate way and can be prioritised for the most urgent and complex cases.

The demand for adaptations remains high across the City and budgets remain tight. Therefore ensuring that all housing providers are making the best use of their stock, and that future decisions to adapt properties include housing options advice for clients, is paramount.

Housing providers and the Council have therefore made a decision to fund a small dedicated team that will sit within Manchester Move and work across the City.

2) Adapted Homes Strategy

An updated Strategy has been developed and is due to be presented to the Council's Executive in the autumn. This clearly states the position of the Council (especially its legal responsibilities to those needing adaptations) and when adaptations will be carried out. This Strategy has also been signed off at the Housing Access Board.

The strategy will form an important part of the operating context for this new team. The draft strategy can be reviewed on Sharepoint.

3) Adapted Homes Service.

The proposal is to develop a rehousing service which will sit within Manchester Move. It will aim to achieve the following outcomes:

- To work closely with MILS and other partners to find tailored solutions for people needing an adapted property to meet their needs.
- To match more customers to empty adapted properties, therefore making the best use of stock.
- To improve the knowledge of adapted properties across the City and provide higher quality housing options advice. To improve available management information.
- To develop and work to a new performance management framework to show where savings and better outcomes for customers have been achieved.
- To play a role in the integration of health and social care services to ensure the best outcomes and to help people to be supported to live independently for longer.

MILS will remain responsible for initial assessments. The new service will work closely with MILS and take referrals where an adaptation has been refused or it is thought that a better outcome may be achieved through moving home.

The service will be managed by an Occupational Therapist and a new post will be created. Two existing nursing professionals will look to be transferred over from the current MILS service under TUPE arrangements.

This team will seek to work closely with customers who wish to move to an adapted or accessible home that meets their needs. Comprehensive case management will be in place to ensure that a service can be tailored to the needs of the individual or family.

We are confident that the new service will be much more joined-up and customer friendly, as compared with the current somewhat disjointed arrangements.

4) Cost of the Service

The full cost of the service is expected to be about £130k and this will be paid for by Manchester City Council from their existing MILS budget. A small amount (approx. £6k) will be made by the Manchester Move partners from their existing contributions. This cost covers the 3 members of staff, a small amount of extra management cost within Manchester Move and associated costs of e.g. IT and mileage.

The City Council is committed to the long term funding of this service so long as the service is proving it is adding value and making overall savings. There will be a Services Agreement, not dissimilar to that which governs the successful relationship between Northwards and Manchester Move, stating the role of each party. There is no financial liability to Northwards, with the service being fully funded by the Council and MM.

5) Review

Once established, the new service will be subject to regular monitoring and evaluation.

6) Recommendation

That the Board notes the report.