

CANNOCK CHASE COUNCIL

BRIEFING NOTE

HEALTHIER COMMUNITIES & OLDER PEOPLE POLICY DEVELOPMENT COMMITTEE

22 JULY 2009

CHAIRMAN OF THE HEALTHIER COMMUNITIES AND OLDER PEOPLE POLICY
DEVELOPMENT COMMITTEE

IDENTIFICATION OF VULNERABLE HOUSEHOLDS

1. Purpose of Briefing Note

- 1.1 To provide information regarding the "identification" of vulnerable households living in the Council's housing stock.

2. Recommendation

- 2.1 That the Healthier Communities and Older People Select Committee note the contents of the briefing note and determine the further action required.

3. Background

- 3.1 The Healthier Communities and Older People Policy Development Committee on 16 June 2009 expressed concern that vulnerable people in the community were not being identified and as a result these people were at risk.
- 3.2 A number of issues were discussed, including the absence of a comprehensive profile for each of the Council's housing tenants and the use of the Council's community alarm system
- 3.3 The Committee agreed that the Chairman should report further on these issues to the next meeting. A briefing note on these issues is now submitted for your consideration.

4. Key Issues

- 4.1 The Council does not maintain a comprehensive tenant profile database in respect of each of its tenants and this has been identified as a constraint regarding the further improvement of the housing service.
- 4.2 Whilst it would be possible to collect this data, it cannot be held on the current housing service IT system, unless the system undergoes further development. The system is "bespoke" and as a result the Council would have to fund the full cost of this work. In view of the cost and time involved, this action is not considered to be "value for money" as the system is over 10 years old and in need of replacement.

- 4.3 The "implementation of a replacement IT system which includes tenant profiling" therefore forms an agreed action within the Healthier Communities, Housing and Older People, Priority Delivery Plan. This is a major area of work which will include the selection and procurement of a new IT system, the review of current procedures and the transfer of all the existing data which is held on the current system.

Whilst work in respect of this matter has commenced it is programmed for completion in 2010-11 (Year Two of the Priority Delivery Plan).

- 4.4 In accordance with the agreed procedures, progress in respect of this action will be reported quarterly through the Priority Delivery Plan.

- 4.5 Despite the absence of a comprehensive tenant profile information database, the housing service currently holds substantial information regarding the needs of its most vulnerable tenants, i.e.

(a) A total of 2,172 properties are linked to the Council's central alarm system (1,948 properties are hard wires and 224 are provided with a dispersed alarm). Information is held by central control on the needs of the households living in these dwellings which is checked annually through a home visit.

(b) An additional 125 sheltered or "assisted properties" have the benefit of a scheme manager in addition to being linked to the central alarm system. An individual support plan has been formulated (in conjunction with the tenant) for each household and this provides comprehensive information on their needs.

(c) A further 40 elderly households (located throughout the District) receive support from the Council's Vulnerable Adults Tenancy Support Officer. Individual support plans have again been formulated which provide comprehensive information on their needs.

(d) Finally, the Council's Generic Tenancy Support Officer provides intensive support to 15 households. These households primarily comprise of young people setting up home for the first time, some of whom have "left care" or have other associated problems. Individual support plans are yet again formulated which provide comprehensive information on their needs.

- 4.6 Substantial information is therefore currently held by the housing service, regarding the needs of a total of 2,352 households. This comprises 42.5% of the households living in the Council's housing stock.

- 4.7 In addition to the 2,352 households who the Council support, a further 109 "vulnerable" Council tenants are provided with support through specialist agencies. These include 12 tenants with a learning disability who are supported by the Bromford Housing Association and 10 tenants with mental health support needs who are supported by Rethink.