



## Action Taken Under Delegated Powers

<b>Title</b>	<b>Waking Night Support at Sheltered Housing Schemes</b>
<b>Date of Decision</b>	<b>20 March 2024</b>
<b>Report of</b>	Dawn Wakeling, Executive Director of Communities, Adults and Health
<b>Wards</b>	Burnt Oak, West Hendon & Totteridge & Woodside
<b>Status</b>	Public
<b>Urgent</b>	No
<b>Appendices</b>	None
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### Summary

The council has been funding a 'waking night support' service for people with eligible Care Act needs living at Deborah Lodge, Gadsbury Close and Speedwell House.

Following a review of the commissioned service and public consultation, no eligible care and support needs for the waking night service were identified.

The decision is for the waking night support service at all three sheltered schemes to end. Any individuals with eligible care and support needs will continue to have their needs met on an individual basis. This is in line with support provided at other sheltered housing schemes in the borough.

### Decisions

1. For the waking night service at Deborah Lodge, Gadsbury Close and Speedwell House to end on 31 March 2024.

## **1. Reasons for the Recommendations**

- 1.1 The council currently funds a 'waking night support' service to tenants with eligible care needs living at Deborah Lodge, Gadsbury Close and Speedwell House. This involves one carer being present at each of these schemes funded by Barnet Council between 9pm and 7am, 7 days a week.
- 1.2 The waking night support was originally provided to support a small number of tenants at night with Care Act eligible needs following an assessment of need by Adult Social Care. However, currently all tenants at night regardless of whether they have assessed eligible needs are able to access this. This is far broader than the intended purpose of the service.
- 1.3 By ending council funding towards waking night support contract for all tenants at all three sheltered schemes, £200,000 is expected to be saved in 24/25
- 1.4 The decision is in line with support provided across other sheltered housing schemes and their tenants across the borough.
- 1.5 The council has a duty to ensure that residents assessed with eligible care and support needs (as defined by the Care Act 2014) have their eligible needs met. Any individuals with eligible care and support needs will continue to have their needs met.

### **Background**

- 1.6 When the waking night support was set up it was to meet the needs of a handful of adults assessed as requiring it by Adult Social Care.
- 1.7 Over time, it has been used for a different purpose. The carers present between 9pm and 7am are notified of any calls from individual tenants (including via telecare devices) and attend to tenants within schemes regardless of whether they have eligible needs.
- 1.8 Most sheltered schemes do not have a 24-hour staffing presence.

### **Service Review**

- 1.9 The Council conducted an initial review with the care agencies involved in providing waking night support at these schemes, and the housing providers which managed the schemes, to understand how the service is used.
- 1.10 We asked the care agencies and housing providers if they could give:
  - Details of how many tenants need support at night and use the service.
  - How frequently they need support at night and for what purpose.
  - Any information on any equipment individuals currently use, such as pendant alarms.
- 1.11 The review also tracked usage of the service, anonymously, over a two-month period to see whether it highlighted if any tenants had an eligible need for waking night support. The council also discussed proposals with all three housing providers.
- 1.12 When we looked at the findings, they did not evidence that the night service was meeting eligible care and support needs.
- 1.13 We found that most service requests to the staff providing waking night support were tasks that in other schemes are carried out by the Scheme Manager, such as helping with people's mail, resetting the fire alarms, and general check-ins.

- 1.14 Where we have identified requests outside the normal expectations of a sheltered housing scheme, they will be met in alternative ways that are tailored to that individual's needs following a Needs Assessment by our Adult Social Care Teams.
- 1.15 Alternative support could include a befriending service for regular chats or assistive technology equipment to prevent falls and monitor tenants' health and wellbeing.
- 1.16 Since the review we have conducted a public consultation, this did not identify any significant need for the service or uses that could not be met in alternative ways.
- 1.17 Regular engagement with the sheltered housing providers at Deborah Lodge, Gadsbury Close and Speedwell House has not identified any eligible care and support needs.
- 1.18 When the service ends, the tenants will continue to have support from the staff at the sites, who have an obligation to signpost or contact Adult Social Care themselves if they believe any tenants need additional support.

### **Financial implications**

- 1.19 The waking night service at Deborah Lodge, Gadsbury Close and Speedwell House no longer provides services adults with eligible care needs, as it was commissioned to do, and the contracts to run it cost £200,000 per year.
- 1.20 There are no penalties or charges for ending the service at this point, and no costs in implementing the changes. An appropriate notice period has been given to the provider of the service.
- 1.21 Should any previously unknown eligible care needs be assessed, it is unlikely that alternative support could outweigh the savings forecast. However, our feedback from providers and responses to the consultation have so far indicated that there are no waking night support needs.

### **Decision**

- 1.22 After careful consideration, and with due regard to the findings of the consultation conclusion and Equalities Impact Assessment the decision is for council funding towards the waking night support service for all tenants at Deborah Lodge, Gadsbury Close and Speedwell House to end, but to make sure that any individuals with eligible care and support needs continue to have their needs met on an individual bases.
- 1.23 Reasoning:
- The scheme has evolved beyond the scope of its intended purpose and is now available of all tenants regardless of need.
  - Our review did not evidence that the service was meeting eligible care and support needs for tenants now residing at the sheltered schemes.
  - If eligible care needs arise in the future, these will be met using a strengths-based, person-centred approach.
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## **2. Alternative Options Considered and Not Recommended**

- 2.1 The council has a duty to support adults with eligible care and support needs. Continuing to provide a waking night support service to Deborah Lodge, Gadsbury Close and Speedwell House where there are no assessed waking night eligible care needs would not be consistent with the

support provided to other tenants at other sheltered housing sites in the borough. It is therefore felt that to pay for the service to continue, would not be a justified use of council funding.

- 2.2 During the consultation some respondents suggested keeping the service but to reduce the numbers of tenants with access to it. However, the service review and public consultation identified no eligible care needs for waking night support. Tenants can call Social Care Direct at any point to arrange a Care Needs Assessment and support can be provided to meet their individual needs rather than maintaining a general service.

### **3. Post Decision Implementation**

- 3.1 Date agreed for waking night support services at Deborah Lodge, Gadsbury Close and Speedwell House to end.
- 3.2 Tenants at the three sites will be notified of the decision made with due consideration of the public consultation results and provided with contact details for Social Care Direct and alternative community support services. Simultaneously the sheltered housing providers are also informed and reminded of their obligation to contact Adult Social Care if they identify anyone with care and support needs.
- 3.3 Waking Night Support Services at Deborah Lodge, Gadsbury Close and Speedwell House ends.
- 3.4 Final evaluation to quantify whether the project has realised its anticipated benefits.

### **4. Corporate Priorities, Performance and Other Considerations**

#### **Corporate Plan**

- 4.1 Signposting residents to sources of community support is a more effective use of resources and is consistent with the corporate plan to increase social inclusion of older and disabled residents in their communities and to work with communities and our partners to support residents to stay well.

#### **Corporate Performance / Outcome Measures**

- 4.2 See finance 5.0

#### **Sustainability**

- 4.3 There are no perceived impacts on sustainability, positive or negative.

#### **Corporate Parenting**

- 4.4 No tenants at the sites are reported to be under 55 years old and therefore there are no anticipated impacts on looked after children or care leavers.

#### **Risk Management**

- 4.5 Risk has been managed in line with the council's risk management approach. All risks have now been mitigated or eliminated to a point where quantitative analysis categorises all potential risks as low (yellow) or very low (green).

#### **Insight**

- 4.6 We have a legal obligation to ensure our Mosaic system is accurate and up to date in line with GDPR and all users are given training to ensure that, it is therefore felt to be the best source of data for evaluation purposes.

- 4.7 In our Equalities Impact Assessment, we used analytics of the 2021 Census from the Insight and Intelligence Hub, data directly from the 2021 Census and feedback from the Consultation.
- 4.8 There is an audit trail of all responses to our public consultation to ensure its validity.
- 4.9 Any compliments or complaints will also be gathered by the teams and used to measure the impact of the decision.
- 4.10 Our recommendation will not have an impact on the data used by other services.

#### **Social Value**

- 4.11 There were no social value elements in the waking night telecare contract. It is therefore not anticipated that ending the service will have a negative impact on social value.

### **5. Resource Implications (Finance and Value for Money, Procurement, Staffing, IT and Property)**

- 5.1 The contracts cost the council £200,000 per year. There is expected to be a net saving as a result of the decision, with no additional resources required to implement it.
- 5.2 This saving will positively impact the council budget and is part of our short term MTFs Savings for 2024-25 detailed in 9.2.
- 5.3 Our Care Quality Teams have reviewed the contracts and there are no charges or costs for ending the contracts.

### **6. Legal Implications and Constitution References**

- 6.1 Care Act 2014
- 6.2 Given the implication of the decision as set out above and the Council Constitution, Article 6 and 7, the appropriate authorisation document for the decision is via an Officer Delegated Powers report.
- 6.3 Although the Council can exercise its power under s19 of the Care Act to meet non eligible needs in cases where these needs were identified it was assessed that they could be otherwise met in the sheltered housing scheme and continuing to provide the assistance would not meet best value.



### **7. Consultation**

- 7.1 Before a decision was made, an eight-week public consultation on the proposed changes was conducted and due consideration of the results was taken into account before any decision was made.
- 7.2 There was a mixed response to the consultation with some agreeing and some opposing the proposal to end the service. Four responses answered they 'strongly supported' the proposal, two that they 'tended to support', eight that they 'neither support or oppose', four stated they 'tend to oppose', eight that they 'strongly oppose' and three that they 'don't know/not sure'. The primary reason most people gave for their answer was that they found having a waking night service reassuring.
- 7.3 The consultation did not highlight any care and support needs that could only be met using a waking night support service.

### **8. Equalities and Diversity**

- 8.1 Decision makers have made due regard to the public sector equality duty in making their decision.
- 8.2 An Equalities Impact Assessment (EqIA) was completed to evaluate whether any groups with a protected characteristic would be disproportionately affected by the proposal. Subsequently the EqIA was updated following the public consultation and due regard to its findings and conclusions was made before a final decision was reached.
- 8.3 Overall, it concluded that decommissioning the waking night service would bring the provision of council services at the three sites to the same level provided to other sheltered housing sites in the borough. The EqIA did not indicate a disproportionate impact on any particular demographic group when mitigating actions were taken into consideration.

## **9. Background Papers**

- 9.1 [Barnet-Corporate-Plan-2023-26](#)
- 9.2 [Report from the Executive - Business Planning 2024-2030](#)  PDF 397 KB  
[Appendix E Summary of Savings & Income generation Proposals , item 10.1](#)  PDF 469 KB
- 9.3 [Waking Night Support Proposal Consultation Document](#)