

Thirteen Housing Group

Thirteen's service provision to support vulnerable residents (including any changes over time)

Housing for Older People

Thirteen Housing Group hold 11,729 housing units in Stockton-on-Tees; this includes specific housing for vulnerable older residents.

There are two Extra Care Schemes; Meadowfield House, a 42-unit scheme in Thornaby, and Winford House, a 38-unit scheme in Billingham.

Extra Care Schemes have self-contained apartments with on-site care and support to help maintain independence. Communal gathering places and can include hairdressers, lounges and bistros. Care is available on-site 24/7 – 365 days per year. This is delivered by external companies who are CQC registered and is commissioned by the local authority.

Referrals for Extra Care are presented at a panel made up of local authority social care representatives and Thirteen Housing representatives. An individual must be aged 55+ and have been assessed as requiring a care package to be eligible.

Thirteen have a number of Sheltered Housing Schemes in Stockton-on-Tees; High Grange House (a 28-unit scheme) and Eden House (a 22-unit scheme), both in Billingham, Lauder House (a 25-unit scheme) and Cedar House (a 43-unit scheme), both in Elmtree, and Ewbank Gardens (a 24-unit scheme) in Stockton Centre. In addition to these, Thirteen deliver the support contract in Hackworth Court (a 42-unit scheme), owned by Railway Housing in Stockton Centre.

Sheltered Housing Schemes have self-contained apartments and a communal gathering space, but carers are not on-site 24/7. Access to our Sheltered Schemes is currently via our CBL process. Individuals need to be aged 55+ and require a level of support.

Support Services within Schemes

Thirteen deliver housing support in both the Extra Care and Sheltered Housing Schemes. This is separate to any domiciliary / personal care that individuals may require. Although not an exhaustive list, the type of support provided includes;

- Assessing needs
- Support planning – with the aim of assisting tenants to get the most benefit from living in our schemes and to promote an individual's independence
- Risk assessing
- Help in setting-up and maintaining home or tenancy
- Advice and assistance to help service users liaise with statutory and voluntary agencies

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- Safety and security of the accommodation
- Assisting service users to become familiarised with safety procedures
- Assistance to establish security routines in the home
- Assisting service users to manage health and well-being
- Advice and assistance to arrange the connection of utilities
- Assistance to claim benefits and maximise income to pay for housing
- Assistance with household budgeting especially payment of rent
- Advice regarding location of essential services in the neighbourhood
- Help in accessing other services and specialist services
- Assistance to access specialist advice and advocacy services
- Assistance to access health, social care, statutory and voluntary sector services
- Signposting to culturally appropriate community facilities / services to aid social integration
- Signposting to culturally appropriate counselling / emotional support groups
- Assistance with move on
- Assisting service users to access and organise domestic assistance as required
- Security support relating to harassment

In our Sheltered service, tenants will be assessed on entry to the service the level of support that they require. Tenants will be assessed at 'High', 'Medium' or 'Low'. All Extra Care tenants will automatically be categorised as 'High'.

Tenants will receive the following service depending on their need:-

- High:- Level 3 - Daily call 5 x weekly + one visit/ face to face. Review six monthly. Emergency response via Support Officer (working hours), Assistive Technology (out of hours)
- Medium:- Level 2 - 2 calls a week or one call one visit / Annual update of records. Emergency response Support Officer (working hours), Assistive Technology (out of hours)
- Low:- Level 1 - Low level support, emergency response only. No contact except annual review / change in medical circumstances.

Individuals may move between levels if their needs escalate.

Currently, 62% of customers are accessing high-level support, 14% are accessing medium-level, and 24% are accessing low-level.

Support is funded through a mixture of local authority funding and service charges. A financial means test will determine whether residents are eligible for Housing Benefit to cover service charges and local authority funding.

There has been no increase in funding for a long time; services operate on a tight budget.

Tenancy Support and Enforcement

Thirteen has an in-house Tenancy Support team that provides support to our customers who are victims of anti-social behaviour, crime and victims of domestic abuse.

This team also offer a safe at home provision to make our customers feel safer within their homes which can include additional locks to doors and windows, cactus strips along fencing, and the provision of anti-vandal paint if the walls or roof are high enough.

Our Enforcement team can also provide support to his client group by taking enforcement action against those who are perpetrating the behaviour, whether they are a Thirteen tenant or not.

The principle behind Thirteen's operational model places neighbourhoods at the heart of our delivery, meaning the service we provide in neighbourhoods is more intensive and our staff are aware of their customer needs within each patch.

Promotion of safety and wellbeing for vulnerable residents living in their own home

Within the Extra Care and Sheltered Schemes, there are a number of initiatives to promote safety and wellbeing in addition to the support activity already outlined;

- Monthly tenant meetings where Safeguarding, Health & Safety and Fire Safety are discussed
- Noticeboards displaying safeguarding information, bogus callers' awareness, Thirteen's complaints procedure and hot and cold weather awareness / alerts
- Secure door entry systems covered by on-site CCTV
- All staff wear ID badges
- All tenants receive an evacuation plan in event of fire, which can lead to aids such as vibrating pillows and flashing lights for hard of hearing
- Adaptations can be carried out by our in-house team to aid independence
- Fire Risk assessments are carried out annually on the building
- Help and advice on low-level ASB; more serious incidents are raised to our neighbourhood team who liaise with police
- Staff are all trained as dementia friends

Partnership working (e.g. with the Council, Police, voluntary and community sector, other initiatives, etc.)

In our Sheltered Housing Schemes, Stockton One Call respond on our behalf to emergencies within the building out of hours.

In our Extra Care schemes, our in-house Assistive Technology team respond to emergencies out-of-hours if they cannot be picked up through the carers on-site.

We currently have volunteers working across our schemes and are in the process of advertising / recruiting more; this is arranged through our in-house service. To build on this, we are currently working with Age UK to increase befriending services in schemes.

We work closely with the Fire Brigade and they regularly visit our sites to keep themselves familiarised with the buildings.

We utilise our in-house money advice team to maximise income for tenants.

Staff liaise with hospitals during the week to check on discharges to ensure tenants safety.

We work closely with the LA regarding Safeguarding. The following figures have been collated from Thirteen Safeguarding Concern logging system for Quarter 1 2019/20. This way of recording safeguarding concerns allows Thirteen to look for trends in types of abuse, age range and local authority area.

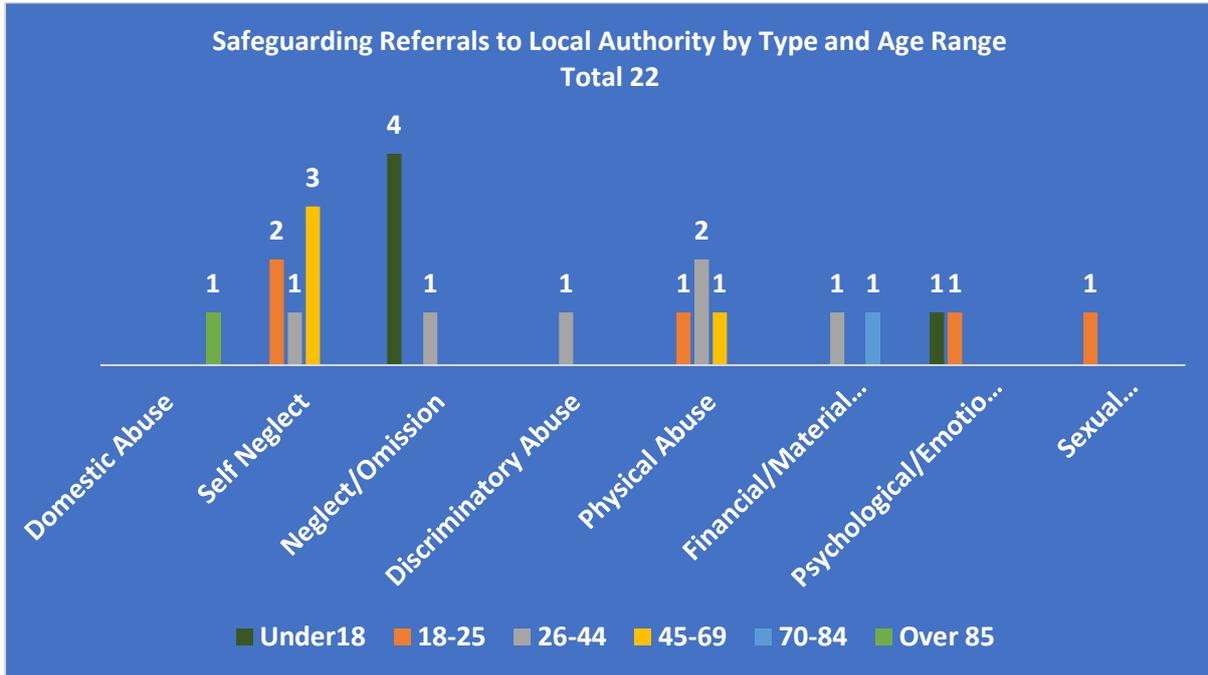
This information is shared with Teeswide Adult Safeguarding Board and will support the aims of its Preventative strategic objective to;

- Ensure people are able to access early help and preventative services
- Reduce barriers to reporting all forms of abuse
- Further raise public awareness of TSAB work and adult safeguarding
- Improve engagement with local communities

The information will also be shared with North and South Tees Children Safeguarding Partnership.

The current information shows one case reported concerning someone over the age of 85 as a victim of Domestic Abuse. This case was raised as a safeguarding referral to the Local Authority Adult Safeguarding Team.

Scrutiny Review of Protection of Vulnerable Older Residents Living at Home



Both Neighbourhood teams and Enforcement teams work closely in partnership with police and various departments with the local authority to tackle crime and ASB that could be affecting this client group.

Thirteen is represented at many strategic and operational groups to work on preventing and tackling ASB, crime, Domestic Abuse and Hate crime. We attend JAGs and multi-agency meetings that explore safeguarding / capacity / mental health / ASB and crime, exploring what each agency can do and agreeing action plans to tackle crime and ASB but also to include the safeguarding of vulnerable victims.

Any key issues around this scrutiny topic that you feel need to be highlighted

In addition to our Extra Care and Sheltered schemes, we have 1,229 one-bed and 739 two-bed dispersed bungalows in Stockton.

700 of the tenants in our two-bed bungalows are over the age of 55.

In surrounding local authorities, we are able to extend our housing for older people support service to tenants in our dispersed bungalows on a need's basis. We are not able to deliver this model in Stockton as no LA funding is available for this.