

To:
All members of the
Community Wellbeing and Housing
Committee

Please reply to:
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Date: 18 November 2021

Supplementary Agenda

Community Wellbeing and Housing Committee - Tuesday, 23 November 2021

Dear Councillor

I enclose the following items which were marked 'to follow' on the agenda for the Community Wellbeing and Housing Committee meeting to be held on Tuesday, 23 November 2021:

7. Step Down Service Partnership

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To consider the report that seeks agreement to an extension of the Step Down Service Partnership Agreement for a further 12 months from April 2022.

Recommendation:

To agree an extension of the Step Down Service Partnership Agreement for a further 12 months from April 2022.

Report to follow.

Yours sincerely

Karen Wyeth
Corporate Governance

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To the members of the Community Wellbeing and Housing Committee

Councillors:

S.A. Dunn (Chairman)	S. Buttar	J. McIlroy
S.M. Doran (Vice-Chairman)	R. Chandler	O. Rybinski
M.M. Attewell	N. Islam	V. Siva
C. Bateson	M.J. Madams	J. Vinson

Substitute Members: Councillors: J.T.F. Doran, R.D. Dunn, K.M. Grant and H. Harvey

**23 November 2021**

Title	Step Down Accommodation
Purpose of the report	To provide update and to seek approval to extend the arrangements for further 12 months
Report Author	Marta Imig, Strategic Lead, Housing
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>n/a</i>
Corporate Priority	Housing
Recommendations	To support officers asking the North West Surrey Health Alliance to continue to commission the Step Down service and Partnership Agreement for a further 12 months from April 2022
Reason for Recommendation	The current Service Level Agreement (SLA) for this service expires at the end of March 2022.

1. Key issues

1.1 In April 2021, the Council commenced a partnership Step-Down Service. It was commissioned on behalf of the North West Surrey Health Alliance Board, to deliver practical benefits to healthcare service, working together with partner organisations. The organisations (partners) who deliver the service are Spelthorne Borough Council, A2Dominion, Elmbridge Borough Council, Runnymede Borough Council, The Whitely Homes Trust, Woking Borough Council. Spelthorne are the Lead authority.

1.2 The aim of the service is to provide up to six-weeks short term accommodation for people who require some additional support on discharge from hospital, prior to moving into their own accommodation, or who are identified in the community as requiring a “step-up” accommodation to prevent hospital admission.

1.3 The step-down accommodation for this service is furnished, prepared, and managed by Spelthorne Borough Council (SBC). The funding for this service is provided by The Alliance and managed by SBC, who is responsible for ensuring that the funding is used appropriately. We have 7 properties across Surrey for this service. The properties remain in ownership of the partners and we have a service level agreement, which detail the relationship. In the budget year 2021/22 the funding provided for this service was £299,700. This was designed to cover the rent, council tax and utility charges for the flats, as

well as to cover the cost of staff to administer the scheme, cost of meals, furnishing, cleaning and other expenses as deemed appropriate to support residents as part of this project.

- 1.4 The current agreement for this service end on 31 March 2022, we propose to extend the agreement for a further period of twelve months to continue the service.

2. Options analysis and proposal

Option 1: Not to agree the proposed extension of the Service

The service would end at the end of March 2022 if this option is chosen. This would add additional pressure to the healthcare system, in particular hospitals.

Option 2: To approve proposed extension of the service (recommended)

Discussions with North West Surrey Health Board would commence with a view to extend the service and partnership agreement, with associated funding for a further year. This option would be fully paid by the NW Surrey Alliance Board, not by Spelthorne Borough Council.

3. Financial implications

- 3.1 The service is fully funded by North West Surrey Health Alliance and managed by SBC. There is no cost to Spelthorne Borough Council.
- 3.2 Although full budgetary requirements will be assessed at the end of the financial year, we are already identifying savings that can be made as part of the service delivery. We estimate that the project can be delivered within a reduced budget of £235,000 in 2022/23. The funding request will be made to the Alliance Board in January 2022.

4. Other considerations

- 4.1 The project has been a success and provided much needed accommodation to many residents leaving hospital. Since 1st April 2021 the service had:

Quarter 1

24 referrals

14 accepted and accommodated

Quarter 2

26 referrals

13 accepted and accommodated

Total to date

50 referrals (referrals need to be carefully assessed for meeting the criteria both of the residents and the facilities)

27 accepted and accommodated

We anticipate by the end of the first year there will be between 50-60 residents assisted.

Average length of stay is approx. 38 days.

4.2 The referring organisations in the last quarter (Jul-Sept 2021) were as follows:

Referring Organisation	Column Labels			
	Jul	Aug	Sep	Grand Total
Row Labels				
Hospital ASC Team - Frimley Park		1		1
Hospital ASC Team - St Peters Hospital		2	1	3
Hospital ASC Team - Walton Community Hospital		1	3	4
Hospital ASC Team - Woking Community Team		1	1	2
Hospital Discharge Team - St Peters Hospital	3		1	4
Hospital Discharge Team - Woking Community Hospital	1			1
Locality Team - Spelthorne	3	2		5
Locality Team - Surrey Heath		1		1
Locality Team - Woking	1	1	1	3
Woking Borough Council		1		1
Spelthorne Borough Council			1	1
Grand Total	8	10	8	26

4.3 We strive to continually improve our service and we recognise the areas of the service that work well and the areas that we would like to work to improve. Those are as follows:

What works well

- Supporting Hospital discharges
- Reducing bed blocking
- Supporting vulnerable residents to safely return home
- Supporting residents to further rehab/reable in an environment with on-site care
- Enabling residents to see an alternative option from their home environment
- Ensuring residents own homes are safe to return to, often issues such as; No heating, No electricity, No Hot water, Hoarded, Pest infestation can be resolved whilst residents are in "step down accommodation".

Areas to improve

- Turnaround of the scheme ready to re-use (cleaning of the flat)
- Quality of the information about the patient for the discharge
- Confirmation of acceptance in a scheme due to care staff availability and rotas
- Hospital transport delays
- Temporary GP registrations

5. Equality and Diversity

5.1 An Equality and Diversity Impact Assessment has been carried out – enclosed in Appendix A.

6. Sustainability/Climate Change Implications

6.1 The proposed Step Down service itself does not have any impact on the Council's sustainability / climate change position.

7. Timetable for implementation

7.1 If supported, we would enter negotiations with North West Surrey Health Alliance Board in January 2022 with a view to extend the service and partnership agreement for further 12 months.

7.2 If agreed, the service will continue without interruption.

Background papers: There are none.

Equality Analysis

Directorate: Community Wellbeing Service Area: Housing Strategy & Policy	Lead Officer: Marta Imig Date completed: 12 November 2021
Service / Function / Policy / Procedure to be assessed: NWS Step up/down temporary accomodation	
Is this: New / Proposed <input type="checkbox"/> Existing/Review <input checked="" type="checkbox"/> Changing <input type="checkbox"/>	Review date: at the end of the term of the agreement (12 months)

Part A – Initial Equality Analysis to determine if a full Equality Analysis is required.

What are the aims and objectives/purpose of this service, function, policy or procedure?

The aim of the service is to support NW Surrey residents who are unable to return home from hospital to be discharged to a safe and suitable accommodation where their needs can be met and actions can be made in order to support them back home or to a long term accommodation.

The final strategy contains three strategic priorities, and an associated Action Plan:

1. Enabling the safe discharge of NW Surrey residents.
2. Reduce the number of hospital blockages due to having no appropriate discharge destination.
3. Prevent hospital admissions.

The scheme was started 1st April 2021 for one year to support both hospital discharges and admissions of patients in accommodation not fit for purpose or able to meet their needs.

Please indicate its relevance to any of the equality duties (below) by selecting Yes or No?

	Yes	No
Eliminating unlawful discrimination, victimisation and harassment	✓	
Advancing equality of opportunity	✓	
Fostering good community relations	✓	

If not relevant to any of the three equality duties and this is agreed by your Head of Service, the Equality Analysis is now complete - please send a copy to **NAMED OFFICER**. **If relevant**, a Full Equality Analysis will need to be undertaken (PART B below).

PART B: Full Equality Analysis

Step 1 – Identifying outcomes and delivery mechanisms (in relation to what you are assessing)

What outcomes are sought and for whom?	<p>The main outcome is to ensure suitable accommodation to vulnerable NW Surrey residents being discharged from hospital or reducing the need for hospital admission.</p> <p>Affected groups will include (not exhaustive):</p> <ul style="list-style-type: none"> • vulnerable adults who live within NW Surrey; • Individuals being discharged from the acute and community hospitals that can not return home. • Partners involved in the delivery step up/down scheme, such as Housing providers, health and social care providers, other local authorities within the North West. <p>Residents of SBC, WBC, EBC, RBC.</p>
Are there any associated policies, functions, services or procedures?	<p>Corporate Plan Capital Strategy Health & Wellbeing Strategy Local Plan Economic Development Strategy Asset Management Plan Housing Act 1996 (as amended by various) Local Government Act 1972 and 2000 Housing Strategy Homelessness Strategy</p>
If partners (including external partners) are involved in delivering the service, who are they?	<p>A2Dominion Adult Social care (Surrey County Council) Woking Borough Council Runnymede Borough Council Elmbridge Borough Council NHS</p>

Step 2 – What does the information you have collected, or that you have available, tell you?

What evidence/data already exists about the service and its users? (in terms of its impact on the 'equality strands', i.e. race, disability, gender, gender identity, age, religion or belief, sexual orientation, maternity/pregnancy, marriage/civil partnership and other socially excluded communities or groups) and **what does the data tell you?** e.g. are there any significant gaps?

General Spelthorne context

Almost half of Surrey's 20 most deprived super output areas are in Spelthorne. Three are in the ward of Stanwell North, two in Ashford North and Stanwell South and one in each of Ashford East and Sunbury Common. Spelthorne has the highest number of lone parent families and the highest level of child poverty in Surrey; it also has the highest under-18 conception rate in the county. That said, residents are largely healthy, with life expectancy for both males and females slightly above the national average.

Although the number of VAT and/or PAYE-registered business has fallen slightly over the past four years, Spelthorne has a low rate of unemployment: 1.4% of those economically active aged 16 to 64, compared to the South East (2.2%) and UK as a whole (3.5%). Heathrow Airport is a significant local employer, with 8.3% of Spelthorne's working population employed there. Significantly, 21.5% of those in work in Stanwell North are in low level employment compared to an average of 11.6% in Surrey. Average wages are slightly above regional averages at £630 per week for full-time employees.

Whilst house prices remain well above the national average, most residents are owner-occupiers (73%), followed by private rented (13%) and social rented (12%).

Gender / gender identity

Census data from 2011 shows that 50.5% of residents in Spelthorne were female, with the remaining 49.5% being male. There is no data known to be held in relation of other gender identities.

Source: ONS Census, 2011 - neighbourhood statistics for residents aged 16 to 74

A White Paper published in December 2018 (Help shape our future: the 2021 Census of population and housing in England and Wales) sets out the Office for National Statistics' (ONS) recommendations for what the census should contain and how it should operate. The White Paper recommends that the census in 2021 includes a question about gender identity, asking respondents whether their gender is the same as the sex they were registered as at birth. The question will be separate from the question about sex (i.e., whether the respondent is male or female), which will be phrased in the same way as previous years. There is currently no official data about the size of the transgender population (the word 'transgender' is used here to describe people whose gender identity does not match the sex they were assigned at birth). The Government Equalities Office (GEO) has said that there may be 200,000 to 500,000 transgender people in the UK, but stresses that we don't know the true population because of the lack of robust data. The ONS has identified user need for official estimates in order to support policy-making and monitor equality duties.

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Age

Spelthorne has a slightly lower population of under-30s (34%) compared to the rest of the country (37%), and a slightly higher population of 30-69 year olds (42%) compared with the UK average of (40%). The number of 70+ is 23%, which is broadly in line with the rest of the UK (24%).

Source: <https://commonslibrary.parliament.uk/local-data/constituency-statistics-population-by-age/>

Ethnicity

The ethnic make-up of Spelthorne is largely in line with the UK average, although we have more residents who identify as Asian and fewer residents who identify as Black than the national average.

Ethnic group	Spelthorne		Region	UK
	Number	%	%	%
White	83,455	87.3%	90.7%	87.2%
Mixed	2,382	2.5%	1.9%	2.0%
Asian	7,295	7.6%	5.2%	6.9%
Black	1,545	1.6%	1.6%	3.0%
Other	921	1.0%	0.6%	0.9%
Total	95,598	100.0%	100.0%	100.0%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/demography/constituency-statistics-ethnicity/>

Disability

As of July 2019 there were around 2,020 PIP claimants in Spelthorne constituency. In comparison, there was an average of 2,500 claimants per constituency across the South East. Within Spelthorne, psychiatric disorders were the most common reason for claiming PIP. They accounted for 37% of awards, compared to 36% in Great Britain. 'Psychiatric disorders' include anxiety and depression, learning disabilities and autism. The second most common reason for awards was musculoskeletal disease (general), which accounted for 17% of awards within the constituency and 21% in Great Britain. Musculoskeletal disease (general) includes osteoarthritis, inflammatory arthritis and chronic pain syndromes.

Source: <http://data.parliament.uk/resources/constituencystatistics/personal%20independence%20payment/PIP%20claimants%20in%20Spelthorne.pdf>

Religion

Residents of Spelthorne predominately identify themselves as either Christian or having no religion. There is a smaller Muslim population compared with the national average, but a larger Hindu and Sikh population.

	Constituency		Region	UK
	Number	%	%	%
Has religion	67,392	70.5%	65.0%	66.7%
of which				
Christian	60,954	63.8%	59.8%	58.8%
Muslim	1,808	1.9%	2.3%	4.5%
Hindu	2,332	2.4%	1.1%	1.4%

Buddhist	420	0.4%	0.5%	0.4%
Jewish	206	0.2%	0.2%	0.4%
Sikh	1,325	1.4%	0.6%	0.7%
Other	347	0.4%	0.5%	0.4%
No religion	21,511	22.5%	27.7%	26.1%
Not stated	6,695	7.0%	7.4%	7.2%

Source: <https://commonslibrary.parliament.uk/home-affairs/communities/constituency-data-religion/>

Sexual orientation

There is no accurate dataset which can be used to reflect solely Spelthorne. The White Paper recommends asking a new question about sexual orientation. The ONS has identified a user need for better data on sexual orientation – particularly for small areas – to inform policy-making and service provision, as well as monitoring equality duties. The ONS has previously used the Annual Population Survey (APS) to estimate the size of the lesbian, gay and bisexual (LGB) population in the UK. According to these estimates, just over 1 million people identified as LGB in 2016 (around 2% of the population). However, the sample population used in the APS isn't big enough to provide robust estimates of the LGB population in smaller areas.

Source: <https://researchbriefings.parliament.uk/ResearchBriefing/Summary/CBP-8531>

Marriage / Civil Partnership

More people in Spelthorne are married compared to the rest of England and Wales, and fewer people identify as single.

Marital Status	Spelthorne		England and Wales	
All usual residents aged 16+	78,089		45,496,780	
Single (never married or never registered a same-sex civil partnership)	24,562	31%	15,730,275	35%
Married	38,984	50%	21,196,684	47%
In a registered same-sex civil partnership	153	0%	104,942	0%
Separated (but still legally married or still legally in a same-sex civil partnership)	2,042	3%	1,195,882	3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	6,870	9%	4,099,330	9%
Widowed or surviving partner from a same-sex civil partnership	5,478	7%	3,169,667	7%

Has there been any consultation with, or input from, customers / service users or other stakeholders? If so, with whom, how were they consulted and what did they say? If you haven't consulted yet and are intending to do so, please list which specific groups or communities you are going to consult with and when.

The scheme is comprehensively reviewed annually

Are there any complaints, compliments, satisfaction surveys or customer feedback that could help inform this assessment? If yes, what do these tell you?

None

Step 3 – Identifying the negative impact.

a. Is there any negative impact on individuals or groups in the community?

Barriers:

What are the potential or known barriers/impacts for the different 'equality strands' set out below? Consider:

- **Where** you provide your service, e.g. the facilities/premises;
- **Who** provides it, e.g. are staff trained and representative of the local population/users?
- **How** it is provided, e.g. do people come to you or do you go to them? Do any rules or requirements prevent certain people accessing the service?
- **When** it is provided, e.g. opening hours?
- **What** is provided, e.g. does the service meet everyone's needs? How do you know?

* Some barriers are justified, e.g. for health or safety reasons, or might actually be designed to promote equality, e.g. single sex swimming/exercise sessions, or cannot be removed without excessive cost. If you believe any of the barriers identified to be justified then please indicate which they are and why.

Solutions:

What can be done to minimise or remove these barriers to make sure everyone has equal access to the service or to reduce adverse impact? Consider:

- Other arrangements that can be made to ensure people's diverse needs are met;
- How your actions might help to promote good relations between communities;
- How you might prevent any unintentional future discrimination.

Equality Themes	Barriers/Impacts identified	Solutions (ways in which you could mitigate the impact)
Age (including children, young people and older people)	<p>The scheme is designed for older vulnerable residents who are supported by Adult social care</p> <p>Older people may be less likely to access our services when needed. This includes those that are retired from employment and will be excluded from key worker accommodation.</p> <p>Those aged 18-39 may have reduced access to social housing as a result of welfare policies as well as local landlord policies (age restrictions)</p>	<p>Young people aged 16-17 receive enhanced services via the Surrey Joint Protocol. They have access to specialist young peoples homelessness accommodation.</p> <p>Older people have greater access to social housing via age restrictions across the A2Dominion stock. This includes sheltered and extra care homes.</p>
Disability (including carers)	Anecdotally we know that physically disabled people accessing settled accommodation in Spelthorne have much more limited options available to them due to property adaptation requirements.	This policy enables sourcing specialised housing for specific local housing needs. See action 1.3 of the Homelessness and Rough Sleeping Strategy action plan – we will review the availability of accessible accommodation options for this affected group. Spelthorne Borough Council and our partners also offers Disabled Facilities Grants and handy person services to help residents return and live independently in their current home.
Gender (men and women)	No restrictions on gender are identified	This policy enables equal access to housing for both male and female.
Race (including Gypsies & Travellers and Asylum Seekers)	Accommodation for people seeking asylum is the responsibility of the Home Office. Provision for pitches for gypsies and travelling showpeople are dealt with under the Local Plan	N/A
Religion or belief (including people of no religion or belief)	No negative impacts have been identified.	N/A
Gender Re-assignment (those that are going through transition: male to female or female to male)	Where individuals are transitioning, they may be impacted if they were to use the communal social area.	As part of standard assessments, we would consider this issue before offering accommodation. The individual flats are self contained with all facilities

Pregnancy and Maternity	Under homelessness legislation, pregnant women are recognised as being in 'priority need' and so arguably receive preferential treatment when compared with women who aren't pregnant, or men, however Due to the accommodation offer we would not expect a pregnant woman to fit the criteria of the scheme	Those who aren't in priority need receive a comprehensive housing needs assessment and support to access their own accommodation solutions.
Sexual orientation (including gay, lesbian, bisexual and heterosexual)	No negative impacts have been identified.	N/A

Step 4 – Changes or mitigating actions proposed or adopted

Having undertaken the assessment are there any changes necessary to the existing service, policy, function or procedure? What changes or mitigating actions are proposed?

No changes required.

Step 5 – Monitoring

How are you going to monitor the existing service, function, policy or procedure ?

The Housing Strategy 2020-25 including the action plan and tasks within it will be monitored by the Council's Strategic Housing Group who meet monthly. Any required changes to the policy will be recommended to elected members (where required) as a result


Part C - Action Plan

Barrier/s or improvement/s identified	Action Required	Lead Officer	Timescale
n/a	n/a	n/a	n/a

Equality Analysis approved by:

Group Head:

Date: 16/11/2021

	
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Please send an electronic copy of the Equality Analysis to the Equality & Diversity Team and ensure the document is uploaded to the EA Register which will be available to the public:

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