

Wiltshire Council

Cabinet

15 February 2011

Subject: Helping People to Live At Home in Wiltshire

Cabinet member: Councillor John Thomson, Cabinet member for Adult Care, Communities and Libraries

Key Decision: Yes

Executive Summary

Since January 2010 officers, partners, providers and customers have been working together to review and re-design services for older and vulnerable people living in their own homes and sheltered housing. In taking this approach a new model for services has been developed that will result in major changes and transform services .

The proposed services are innovative in a number of ways and will offer everyone in Wiltshire, access to a range of services that do not exist currently, either in Wiltshire or regionally. The work has attracted a great deal of interest nationally because it has been based on taking an approach that looks at all services and is focused on the customer's wishes and aspirations.

We believe that in designing these services older and vulnerable people will have greatly improved lives as they will have greater control over those services. We are often told by customers how important it is to them that they can remain as independent as possible in their own homes. Instead of assuming that most people will not improve the new services will be designed to focus on what people can do and to do things for themselves, to enable them to access ordinary services as much as possible and to remain part of the communities in which they live.

We have also heard from customers that they are apprehensive, particularly at night and are concerned about falling or having a problem when they are alone. To address this we are proposing to make available to every person in Wiltshire "assistive technology" (pendants, falls detectors, community alarms etc.) that will be connected to a response service. This will mean that if someone has a problem they can speak to someone immediately. If it transpires that they do not need an ambulance but need someone to visit this will be available 24 hours a day, seven days a week.

Finally, we want to invest more in enabling people to remain independent. We know that a little bit of help at the right time can often enable someone to feel safe and to stay at home. We have heard from some sheltered housing tenants how much they value the warden knocking on their door each day and

have now built that into the new service.

All of this will require us to change existing services and commission new services.

In June 2010 Members authorised officers to proceed with letting contracts for care and support services and to explore options for existing services that might be affected by this work.

The preparation work has now been completed and approval is now being sought from Members to proceed with letting contracts .

Proposals

- (a) That Cabinet approves the letting of contracts for Help to Live at Home Services and an Equipment service with a value in excess of £1m.
- (b) That Cabinet authorises officers to proceed with undertaking formal staff consultations with those staff currently employed in the Council's Reablement service regarding the TUPE (Transfer of Undertakings, Protection of Employment) transfer of these staff to providers of a new Help to Live at Home Service, contracts to be awarded in 2011.
- (c) That Cabinet notes the recommendations on the inclusion of Housing Support within the new service, following consultation with tenants of sheltered housing, and the need to approve consultation on the TUPE transfer of Housing Support staff to Providers of the Help to Live at Home Service.
- (d) Cabinet authorises officers to proceed with undertaking formal staff consultations with those staff currently employed in the Care Connect service regarding the transfer of these staff to the new equipment service.
- (e) That Cabinet notes the recommendations following consultation with tenants of Wiltshire Council and of the various Registered Social Landlords to change support provision with Sheltered Accommodation tenants in line with the Help to Live at Home service specification.
- (f) That agreement is reached with Corporate Procurement and Finance around the tender documentation prior to starting formal tender activity, to mitigate risks around scope and pricing and that the Corporate Director is authorised to proceed with awarding contracts
- (g) That Cabinet approves the proposal to extend the existing contractual arrangements for a six month period to ensure continuity of service to the customer, whilst the Help to Live at Home and Equipment Services tender exercise is undertaken and completed.

Further details of these proposals are set out in appendix 1 and 2.

Reason for Proposal

Consultation with customers has emphasised the need to improve access and quality of care and support services. In developing the service specification and commissioning this new service, opportunities have arisen to include services currently provided by the Council that will result in service improvements, if included in a single specification.

Sue Redmond
Corporate Director, Community Services

Wiltshire Council

Cabinet

15 February 2011

Subject: Helping People to Live At Home in Wiltshire

Cabinet member: Councillor John Thomson, Cabinet member for Adult Care, Communities and Libraries

Key Decision: Yes

Purpose of Report

1. In June 2010 Cabinet approved the commissioning of a new Help to Live at Home Service. This new contract will result in appointing 4 lead providers who will work with the Council to provide the Help to Live at Home Service. This rationalisation of providers reducing numbers from 120 to 4 will deliver an improved service as well as financial benefits.
2. The report in June identified the need to explore the possibility of including in-house services within the contract and it was agreed to bring a further report to address any TUPE issues that were likely to be identified
3. Following consultation with customers, sheltered housing tenants and care Providers, the Council has now developed a service specification that brings together a range of different services including reablement, domiciliary care (personal care), low level support (such as housework and gardening) and housing support.
4. The Constitution requires Cabinet approval to transfer staff to external organisations and to let contracts with a value in excess of £1m.

Main Considerations for the Council

5. In January 2010 the Council began work on reviewing the range of services that are available to support people to live independently at home. These services are provided to approximately 5,000 older people and a further 500 people who are under 65 who are eligible for support from the Council. In addition there are many thousands of other people living in Wiltshire who would like or need some level of support but are not eligible to receive a funded service from the Council either because they do not have the required level of need or they have funds in excess of the Council threshold of £23,500. (Although they do access Council services for information and advice).
6. From talking to a large number of customers, Wiltshire Council and NHS staff, analysing existing local and national research (such as Age

Concern's "Beyond the Immediate" and Government's "Putting People First"), key priorities emerged:

- The importance of providing the right service at the right time
 - The importance of a service able to respond to people in a crisis
 - The need to invest in services that prevent people requiring acute (intensive care) services.
 - The importance of providing good quality advice and information
 - The need to support people to live independently in their own homes
7. Customers told us that they did value choice and control, but too much choice was not seen as a good thing.
 8. This new service will mean customers will only have to deal with one organisation, will only have to "tell their story once" and that organisation will then be responsible for helping them live the life they wish. Instead of the Council telling the organisation what the customer wants, the customer will do this.
 9. The numbers of people requiring Help to Live at Home Services are due to increase over the next twenty years, with a particularly high increase in those people aged 80 or above. Set against this increase in numbers is a financial climate that will limit resources available. The new contract will make it imperative that the Council commissions providers who are able to operate and deliver cost effective services in a flexible and efficient way.
 10. The evidence shows that with the right help at the right time the majority of people do not need to rely upon care services permanently. Many people can learn new skills, or different ways of doing things so that they can continue to live the lives they wish.
 11. Providers will be required to work closely with customers to identify what the customer would like to achieve within a set period of time. In the past the Council has prescribed what type and volume of services the customer should receive from the provider. The new contracts will give the provider and customer greater choice over what services the customer receives.
 12. An example of this new approach is that instead of commissioning half an hour of domiciliary care the Council will ask the provider to provide the services that are required to meet the goals set out by the customer. This might be helping the customer to feel safe and the service provided might be a check call in the evening.
 13. It will be the role of the Provider to work with the customer to achieve those outcomes most important to them. This will include using resources available to all within the community, including those provided by the voluntary and community sector.
 14. At the same time as letting these contracts, the Council is working to introduce Self Directed Support (SDS). This is a national programme aimed at giving the customer greater control and choice over the services that they receive. To do this we need to find out what is

important to people and their families and friends and help them to plan how to use the available funds to achieve their aims. A sum of money, a direct payment, to achieve those plans is then identified. This is called a Resource Allocation System.

15. There is a requirement to introduce a Resource Allocation System to provide a transparent and equal mechanism for calculating funding for care and support. A report on the work to develop and test the Resource Allocation System was presented to members in July 2010 and a phased implementation of Self Directed Support started in October 2010 with a group of staff in East Locality Team. A report on how a system would be implemented across the County will be brought to Cabinet later in the year.

KEY PRINCIPLES:

- The range of services that are being commissioned are based upon the following principles:
- Most people would prefer to be able to help themselves rather than seek professional support
- That all services should be accessible to all people
- Most people have the potential to regain or become more independent
- That reducing the number of providers will make services more accessible and reduce duplication of service and back office costs
- That by focusing on what is important to people and the outcomes they want to achieve that support will be better and more effectively targeted..
- That the people actually providing care to customers, on a daily basis, know them better than professional staff.
- That other organisations can provide services currently provided by Council staff such as assessments, reviews, reablement, housing support and so on.
- That efficiencies can be achieved at the same time as improving services
- That economies of scale achieved through services being widely marketed and available will produce benefits to the Council
- That the voluntary and community sector have a unique contribution to make in taking forward this approach.

SERVICES THAT WILL BE COMMISSIONED:

16. The Department of Community Services is proposing to develop a range of services that together will transform the way care, support and

equipment services are currently delivered. Any one element proposed in isolation will not be able to bring about the required transformation, so it is important to understand how they will all work together.

Help to Live at Home Services (Appendix 1):

17. There are in the region of 120 different organisations offering a range of services to support people at home that include domiciliary care, reablement, housing related support, and a number of less intensive services. We are proposing to jointly commission, with NHS Wiltshire (and GP consortia as they develop), a new service that will bring together all these services into one contract and will offer customers a service that will meet their particular needs.
18. National research has shown that many people (50%) have the potential to improve to the point that they are able to manage with much reduced service or no service. We expect to appoint providers that are able to deliver this and will ensure that promoting customers independence is a priority.
19. As reported to Cabinet in June, housing support and reablement are provided currently by the Council. It is proposed to include these services in the Help to Live at Home Service contracts.
20. In keeping with the Council's emphasis on ensuring customers continue to have choice and control; providers will not be offered block contracts with specific volumes. We will indicate the current volumes that the Council purchases but we expect the providers to market their services both to our customers but also to self funders and those with direct payments.

Sheltered Accommodation and Wardens

21. As this work could result in changes to existing arrangements for supporting tenants of sheltered housing, consultation with tenants has taken place. The results of this consultation are detailed in Appendix 3.
22. Consultations undertaken with tenants have influenced the development of the service specifications as key priorities to tenants have emerged.
23. The proposed service we believe represents a major improvement in the quality and access to support that many tenants require as well as addressing some of the tenants key concerns.
24. Current arrangements mean care can be delivered by any number of different providers which is inefficient. Housing Officers and wardens, can provide advice and support to a tenant but are not allowed to provide hands-on care. This can often mean a tenant loses out due to disputes over who should provide what support, or lead to unqualified / unregistered staff providing support they are not meant to deliver.

25. The proposed service will mean a Provider will be accountable for both the care and support for tenants of sheltered accommodation schemes. This is more efficient as it removes the need for carers to travel to and from schemes.
26. During the consultation tenants expressed a desire to retain the on-site presence that Housing Support Officers and Wardens provide. The new contract will do this and providers will be expected to ensure staff will be on-site to deliver the care tenants require and also be available to provide the advice and support tenants require.
27. During the consultation a small number of tenants and landlords have asked for alternative solutions to be considered. This has been considered and discussions are taking place with those landlords separately and their services will be excluded from the Help to Live at Home Service contract. A list of schemes and their status is attached in appendix 3..
28. Over the course of the consultation it became clear that tenants would also be greatly reassured from the Crisis Response service proposals. As a result of this feedback we have developed a crisis response and telecare service.

Crisis Response and Telecare:

29. Technology has proven to be highly effective in providing people with the necessary reassurance and security. It is an evolving area that is becoming increasingly sophisticated and able to provide a wide range of services. In Wiltshire there are a number of different telecare providers offering a wide range of equipment to customers for a relatively small fee. However in talking to customers, telecare in isolation is very limited: often when an alert is triggered, it is responded to by a call centre that can do little else other than call an ambulance. This then may lead to someone going into hospital unnecessarily. It is proposed to commission a countywide response service in partnership with the NHS that will provide a 24/7 service able to reach customer's homes within one hour, aiming to provide the necessary urgent care support for someone in their own home, and only go to hospital if necessary.
30. Consultation with tenants of sheltered accommodation emphasised the levels of confidence older people would have in living at home, if there was a viable Crisis Response service in place. Currently, when the warden goes home all tenants have is an alarm service.
31. This crisis response service will be marketed widely and made available to everyone in Wiltshire to purchase either as part of their Council funded care package or by self funders. We anticipate that families will welcome the opportunity of purchasing some additional support which will provide both the customer and their families with reassurance. We believe there is scope for developing this service to provide a crisis response service and also to provide reassurance calls to people and to prompt them to take medication etc.. Undoubtedly this will enable people to remain at

home for longer and provide them with the comfort that we have been told people so appreciate.

32. Consequently this service, following initial set-up costs, is expected to be self financing through income generated by customers who are funding their own care or purchase the service with personal budgets.
33. When this service is established a report will be made available to Members.

Equipment (Appendix 2):

34. In keeping with the principles set out above, one provider will be appointed by the NHS and Council to deliver a full range of equipment services including; assessment, provision of equipment including telecare, aids to daily living, adaptations to people's homes, handypersons and home improvement services and a home from hospital service. As with the crisis response service the equipment services will be available to everyone in Wiltshire either to purchase themselves, or to access as part of a care package if they are eligible for support from the Council. A small number of staff currently employed by the Council to assess / install Telecare will be affected and could transfer to the new equipment provider following formal consultation, under TUPE.

Prevention and Early Intervention:

35. As well as commissioning services for people with intensive care needs who are eligible for support from the Council we believe that it is vital to ensure services are in place that help people to remain independent before they need more formal care. In sheltered housing for example, there are many people who do not require care but who do value a daily visit or participation in coordinated communal activities. This, often informal support, helps people stay independent and able to live in their own home, though this support is often not available to those people who live in the community outside sheltered accommodation schemes. Through the Help to Live at Home Service we are looking to extend this to include other vulnerable people living in the wider community who may not meet the council's eligibility criteria for a funded service, but who would also appreciate the opportunity to use these services. We will be appointing providers who will work with the voluntary and community sector to develop services to meet these preventive services such as falls prevention, support to carers and services that reduce social isolation. These services will be available to self funders to purchase as well as to individuals supported by the Council.

Assessment, Care Management and Reviews:

36. The Council retains the statutory responsibility under the NHS and Community Care Act for assessments and ensuring that support is being delivered appropriate to customers' needs.
37. Our plan is to ensure that our staff focus their work on those with complex and specialist needs which require specific interventions.
38. We also want to remove duplication from the current system, in particular the delays and resources involved in everybody assessing a customer before any support can be provided.
39. In taking forward the principles referred to earlier we are looking at a number of possibilities that include:
 - Provide information and advice through voluntary sector organisations, libraries, GP surgeries etc to avoid the need to contact the Council.
 - Customers undertaking self assessments and accessing care directly
 - Equipment provider delivering assessments and equipment directly to customers.
 - Providers undertaking reviews on our behalf that is likely to result in them directly needing occupational therapists and social workers

Environmental and climate change considerations

40. The commissioning of a new Help to Live at Home Service has no immediate environmental impacts. However, the outcome of the new contract will reduce the amount of travel due to reducing the number of Providers visiting the same location to support customers.
41. With regard to the future provision of equipment service currently 89% of equipment is recycled. The development of an expanded equipment service, to all Wiltshire residents, will enable more equipment to be recycled and reduce the amount of equipment that ends up in land-fill sites.
42. The intention is to offer this service to individuals and families who can purchase items that can be sold back to the provider at a reduced cost. This will reduce the number of items that are "dumped" and help maximise use of this service to get better value for money.
43. Other environmental issues will be identified as implementation plans are developed.

Equalities Impact of the Proposal

44. The decision to include reablement within the Help to Live at Home Service specification will give greater access to these services for all

customers. At present there is limited capacity to provide this service so some people do not receive it.

45. The specification for the service will state that Providers will be expected to demonstrate use of local resources and provision of services which take account of customer's religious, cultural and ethnic needs. This will help ensure that local organisations still have an active role to play in supporting people.
46. The equipment service will continue to be available to all residents of Wiltshire.

Risk Assessment

47. Staff transferring to new Providers will do so with formal consultation. Delays to this process will delay the implementation of the new contract, which in turn will delay projections for efficiency savings and service improvements. These could also be affected in the event of tenants not wanting any changes in who provides their service. It should be noted that all staff affected have been fully briefed on progress to date
48. Providers taking on responsibility for the TUPE (Transfer of Undertakings, Protection of Employment regulations) transfer of Council staff will need to ensure that the integration of Council staff into their existing structures runs smoothly and they will need to build in costs into their tender submissions to mitigate this.
49. The Council's payment system needs to be able to accommodate changes to how the Council will procure and pay for services from Providers. We are wanting to pay providers when they finish working with the customers rather than paying them for each of care delivered. By making the payment system more simple and straightforward for the provider will reduce costs to the Council so it is important that work on putting in place a system that works well is completed in time.
50. The service specification and terms and conditions of the new service need to identify for Providers exactly what they will need to do and how the service is expected to work. This will enable providers to cost up their bids accurately. Corporate sign off of the tender documentation will be required before the tender proceeds.

Financial Implications

51. Any TUPE transfer of staff from the Council to other Providers will have financial implications for those providers and therefore impact on contract costs arising out of the pay, terms and conditions of employment and pension arrangements for TUPE transferred staff. These will be considered carefully with advice from HR.
52. The Council currently provides reablement services free of charge for up to 6 weeks. Recent Government guidance published since work

commenced on the proposed new contract, has allocated funds to NHS organisations to encourage further adoption of reablement services. This will mean people leaving hospital will be entitled to free reablement support. Discussions are taking place currently to address issues around this approach working alongside the new Help to Live at Home Services, and it is envisaged that we can work together to provide a joined up reablement service with NHS Wiltshire or GP consortia.

53. In 2009/10 the Council spent £21.5 million on the services within scope of the new service. By offering fewer providers more business this new service is expected to deliver efficiency savings over a two year period.
54. The new Help to Live at Home service will establish the infrastructure to enable the delivery of broader service transformation efficiencies that will form the business case for the Corporate Review of 'Older People Supporting People'
55. In bringing together 5 equipment contracts and reducing duplication it is estimated that savings in the region of 10% of the £2.5 million net expenditure, will be achieved, due to the increased volumes going through the contract. The majority of this spend is with Health Services, so only a proportion of these savings will be received by the Council.

Legal Implications

56. The proposed changes to housing support required a statutory 28 day consultation period. This has been complied with. The NHS and Community Care Act requires that a Service Review must take place prior to any changes in service or Provider. Work is being undertaken as part of transitional planning to resource this requirement.
57. The existing contract for the provision of equipment ends in March 2011. In order that this completely new service can be fully specified an extension has been granted to September. This will be sufficient to complete the tender process.
58. The legislative framework for social care currently remains the same. The Council retains its legal responsibility around assessment and provision of services for those with eligible social care needs.

Summary and Conclusions:

59. This transformational approach to the future provision of services will deliver a vastly changed service in Wiltshire has been developed directly in response to customers needs.
60. These services will be directly accessible by the whole population and the resulting volumes will enable Council supported customers to benefit.
61. Every person in Wiltshire (regardless of their financial situation) will be able to access:

- Telecare and crisis response services able to respond to their needs 24 hours a day
 - Help to Live at Home Services that are focused on helping customers achieve their outcomes
 - A range of equipment and practical services to help them remain at home
 - Self assessment tools and the means by which they can access help directly without contacting the Council.
62. A Resource Allocation System will be used to allocate a personal budget to people who are eligible for council support for provision of services. Once that allocation has been agreed, customers can then opt to take that funding as a direct payment, to spend on services of their choice, or commissioned services as described above.

Key Points to Note and Decisions Required:

Help to Live at Home Service – Appendix 1:

63. That Members note the recommendations following consultation with tenants of Wiltshire Council and of the various Registered Social Landlords to change support provision with Sheltered Accommodation tenants in line with the Help to Live at Home service specification.
64. That Members authorise officers to start formal consultation with staff and Trades Unions about the TUPE transfer of the reablement, intermediate care and housing support staff resulting from the commissioning of a new Help to Live at Home Service
65. That agreement is reached with Corporate Procurement and Finance around the tender documentation prior to starting formal tender activity, to mitigate risks around scope and pricing and that the Corporate Director is authorised to proceed with awarding contracts.

Equipment – Appendix 2:

66. Cabinet are asked to approve the joint commissioning of a new Community Equipment service with Wiltshire NHS or GP consortia, that would include procurement, assessment and installation of Telecare equipment. This will establish a single provider who will source all equipment that is currently delivered by a range of different providers.
67. Members are asked to authorise officers to start formal consultation with staff and Trades Unions about the TUPE transfer of telecare installation staff resulting from commissioning a new equipment service.
68. Cabinet are asked to approve the proposal to extend the existing contractual arrangements for a six month period to ensure continuity of

service to the customer, whilst the Help to Live at Home Service tender exercise is undertaken and completed.

69. That the Service Director is authorised to proceed with awarding contracts.

Name of Director: Sue Redmond

Designation: Corporate Director for Department of Community Services

Report Author: Nicola Gregson, Older People Commissioning Manager

Date of report: January 25th 2011

Background Papers

The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

Appendix 1 – Help to Live at Home Service

Appendix 2 – Provision of Community Equipment Services

Appendix 3 – Sheltered Accommodation Schemes

Appendix 1

Help to Live at Home Service

Background:

1. The Council has embarked on a project to commission integrated care and support services (Help to Live at Home Services) that are person centred whilst at the same time reducing costs by £2 million over the first two years. A key principle of the project is to enable people to help themselves and promote their abilities to improve. This requires a completely different way of working with customers and is embodied in a new specification to be delivered by a small number of lead providers with effect in 2011.
2. The specification means that some services that are currently delivered by Wiltshire Council staff will be delivered by external Providers. The two main services affected are the Reablement Service and Housing Support services.

Reablement

3. Reablement is a way of working with people that is focused on helping someone achieve defined goals. An example of this is helping someone to bathe themselves who has had a stroke and has lost the use of an arm. Reablement services would work with that customer to help them work out for themselves how they can have a bath rather than do it for them. This is an integral part of the new approach within the Help to Live at Home Service.
4. National evidence has demonstrated that the right intervention at the right time results in 50% of people having no long term requirement for intensive support with 47% of people achieving their identified outcomes with less input.
5. The new Help to Live at Home Service that is being commissioned will be provided in a re-abling way, so rather than a separate and specific service offering reablement, all services will be expected to be provided in a way that maximises the independence of the customers. Services will promote independence and assist all customers to regain confidence and skills to remain at the home of their choice and will motivate people to improve. People will be supported on their initial return home following a hospital or respite admission, an accident or assisting them to get back on their feet after an illness. Services will be time limited with specific goals identified that will be continuously reviewed and amended to reflect progress made.
6. Currently the Council has a reablement service with 105 staff in total, including c.35 staff currently seconded to the NHS Wiltshire Community Health Services, where they provide intermediate care with

the NHS Neighbourhood Teams. It is proposed to transfer these staff to the new providers under the Transfer of Undertaking (TUPE) Regulations.

Housing Support – Consultation with Tenants

7. The Council’s Supporting People Grant currently allocates £2.1m to 15 Registered Social Housing Providers to provide housing related support to 3000 people living in sheltered accommodation. One of these landlords is Wiltshire Council in the south of the county. With this funding, support is provided to some tenants of some sheltered housing schemes, no such service is available currently to those living independently in the wider community.
8. This provides for a mixture of support from someone dropping in occasionally to a seven day a week sheltered housing warden service.
9. There is a potential to include within the Help to Live at Home Service these housing support services. However, prior to any change consultation with tenants is a legal requirement. This has taken place between October 18th and November 18th with tenants being invited to comment on 5 options. These consultations involved letters to 3000 tenants and meetings at numerous sheltered housing schemes. Further detaHelp to Live at Home Service can be found in appendix 3.
10. These options offered to tenants were as follows:
 - Telecare service only
 - Telecare service available to housing scheme and wider community
 - Telecare and Help to Live at Home Service
 - Provide no service
 - Continue current service with no Council funding.
11. Tenants were invited to indicate their preference for each of these options the results of which are detailed below:

Overall Preference Results							
Option No.	1	2	3	4	5	No Preference	Other
Preference	517	38	1071	159	241	164	0
Total issued	3226						
Total returned	2140						
Difference	1086						

12. The outcome of this consultation shows a preference for option 3. This means that there is support to include the services currently provided

by wardens and floating housing support staff in the Help to Live at Home Service. Consultations undertaken with tenants have influenced the development of the service specifications as key priorities to tenants have emerged. An out of hours response service has been identified as being important as has the regular contact that these services currently offered. It is now proposed to include these aspects within the specification for the new service.

13. There were however, a small number of housing schemes detailed in appendix 3 that did not wish existing service to change. It is proposed to undertake separate discussions with these organisations and to reach an agreement that is acceptable to all parties.

14. As a consequence of this there will be an impact on staff currently employed by the Council's housing department as housing support workers who would need to transfer to the new Providers under TUPE regulations. This will affect 12- 15 staff.

Issues raised During Consultation:

15. Despite an overwhelming preference for option 3 there were some issues raised by tenants. These included:

- Concerns about a less satisfactory service being provided to “save money”
- The importance of a familiar face who knew the tenants and concerns about this being lost
- Building security
- Staff regularly visiting schemes and being on hand to deal with crises etc.

Proposals:

16. Having heard the views of tenants the specification for the Help to Live at Home Service has been amended to take these views into the account. Following this consultation exercise the new service that will be commissioned is recommended to include housing support as well as domiciliary (personal) care.

17. The service will provide support to older people living in sheltered housing and those vulnerable people in the wider community who are not eligible for service from the Council.

18. As well as providing the Help to Live at Home service to people in sheltered accommodation, for those who are eligible, Providers will also be expected to ensure they are monitoring the well-being of other people living in the scheme and wider community.

19. This would mean that Providers would identify people who are starting to give rise to concern and put support in to ensure they do not

deteriorate further and to ensure they recover their previous levels of independence. This would avoid the need for them to be assessed for support by the Council and avoid the need for any support by preventing the need arising in the first place.

20. This service will focus on “keeping an eye” on potentially vulnerable people and working in partnership with the Voluntary and Community Sector to provide preventive services. This will be an innovative new service that will expand upon the range of services currently commissioned by the Council.
21. In addition to the Help to Live at Home Service we are also proposing to commission an expanded telecare/alarm service which will be combined with a 24 hour response service. Many customers who we have spoken to have talked about the importance of receiving the right help at the right time, particularly at nights and over the weekends. This is at an early stage in the development and a further report will be made to Members in due course.

22. Options Considered for Help to Live at Home Service

- a. **Option 1** - No change - Retender existing domiciliary care contracts and retain housing support service in house
- b. This will not deliver the improvements that customers have told us they would like and would be less likely to deliver the same financial benefits.
- c. **Option 2** - Develop new specification that excludes Reablement and housing support services
- d. Would require investment in new systems and staff by the Council. It would reduce the volume of work offered to Providers, which would impact on the unit costs they could offer when bidding.
- e. It would continue to mean multiple providers interacting with customers. When included within the specification, this will reduce the number of providers.
- f. **Option 3** - Develop new specification that excludes Housing Support services
- g. Fails to address the issue of overlap and duplication of activity when a customer wants support. Customers often do not know who to ask for support and can mean multiple providers going to the same locations.
- h. **Option 4** - Develop service specification that integrates care and support services - Recommended

- i. Offers new service that directly addresses requirements customers have said they would like to see. Offers Providers economies of scale in volumes of work. Offers significant financial savings to the Council as well as improving outcomes for customers.
- j. **Option 5:** - Council to develop a service or bid to undertake this work internally

23. In-house provision is more expensive than comparable services in the external market and would require significant investment in new systems and staffing to perform as per the new service specification. It is not possible to address this within the time available.

Conclusions

24. It is proposed to commission a new service that will provide an integrated service for customers to include domiciliary care, housing related support (as per outcomes of consultation), low level support and a range of other services identified by customers.

Appendix 2

PROVISION OF COMMUNITY EQUIPMENT SERVICES

Background:

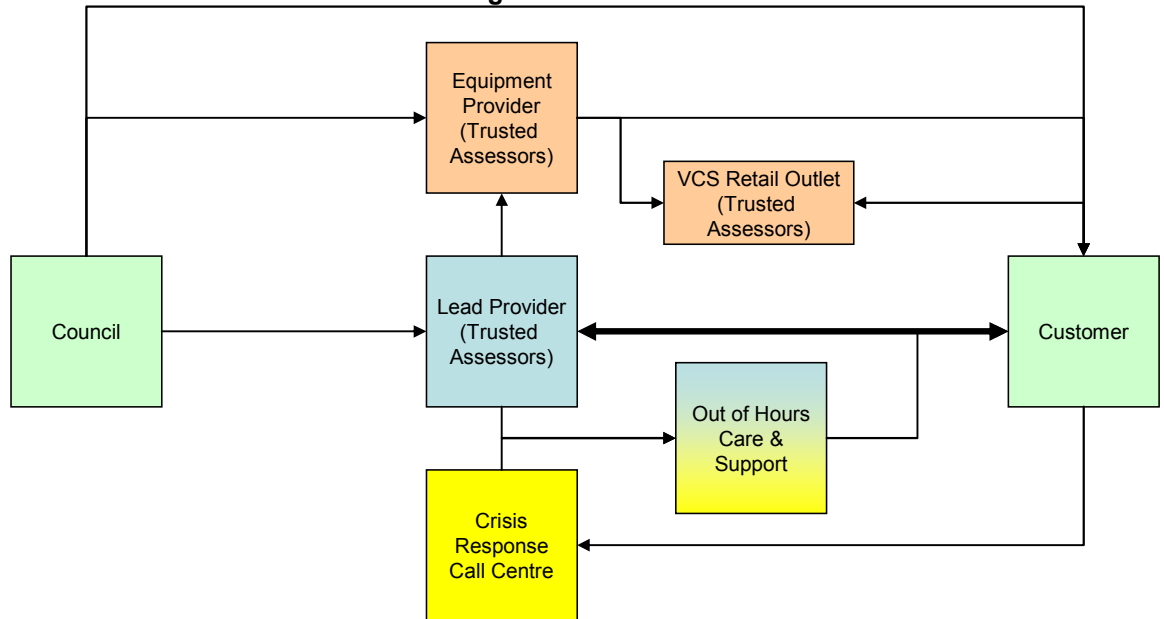
1. The Council is looking to establish two key services to support the new Help to Live at Home Service described in appendix 1. One of these will be a Crisis Response service that will enable people to be supported out of hours and raise alerts when they have a crisis. This service has been identified as a priority for customers and will be subject to a further report to Cabinet later in the year.
2. The second service will be a new Community Equipment service. A provider will be appointed that will procure all the equipment a customer needs to live at home as well as source the Telecare equipment that would provide the infrastructure for a Crisis Response service.
3. Equipment is currently commissioned through 5 separate Providers. These contracts cover aids to daily living and minor adaptations, continence items and pressure with additional contracts in place for Home Improvement and Home from Hospital services, continence supplies, high level pressure care and telecare
4. Wiltshire Council and NHS currently spend in the region of £5.2 million each year on a range of equipment. The current provider is able to recycle 89% of equipment, which means the net spend on equipment is £2.5 million.
5. The Council currently provides all equipment free of charge and minor adaptations up to a value of £1,000 where there is an assessed need for the equipment and the customer meets the Council's eligibility criteria under the Fair Access to Care Services. However, that leaves a large number of people sourcing equipment themselves with limited advice and support.
6. Consultation carried out by the Council for the Help to Live at Home project established that two of the most important areas customers wanted improvements on were
 - Access to support in time of a crisis
 - Access to good advice and information
7. Reviewing equipment services has established that:
 - Self funding Customers/families lack advice and support in what equipment they require
 - There are significant delays in assessing people for equipment
 - Customers have multiple assessments as equipment comes from up to 5 Providers via the different contracts currently in place

- People often end up with equipment that they do not want
- People do not use equipment they receive as they are not trained / supported in how to use it.
- Recycling is working very well and delivers a cost effective approach

8. Proposals:

9. The proposed equipment service will offer customers a “one stop shop” where customers will be able to obtain professional advice from trusted assessors, visit a demonstration centre to try out equipment, purchase equipment or be provided equipment following an assessment by the Council or NHS.
10. It is proposed to include the provision and installation of telecare/telehealth equipment within this contract. Telecare forms a key part of the Council’s strategy to support people to remain in their homes and will operate in conjunction with a new crisis response service. Telecare has been proven to help people to live at home without the need for any paid for support services. This equipment would be procured and installed by the same Provider helping to reduce duplication and delays in assessing people. This will have implications for five staff currently employed by the Council to assess / install telecare equipment who will transfer to the new provider following formal TUPE consultation.
11. Figure 1 outlines how the overall approach would work. The key point being that customers will be able to access equipment directly without the need for an assessment by the Council
12. The equipment provider will work with voluntary sector organisations to provide the retail outlet /demonstration/ assessment (currently provided by the voluntary organisation, the Independent Living Centre) that will make this service available to all people across Wiltshire
13. In line with recommended Option 2, it is proposed to extend the existing contractual arrangements for a six month period to ensure continuity of service to the customer, while Help to Live at Home Service the tender exercise is undertaken and completed.

14. Figure 1



Options Considered for Equipment Service

- 15. Option 1: To continue with existing arrangements – not recommended. This will not result in an improved service or reflect the views and requirements of customers.
- 16. Option 2: To commission an integrated and expanded equipment service that will offer an improved and joined up provision - recommended.
- 17. Option 3: To establish a Retail model, where people are able to buy equipment from approved retailers. As well as leading to an increase of £2.5 million across NHS and Council expenditure from the lost opportunity to recycle equipment, this option would not achieve one of the key principles of the project, to assist people with obtaining the right service at the right time. Retail outlets do not provide independent advice, their objective is to sell a product – not recommended.

18. Conclusions

- 19. Equipment services form an important part of the range of support available to people with care needs. Often a piece of equipment can enable someone to live more independently without support. In investing in an expanded equipment service there is evidence to support the view that more people will be able to remain in their own homes and care costs will be reduced.

- Appendix 3
- Sheltered Accommodation Schemes

To fully implement the Help to Live at Home Service will require changes to the housing support services provided in sheltered housing funded by the Council's Supporting People programme. Details of the schemes funded in this way are outlined below.

Housing support services are provided in the following ways:

Housing Support Officers – Make regular visits / phone calls to schemes and keep to regular office hours. They deal with the needs of tenants in accordance with support plans and usually work as part of a team.

Wardens – An onsite tenant who is employed by the landlord to deliver housing support to their fellow tenants in accordance with support plans.

These housing support services are provided by a variety of Registered Social Landlords (RSL's) including Wiltshire Council in South Wiltshire. Landlords vary in size with the 4 main providers being Westlea in North Wiltshire, Sarsen in East, Wiltshire Council in South and Selwood in West. In addition there are a number of smaller landlords. Before any changes can be made to services received by tenants a formal consultation has to be undertaken by their landlord. The landlords consulted their tenants to seek their views on a number of options. These options were:

- Option 1 – Telecare Service Only
- Option 2 – Telecare Service Available in Wider Community
- Option 3 - Telecare and Help to Live at Home Service
- Option 4 - Provide No Service
- Option 5 - Continue Current Service, With No Council Funding

Listed below are the schemes and the preferences identified by the tenants. Following feedback from some of the smaller landlords and their tenants it has been agreed to exclude some of these services from the Help to Live at Home Service for the time

being to enable them to continue while existing staff remain in post. These are indicated below in the left column entitled “excluded from Help to Live at Home at this time”.

Consultation with tenants has resulted in significant changes in the service specification for the Help to Live at Home Service to take account of the views and priorities of tenants. Meetings with tenants have been held to feed back to them the outcome of the consultation.

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
Possibly	Abbeyfield Society Warminster Ltd.	Abbeyfield Society Warminster	Warminster	3	£18.56	3	Scheme Manager / HSO
Possibly	Abbeyfield Uk	Abbeyfield Uk Salisbury	Salisbury	5	£36.54	3	Scheme Manager / HSO
Possibly	Abbeyfield Uk	Abbeyfield Uk Trowbridge	Trowbridge	3	£27.87	3	Scheme Manager / HSO
Possibly	Abbeyfield Uk	Abbeyfield Uk Westbury	Westbury	1	£31.03	3	Scheme Manager / HSO
no	Anchor Trust	St Clements	Chippenham	30	£4.92	3	Scheme Manager / HSO
no	Anchor Trust	Offers Court	Devizes	20	£5.51	3	Scheme Manager / HSO
no	Anchor Trust	Kyngeston Court	Warminster	22	£4.89	3	Scheme Manager / HSO
Yes	Bournemouth Churches (English Churches Housing Group)	Stanford Court	Devizes	15	£7.27	3	Scheme Manager / HSO
no	Calne Welfare Charities	Calne Welfare Charities	Calne	4	£7.75	3	Scheme Manager / HSO
no	Housing 21	Ludlow Hewitt Court	Melksham	25	£4.14	3	Scheme Manager / HSO
no	Housing 21	Frederick Taylor Court	Warminster	16	£4.06	3	Scheme Manager / HSO
no	Housing 21	Hedley Davis Court	Salisbury	27	£2.18	3	Scheme Manager / HSO
Yes	Jephson Homes Housing Association	Teazle Ground Court	Trowbridge	22	£23.50	3	Scheme Manager / HSO
Yes	Habinteg (Livability Housing (formally John Grooms Housing Association))	Wyllye Lodge	Wilton	22	£13.42	3	Scheme Manager / HSO *(Agency Staff)
no	Knightstone Housing Association	Knightstone Court	Trowbridge	15	£9.91	4	
no	Knightstone Housing Association	Smiths Yard	Corsham	6	£33.05	4	
no	Pilgrim Homes	Leonora Home	Chippenham	4	£26.42	3	
no	Pilgrim Homes	Leonora Home	Chippenham	1	£37.00	3	
Yes	Raglan Housing Association	Pembroke House	Salisbury	32	£8.88	1	Warden on Site
Yes	Raglan Housing Association	Raglan Court	Salisbury	25	£8.74	1	Warden on Site
Yes	Salisbury City Almshouse & Welfare Chari	Robert Stokes Almshouse	Salisbury	12	£14.38	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Steve Biddle House	Salisbury	15	£14.38	Did not indicate preference	Very Sheltered Housing - Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Blechyndens Almshouses	Salisbury	3	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Bricketts	Salisbury	3	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Brympton	Salisbury	26	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Eyre House	Salisbury	8	£3.91	Did not indicate preference	Floating Support Warden on call

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
Yes	Salisbury City Almshouse & Welfare Chari	Gloucester House	Salisbury	15	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Hardy House	Salisbury	10	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Husseys Almshouses	Salisbury	14	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Sarah Hayters Almshouses	Salisbury	7	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Taylor's Almshouses	Salisbury	3	£3.91	Did not indicate preference	Floating Support Warden on call
Yes	Salisbury City Almshouse & Welfare Chari	Trinity Hospital	Salisbury	13	£3.91	Did not indicate preference	Floating Support Warden on call
No	Wiltshire Council - Salisbury	Sdc Sheltered Gross		371	£10.13		
No	Wiltshire Council - Salisbury	Westwood House	Salisbury		£10.13	3	HSO / Alarm
No	Wiltshire Council - Salisbury	Adison Square	Durrington		£10.13	3	HSO / Alarm
No	Wiltshire Council - Salisbury	Castle Meadow	Downton		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Clays Orchard	Fovant		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Crane Lodge	Salisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Downside	Wilton		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Edgars Close	Steeple Langford		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Graham House	Salisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Horsehill Place	Donhead St Mary		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Lanfear Close	Amesbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Lynch Close	Mere		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Nadder Close	Tisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Norfolk Rd	Salisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Parsons Green	Shrewton		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Phillip Court	Salisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Reindorp Lodge	Bishopdown		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	St Andrews	Laverstock		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	St Marks House	Salisbury		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Suffolk Rd	Salisbury		£10.13	3	HSO on call
NO	Wiltshire Council - Salisbury	The Orchard	Nunton		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Tintern Court	Salisbury		£10.13	3	HSO on call

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
No	Wiltshire Council - Salisbury	Westfields	Zeals		£10.13	3	HSO on call
No	Wiltshire Council - Salisbury	Community Alarm Service		143	£5.72	3	HSO on call
No	Sarsen Housing Association	Sheltered & Cat 1 Gross		432	£14.15		
No	Sarsen Housing Association	Trinity House	Tidworth		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Angell House	Chippenham		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Northgate Gardens	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Hedges House	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Lawrence Acre	Marlborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	The Priory	Marlborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	York Place	Marlborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Aston House	Pewsey		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Erskine House	Ludgershall		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Seymour Court	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Avon Square	Pewsey		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Berrycroft	Malborough		£14.15	3	HSO's / Scheme Manager
NO	Sarsen Housing Association	Chestnut Avenue	Tidworth		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Chitham House	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Courts Farm Close	Salisbury		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Fleming Close	Andover		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Hawthorne Road	Tidworth		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Highfield	Chippenham		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Hilldrop	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Knowledge Crescent	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Lady Diana Court	Andover		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Lavington Close	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Leaf Close	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Old Common Way	Ludgershall		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Prince Charles Close	Ludgershall		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Recreation Road	Ludgershall		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	St Margarets Mead	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Sutton Place	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	The Croft	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	The Knapp	Malborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Tylees Court	Devizes		£14.15	3	HSO's / Scheme Manager

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
No	Sarsen Housing Association	Watson Close	Pewsey		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Webbs Way	Marlborough		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Whitmarsh Close	Netheravon		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Aston Bungalows	Pewsey		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	St Mary'S Close	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Bridewell Street	Devizes		£14.15	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Lifeline General Needs Tenancies		1	£3.97	3	HSO's / Scheme Manager
No	Sarsen Housing Association	Crammer Court	Devizes	44	£32.95	3	Very Sheltered - HSO's / Scheme Manager
No	Sarsen Housing Association	Meadow Court	Devizes	26	£25.00	3	Very Sheltered - HSO's / Scheme Manager
No	The Guinness Housing Association Ltd	Avondown Court	Trowbridge	21	£6.01	Did not indicate preference	HSO's / Scheme Manager
No	The Guinness Trust	Elizabeth House	Devizes	30	£5.09	Did not indicate preference	HSO's / Scheme Manager
No	The Guinness Trust	Castle Lane	Devizes	4	£4.95	Did not indicate preference	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Bethell Court, Elmfield	Bradford on Avon		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Bowerhill Bungalows, Halifax Road	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Cedar Court, Berryfield	Bradford on Avon		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Charlotte Court	Trowbridge		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Clover Grass Court, Bratton	Westbury		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Cobbett House, Cobbett Place	Warminster		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Corner Ground, The Dene	Warminster		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Dorset Cescent	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Downside Park	Trowbridge		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Field Close	Westbury		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Grove Court, College Road	Trowbridge		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Haynes Road, Jubilee Close	Westbury		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Kestrel Court, Bowerhill	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Lyddieth Court, Dove Rise	Winsley		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Lyes Grove, Dilton Marsh	Dilton Marsh		£21.45	3	HSO's / Scheme Manager

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
NO	Selwood Housing Society Limited (WWHS)	Manor Court, Manor Road	Trowbridge		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Maple Grove	Trowbridge		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Medlicott House, The Mead	Warminster		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Orchard Gardens	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Portway Bungalows	Warminster		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Queensway Sheltered			£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Rowley Place (1)	Melksham		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Rowley Place (2)	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Shell Court, Atworth	Atworth Nr Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	St Margarets Court, St Margarets Hall	Bradford On Avon		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Summerleaze	Trowbridge		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	The Elms	Holt		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	The Giffords, Greenhill Gardens	Trowbridge		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	The Homestead	Trowbridge		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	The Maltings	Warminster		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Thornbank, King Street	Melksham		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Aldhelm Court	Bradford On Avon		£21.45	3	HSO's / Scheme Manager
No	Selwood Housing Society Limited (WWHS)	Widbrook View, Southville Road	Bradford On Avon		£21.45	3	HSO's / Scheme Manager
NO	Selwood Housing Society Limited (WWHS)	Sheltered Hardwired Gross		411	£2.24		
No	Selwood Housing Society Limited (WWHS)	Arnold Noad Corner	Trowbridge		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Ashmead, Ashmead Court	Trowbridge		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Avonfield	Trowbridge		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Bowden Crescent	Melksham		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Broadstones	Monkton Farleigh		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Budbury Circle	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Charles Street	Trowbridge		£2.24	1	Hardwired alarm / pull cords

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
No	Selwood Housing Society Limited (WWHS)	Coronation Street	Trowbridge		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Elm Close	Staverton		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Everett Close	Sutton Veny		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Farleigh Rise	Monkton Farleigh		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Friars Close	Dilton Marsh		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Glebe Road	Trowbridge		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Glebelands	Heytesbury		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Gloucester Square	Melksham		£2.24	1	Hardwired alarm / pull cords
No	Selwood Housing Society Limited (WWHS)	Green Terrace	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Greenland View	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Islington	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Kennet Gardens	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Langford Road	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Leslie Rise	Westwood		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Longfield Road	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Martigny Court	Melksham		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Maulton Close	Holt		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Melton Road	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Newleaze	Hilperton		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Padfield Gardens	Melksham		£2.24	1	Hardwired alarm / pull

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
							cords
no	Selwood Housing Society Limited (WWHS)	Palmer Grove	Semington		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Paveley Close & Annes Close	Westbury		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Queens Court	Westbury		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Queens Road	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Queensway	Melksham		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Spinners Croft	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Springhead	Sutton Veny		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	St Johns Crescent	Trowbridge		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	St Nicholas Close	Winsley		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Stonefield Close	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	The Butts	Westbury		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	The Croft	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	The Queensway	Warminster		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	The Ridgeway	Warminster		£2.24	1	Hardwired alarm / pull cords
no	Selwood Housing Society Limited (WWHS)	Widbrook View	Bradford On Avon		£2.24	1	Hardwired alarm / pull cords
Yes	Western Challenge Housing Association	Kings Court	Warminster	18	£9.15	Did not indicate preference	HSO's / Scheme Manager
Yes	Western Challenge Housing Association	Marlborough Court	Chippenham	20	£11.89	Did not indicate preference	HSO's / Scheme Manager
Yes	Western Challenge Housing Association	Waverley Court	Corsham	21	£10.36	Did not indicate preference	HSO's / Scheme Manager

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
No	Westlea Housing Association	Sheltered Cat 1 & Cat 2 Gross		444	£10.20	3	
No	Westlea Housing Association	Clarks Leaze	Yatton Keynell	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Colemans Close	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	College Green	Sutton Benger	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Croft Court	Chippenham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Downs View	Wotton Bassett	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Fairfield	Upavon	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Grierson Close	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Home Close	Trowbridge	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Hudson Road	Malmesbury	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Lime Kiln	Wotton Bassett	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Moxhams	Corsham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Neeld Close	Yatton Keynell	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Parsonage Farm	Cricklade	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Pound Close	Lyneham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Queens Square	Box	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Saxon Close	Cricklade	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Showfield	Wotton Bassett	12	£10.20	3	HSO's / Scheme Manager
No						3	HSO's / Scheme Manager
No	Westlea Housing Association	The Glebe	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	The Lawns	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Tile Court	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Vine Court	Corsham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Wyvern House	Corsham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Brunel Close	Corsham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Glovers Court	Malmesbury	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Heberden House	Cricklade	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Holton House	Corsham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Hooks Hill	Purton	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	James House	Calne	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Jargeau Court	Corsham	12	£10.20	3	HSO's / Scheme Manager

Excluded from Help to Live at Home at this time	Provider Name	Service Name	Town	Capacity	£PPPW	Majority Option Preference	Description of Service
No	Westlea Housing Association	John Watson House	Wotton Bassett	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Parklands	Chippenham	12	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	River House	Chippenham	14	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Spring Tinings	Corsham	14	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	Springfield House	Wotton Bassett	14	£10.20	3	HSO's / Scheme Manager
No	Westlea Housing Association	The Wharf	Calne	14	£10.20	3	HSO's / Scheme Manager