

INDEPENDENT REVIEW OF RETIREMENT LIVING SERVICE

1. Purpose of report

To seek Committee approval to implement a new approach to delivering the Retirement Living Service (RLS).

2. Background

In January 2018, following the independent review of the RLS, Committee approved the consultation with residents and staff on the 3 options for the future delivery of the RLS as set out in the Housing Quality Network report.

3. Detail

Consultation was undertaken with residents during April/May 2018. This included a letter and explanatory information sent to all 1,411 RLS addresses and an invitation to attend one of 25 presentations held across the Borough. Tenants were asked to feedback their views by completing a paper or web based survey.

262 people attended the presentations and 626 (44%) surveys were returned. A majority supported Option 3; retention of the existing RLS service, which demonstrates how much the current service is valued by residents.

Further analysis of the feedback suggests that there are concerns about the current service which could be addressed through the development of a modified service offer. This would retain the benefits of the current service and address the issues highlighted within the HQN report and previously expressed by staff and managers.

New service overview:

- Retain the existing number of 21 FTE employees, (subject to two VR requests). This is 7 more FTEs than was recommended in Option 1 and 16 more FTEs than was recommended in Option 2)
- Introduce 4 new specialist roles; 2 Activity Co-ordinators, 1 Lifeline Co-ordinator and 1 Facilities Co-ordinator (who will be based within Housing Repairs). These additional roles will allow a more consistent provision of activities for residents and enable Independent coordinator to have a greater focus on the support needs of residents
- Small caseload, enabling a focus on personal contact
- A personalised plan which is flexible and tailored to the individual

Further details about this new service offer (including proposed staffing structure and costs) can be found in appendix 2, consultation summary is included in appendix 3, consultation feedback is included in appendix 4 and a structure chart is included as appendix 5.

4. Financial implications

The financial implications are included at appendix 1.

Recommendation

The Committee is asked to RESOLVE that the proposal for the Independent Living Service as contained in appendix 2 of the report be approved.

Background papers

Nil

APPENDIX 1Financial implications

As set out in appendix 2, the pay and associated costs of the proposed ILS structure (at grade maximum) are estimated to be £710,816 per annum. When compared with the estimated costs of the present arrangements (again at grade maximum) of £915,067 this would produce a saving of £204,251 per annum.

These costs are based upon the grades shown and take no account of any one-off or other costs that may be necessary in the transition to the new structure.

Any agreed changes to the present Retirement Living Service structure would require appropriate changes to budgets.