

**Report of the Chief Executive**

<b>INDEPENDENT LIVING IPLAN UPDATE</b>
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1. Purpose of report

To provide Committee with an update on the Independent Living Iplan.

2. Background

The Independent Living Service was launched in December 2018 which is when the Iplan was introduced.

3. Detail

The Retirement Living Team became the Independent Living Team in December 2018. The aim of the new service was to focus on being a flexible personalised service based on an assessment of an individual's needs through the use of an Iplan. The Iplan has been reviewed and edited a number of times during the last three years.

The information in the appendix provides further information about the Iplan and some positive outcomes to residents following an Iplan assessment or review.

<b><u>Recommendation</u></b>
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<b>The Committee is asked to NOTE the Independent Living Iplan Update.</b>
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**APPENDIX**Independent Living Iplan Update

The Independent Living Service was launched in 2018 and this is when the Retirement Living Officers became Independent Living Coordinators (ILC). The Independent Living Service was created to help residents maintain their independence for as long as possible in their own homes. The ILC's are able to offer support to customers through the development of the Iplan which is an assessment of their individual needs.

The ILC's work across the Borough as a team as required but they also have individual patches covering specific schemes on a day to day basis. They are also part of a duty rota to ensure tenants can contact a member of the Independent Living Service from 9am to 5pm Monday to Friday.

The ILC's have a great understanding of what support services are available in their local patch area and they undertake regular Health and Safety checks on schemes. The ILC's like our Housing Officers are also responsible for tenancy sign ups, tenancy termination checks, dealing with neighbour disputes, reports of antisocial behaviour and Health and Safety breaches. They also closely monitor Introductory Tenancies and complete mandatory visits to ensure rent accounts are up to date which all helps to assist new tenants sustain a tenancy.

The Iplan replaced the old contact sheets in 2018 and is completed at least every six months with each resident or more frequently if a resident's circumstances change. The Iplan is completed in person with the resident although they have been completed over the phone during the pandemic. The outcome of the Iplan assessment helps form the basis of the work required for the individual resident. The Iplans are completed on a computer and stored electronically for ease of reference.

The level of contact required with each resident is identified through completing the Iplan and is based on individual needs. The Iplan sets out how the ILC maintains contact and that can be in person, over the phone or via the Tunstall speech call system. The frequency of contact is established by a residents need and can range from daily to monthly contact but contact should be made on a quarterly basis as a minimum. Many of our tenants are contacted on a fortnightly basis.

The Independent Living Service does not require ILC's to visit residents on a daily basis but a visit will be carried out every four months to test the Tunstall pull cord to ensure the system is working.

Case Study 1 – positive outcome from an Iplan review

The ILC referred a tenant to Hope Nottingham befriending scheme in February as they were concerned that he had no family or friends and had spent a lot of time in the pub prior to lockdown. The ILC noticed that this tenant was getting more and more withdrawn so they offered to refer him to a befriending service and it has (in his words) "transformed his life and given him a purpose". He has a phone call every week from a befriender and they get on extremely well. He says he has set himself challenges to go into Nottingham and find out things about the Railway Station (which is one of the tenant's passions) so he has learnt a lot about something he

was already interested in but didn't think about looking into it in another way until his befriender put it forward. He also said he is not interested in going to the pub anymore as he has found a new lease of life with travelling into Nottingham and visiting places he would never normally have visited.

He was very anxious about travelling into Nottingham at first but now he loves it and after the ILC's weekly check in conversations he knows how to stay safe. Along with the ILC's weekly calls to him he has come such a long way in his confidence and his mental health has improved. He's delighted with the service he has been provided with.

#### Case Study 2 – positive outcome from an Iplan review

A new tenant moved into a scheme in November 2019 on an Introductory Tenancy. Prior to moving into his new property the tenant had been living in his car and his income was through Universal Credit. The gentleman has a number of health conditions which requires regular nursing visits and hospital trips.

Due to his limited income the flat was partially furnished with a few items donated from Broxtowe including a refrigerator, curtains, items of crockery and cutlery along with a kettle and other items donated thanks the goodwill of some of his neighbours.

The ILC has supported the tenant with referrals to CAB who have supported him with an on-going PIP application, assistance with a Magistrates Court appearance due to an unpaid historical fine and assisted with court appointed bailiffs who were collecting unpaid debts.

The ILC has supported the tenant to submit his fit notes to the DWP to ensure his Universal Credit remained in payment and assisted with other tasks which required the internet as this resident does not have enough income to have an internet connection and he has no one else to assist him.

The ILC has formal weekly catch ups with this tenant but as he lives in a flat close to the scheme office he often has a catch up as he is passing. As this tenant is assessed as having high needs and has no other support network the ILC arranges for another ILC to complete the weekly visit when he is on annual leave to ensure the support available remains consistent.

In November 2020 this tenants Introductory Tenancy was converted to a Secure Tenancy which gives this tenant security of tenure. The ILC has assisted this tenant to stay on top of things, get assistance to manage his debts and ultimately keep a roof over his head.