

Date:	15 September 2016
Classification:	General Release
Title:	Housing Support and Care JSNA
Report of:	Mike Robinson, Director of Public Health
Wards Involved:	All
Policy Context:	To support the Health and Wellbeing Board statutory duty to deliver a Joint Strategic Needs Assessment
Financial Summary:	There are no financial implications arising directly from this report. Any future financial implications that may be identified as a result of the review and re-commissioning projects will be presented to the appropriate board & governance channels in a separate report.
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1. Executive Summary

- 1.1 This report presents the key findings and recommendations from the Joint Strategic Needs Assessment (JSNA) on housing support and care. The JSNA focuses on integrated solutions to shared problems.
- 1.2 There is considerable activity already in place in Westminster which seeks to address the challenges of providing housing support and care. The recommendations in this JSNA build on this activity and draw on national, regional and local evidence. They have been drafted in collaboration with key stakeholders to ensure that the right services are delivered in the right place at the right time, with a focus on improving outcomes for those most in need.

2. Key Matters for the Board

- 2.1 It is recommended that the Health and Wellbeing Board consider and approve the Housing support and care JSNA and its recommendations for publication.

- 2.2 It is recommended that the Health and Wellbeing Board members ensure that the recommendations arising are incorporated into delivery strategies for the Sustainability and Transformation Plan, the Joint Health and Wellbeing Strategy and existing programmes such as Whole Systems Integrated Care and Like Minded.
- 2.3 It is recommended that the Health and Wellbeing Board champion progress on the 'foundation stones' outlined in section 8, particularly:
- joint commissioning and pooled budgets (8.1),
 - IT data sharing protocols and information governance (8.2), and
 - Smooth customer journeys between services.
- 2.4 It is recommended that the Health and Wellbeing Board add the Housing support and care JSNA as a standing item for review every 6 months.

3. Background

- 3.1 The Health and Social Care Act 2012 placed the duty to prepare a JSNA on Local Authorities (LAs) and Clinical Commissioning Groups (CCGs) through the Health and Wellbeing Boards (HWB). Local governance arrangements require final approval from the Health and Wellbeing Board prior to publication.
- 3.2 This deep dive JSNA considers integrated approaches which support the provision of housing support and care for residents of Westminster, focussing on challenges which can only be addressed through collaborative working. It explores the ways in which collaboration can improve customer journeys and value for money, and prevent or delay deterioration in health and wellbeing, and mitigate the impact of such deterioration.
- 3.3 The JSNA offers recommendations that support and enable the delivery and implementation of local and national strategy and policy, including:
- The North West London Sustainability and Transformation Plan (STP) recognises poor housing and isolation as key risk factors for health and wellbeing, and the first delivery area is 'Radically upgrading prevention and wellbeing'.
 - The draft Joint Health and Wellbeing Strategy makes a commitment to ensuring that "the built environment enables people to make choices that support their health and wellbeing. This includes aiming to ensure that housing is appropriate for different needs and life stages." The Strategy also

references the need for good quality and appropriate housing/accommodation in each of the three priorities.

- The Whole Systems Integrated Care and Like Minded CCG programmes focus on integrated partnership working and joined up services
- The Care Act 2014 and the NHS 5 Year Forward View have shifted the focus for health, housing, and social care to prevention as demand for services is expected to increase.

4. Considerations: Key themes of the JSNA

- 4.1 There is a strong evidence base for the links between housing, health and wellbeing: good quality and appropriate housing is crucial to enabling people to stay healthy and well. Poor quality housing and homes which do not lend themselves to care at home can give rise to and exacerbate health and social care needs.
- 4.2 The JSNA makes a series of recommendations with a view to ensuring that the right services are delivered at the right time, with a focus on improving outcomes for those most in need. They have been drafted in consultation with key stakeholders to ensure the JSNA provides a number of levers for building strong partnership work.

Themes

- 4.3 There are a number of themes or ‘foundation stones’ which cut across and underpin the recommendations:

Joint commissioning and pooled budgets	Recognising the links between housing, health and social care, commissioners need to increase the use of pooled budgets as a way of enabling closer collaboration, with investment weighted towards ‘upstream’ prevention and earlier intervention.
IT data sharing protocols and information governance	Collaborative work to facilitate and enable information exchange between organisations, in a way that respects patient preferences and information governance protocols, is required if cost effective personalised prevention and early intervention are to be realised.
Smooth customer journeys supported by referral rights and referral pathways	Work building on existing best practice is required to ensure that, regardless of where a resident makes first contact, the offer is consistent and secures optimal impact.

Quality services and facilities, appropriately tailored and targeted	This report seeks to highlight services which secure positive outcomes for some of our most vulnerable residents and which might play a greater role in facilitating cost effective provision than may previously have been recognised.
Asset based approaches (for individuals and for communities)	This report advocates the development of strategies which explicitly seek to strengthen community resilience and practices which utilise residents' own strengths.
Workforce development	Ensuring that staff teams are skilled up and supported to address the challenge is essential if positive outcomes are to be achieved.
Local intelligence	This foundation stone refers to securing greater understanding of the local landscape. Two specific areas highlighted are Fuel Poverty and those in severe and multiple disadvantage.

4.4 A more detailed explanation of the foundation stones can be found in Section 8 on p.87 of the full report.

4.5 Recommendations

Theme	Recommendation
<i>Strengthening prevention and early intervention</i>	<p><u>Recommendation 1:</u> Increase the number of homes in the boroughs which offer residents easy access and manoeuvrability.</p> <p><u>Recommendation 2:</u> Improve housing conditions, cross tenure, to facilitate efforts to maintain residents' health and wellbeing.</p> <p><u>Recommendation 3:</u> Ensure that resources and arrangements are in place to support people to maximise their range of life skills and confidence, enabling them to live independently in the community.</p> <p><u>Recommendation 4:</u> Ensure that strategies are in place to promote community cohesion and prevent and alleviate social isolation.</p> <p><u>Recommendation 5:</u> Ensure the development of an asset based approach to the delivery of robust front-of-house, information, advice and outreach services, which promote independence and self-reliance and are tailored and targeted to secure best impact.</p> <p><u>Recommendation 6:</u> Extend the reach of front line services by embedding the 'Making Every Contact Count' (MECC) approach.</p>

<p><i>Delivering personalised housing support and care</i></p>	<p><u>Recommendation 7:</u> Establish data sharing appropriate protocols and governance processes across council departments, NHS partners and other front line provider agencies working to support vulnerable residents.</p> <p><u>Recommendation 8:</u> Ensure support and care pathways, between front line staff in Housing (including REHS & RPs), ASC, health services, Children’s Services and voluntary sector partners, facilitate smooth customer journeys and effective care.</p> <p><u>Recommendation 9:</u> Consider undertaking a multi-agency evidence review of options for increasing the supply of move-on accommodation within the challenging landscape.</p>
<p><i>Strengthening collaborative approaches to supporting carers</i></p>	<p><u>Recommendation 10:</u> Ensure that appropriate strategies are in place to increase the proportion of informal carers who are known to services and in receipt of appropriate support.</p>
<p><i>Improving the offer for those in severe and multiple disadvantage</i></p>	<p><u>Recommendation 11:</u> Building on existing innovative approaches, develop models, potentially using pooled budgets, to deliver more cost effective, integrated health, housing and social care solutions to those in severe and multiple disadvantage.</p>
<p><i>Improving housing options in later life</i></p>	<p><u>Recommendation 12:</u> Councils must use every opportunity to increase the range of desirable housing options for older people in both the social and private sectors, using innovative partnerships, and ensure their take-up.</p>

4.6 The Health and Wellbeing Board is invited to consider the foundation stones and key recommendations arising from the Housing support and care JSNA (shown together in full in Section 7, p.82). Many of the recommendations include a range of opportunities for consideration by partners for local implementation.

5. Legal Implications

5.1 The JSNA was introduced by the Local Government and Public Involvement in Health Act 2007. Sections 192 and 196 Health and Social Care Act 2012 place the duty to prepare a JSNA equally on local authorities (LAs), Clinical Commissioning Groups (CCGs) and the Health and Wellbeing Boards (HWB).

5.2 Section 2 Care Act 2014 imposes a duty on LAs to provide or arrange for the provision of services that contribute towards preventing, delaying or reducing care needs.

5.3 Section 3 Care Act 2014 imposed a duty on LAs to exercise its Care Act functions with a view to ensuring the integration of care and support provision with health provision to promote well-being, contribute to the prevention or delay of care needs and improve the quality of care and support.

5.4 JSNAs are a key means whereby LAs work with CCGs to identify and plan to meet the care and support needs of the local population, contributing to fulfilment of LA s2 and s3 Care Act duties.

5.5 Implications verified/completed by: Kevin Beale, Principal Social Care Lawyer, 020 8753 2740.

6. Financial Implications

6.1 There are no financial implications arising directly from this report. Any future financial implications that may be identified as a result of the review and re-commissioning projects will be presented to the appropriate board & governance channels in a separate report.

6.2 Implications verified/completed by: Richard Simpson, Finance Manager – Public Health, 020 7641 4073.

If you have any queries about this Report or wish to inspect any of the Background Papers please contact:

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APPENDICES:

Appendix 1: Adult Social Care response to the Housing support and care JSNA

Appendix 2: Housing response to the Housing support and care JSNA

BACKGROUND PAPERS:

Joint Health and Wellbeing Strategy consultation draft
North West London Sustainability and Transformation Plan

Appendix 1: Adult Social Care response to the Housing support and care JSNA

Adult Social Care endorses the recommendations of the Housing support and care JSNA. Officers were fully involved in the production of this JSNA and the recommendations align with the principles underpinning Adult Social Care as well as the current and proposed commissioning priorities.

Appendix 2: Housing response to the Housing support and care JSNA

Westminster's Housing Department welcomes the production of the JSNA and supports its recommendations. Officers were engaged in each stage of the report's development and played a key role in shaping the commentary as well as the recommendations.

The Department has provided a full response to the report which can be made available upon request. This provides commentary against the recommendations – offering further examples of local good practice and of innovative approaches to some of the most thorny challenges – which will be invaluable shaping implementation plans moving forward. The response demonstrates a willingness to work collaboratively to address the recommendations. Those with particular resonance include:

- Improving housing conditions (recommendation 2)
- maintaining independence (recommendation 3)
- maintaining and building on advice, information and outreach services (recommendation 5)
- addressing the challenges surrounding move-on accommodation (recommendation 9)
- support for those in SMD (recommendation 11), and
- improving housing options for older people (recommendation 12).

As with all stakeholders, Housing Department colleagues identify data sharing and making every contact count as having central importance.

Appendix 3: Response from the CCGs

Senior Personnel were engaged with the development of the commentary and key messages. West London CCG's Transformation Board and Central London CCGs Transformation and Design Group both formally received the report and the feedback (available on request) confirmed the following:

- Recommendations are well received and there is clear alignment with the North West London Sustainability & Transformation Plan
- Programmes already underway will both contribute towards delivery of the recommendations and be shaped by them
- Data sharing is of central importance
- Those recommendations which support delivery of the Like Minded Strategy are a particular priority.
- Improving housing options for people in later life has particular resonance.