

### Existing support services for vulnerable people – September 2016

The table below lists the current services available to vulnerable tenants and take up or rate of referral to these services for either the last 12 months or for the April 2015 to March 2016 period.

There are written procedures covering most of these services which can be made available to the scrutiny committee on request. Further details of the below services will be provided by witnesses at Committee meetings.

	<b>Service</b>	<b>Description</b>	<b>Number of tenants accessing or being referred to support services</b>
1.	Annual programme of visits to vulnerable tenants	Every year, tenancy management staff carry out a programme of visits to a sample of tenants aged 75 or over who have not been visited in the previous two years. Referrals to ASS or other support services are made as a result of these visits, where appropriate.  Tenants who receive a care package from Adult Social Services are discounted from the programme of visits	Each year, tenancy management staff have a target of visiting <b>400</b> tenants split across the three area housing offices
2.	Referrals for floating support and other support services e.g. Single Homeless Project	Variety of support services available through referral by area housing office to help vulnerable tenants manage their tenancies	<ul style="list-style-type: none"> <li>• <b>220</b> referrals for floating support were made between April 2015 and March 2016.</li> <li>• <b>120</b> referrals made to SHINE between April 2015 and March 2016</li> </ul>
3.	Assisted decorations scheme	Tenants over 70 and tenants in receipt of certain disability benefits are entitled to internal decoration of their property every 7 years	<b>57</b> properties were decorated between April 2015 and March 2016 as part of this scheme.
4.	Discretionary repairs scheme	Tenants over 70 and tenants in receipt of certain disability benefits are entitled to some extra repairs that would not usually be carried out	<b>363</b> discretionary repairs were completed for older and disabled tenants during the past 12 months

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5.	Mental health assisted decorations scheme	10 properties per year are projected to be decorated under this scheme. This scheme is used to prioritise clients with mental health problems who may be bed blocking and where a delay in the service user moving into their own property would have a detrimental effect on either the service user or bed management.	<b>15</b> properties were decorated between April 2015 and March 2016 as part of this scheme. (Annual target is 10 properties)
6.	Adaptations service	Provision of equipment and minor and major adaptations to help tenants live in their own homes	Approximately <b>440</b> adaptations were carried out between April 2015 and March 2016. This includes minor and major adaptations.
7.	Islington handyperson scheme	Provision of small repairs and DIY type jobs around the home for older, disabled and vulnerable tenants (and their carers). This service is available to housing association and private tenants as well as council tenants. There is a small charge for this scheme.	<b>785</b> residents made use of the handyperson service between April 2015 and March 2016. This figure relates to use of the service by all Islington residents and not just council tenants and leaseholders.
8.	Fire home safety visits	Referral to Fire Brigade for home visits to vulnerable tenants who have a higher than average risk from fire	<b>592</b> tenants were referred for a fire home safety visit during the past 12 months.
9.	Extra support during lift renewal and major works	Property Services Consultation Team inform Tenancy Management Teams in advance of major works to appropriate support can be put in place for vulnerable tenants who may be adversely impacted by works	This sort of support is not recorded in a way that is easily retrievable from IT systems. The support is offered as and when it is needed.
10.	Assistance for vulnerable applicants when viewing properties	Extra assistance given to vulnerable/disabled applicants when they are viewing a new property	This sort of support is not recorded in a way that is easily retrievable from IT systems. The support is offered as and when it is needed.

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The following documents set out how Housing Services should work with Social Services and Mental Health Services to provide the best possible joint working arrangements to support vulnerable people.

	<b>Protocols</b>	<b>Description</b>
1.	Housing and Adult Social Services Joint Working Protocol	Protocol sets out the service standards that Housing Teams and Adult Social Care Teams should maintain when carrying out joint working to deal with issues that affect mutual service users
2.	Housing and Mental Health Joint Working Protocol	Protocol sets out how Camden and Islington NHS Mental Health Services should work in partnership to promote the welfare of service users who experience mental health issues
3.	Housing and Children's Services Information and Good Practice Guidance	Protocol sets out the arrangements that are in place to deal with issue that arise when Children's Services and Housing Services are required to work together to promote the welfare of children and their families in the borough