

**Q. What is being proposed?**

A. The proposal would see the Support at Home service coming to an end.

To be clear, Support at Home is a non-statutory service that provides wellbeing checks and advice and support with day-to-day tasks (known as the warden service) and must not be confused with Care at Home which supports people with personal care.

Before any decisions are made, a period of consultation will begin on 11 May 2023 for 6 weeks. We are inviting you to read the proposal and give us your views.

**Q. Why is this being proposed now?**

A. This year the Council had to agree its budget in an extremely difficult context.

Since 2019 the Council has been managing through a pandemic, with the associated resource challenges across increased costs, additional demand and reduced income.

Whilst using reserves to manage the short-term impacts caused by Covid-19, the challenges of the national economic context have increased and the budget must respond to the significant worsening of the Council's financial position.

**Q. I live in a local authority sheltered accommodation scheme. What support will be available for me under the proposal?**

A. Six Town Housing will take over the management of the local authority sheltered accommodation schemes and will be available to offer housing related support only.

Six Town Housing will:

- Maintain current cleaning staff
- Ensure health and safety within the buildings
- Be contactable Monday to Friday during office hours
- Introduce tailored housing support plans to those who need them, this might include assistance with applying for the correct welfare benefits or help for those settling into a new home
- Signpost/refer to other services as needed

Six Town Housing will not:

- Be onsite daily
- Offer daily wellbeing checks
- Provide a Care Link Emergency Response Service

**Q. I live in the wider community (not in a local authority sheltered accommodation scheme). What support will be available for me under the proposal?**

A. People in the wider community will be signposted/referred to other services appropriate for their needs.

**Q. What other services are available for me?**

A. This depends on individual needs, however, there is a range of support available for older people across the borough. For example, assessment and input from Social Workers, a referral to the Older People's Staying Well Team, a referral to Calico Floating Support, or signposting to Age UK Bury.

**Q. Will there be a change to the charges that I pay?**

A. This depends on your individual situation. Customers who are self-payers will see a saving and for those who receive housing benefit, this will be taken from your claim.

If you live in a local authority sheltered accommodation scheme and currently pay an £8.33 weekly wellbeing charge, this will come to an end.

If you live in the wider community (not in a local authority sheltered accommodation scheme) and currently pay a £17.63 weekly wellbeing charge, this will come to an end.

**Q. Can I keep my Care Link?**

A. If you live in a local authority sheltered accommodation scheme, the Care Link system is built into your home and will remain in place.

If you live in the wider community (not in a local authority sheltered accommodation scheme), you are welcome to keep your Care Link but there will be a charge for this if you do not pay already (£4.90 weekly). If you receive housing benefits, you might be eligible for funding support. Care Link will guide you about any financial support you might qualify for.

**Q. What will happen if there is no Care Link Emergency Response Service?**

A. Your call will still go through to a Care Link Call Handler 24 hours per day, 7 days per week. The Call Handler will decide on the most appropriate course of action, for example, contact with a family member or the emergency services.

**Q. Do the Support at Home staff know about this?**

A. Yes, staff have been briefed beforehand.

**Q. Do I have to take part in the consultation?**

A. No, the consultation is completely voluntary. However, your views are important as they will be taken into consideration when the Council decides on the proposal.

**Q. How do I take part?**

A. There are different options available which are outlined in the letter that you should have received with these FAQs. This includes face-to-face sessions, an online survey, a paper survey, or individual arrangements for one-to-one conversations.

**Q. Can family members and other interested parties take part?**

A. Yes, family members, friends, carers, advocates, or other interested parties are welcome to take part.

**Q. Will my answers remain confidential?**

A. Yes, your answers will be treated in the strictest confidence and will not be used other than for this purpose. You do not have to give us your personal details, and the anonymised results of the engagement exercise will be published on the One Community website: [www.onecommunitybury.co.uk](http://www.onecommunitybury.co.uk)

All responses will be held and stored within data protection guidelines and Bury Council's privacy policy.

**Q. What will happen with the results of the consultation?**

A. The anonymised results of the consultation will be published on the One Community website. The anonymised results will also be included in a final report which the Council will use to make an informed judgement on whether to implement the proposal. All customers will be notified of the outcome.

**Q. When does the consultation close?**

A. The consultation will run for 6 weeks from 11 May to 21 June.

## **ADDITIONAL INFORMATION ADDED TO THE FREQUENTLY ASKED QUESTIONS**

Please note that any reference to sheltered accommodation schemes is referring to local authority schemes only.

### **Q. How and when will a decision be made on the proposal?**

A. Following the 6-week consultation, the results will be collated, analysed and a report will be taken to Cabinet on 6 September 2023 for a decision to be made.

### **Q. What is Cabinet and can the public attend?**

A. Cabinet is a meeting chaired by the Leader of the Council. Other elected members also attend and together they make major decisions about council services. The public can attend, and meetings are streamed live online – please contact Democratic Services for further information:

[democratic.services@bury.gov.uk](mailto:democratic.services@bury.gov.uk)

### **Q. Is there a right to appeal the decision?**

A. The public do not have the right to appeal a decision, but they can ask non-Cabinet Members to call-in the decision for further scrutiny – please contact Democratic Services for further information: [democratic.services@bury.gov.uk](mailto:democratic.services@bury.gov.uk)

### **Q. What will happen if Cabinet agrees for the proposal to go ahead?**

A. If Cabinet agrees for the proposal to go ahead, the changes will not happen imminently. A 30-day staff consultation will be needed and time to implement the changes safely. We will keep you informed during this process. We will then review the changes to ensure they are working.

### **Q. Have there been other Council cuts?**

A. Yes, efficiencies have been made in other areas of the council.

### **Q. How much will be saved by ending the Support at Home service?**

A. Half a million pounds.

### **Q. Will the sheltered accommodation schemes become general let for anyone?**

A. No, the sheltered accommodation schemes will maintain a minimum age requirement and eligibility criteria.

### **Q. What will happen to Care Link if the proposal goes ahead?**

A. If you live in a local authority sheltered accommodation scheme, the Care Link system is built into your home and will remain in place.

If you live in the wider community (not in a local authority sheltered accommodation scheme), you are welcome to keep your Care Link but there will be a charge for this if you do not pay already (£4.90 weekly). If you receive housing benefits, you might be eligible for funding support. Care Link will guide you about any financial support you might qualify for.

Care Link will also guide you on other pieces of equipment that might be available to you.

Under the proposal, there will be no Care Link Emergency Response Service. However, all Care Link calls will still go through to a Care Link Call Handler 24 hours per day, 7 days per week. The Call Handler will decide on the most appropriate course of action, for example, contact with a family member or the emergency services.

**Q. Who will do the Care Link equipment checks if the proposal goes ahead?**

A. This needs further consideration by Care Link.

**Q. Support at Home staff currently hold keys to the sheltered scheme properties. Will Six Town Housing hold keys if the proposal goes ahead?**

A. This needs further consideration by the Council and Six Town Housing.

**Q. Who will be responsible for security and safety concerns in the sheltered schemes if the proposal goes ahead?**

A. Six Town Housing.

**Q. Who will be responsible for building maintenance in the sheltered schemes if the proposal goes ahead?**

A. Six Town Housing.

**Q. What happens if the sheltered scheme lifts or washing machines break?**

A. This will need reporting to Six Town Housing.

**Q. Will there be a direct line for sheltered scheme tenants to contact the Six Town Housing Tenancy Support Service?**

A. This needs further consideration by the Council and Six Town Housing.

**Q. Who will manage the sheltered scheme security cameras if the proposal goes ahead?**

A. This needs further consideration by the Council and Six Town Housing.

**Q. Who will be responsible for sheltered scheme fire safety if the proposal goes ahead?**

A. Six Town Housing, Care Link, and the Fire Service in partnership.

**Q. Will the cleaning be affected in sheltered schemes if the proposal goes ahead?**

A. No, current arrangements will remain in place.

**Q. Will there still be a Christmas Party for tenants in sheltered schemes?**

A. Yes, Six Town Housing will support tenants to arrange Christmas Parties.

**Q. Can sheltered scheme tenants move if they want to?**

A. Yes, of course. However, there are processes to follow within the Council and Six Town Housing, and individual circumstances will be considered case by case.

**Q. Has data protection been considered?**

A. Yes, if the proposal goes ahead, Support at Home will pass relevant information to Six Town Housing. Everything else that is no longer needed will be destroyed.

**Q. Who will update my Support at Home Support Plan?**

A. These Support Plans will no longer exist. People can have a Housing Support Plan or be referred to other services.

**Q. Will there be a change to the charges that I pay?**

A. This depends on your individual situation. Customers who are self-payers will see a saving. For those who receive housing benefit, the Council will see a saving (this is because the Council currently subsidises the wellbeing element of the service for those receiving housing benefits).

If you live in a local authority sheltered accommodation scheme and currently pay a £9.17 weekly wellbeing charge, this will come to an end. Housing management/amenity charges will continue to pay for things like grounds maintenance and the upkeep of communal areas.

If you live in the wider community (not in a local authority sheltered accommodation scheme) and currently pay a £20.37 weekly wellbeing charge, this will come to an end.

**Q. I am concerned about my needs. What support will be available for me if the proposal goes ahead?**

A. The Support at Home Managers are currently considering the needs of everyone. People will be signposted and/or referred to other sources of support, with their consent. For example, assessment and input from Social Workers, a referral to the Older People's Staying Well Team, a referral to Calico Floating Support, or signposting to Age UK Bury.

Six Town Housing will take over the management of the local authority sheltered accommodation schemes and will be available to offer housing related support.

**Q. There will be a greater demand for self-welfare – could a course be arranged for people to attend?**

A. The Council will look into this.