



NOTICE OF MEETING

CABINET MEMBER FOR HOUSING AND PREVENTING HOMELESSNESS

THURSDAY, 8 DECEMBER 2022 AT 12.00 PM

COUNCIL CHAMBER - THE GUILDHALL, PORTSMOUTH

Telephone enquiries to Anna Martyn Tel 023 9283 4870
Email: anna.martyn@portsmouthcc.gov.uk

If any member of the public wishing to attend the meeting has access requirements, please notify the contact named above.

Public health guidance for staff and the public due to Winter coughs, colds and viruses, including Covid-19

- Following the government announcement 'Living with Covid-19' made on 21 February and the end of universal free testing from 1 April, attendees are no longer required to undertake any asymptomatic/ lateral flow test within 48 hours of the meeting; however, we still encourage attendees to follow the public health precautions we have followed over the last two years to protect themselves and others including vaccination and taking a lateral flow test should they wish.
- We strongly recommend that attendees should be double vaccinated and have received any boosters they are eligible for.
- If unwell we encourage you not to attend the meeting but to stay at home. Updated government guidance from 1 April advises people with a respiratory infection, a high temperature and who feel unwell, to stay at home and avoid contact with other people, until they feel well enough to resume normal activities and they no longer have a high temperature. From 1 April, anyone with a positive Covid-19 test result is still being advised to follow this guidance for five days, which is the period when you are most infectious.
- We encourage all attendees to wear a face covering while moving around crowded areas of the Guildhall.
- Although not a legal requirement, attendees are strongly encouraged to keep a social distance and take opportunities to prevent the spread of infection by following the 'hands, face, space' and 'catch it, kill it, bin it' advice that protects us from coughs, colds and winter viruses, including Covid-19.
- Hand sanitiser is provided at the entrance and throughout the Guildhall. All attendees are encouraged to make use of hand sanitiser on entry to the Guildhall.
- Those not participating in the meeting and wish to view proceedings are encouraged to do so remotely via the livestream link.

Membership

Councillor Darren Sanders (Cabinet Member)

Councillor Cal Corkery
Councillor George Madgwick

Councillor Daniel Wemyss

(NB This agenda should be retained for future reference with the minutes of this meeting).

Please note that the agenda, minutes and non-exempt reports are available to view online on the Portsmouth City Council website: www.portsmouth.gov.uk

Deputations by members of the public may be made on any item where a decision is going to be taken. The request should be made in writing to the contact officer (above) by 12 noon of the working day before the meeting, and must include the purpose of the deputation (for example, for or against the recommendations). Email requests are accepted.

AGENDA

- 1 Apologies for absence**
- 2 Declarations of interest**
- 3 Update on Safe at Home Service (Pages 3 - 14)**

Purpose

To update Councillors on the progress of work undertaken to action the agreed changes to the Telecare service, to launch the rebranded Safe at Home service.

- 4 Donations to Foodbanks, Food Larders, and Food Pantries from council owned vacated properties (Pages 15 - 18)**

Purpose

To set out the Council approach to non-perishable food left in council owned properties when a tenant vacates a property, also known as void properties.

Members of the public are permitted to use both audio visual recording devices and social media during this meeting, on the understanding that it neither disrupts the meeting nor records those stating explicitly that they do not wish to be recorded. Guidance on the use of devices at meetings open to the public is available on the Council's website and posters on the wall of the meeting's venue.

Whilst every effort will be made to webcast this meeting, should technical or other difficulties occur, the meeting will continue without being webcast via the Council's website.

This meeting is webcast (videoed), viewable via the Council's livestream account at <https://livestream.com/accounts/14063785>

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Agenda Item 3



Portsmouth
CITY COUNCIL

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(Please note that "Information Only" reports do not require Integrated Impact Assessments, Legal or Finance Comments as no decision is being taken)

Title of meeting:	Cabinet for Housing and Preventing Homelessness
Subject:	Update on Safe at Home Service
Date of meeting:	8 th December 2022
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Authors:	Clare Hardwick - Head of Private Sector Housing Ellie O'Day - Telecare and Home Safety Team Leader
Wards affected:	All

1. Requested by Councillor Darren Sanders, Cabinet Member for Housing and Preventing Homelessness

2. Purpose

- 2.1 To update councillors on the progress of work undertaken to action the agreed changes to the Telecare service, to launch the rebranded Safe at Home service.

3. Information Requested

3.1 Background

3.1.1 On 8th March 2022 Cabinet agreed the following:

- 3.1.1.1 That councillors recognise the developments in the Telecare service, the new service offer, and agree to the changes proposed.
- 3.1.1.2 Approve the financial fees for the new service, set on a cost recovery basis.
- 3.1.1.3 That officers bring back an update report before the end of 2022 on the progress of the new service, and also outline how community and voluntary groups could be used to support service users to stay safe in their own home.

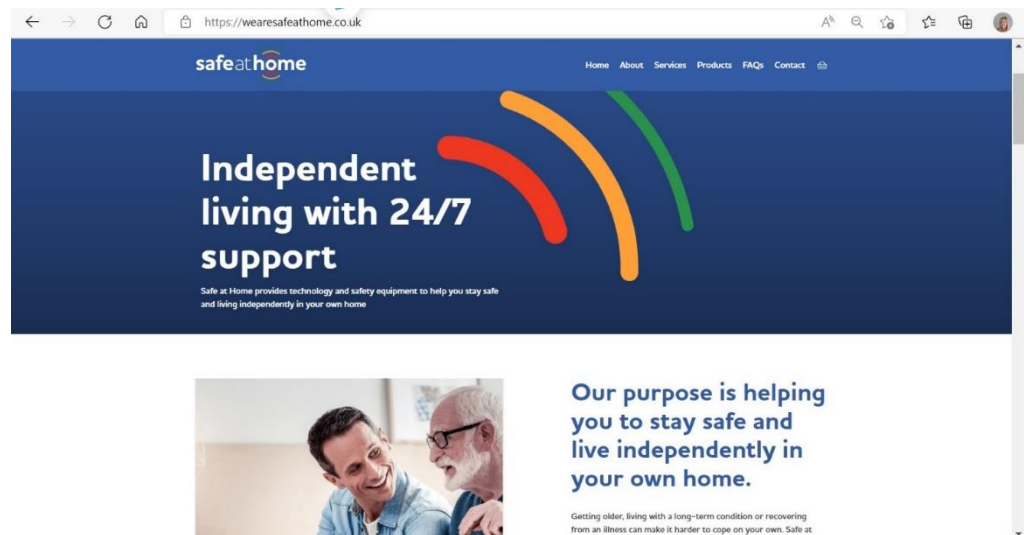
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3.1.2 This report provides the agreed progress update as outlined in the previous report of 8th March 2022.

3.2 New Brand Launch

3.2.1 On 24th March 2022 the rebranded "Safe at Home" service was launched. This included a press release, live event at the Hive in the City Central Library, Social Media campaign, as well as the launch of the new Safe at Home website <https://wearesafeathome.co.uk>.



New and existing customers are now able to access the new service offer designed to meet the purpose "Help the customer stay safe and living independently in their own home" including new digital equipment, customer management system and alarm receiving centre.

3.2.2 Since the Safe at Home launch in March 2022, there have been a number of actions taken to promote the service to colleagues and professionals working within the City Council with the aim of raising the profile of the service and increasing referrals into the service. This includes:

- Regular communications in the Adult Social Care (ASC) staff newsletter and bulletin.
- Attendance at several ASC staff meetings.
- Team meetings with other equipment suppliers to develop the link and usage of equipment in the home.

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- An open day on 27th September 2022 held at the Civic Offices inviting staff from across the Council to learn more about the service and see equipment demonstrated
- A simple referral process through the new website
- Engagement with health & care professionals to have their say for future joint working.

3.2.3 Officers have also worked hard to promote the service externally, including:

- Promotion in the city wide Flagship magazine
- Leaflet distributions
- Social media campaigns, and promotion of the new website
- A new eye-catching branded van wrap, and distribution of other promotional material including branded pens, hand sanitisers and lanyards.
- Events at the central library, GP surgeries, community centres and coffee mornings with carer centres and day care services, and the local 'Carers Count' event.
- Reaching out to local practitioners and GP surgeries within the city
- Securing a place in the GP weekly bulletin
- Creating a simple bespoke referral process via the practitioners patient management system.

3.2.4. In addition, Safe at Home staff have direct contact with the new HIVE Portsmouth Link Worker to support with admission avoidance and be represented with Adult Social ASC early prevention. This new role has been created to strengthen the links between community and primary care health services and the voluntary, community and social enterprise (VCSE) sector. Safe at Home is in close communication with the Link Worker as the service has been identified as a non-medical alternative to traditional care; additional links have already been made with The YOU Trust Social Prescribing Portsmouth, empowering people to thrive in their communities.

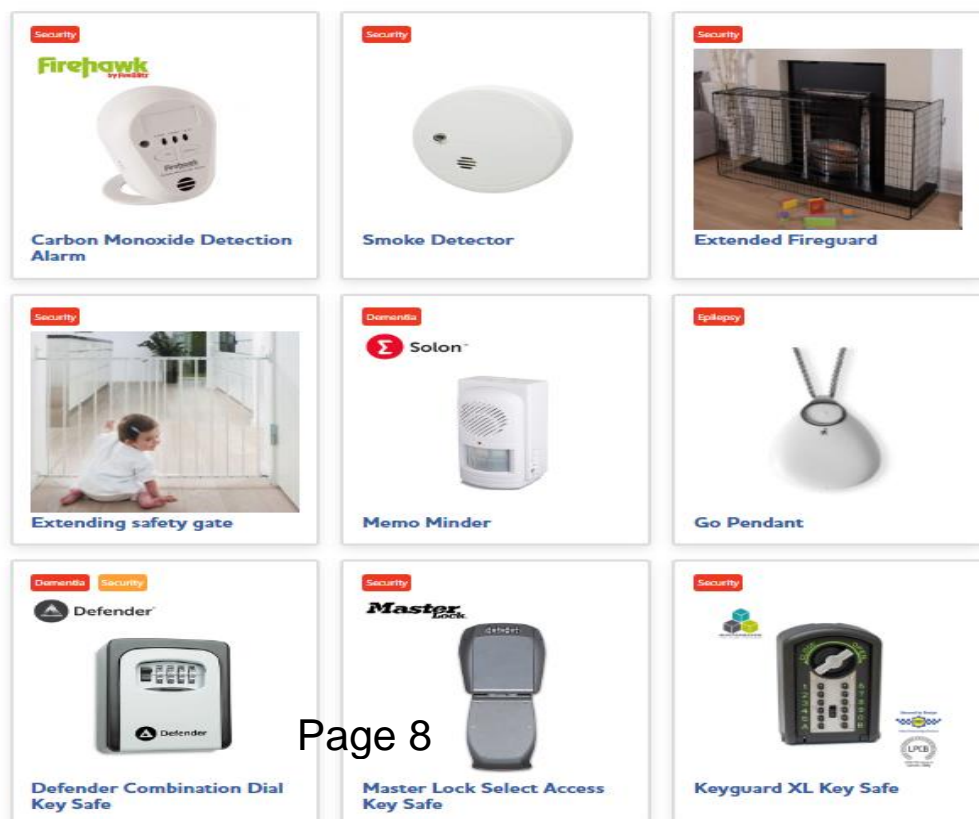
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3.3. New Contracts for equipment, Customer Management System and Alarm Receiving Centre commenced on 1st April 2022, as detailed in the Cabinet report of 8th March 2022.

3.3.1. The new digital equipment is enabling quicker installation times, fewer faults, and supporting customers who have already undergone the digital switchover with their telecoms provider. The variety of equipment now available through the Safe at Home service is considerable. All customers receive a base unit and pendant, which is what is often thought of when "Telecare equipment" is mentioned. However, every customer is also assessed by a TSA trained officer to establish if additional equipment is required to help them to stay safe and independent in their home. This may include a falls detector or Epilepsy monitors, for example, and are provided at no additional cost to a customer's package. Appendix 1 provides a list of the most popular equipment available through the service. In addition to this, from the end of 2022 the service will also be offering a Chiptech Go device, which is a wearable device with 4G cellular and GPS technology working outside the home. This piece of advanced technology is anticipated to be a popular addition to the already vast equipment offering available through the Safe at Home service.

Products



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3.4 Roll out of new digital equipment

3.4.1 As outlined in the previous Cabinet report of 8th March 2022, in 2025 the traditional, Public Switched Telephone Network (PSTN) will be switched-off and replaced with a digital 'all-Internet Protocol' network. This therefore requires the roll out of new digital equipment to all new and existing customers across the service. This new equipment roll out commenced on 21st April 2022. As of 1st November 2022, 562 have been changed over out of 839 existing customers requiring this new equipment, which equates to 67% completed. This is currently ahead of the planned programme of changeover by March 2023. The digital changeover is being completed using Safe at Home officers within the existing team and capacity.

3.5 Implementation of the new service fee structure

3.5.1 A new fee structure was agreed by Cabinet on 8th March 2022 to achieve full cost recovery for the service (see Appendix 2) and included the introduction of a new installation fee of £55 for new customers. The fees will be reviewed annually as agreed by Cabinet in March 2022 and may be revised to reflect changes to officer visit time/costs as the Service develops.

3.5.2 This new fee structure was implemented from 1st April 2022. Since this time there has been a reduction in customers joining the service, detailed in section 3.6 below. This is believed to be in part due to the new upfront installation fee of £55, although there are likely to be many other factors that have contributed to the reduction in new customers, including the current cost-of-living crisis. The service is now offering the option for customers to pay the installation fee as part of the weekly rental charge to overcome the barrier of this upfront cost in accessing the service. This has shown a small positive increase in new customers accessing the service.

3.6 Customer numbers

3.6.1 As outlined in the Cabinet report on 8th March 2022, the customer numbers for year 1 of the launch of the rebranded service were projected to remain static, at an estimated 1,029 customers.

3.6.2 Current customer numbers however have decreased to 994 as of 26th September 2022 as take up from new customers has been less than expected.

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3.6.3 To address this reduction in customer numbers the team are focusing on increasing referrals. At present the vast majority of Safe at Home customers access the service directly, or through their next of kin, at approximately 50% of the customer base. Referrals from QA hospital account for 15% of the customer base. In contrast few referrals are received from Portsmouth City Council Adult Social Care staff. This was identified as a key area of potential growth for the business from a systems thinking intervention in 2020, as well as market research for the digital transformation project. The team are therefore increasing engagement with ASC colleagues, as well as promotion for self-referrers.

3.6.4 Another focus for the service to increase customer numbers is to examine how customers access the service and fund this. At present the service is only available to customers who can pay the weekly service charge themselves (ranging from £4.80 to £15 per week). Some other local authorities include telecare costs in their package of care meaning more vulnerable adults within the city are supported with the use of technology and is available to all those assessed as having a clinical need; not only those who are able to afford it. Safe at Home will work with ASC colleagues to review how PCC may be able to work to a similar model.

3.7 Responder service

3.7.1 When a Safe at Home customer triggers the alarm on their equipment, a call goes through to alarm receiving centre (Astraline) who assess the situation and either deploy an ambulance or contact the customers responder, which is usually a relative, friend or neighbour. The Safe at Home service offers four customer packages, two of which include a responder service, a unique feature of Safe at Home not offered by private equivalent services locally. It enables customers to access the service who do not have friends or family nearby who can respond to them in the event of their alarm (or periphery equipment) being triggered.

3.7.2 The Safe at Home team have worked with ASC and Health colleagues to explore ways to improve the responder service to ensure customer responses are appropriate for each individual situation, and to alleviate pressures on ambulance and hospital services wherever possible. Safe at Home have an existing relationship with the Portsmouth Rehab and Reablement Team who already provide a night-time response service between the hours of 9pm-6am. To improve the outcomes of the customer,

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the service is also currently trialling an additional response service (8am-8pm) utilising the new Urgent Community Response (UCR) Team via Solent NHS, who are able to offer clinical support and lifting to Safe at Home customers in their home. This is an opportunity to reduce strain into the emergency services and support customers with hospital avoidance and rehabilitation.

3.8 Feedback

3.8.1 Feedback from customers and stakeholders has been very positive regarding the new Safe at Home service. Many customers prefer the overall look of the equipment and the flexibility of installing anywhere within the home now a phone line is no longer required; the feature of the pendants now being waterproof and having an extended range has especially been well received giving customers further independence in their homes. The Safe at Home service recently received a compliment from an existing customer, Mrs P, a 99-year-old who lives alone in her own home. Mrs P unfortunately had a fall and was admitted to hospital but with the use of the falls detector, this activated a prompt response where the right help was deployed resulting into a reduced lie and shorter hospital stay. Mrs P quoted, "if it wasn't for the personal alarm, I wouldn't have been found."

The new and developed offering has also enabled the Safe at Home Team to support 5 out of the 13 supported living flats in Patey Court to date where these residents now have digital units with peripheral equipment to suit their specific needs and care, empowering independence and wellbeing for those individuals. From the successes seen here, the Safe at Home team will continue to reach out to other supported living homes within the city to improve independence with the use of technology and home safety equipment for both residents and professionals.

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Signed by James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

- Appendix 1 - Products available through the Safe at Home service
- Appendix 2 - Fee Structure approved in March 2022

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Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location
Cabinet Report 8 th March 2022 Developing the Telecare Service	Developing the Telecare service.pdf (portsmouth.gov.uk)
Cabinet Report 8 th March 2022 Developing the Telecare Service - Appendix 2	Developing the Telecare service Appendix 2.pdf (portsmouth.gov.uk)
Cabinet Report 8 th March 2022 Developing the Telecare Service - Appendix 3	Developing the Telecare Service Appendix 3.pdf (portsmouth.gov.uk)
Cabinet Report 8 th March 2022 Developing the Telecare Service - IIA	Report for Decision - Developing the Telecare service Appendix 1.pdf (portsmouth.gov.uk)

Safe at Home Technology Enabled Care (TEC) Equipment

Basic, Plus and 24-Hour subscriptions include an EVA digital base unit and a Pearl alarm button, the Standalone option includes a Carer Response Unit. These items can be paired with a wide range of accessories depending on your needs. Here is a small sample of the most popular accessories, for no further extra cost.

Digital Base Unit



The Chiptech EVA is a digital 24hr monitored telecare home unit. Simply press the help button on either the home unit or pearl pendant and you will be instantly transferred through to the 24-hour monitoring centre who will be able to assist with your call.

EVA operates over the 3G/2G cellular network, a multi-provisioned SIM card allows freedom of connectivity roaming on all UK networks as an additional safety measures.

Key Features;

- 300m+ Pendant and Telecare Range
- 70hr Battery Backup
- Safety Checks and Voice Announcements
- Extensive Peripheral Compatibility
- Remote updates



Chiptech GO

Chiptech GO is a confidence companion for those who want to maintain their independence and enjoy participating in activities outside of the home, knowing their safety is covered every step of the way. Key features includes; GPS, speakerphone, fall detection, safety voice announcements and cloud connect updates.

Accessories and Peripherals

Pearl Pendant



The Pearl range contains Chiptech's standard alarm button offering with many wearing options including Brooch, Watch, Pendant or Easy Press.

The Pearl range is IP68 waterproof and has a range of 300m providing superior protection inside the home and outside in the garden. Pearl also benefits from a transceiver meaning that it has advanced communication with the base unit.

Pearl Advanced

Pearl Advanced is a smart, easy to wear pendant with fall detection technology. If a fall is detected, or if the personal help button is pressed, an alert is sent to the Alarm Receiving Centre (ARC), summoning help for the user.

Pearl Advanced has an elegant, discrete, casing that is hot waterproof and can be worn in the bath or shower. A 300m range of the base unit provides reassurance and safety around the areas of the home and garden.



Epilepsy Monitor



One of the first warning signs of a seizure can be heart rate change. The Pulse Companion is a discreet, comfortable, heart variant monitor which sounds an alarm on the linked pager when there is a heart rate change outside of your chosen parameters. This alert gives the carer the much-needed warning that seizure activity could be present.

Smoke Detector

The alarm is activated when fire or excessive smoke is detected and an alarm call will be transmitted to the monitoring centre or responder.



Door Contact

These Door Contacts can be used to monitor any controlled doors. Wandering can be detected when the door is opened; an alarm is sent to a carer or monitoring centre to alert them of the potential risk.

Pressure Floor Mat

Floor mat can help in the reduction of falls by sending an instant alarm as soon as a person's weight is present on the mat.



Heat Alarm

The Ei603CRF RadioLINK Battery Heat Alarm is powered by a 9V Alkaline battery and is activated by heat from a fire, not smoke. This makes it ideal for kitchen installations where smoke alarms are prone to nuisance alarms. The thermistor will trigger the alarm when the activation temperature of 58°C is reached.

Memo Minder

The Solon Memo Minder is a battery operated (4 x AA) wall mountable or freestanding infrared device that senses movement and plays a personalised 20 second re-recordable message.



Appendix 2 - Safe at Home update

Fee structure (Agreed March 2022)

Safe at Home Standalone	Safe at Home Basic	Safe at Home Plus	Safe at Home 24 Hour Response
<p>Cost Per Week</p> <p>£4.80 (excl. VAT*)</p> <p>Setup Fee</p> <p>£55.00 (excl. VAT*)</p>	<p>Cost Per Week</p> <p>£6.80 (excl. VAT*)</p> <p>Setup Fee</p> <p>£55.00 (excl. VAT*)</p>	<p>Cost Per Week</p> <p>£10.00 (excl. VAT*)</p> <p>Setup Fee</p> <p>£55.00 (excl. VAT*)</p>	<p>Cost Per Week</p> <p>£15.00 (excl. VAT*)</p> <p>Setup Fee</p> <p>£55.00 (excl. VAT*)</p>
<p>Included in this package</p> <ul style="list-style-type: none"> ✓ Installation of equipment ✓ Additional equipment available based on individual need ✓ Equipment maintenance 	<p>Included in this package</p> <ul style="list-style-type: none"> ✓ Installation of equipment ✓ Additional equipment available based on individual need ✓ Equipment maintenance ✓ 24/7 monitoring service 	<p>Included in this package</p> <ul style="list-style-type: none"> ✓ Installation of equipment ✓ Additional equipment available based on individual need ✓ Equipment maintenance ✓ 24/7 monitoring service ✓ Night response team (9pm to 6am) 	<p>Included in this package</p> <ul style="list-style-type: none"> ✓ Installation of equipment ✓ Additional equipment available based on individual need ✓ Equipment maintenance ✓ 24/7 monitoring service ✓ Round-the-clock response team
<p>Not included in this package</p> <ul style="list-style-type: none"> ✗ 24/7 monitoring service ✗ Response team <p>A key safe is not required for this subscription. Can be cancelled at any time</p>	<p>Not included in this package</p> <ul style="list-style-type: none"> ✗ Response team <p>A key safe is required for this subscription. Can be cancelled at any time</p>	<p>Not included in this package</p> <ul style="list-style-type: none"> ✗ Response service (6am to 9pm) <p>A key safe is required for this subscription. Can be cancelled at any time</p>	<p>A key safe is required for this subscription. Can be cancelled at any time</p>

Customer Numbers

Customers	Actual 2019/20	Projected year 1	Actual to date
Stand alone	30	30	40
Safe at Home Basic	504	504	543
Safe at Home Plus (9pm-6am response)	398	398	247
Safe at Home 24 Hour Response	97	97	164
Total Customers	1029	1029	994

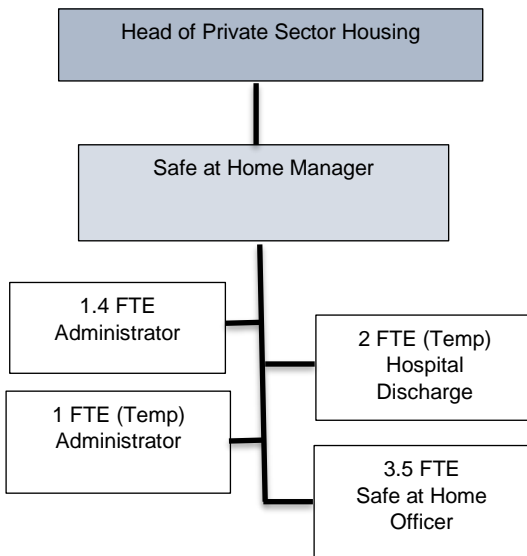
Equipment Costs

Equipment Costs	Year 1 projected	Year 1 to date
Average equipment cost per customer	£209	£190
Projected Equipment Purchase Value	£221,839	£221,839
Charged to Income & Expenditure	£44,368	£173,070

Demand for equipment is assumed to continue at current levels per customer.

Historically equipment costs not exceeding £30K per year have been funded using the Private Sector Housing Capital Programme and this contribution has been assumed to continue for one year following the digital launch.

Staffing Structure



Agenda Item 4



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Title of meeting:	Cabinet for Housing and Preventing Homelessness
Subject:	Donations to Foodbanks, Food Larders, and Food Pantries from council owned vacated properties
Date of meeting:	8 th December 2022
Report by:	James Hill - Director for Housing, Neighbourhood and Building Services
Author:	Steve Groves (Head of Building Maintenance) and Mark Fitch (Head of Local Authority Housing)
Wards affected:	All Wards

1. Requested by

- 1.1 The report was requested by Councillor Darren Sanders, Cabinet member and Portfolio Holder for Housing and Preventing Homelessness.

2. Purpose of Report

- 2.1 The purpose of this report is to set out the Council approach to non-perishable food left in council owned properties when a tenant vacates a property, also known as void properties.

3. Recommendations

- 3.1 That the Cabinet notes the plan within the report for non-perishable food within void properties

4. Background

- 4.1 The HIVE has recently completed a survey with local food support providers (foodbanks, soup kitchens and larders/pantries), to find out what, if any, issues they are facing with demand and supply. They estimate demand for foodbanks has increased and usual suppliers of food have reduced.

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- 4.2 The Council are working closely with HIVE, who are leading on engaging with these suppliers, to identify how we can improve the supply of food and ensure local food support providers have the resources they need to assist people locally.
- 4.2 Portsmouth City Council retains approximately 14,700 number of Council owned social housing dwellings located within Portsmouth and Havant. Each year there are approximately 850 number of voids created when tenants vacate the property.
- 4.3 The Council have managed a 'pilot' with Comserv, our 'Off Island' contractor, who informed the area office when food was left in voids. This experiment identified that in most circumstances properties are cleared completely, but in a small number we could utilise what is left in a better way. Whilst there is minimal non-perishable food left in void properties there have been some examples of non-perishable food left that can be used at a local foodbank.
- 4.4 Though the pilot found minimal non-perishable food items left in the property it is recognised that every item counts and should be donated to the local foodbank to enable redistribution to those accessing the food banks. Following discussion with the Repairs and Maintenance contractors, Mountjoy and Comserv, both agreed to support the plan as shown below. Each contractor agreed to facilitate the plan with no additional cost and as part of their demonstration of the social value they provide as part of the contract.

5. Plan for Non-Perishable Food within Voids

- 5.1 Housing Officers as part of the void process will continue to explain that the property needs to be cleared and cleaned before it is handed back to Housing. Customers need to be aware of their responsibilities so that we avoid the high cost incurred of clearing properties.
- 5.2 When a resident, or an executor in the instance of a death, gives notice the Housing Officer can provide advice explaining to residents where local foodbanks, larders and pantries are located so that they can donate any non-perishable food directly.
- 5.3 At the Contractor Core Group Meeting on 23 September 2022, the service providers all agreed to collect and redirect non-perishable food left in voids to a local foodbank, larder or pantry. It is expected that this will only arise in a small number of voids, as the pilot demonstrated, but it is accepted that every and all donations to food support services is helpful.
- 5.2 The local foodbanks, larders and pantries that are available include:
- Portsmouth Foodbank, Kings Church Hall, Fraser Road, PO5 4QA
 - Portsea Foodbank, Harbour Church, St. George's Square, PO1 3AT

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- Portsea Pantry, John Pounds Centre, 23 Queen St, Portsea, PO1 3HN
- St Mag's Pantry, St Margaret's Community Church, Highland Road, PO4 9DD
- Salvation Army Foodbank, Haven Community Centre, Lake Road, PO1 4HA
- Landport Larder, Landport Community Centre, Charles Street, PO1 1JD
- North End Pantry, North End Baptist Church, 195 Powerscourt Road, PO2 7JH
- Paulsgrove Foodbank, Paulsgrove Baptist Church, Woofferton Road, PO6 4DW
- Cosham Community Larder, Cosham Park, 15 Northern Road, Cosham, PO6 2SJ
- Waterlooville Foodbank, Wecock Church, Kite Close, Wecock Farm PO8 9UJ
- Foodbank PO9, St Francis Church and St Clare's Church, Leigh Park
- Beacon Foodbank, Beacon Church Havant, 69-73 Meriden Centre, Havant, PO9 1UN

6. Director of Finance's Comments

6.1 There is no additional cost to the Council as a result of the plan outlined in the report for non-perishable food within void properties.

The Repairs and Maintenance contractors, Mountjoy and Comserv, have agreed to facilitate the plan without charge.

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Signed by James Hill - Director of Housing, Neighbourhood and Building Services

Appendices:

Background list of documents: Section 100D of the Local Government Act 1972

The following documents disclose facts or matters, which have been relied upon to a material extent by the author in preparing this report:

Title of document	Location

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