

Response to Questions raised by Mrs Ray regarding the Haven, Wulfstan Way, Cambridge

1. Why have local councillors not been informed of the proposed closure of the Haven in Wulfstan Way, learning of this from members of the local community and the public, particularly given that it is evident that many of the residents of the Haven are unable to safeguard their own interests and rights? What measures are being put in place to ensure that detailed information on the plans will be shared with them promptly and on an ongoing basis? Will the chair of the committee agree to instruct officers to ensure that local councillors are kept fully and promptly informed of this matter in future and to investigate the matter promptly if this does not take place?

As part of the ongoing function of the Council to undertake reviews of individual support and commissioned arrangements, the service provision at The Haven is discussed on a regular basis. Over time these routine processes highlighted a number of factors that led the Council to review the service provision as a whole including individual support needs, the physical environment and characteristics of the building. As with any individual, needs can change over time and the Council has a duty to consider whether the environment and service provision can respond to those changes and what future accommodation requirements that may be necessary.

Officers have been working with Mental Health Social Workers to understand the needs of the current residents of The Haven and to determine whether the service and its environment continues to meet the needs of current and future residents. This work has been on-going in order to enable a decision to be made about the future of the service and the current residents. In order to conduct a collaborative and holistic needs assessment, the current residents, and their families and support networks, had to be informed about the reviews that were being undertaken in order for them to fully participate and to be given a choice in what future accommodation support they may want or require. As part of the commitment to ensuring that each resident's voice is heard all residents have been offered support to access an Independent Advocate to act on their behalf.

As part of this process a briefing was provided to Councillor Amanda Taylor, local elected member for Queen Edith's, and Councillor Anna Baily, as Chair of Adults Committee on the 27th of November 2018. A subsequent meeting was held with Councillor Taylor on the 18th December 2018 and a further briefing sent on the 3rd of January 2019.

Officers are committed to keeping the local member and members of the Adults Committee fully informed of this matter and updated on the work being undertaken. Regular briefings will be provided to relevant Councillors and Committees. In addition Fiona Davies, Head of Mental Health Learning Disabilities and Sarah Bye Commissioning Manager, within the next 2 working weeks, will be offering to meet with Councillor Taylor for a further update and briefing on the work completed and future actions.

2. How does the council propose, in detail, to ensure that it rigorously carries out its statutory duties to the residents of the Haven? In particular, how will it ensure that each resident will continue to have access to all the forms of treatment and therapy that they currently have access to, under any proposal for change? How will it be ensured that

residents continue to have access to the communities which support them, so important for the health and wellbeing of the vulnerable? Would the committee please release the details of the plan which guarantees the continuity of access and also details of the various statutory duties which the council must fulfil? In addition would the council please list the therapies and treatments which the residents currently access so that the accuracy can be checked?

Each resident of the service holds a tenancy for their accommodation with Aldwyck Housing (formerly King Street Housing). This tenancy ensures each tenant's rights under housing legislation.

Work has been carried out to assess the viability of the support service provision at The Haven to ensure that it meets the needs of the current residents, that the environment is appropriate to their needs and that, as part of the Council's duties to ensure that resources are allocated appropriately the service meets needs in the most effective way.

The Council's statutory duties to the residents of The Haven apply under both the Mental Health Act 1983 and the Care Act 2014. The Council has after-care responsibilities for any of the current residents who have previously been detained under relevant sections of the Mental Health Act. This includes providing suitable accommodation where this is a necessary component in meeting the patient's aftercare needs.

In addition the Council is undertaking its duties under the Care Act 2014 by completing Care Act Reviews carried out by Mental Health Social Workers. The outcomes of the reviews and any subsequent statutory responsibilities that are identified for each individual will be adhered to and the appropriate support provided as part of the wider consideration of how each resident's wishes are being considered in response to any planned changes.

As part of this process, a number of actions have been taken to ensure that the Council is carrying out its duties to the individuals currently residing at The Haven.

- All residents have been allocated a Mental Health Social Worker to carry out a review of their needs under the Care Act. This involves the individual and their families/circle of support and looks at each resident's current and emerging needs in a holistic way including mental health, physical needs, emotional needs and any aspirations for the future. This may include where people want to live as well as what support they may need now and in the future. This work is being overseen by a Senior Mental Health Social Worker. The allocated Mental Health Social Workers have extensive knowledge of the residents currently residing at The Haven and are monitoring their wellbeing as the discussions about any potential changes are taking place.
- All residents have been offered support to access an Independent Advocate if they wish. This is in addition to the collaborative approach to each individual's assessment of needs and provides support for the individual to have their voice heard through an Advocate acting on their behalf.
- The Housing Provider (Aldwyck/King Street Housing) has also been involved in providing support to current tenants around their rights under individual tenancy arrangements. This is an agreement between the Landlord and the individual tenant and, dependent on the terms of the tenancy, there are no legal options for the Council to compel people to move out of The Haven. Each individual's rights under their tenancy agreement are protected and would not be revoked through any changes to the support arrangements at The Haven. The option to remain at The Haven, albeit with potential changes in the way support is delivered, is a further option that forms part of the overall discussion with the current residents.

The Council is continuing to explore all opportunities to meet the needs of the individual residents at The Haven and will continue this alongside the on-going review of needs. This includes the possibility of investment in the building and facilities to enable the current cohort to continue to reside at the accommodation in line with their current and emerging individual needs. We require co-operation for this from the Landlord and have been able to re-open this conversation following the merger between Aldwyk and King Street Housing as previous indications had been that further investment was not possible. Council officers are in the process of exploring this further to make an assessment of the Landlord's ability to invest alongside any adaptations that may be required following the Care Act reviews currently being undertaken. Many of the other accommodation options within Cambridgeshire for older people have been significantly modernised and adapted over the last 15 years and may provide a more appropriate alternative.

The Council is not in a position to provide a list of treatment and therapies currently accessed by the residents of The Haven. This information is personal and sensitive and The Council does not have permission and would not be obliged to share this information.

3. How would the Council ensure that no harm would come to the residents of the Haven through breaking up their community and uprooting each of the residents from this community? Would the council please release in anonymised form the psychological studies which assess the risks and the mitigation of these risks?

We have a tried and tested approach to care which aims to ensure that no harm is done to the individuals with whom we are working. This covers all circumstances in which assessment and care planning may take place. This means that all residents have been allocated a Mental Health Social Worker who will ensure that a review of their needs under the Care Act is carried out. This involves the individual and their families/circle of support and looks at each resident's current and emerging needs in a holistic way including mental health, physical needs, emotional needs and any aspirations for the future. This may include where people want to live as well as what support they may need now and in the future. This work is being overseen by a senior Mental Health Social Worker. The allocated Mental Health Social Workers have extensive knowledge of the residents currently residing at The Haven and are monitoring their wellbeing as the discussions about any potential changes are taking place.

The Mental health Social Workers involved with each resident will continue to engage with, and support each individual and their families to identify and consider options and to provide support to ensure that their needs are met, including through any move to new accommodation.

In addition the current Support Provider has been fully involved with the discussions around the needs and wellbeing of the current residents. As an on-site provider they have been able to monitor the residents on a daily basis and highlight any significant issues to the allocated Mental Health Social Worker.

Once the individual Care Act Reviews are completed, and where people have chosen to move, or where needs are increasing, a move to a more supported environment may be identified. Where a move is required, social workers and council officers work closely with the Support Provider to arrange for a period of transitional support. The aim is to ensure that there is a continuity with a familiar member of staff, who knows the individual well, throughout the period of

the move and while the individual settles in to their new accommodation. Throughout this period, as with any transition of support setting, the individual is closely monitored by the Support Provider and their Social Worker in order to ensure that they are settled as soon as possible and that their needs are being met.

Psychological studies are personal and sensitive and the information within them belongs to the person to which they pertain. The number of people residing at The Haven is small. This means that, at least some of the information would be identifiable to individuals. Therefore, the Council is not in a position to provide psychological studies, even if anonymised and, indeed, would be contravening legislation if they were to do so.

4. Given that the residents are vulnerable and each have a number of protected characteristics under the Equality Act 2010, would the council please release the full Equality Impact Assessment of the proposed changes with an assessment of the adequacy or otherwise of the Equality Impact Assessment process when applied to these particular local residents?

The council takes very seriously the need to be aware of the impact that our policies, decisions and services have on local communities and individuals.

An Equality Impact Assessment (EIA) forms part of the decision making process to ensure that there is no discrimination against vulnerable or disadvantaged people. In order to complete a full EIA or any proposed changes to the service a complete review of the needs of the residents - both current and future - along with the knowledge of whether there is an ability to make any changes to the building and facilities needs to be understood. This work is on-going and an EIA will be undertaken when all the relevant information is known to support the decision making process. The EIA will be included with papers submitted to Boards or Committees as part of the approvals process so that the implications of the proposals are identified and can be addressed and discussed.

All Social Work assessments and care plans are undertaken in line with the principles of anti-discriminatory practice and within the framework of any relevant legislative regulations which apply to the individual assessments.

5. What evidence does the council have that the reasons given for the proposed closure are accurate, given that our local community, in communication with the architect, asserts that the council is in error? Would all the surveyors' reports, current and past on the building of the Haven be disclosed to councillors and an explanation be given as to precisely why there appears to be a difference between our local community and the Council on the nature of the building, its history and construction?

The Haven was developed in 2004 and a proposal submitted to Cambridge City Council for planning permission for the erection of a group home for the elderly with mental health problems. All documentation in relation to the initial planning application and development is available on the Cambridge City Council website. Although erected in line with regulations

applicable at the time of building the accommodation, there has been a limited modernisation programme carried out over the last 15 years. There was also an acknowledgment in the initial development that '.... kitchen and bathroom fittings may need to be altered, adapted and renewed to satisfy the needs of individual residents'. No significant work has been undertaken to make any alterations in line with the changing needs of the residents. This, in conjunction with elements within the building such as the arrangements for the lift to move people between floors formed part of the discussions with the Landlord in 2018. As the Council does not own the building, the discussions focused around the Landlord's ability to invest in the changes to the building that would be required to modernise elements of the accommodation and communal facilities, and an agreement to review the needs of the current residents to understand what aids and adaptations could be provided as well as what permanent alterations may be required. At the time of the initial discussions the Landlord had expressed that significant capital investment was not possible.

Following the merger between Aldwyk and King Street Housing, the Council is taking the opportunity to re-open this conversation to explore whether there is the option to invest in the building and to make any changes that would enable the current cohort to continue to reside at the accommodation in line with their current and emerging individual needs. Many of the other accommodation options within Cambridgeshire for older people have been significantly modernised and adapted over the last 15 years and may provide a more appropriate alternative.

The information provided above aims to ensure that there is clarity about the initial commissioning of the Haven and the management of the building since then and to correct anything that has arisen from speculation or assumption.

6. Would the council please release the names and contacts of any senior officers by whom delegated decisions have been made or will be made so that they can be contacted directly by elected members and members of the public?

The senior officers responsible for the Haven and who can be contacted in case of further queries are:

Oliver Hayward, Assistant Director of Commissioning, People and Community Services, Cambridgeshire County Council and Peterborough City Council
Oliver.Hayward@peterborough.gov.uk

Charlotte Black, Service Director, Adults and Safeguarding, People and Community Services, Cambridgeshire County Council and Peterborough City Council
Charlotte.Black@cambridgeshire.gov.uk

7. Would the council please promptly release the detailed plan and schedule of any proposed changes to the Haven and arrangements for its residents, both to local elected members and all members of the committee so that the local community can be assured that the most vulnerable in our community, residents of the Haven, are fully safeguarded by the democratic processes of the Council?

There are a number of strands of work underway at the moment to determine any proposed changes. These include:

- Individual reviews being undertaken with each current resident to determine their wishes and support needs.
- Discussions with the Landlord in relation to any possibility of investment in the building and facilities to enable the current cohort to continue to reside at the accommodation in line with their current and emerging individual needs.
- Assessment of the longer term requirement for the service as part of the Mental Health pathway and supported accommodation option for older people with Mental Health needs.

Although the Council would not be in a position to share the personal information for each individual and their decisions in relation to their on-going support needs, a broader plan regarding any proposed changes to the service offer, investment in the building and longer term requirements for the service would be presented to the local elected member and members of the Adults Committee for discussion and approval before any further action is taken.

8. Would the chair of the committee be willing to investigate what other decisions are being made of which local councillors in this and other parts of the county are unaware, which affect the most vulnerable residents, and conduct a review of any such delegated decisions? To what extent is the chair of the committee assured that no delegated decisions have already been made which undermine the rights of the vulnerable elsewhere in the county in areas where the local communities are less aware of the rights of the vulnerable and less able to speak out?

It is Council practice to ensure that, in the event of significant changes to services or proposals to close a service that there is full and effective engagement and consultation with those directly affected, their families, the local community and others who have an interest in the service.

Therefore, the Council is confident that there are no circumstances where this has occurred. This includes the Haven as a decision to close the service has not been made. However, we recognise that improvements could be made to how the Council informs local members where a review that affects a service in their community is underway.

Currently, commissioning activity is being undertaken under two main work streams; Adults Positive Challenge Programme and the Housing Related Support review. Any decisions related to these activities have and will continue to come to Adults Committee in line with the Council's contract rules.

There are on occasions decisions that impact the local community that are outside the control of the Council. We have recently been in dialogue with a Care Home in Cherry Hinton which has taken the decision to close the home whilst significant refurbishment takes place.