

**Health and Adult Social Care Scrutiny Committee: [23 January 2025](#) (item 5/45)**

**Response to Recommendations: Coordinating Adult Social Care and Housing Services**

**Portfolios: Adult Social Care and Health / Housing and Planning**

<b>Recommendation</b>	<b>Response</b>
1) That a strong partnership approach is used to achieve the effective and meaningful co-production of integrated services at the community level, to ensure that the most vulnerable people are supported into appropriate housing based around their needs.	<p>The Adult Social Care (ASC) and Health directorate takes a co-production approach to develop preventative, strength-based services, with early intervention through the provision of information and advice about services. The co-production process is crucial for achieving positive outcomes and ensuring that services are designed to meet the specific needs of the most vulnerable individuals, and this is achieved by providing support with assessment. This partnership approach leverages local assets and resources to support health and wellbeing initiatives.</p> <p>An example is that the Housing and ASC Services are cooperating in a stakeholder engagement development plan with citizens to enhance community engagement, ensuring that the voices of those directly impacted are heard and valued, as recommended and aligned to the Care Quality Commission's report to the Council and its Action Plan. This approach is research-based and is likely to lead to success in tackling health inequalities by involving community residents in joint decision-making processes to community-based care, which shapes the local care market.</p>
2) That consideration is given to what health and housing service needs, if not fully met in a timely way, could give rise to a further need for social care services – and how the potential escalation to social care service need can be mitigated against.	<p>The directorate's approach is moving towards a proactive method of early and timely interventions to prevent escalating needs. Housing and ASC Services recognise that there is a risk that individual's situations may deteriorate to the point where they require additional social care and housing services. To mitigate the risk, Housing and ASC are developing an accommodation pathway that brings housing and social care services to ensure timely support. Supporting individuals early on to retain their skills, confidence and independence can prevent or delay the need for</p>

	<p>more intensive support. Stable housing reduces stress and anxiety, which are known to exacerbate health problems. When individuals have a secure place to live, they are less likely to experience crises that necessitate intervention from care services.</p> <p>Alongside this, a newly formed Complex Case Housing Board has been established. This Board will serve as a central point for complex cases, considering if those citizens with complex needs can be transferred by ASC for Housing consideration. Furthermore, the integrating of supportive services collaboratively with Housing, such as mental health support, social activities and assistance with daily living, can help residents maintain their independence and reduce the need for external care services.</p>
<p>3) That full consideration is given to how different Council services work together to engage effectively with both each other and the Committee on cross-cutting Scrutiny issues where action must be delivered in cooperation between directorates.</p>	<p>This requires a shared understanding among commissioners and practitioners, as well as collaboration with a wide range of partners. These collaborative reviews are being undertaken as a series of projects across ASC and other directorates. For example, the new post of the Housing, Children’s and ASC Integrated Lead has been created to bridge the gap between services. Issues and barriers that arise will be identified and mitigations created. The Integrated Lead role aims to reduce duplication and promote information sharing leading to better outcomes for citizens.</p> <p>The ‘review teams’ are using both a framework for data collection and evaluation for each service area. The process involves liaison with the senior management of divisions to ensure that information and research work required by the team is delivered by divisions and that a consensus is achieved between divisions wherever necessary. There is a commitment to increase a cross-developmental collaboration to address challenges effectively and ensure actions delivered are accountable and responsive. The projects and mitigations will be channelled through the</p>

	Council's decision-making processes and that incorporates a process to report to Scrutiny.
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