

Housing Strategy for Older People: First Draft

**Item**

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**Summary:**

**Attached to this report as Appendix 1 is the first draft of an older persons housing strategy and Members comments are invited. The absence of such a strategy was noted by the Audit Commission Housing Inspectorate in their report of 2008 and its development is one of the objectives in the Housing Service Improvement Plan.**

## **1 INTRODUCTION**

- 1.1 The Strategic Housing Panel considered the Cumbria Supporting People strategic commissioning plan for older people's supported housing services in November 2008. The Supporting People Commissioning Body had approved it in July 2008.
- 1.2 Representatives of District Councils on the Commissioning Body were tasked with taking this commissioning plan as a recommendation to their Councils' decision-making bodies.
- 1.3 In December 2008 the Executive accepted a recommendation to note the commissioning plan and to take it into account in the development of an older persons housing strategy for the Borough Council.

## **2 Progress Report**

- 2.1 The Council's strategy for older people's housing services should extend across all tenures and be linked to its financial assistance policy for private sector housing renewal and its housing allocations scheme. It must also link to the strategy adopted by the Cumbria Supporting People Commissioning Body as well as to the County Council's adult social care services and the Primary Care Trust .
- 2.2 Officers wish to emphasise that Appendix 1 is only the first draft and poses many challenging questions about the future. The scope of the draft shows, however, the very comprehensive nature of the strategy and its fundamental importance to our communities.

2.3 Officers anticipate bringing forward a final draft with recommendation for adoption in May/June 2009. The original intention was to complete the document earlier but it is now considered the additional time is necessary for the sake of producing a thorough and sustainable strategy for the future.

### **3 FINANCIAL AND HUMAN RESOURCES IMPLICATIONS (INCLUDING SOURCES OF FINANCE)**

3.1 The cost of producing the strategy is being met from current resources.

### **4 IMPACT ON CORPORATE PLAN**

4.1 This report is in accordance with the Council's action plan following the Audit Commission's inspection report.

**List of Appendices** – Appendix 1: Older Persons Housing Strategy: First Draft

# Older Persons Housing Strategy Copeland BC: First Draft.

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## Foreword

## Introduction from leader/ Cabinet member

## Executive Summary

### Vision for the Older Persons' Housing Strategy

The Council's vision for older people is for a generation provided with quality information to allow real choice about where they want to live. In this vision, older people are making informed decisions and thereby living in homes of their choice, with the support of the services they need. We want older people to feel valued, involved and listened to and will be able to retain dignity and respect.

This strategy aims to make this vision a reality.

## Organisations Consulted

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## 1. Introduction

### 1.1. Why do we need a housing strategy for older people?

Our aging society is one of the greatest challenges for Housing Services. In the UK 30% of all households have a head of household aged 60 or over (HOPDEV 2005). The numbers of people over 75 is growing faster than any other and one in 5 children born today can expect to live to 100 years old. By 2041 there will be double the number of disabled older people than there were in 2002 (Lifetime Homes, Lifetime Neighbourhoods, CLG, DWP, and DH 2008).

Today many homes and communities are ill equipped to meet the changing needs of our aging society. How and where older people lived in the past is changing. As the composition of the older Age group changes so do expectations.

We know that older people can experience disadvantage and discrimination in a number of different ways:

- Services provided by key agencies such as housing, health and social services can be fragmented which results in older people being passed from each agency in order to assess individual needs
- Older people can often be disadvantaged, particularly if they are unaware of where to go for help, they may find themselves having to explain their circumstances several times before accessing the advice or support they require.

In order to provide cost effective services to meet the needs of all older people, older people must be given real choices about their future housing requirements. It is desirable if not essential that they should be able to remain in their homes, near family and friends, with suitable care and support for as long as reasonably possible.

Accommodation should be of good quality and energy efficient to enhance good health and well-being. It is important that we as a Council address this issue and vital to plan for our future housing needs and ensure that this Strategy reflects our needs, aspirations and changing lifestyles.

This Strategy forms part of the wider corporate context and seeks to consider the role of housing in meeting the Council's core objectives and the Local Area Agreement key indicators. The absence of appropriate housing at any time in life severely inhibits well-being, but never more so than in older age. For this reason the aim of the strategy is to ensure that older people have access and choice to appropriate housing and that where it is needed they are given support and care to

continue living independently. This not only promotes community cohesion, but also prevents isolation and exclusion.

## 1.2. What is the Older Persons' Housing Strategy?

It is the commitment to provide the best possible services for all older people in Copeland, wherever they live. This strategy outlines our approach to meeting older persons' housing needs across the different tenures and in different communities.

It brings together housing, adult social care and health so that services are more focused providing both value for money and ways to improve opportunities for individual Independence. It sets out our overall vision for older people's housing services with the necessary objectives, priorities and key actions to help turn vision into reality.

## 1.3. Key Aim and Objectives

The overall aim of the Older Persons Housing Strategy is:

***To ensure older people in the borough have access to a range of housing and housing related services that enables them to remain independent, involved and lead a full and active life in their preferred home and community.***

This is consistent with the overall aim of the Cumbria Older Persons Strategy, the Cumbria Housing Strategy and the Governments National Strategy "Lifetime Homes Lifetime neighbourhoods" and the Supporting People 5-Year Strategy for Cumbria 2005-2010.

The strategy has six objectives:

- **Strategic Use of Housing and Socio-Economic Information in the provision of accommodation and services**

In order to balance the housing market and meet housing need we need to understand and project forward the different housing markets operating in the Borough and the wider area. We need to look at supply and demand in relation to older people for different housing tenures and understand older people's housing needs, whether this relates to the accommodation, the neighbourhood or support and care. New housing needs to be user friendly, low maintenance and safe with outdoor space to improve quality of life. Where appropriate, existing accommodation may need to be remodelled.

- **Promoting and establishing Independence**

We want to ensure housing across all tenures meets the decent homes standard and more. We also want to ensure older people can afford to maintain and heat their homes, living in secure and safe environments. In addition, there is a need to provide support services and supported housing in order to promote independence and allow people to remain in their own homes, be they in the private sector or in social rented accommodation.

- **Providing Housing and Support Options for Older People through information and advice**

There is a need for affordable housing options for older people which we are seeking to enable through working with development partners. We recognise the importance of providing housing advice so that a range of housing options are available and older people can make informed decisions.

- **Providing Specialist Older Persons' Accommodation**

There are and will be times when some older people cannot or don't want to remain in their existing home. This may be a personal choice or due to circumstances such as deteriorating health. Whatever the reason, Copeland recognises that with an increasingly older population we need to plan, assess and facilitate specialist housing provision in the Borough. We want to provide homes that are user friendly, low maintenance and safe with access to green space.

- **Promoting and increasing partnership working so that resources are targeted effectively**

The provision of excellent cost effective services cannot be provided by one source alone. It is the aim of Copeland to continue to build and develop relationships so that services are balanced and targeted effectively.

- **Involvement of Older people in design and delivery of accommodation and services**

There is a need to involve older people to make sure we get things right and provide value for money. People want to be listened to, to be involved in designing and shaping homes now and in the future. Older people can contribute through direct experience which is an invaluable source of information.

The six key objectives are shown below.



#### 1.4. National Context

Government recognises that an ageing society is one of the greatest challenges for housing: The Government's housing strategy for an ageing society is 'Lifetime Homes, Lifetime Neighbourhoods'.

The Housing Corporation's 'Housing For Older People ' highlights the need to provide a greater range of housing choices for older people; this covers housing in general, new models for sheltered housing and applies to all tenures.

Within social and health care policy for older people there has been a shift away from a problem based culture towards one of promoting independence. The shift of emphasis is clearly very positive and one which housing services embrace.

The most significant national policies which have been considered while drafting this Strategy are;

##### **Quality and Choice for Older People's Housing, DETR/DOH 2001**

Provides a strategic framework for developing older people's housing strategies. The report has two key objectives: to ensure older people secure and sustain independence and to support older people to make active and informed choices about their accommodation by providing appropriate housing services and advice.

### **National Service Framework for Older People**

Seeks to ensure fair, high quality, integrated health and social care services for older people and is aimed at linking services to support independence, promoting good health and ensuring that older people and their carers are always treated with respect, dignity and fairness.

### **Opportunity Age: National Strategy on Ageing 2005**

A government policy document setting out the first comprehensive UK strategy to address the challenges of an ageing society.

### **Independence, Wellbeing and Choice, DOH, 2005**

A green paper which sets out a vision for adult social care over the next 10 to 15 years.

### **Decent Homes Standard**

By 2010 to bring all social housing into decent condition, with most of the improvement taking place in deprived areas, and increase the proportion of private housing in decent condition occupied by vulnerable groups.

### **Our Health, Our Care, Our Say: A New Direction in Community Services, DOH 2006**

A White Paper on community based health and social care services that follows on from Independence, Wellbeing and Choice. It outlines a radical shift in how services are delivered, ensuring a more personalised approach which will fit into people's lives and providing a stronger voice for people so they can be the major drivers of service improvement.

### **Independence and Opportunity; Our Strategy for Supporting People, CLG June 2007**

The Supporting People programme was introduced in 2003 as the policy funding framework for supported housing, including sheltered housing. The introduction by the Government in April 2003 of Supporting People funding has helped to reinforce the importance of promoting independence and supporting older people and other vulnerable groups at home or in a supported housing setting. This Strategy sets out the next steps forward in delivering housing related support. This strategy is based on four key themes; Keeping people that need services at the heart of the programme; Enhancing partnership with the Third Sector; Delivering in the new Local Government landscape, and; Increasing efficiency and reducing bureaucracy.

### **The Green Paper 'Homes for the Future' CLG, 2007**

Sets out the Government's vision for housing. They aim to build 3 million more homes by 2020 and deliver sustainable communities. It states that while the housing stock is growing by 185,000 a year, the number of households is projected to grow at 223,000 a year, many of them people living alone. The need for more housing is in large part due to the increasing number of older households.

### **Lifetime Homes, Lifetime Neighbourhoods; A National Strategy for Housing in an Ageing Society, CLG, DOH, DWP, February 2008**

This Strategy aims to ensure older people have a choice that mirrors their lifestyle and circumstances, that they are able to remain safely in their own home, near family and friends; that good housing is essential for good health and well-being and should be valued and planned as such, and that in the future there will be a choice of desirable housing with support and care to match changing capabilities.

### 1.5. Regional and Local Context

It is clear that Housing must be seen in the context of what is happening both regionally and locally. It is not an isolated service and therefore this strategy has direct links with other area plans such as the Local Area Agreement. It takes account of and links into other local strategies that affect older people. The objectives are

Due to the rural nature of the borough it is important to assess the findings of the “Services to older people in rural areas” project currently being undertaken by the Social Exclusion Task Force (SETF). The project focuses on “Identifying rural exclusion” and “understanding levels of social care need for older people”

The Older Persons Housing Strategy with key Regional and Local Plans & Strategies



## 1.6. The Policy and Performance Framework

Our Policy Framework is designed to ensure we have a joined-up approach to policy development across the Council and beyond. This ensures that our policies, plans and strategies are absolutely focussed on developing and delivering our priorities at the right time and in the right way to improve the lives of older people in Copeland.

**It is clear that this strategy can feed into a number of key performance targets held within the Local Area Agreement as shown below**

Designated	Local	Legacy (Stretch)
NI 4 % of people who feel they can influence decisions in their locality*	LI 4 (NI 187) Tackling Fuel Poverty % people receiving income based benefits living in	SI 4 Average length of waiting time for major adaptations supplied via disabled

	homes with a low energy efficiency rating*	facilities grant from assessment by occupational therapist to work beginning, as defined by CSCI self assessment survey guidance adult social care 2006/07
NI 5  Overall / general satisfaction with local area*	LI 11  Number of people benefiting from Promoting Independence in Partnership with older people scheme	SI 12  The percentage of residents who strongly agree or agree that by working together, people in my neighbourhood can influence decisions that affect their neighbourhood as measured by the Cumbria Quality of Life Survey
NI 154  Net additional homes provided*	LI 12  Supporting peoples service users who have moved on in a planned way from temporary living arrangements. As measured by DCLG KP2(A)	
	LI 13  Numbers of people successfully claiming pensions credit and gateway to other entitlements	

### 1.7. Evaluation and Review

The Older Persons Housing Strategy is a 5 year strategy that will be reviewed on an annual basis to monitor progress in delivering the outcomes, objectives and priorities.

## **1.8. Equality, diversity and inclusion**

Equality matters and the Council's equality and diversity principles are embedded within strategy development and implementation. In taking the Older Persons Housing Strategy forward it is envisaged that Equality Impact Assessments will be undertaken throughout its course to ensure that any barriers to accessing services are identified with avoidance action taken. This will help ensure measures can be taken to develop and design services to be accessible for all our customers.

## **1.9. Value for Money**

Providing Value for Money should be straightforward; Our aim is to ensure that the money we spend provides the right services that Older people want at the right time. We challenge ourselves to make sure our costs compare well with others; identifying and challenging areas of high spend. In developing this strategy, Value for Money issues have been considered and embedded in our actions.

## **2. A Picture of Copeland; Facts and Figures**

### **2.1. What is Copeland like**

Copeland is situated on the west coast of Cumbria in North West England. It is 284 square miles and largely rural with two thirds in the Lake District National Park. Whilst the scenery of mountains and lakes can be described as stunning the environment leads to poor communication and transport links. It is often at least an hour to a motorway and links to the national rail network are slow. Travel time from north to south of the Borough by car is also slow due to the road network and public transport in rural areas is relatively poor with many having no daily bus service. This is particular issue because 34 per cent of residents travel over ten kilometres to work and only 72.1 per cent of households have access to a car

There are 4 main population centres; Whitehaven Egremont, Cleator Moor and Millom The majority of people live in this narrow 35 mile coastal strip.

The Borough has a mixture of affluence and urban deprivation. The industrial base of mining, shipping and chemical manufacture has declined. There is a legacy of poor health, low educational attainment and limited economic activity in many areas. High death rates among older groups and out-migration of younger people resulted in population loss of 5.7 per cent between the 1961 and 2001 censuses. 23.5 per cent of the population is aged over 60 and 30.1 per cent of the population lives in single adult households

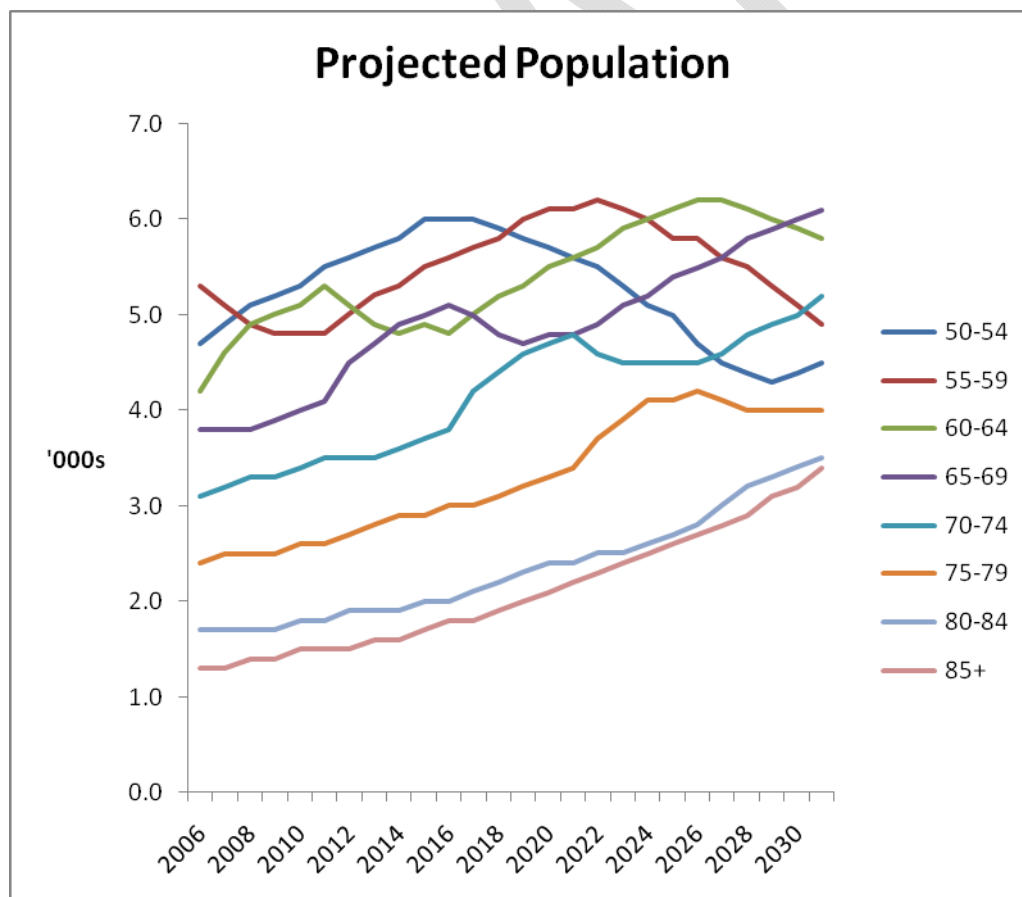
The focus of employment in the Borough is the Sellafield nuclear site which is undergoing decommissioning. This will impact not only on employment at the plant but also in supporting businesses, with a potential reduction of approximately 17,000 jobs in total in the West Cumbria area by 2012. This could mean the loss of further people of working age.

## 2.2. Population Growth

The UK's population is ageing. Although the population grew by 8 per cent in the last thirty five years, from 55.9 million in 1971 to 60.6 million by 2006, this change has not occurred evenly across all age groups.

In Cumbria major demographic changes are in progress. Since 1991, the number of young people aged 15-29 has dropped by 24,000 or 24%. By contrast, 26.7% of householders are pensioners compared with the national average of 23.7%. Since 1991, the number of people over 65 has increased by 8% and those over 85 by 37%.

According to the Office for National Statistics 2006 sub national population projections the numbers of older people in Copeland will change in the following way:



It is clear that the older age groups will see some of the greatest increases in growth whilst numbers in their 50s and 60s is projected to decline. These projections will have significant impact on the types of housing services required by residents

## 2.3. Minority Groups

In terms of ethnicity, 97.42 per cent of local people described themselves as 'white British' at the time of the 2001 census, with a further 1.01 per cent describing themselves as 'white Irish' or 'white'.

However it is clear that Britain is becoming increasingly diverse and whilst such diversity may be more apparent in younger age groups in certain parts of the country it will become more apparent as people grow older. This will increasingly impact on the older population as earlier migrants and those with families in previous decades become older. The needs of BME older people need to be reflected in strategy and policy to improve all aspects of equality.

The existence of prejudice has been substantiated by Cumbria Attitudes Survey which was undertaken in 2004. Key findings showed

- almost three quarters of respondents, 73%, were prejudiced against at least one minority group with 35% expressing prejudice towards three or more minority groups.
- most prejudice is aimed at people from minority ethnic groups, including asylum seekers, immigrants and gypsies and travellers.

Similarly the North West Equality and Diversity Strategy estimated that the Lesbian, Gay, Bisexual and Transgender (LGBT) community accounts for 6-7% of the population. At present there is very little known about the needs of this group, though it is clear that there is a great deal of prejudice (Cumbrian Attitudes Survey 2004).

Whilst these statistics relate to the population as a whole they demonstrate that older people can suffer prejudice, discrimination and limiting access to services. For example one in four gypsy and traveller households live on unauthorised camps. For all age groups including older people s access to services is likely to me limited.

## 2.4. Health Issues

### 2.4.1. Long term limiting illness

It is clear that with an increased aging population the percentage of older persons with a lifelong limiting illness against those that do not is likely to increase. Today there are 700, 000 cases of dementia in Britain and the figure is expected to double

over the next 30 years. Over 20% of people over 80 years of age suffer from some form of dementia. This will result in much greater demand for personal health and social care, in terms of both quantity and quality. However fewer people are likely to be available to provide these services.

Similarly the number of hours that paid and non paid care is required is likely to rise as people's needs become more extensive and potentially more complex. Whilst figures for the numbers of older people with long term limiting illness are not readily available the following figures illustrate the extent of these conditions.

This has very clear implications for the type of accommodation that is needed not just in terms of bricks and mortar but the care services that are provided

	Copeland	North West
All Persons	69318	6,729764
Have a long term limiting illness	14115	1394609

Office for national statistics Census 2001

### 2.4.2. Learning disabilities

It is likely that there will be significant increases in older people with learning disabilities. Estimates project an increase of between 37% and 59% in the numbers of people aged 60 and over with learning disabilities between 2001 and 2021. "Lifetime Homes Lifetime Neighbourhoods" DOH 2008. It is clear that with such an increase there would be specific implications for both specialist housing and making sure older people in mainstream housing received the appropriate level of care and support.

More people are going to want to live independent and active lives in their old age and services will need to adapt to support this. In line with Government thinking it will be essential that services promote health and independence in old age, so that the impact of the aging population on health services is minimised. Services such as Housing and planning will need to play an integral part in helping to make this happen

## 2.5. Tenure

The housing stock for the Borough totals 32,396 units of accommodation.

Type of accommodation in the borough as a %

Tenure type	Percentage
Owner Occupation	72
RSLs/Housing Associations	21
Private Rented	7

In terms of private rented accommodation the district has 6.6% compared to Cumbria which has 11.7%. Renting in the private sector is considerably more expensive than renting from a social landlord. This is particularly so as the size of the property increases. Private sector renting in the more rural parts of the District appears to be corporate based. Evidence suggests that people move up to the area to work at Sellafield want to live in the picturesque surroundings of rural areas.

Over half of the borough's housing stock was built prior to 1964, with pockets of either predominantly pre-1919 terraced housing or large ex-Council estates. There are variations across the district. In Millcom for example there are disproportionate amounts of pre-1919 terraced housing which are in disrepair and a significant proportion of private sector properties are occupied by people who are vulnerable.

**Table 4: Tenure of Older People (Males over 65 and Females over 60) in Copeland Borough (Census 2001)**

Accommodation Type	Copeland	North West	England
<b>Owned</b>	5624	557072	3,939,809
<b>Council rented</b>	1444	129949	974,654
<b>Other social rented</b>	1062	67367	424,115
<b>Private rented or living rent free</b>	598	61396	438,082
<b>Total No of households of pensionable age</b>	<b>8728</b>	<b>815,784</b>	<b>5,776,660</b>

## 2.6. Income

Official statistics revealed that 200,000 more elderly people were classed as poor in 2006-7 than the previous year. In the last year (2007/8) the number of pensioners living below the official poverty line of £151 a week (60% of median population income before housing costs) has risen by 300,000 to 2.5m, the same level as in 1997/98.

Perhaps more alarming is that between 1997 and 2006, the number of people living in severe poverty; defined as living on less than 40% of median population income, increased by 600,000.

About two thirds of elderly people living in poverty are women and up to as many as 5million do not qualify for a full state pension because they were unable to pay the full national insurance contributions because of caring for their families or being in low paid employment.

Around 62% of pensioner couples have an annual income of £15,000 or less, and 45% of all single pensioners have an annual income of £10,000 or less.

The spending power is known to decrease rapidly through the retirement years. In 2003/04 households headed by someone aged 50-64 in the UK spent an average of £441 a week. For households headed by someone aged over 75, weekly spending was an average of £183. It is believed that this is in part due to the decreasing income with later years.

For many the notion that a pension fund would help provide an adequate income for retirement is becoming less and less likely as people live longer and eat into the savings that they have made.

The situation is deteriorating further and evidence from the National Pensioners Convention (NPC) states that at least 75% of final salary occupational pensions have closed to new entrants and that the present economic crisis is estimated to have wiped £250bn from pension funds. Up to 9m existing workers have no pension provision other than the state

Information drawn from the 'Indices of Multiple Deprivation' published most recently by the Department for Communities and Local Government (DCLG) shows that Copeland is in the top quartile of the high deprivation rankings nationally. It scores 78 out of 354. Evidence implies, through a variety of deprivation criteria, that the same areas highlighted in the Stock Condition Survey are more likely to suffer from higher levels of fuel poverty than the borough average.

- Is there data to show how many older people in receipt of partial/total HB.  
Can this broken down into age bands
- Do we know how many older people and those in their 50s receive state benefits – what is the trend

## 2.7. Housing Needs and Demand of Older People

The Supporting People 5-Year Strategy for Cumbria 2005-2010 identified 3 main priorities for Older People living in Cumbria with clear impacts on Copeland.

They are as follows:

- *Increased provision of Extra Care/Very Sheltered Housing*
  - *Development of Virtual Extra Care Village Model*
  - *Dedicated Floating Support for Older People*
- How many registers are there in the borough- do different RSLs keep their own registers
- Profile needed of households on the registers; Age, sex, gender
- Profile of what property households are seeking
- What is the average wait for different properties designated for older people for last 5 years eg
  - cat 1 bedsits/1 bed flats/2 bed flats/ bungalows
  - Cat 2 bedsits/ 1 bed flats/ 2 bed flats/bungalows etc
  - Non sheltered bungalows
- How often does a cat 1 or cat 2 property go to an applicant under the usual age
- What type of property is hard to let. Where are they and how many
- What is average void time after repairs completed for different properties so comparison can be made between bedsits/1beds/ bungalows etc
- Do tenancy start dates gets delayed due to adaptations being necessary
- How many offers/bids made on different types of property
  - Can this be broken down for each property type and bedroom size
  - Are certain schemes /areas problematic
  - What is trend
- Homelessness amongst the over 60s- is this an issue
- What are RSLs building for next 3 years in terms of sheltered cat 1 cat 2 or general needs, bedroom size
- How was this agreed
- What RSLs are operating in the borough
- What stock do each have in terms of;
  - flats, bungalows houses etc
  - bedroom size
  - cat 1, 2 and 2.5 or 3

- resident warden, visiting warden
- whether it is sheltered , extra care

### 3. Consultation

#### 3.1. Previous consultation

- How are older people involved, consulted and able to influence, present/ future services and future design and needs.
- If there is something does it work well, when was it introduced

Work undertaken through the Older Peoples Strategy “A shared Vision for Cumbria 2006” and the Commissioning Strategy for Older People and their Carers 2007-2016 provides an insight to the thoughts and views of older people. Key issues are given below;

#### From the Older Peoples Strategy “A shared Vision for Cumbria 2006”

- older people wish to live in their own homes for as long as possible and greatly value the quality of home care services they receive:
- most older people are satisfied with arrangements made for their care upon discharge from hospital:
- there are areas of concern and room for improvement in terms of access to advice and information, reliability of services, speed of provision and flexibility and choice.
- older people are less satisfied with the council than other residents. A quarter think that the way the council runs things has got worse in the last three years compared to a fifth of residents as a whole. (Adult Services Service User Participation Strategy)

#### From the Commissioning Strategy for Older People and their Carers 2007-2016

Identified seven themes to achieve ‘a good life’. These are:

- Being active, staying healthy and contributing.

- Continuing to learn.
- Friends and Community – being valued and belonging.
- The importance of family and relationships.
- Valuing diversity.
- Approachable local services.
- Having choices, taking risks.

Older People in Cumbria have said that:

- They wish to live in their own homes for as long as possible and greatly value the quality of home care services they receive.
- Access to timely information and low level support such as housework, gardening and home repairs helps maintain independence.
- Ability to get out and about and maintain social contacts are very important.
- Keeping the concept of having own 'front door' was important (even for those in residential care).
- Most older people are well satisfied with arrangements made for their care upon discharge from hospital.

National research (Source 'Person centred thinking with Older people' Older People's programme 2007)

Many of these views expressed connect to the provision of housing and associated services and it is therefore useful to know this when taking forward further service design. It is clear that a cost effective and valued service must encompass the thoughts and views of its service users. Older people share many common experiences and are well placed to use their experiences to influence services

### **3.2. Older Persons Housing Strategy Questionnaire**

### **3.3. Supply Mapping Questionnaire**

A Directory of services for Copeland was established in 2008 which listed service availability. Much of this did not specifically relate to older people and therefore another Supply Mapping Questionnaire was sent out to 20 Stakeholders.

The survey was designed to obtain information about current services for older people and to obtain views relating to gaps in provision, key priorities for the future, what worked well, what worked less well. The information provided being used to feed into the Strategy and associated Action Plan.

### **3.4. How do Older people get consulted, influence services and future design of accommodation**

From research undertaken it seems that older people do get consulted by different organisations at different times. We have already seen some results from larger scale Cumbria wide consultation.

Locally Copeland Homes accounts for about 80% of the social housing stock within the borough. Consultation and involvement of residents is through “Opportunities for involvement, a menu of choices” which directly links to the Home Customer Involvement Strategy 2008-2011.

Seeking the views of older people is completed through generic processes and are not generally sought as a specific group with specific needs **Not sure correct because of HomePrime**

For the purpose of this strategy current views were sought from older people so that any themes and priorities could be considered.

Through Copeland Homes .....

## **4. Promoting and establishing Independence**

Older people want access to information, advice and support to remain in their homes for as long as possible. (HOPDEV 2005) They want to remain independent but recognise that as their health and /or mobility declines they need “a little bit of help”

Accidents in the home, and in particular falls, are a major and common cause of injury to older people. The estimated cost of accidental injury to the NHS in England in 2000-01 was £2.2 bn (DH). The UK population is ageing and therefore the cost of falls incurred by the NHS and other agencies is expected to increase.

- Around one third of all people aged over 65 fall each year, with higher rates among those over 75 (Help the Aged, 2006)

- 1.22 million people were victims of a fall in their own home (indoors and outdoors) in 2002. Of the reported falls, 378,123 were experienced by people aged over 65 and 36% of these falls resulted in a fracture (ROSPA, 2002)
- In 2001, the combined NHS and social care costs for a single hip fracture in the UK were estimated to be over £20,000 (NOS, 2001)
- DH Episode Statistics 2003/04 showed that fractures in patients aged 60 years and over account for more than 2 million bed days in England
- Falls are a major cause of disability and the leading cause of mortality due to injury in people aged over 75 in the UK (DH, 2001)

The Government is concerned at the number of people unable to return home because of unsuitable conditions.

- In 2005 there were 2800 delayed discharges throughout the acute sector of the NHS on any given day (DH, 2001).
- A geriatric hospital bed costs £159 per day, a generic bed costs £273 per day (PSSRU, 2005)
- The cost of delayed discharge can be estimated at approximately £160m per annum (DH, 2005).

For many older people services small costs early on can reduce larger costs to services later on.

#### 4.1. Home Improvement Agencies (HIA ) and Handypersons Schemes

Home Improvement Agencies are locally based, not-for-profit organisations. They assist older, disabled or vulnerable homeowners or private sector tenants to repair and maintain their homes. Many also provide advice and support on benefits, and operate schemes for energy efficiency to help keep homes warm, crime prevention, accident reduction, gardening and decorating.

Much of the work carried out by HIA handyperson services is concerned with making people's homes safe and secure. Handy person schemes need to be accessible and responsive as the impact they can have is significant. For example Handypersons carrying out work as part of hospital discharge schemes can help free up much needed beds in hospitals and avoid bed blocking.

They also respond to individual requests from clients who need assistance with small repairs.

- Is there annual data showing how much has been spent, who is benefitting from service, what repairs etc are carried out- are there any changing trends

#### 4.1.1.Minor Adaptations

Fitting minor adaptations, such as a second stair rail, grab rails and bath aids, can minimise the risk of falls, have a major impact on the health and well-being of an older person and reduce admissions to hospital or create extra pulls on other care services. This work is not particularly expensive but in many areas there are long waiting lists which could be alleviated by expanded handyperson services.

#### 4.1.2.Home Security

Home security provides peace of mind. Fitting locks to windows and doors, door chains and viewers are simple DIY jobs that many householders carry out. Many older people are unable to do this kind of work either physically, a lack of money or due a general lack of knowledge about the best type of products to use for different types of windows and doors.

#### 4.1.3.Minor Repairs and Jobs around the House

Everyone needs their home to be fit for their needs. The householder traditionally carries out their own small tasks such as changing a washer, putting up shelves, clearing blocked drains, hanging curtains or changing light bulbs. Many older and disabled people put themselves at risk if they attempt these jobs. They cannot climb ladders, apply wrenches or carry heavy equipment. They need prompt and simple help. In addition to carrying out specific works relating to hospital discharge, home safety and the fitting of minor adaptations, the very nature of routine tasks carried out by handyperson services adds to the safety and well-being of the client

Where HIAs don't already run handyperson schemes, relatively small amounts of additional funding would enable them to provide a more comprehensive service that includes a handyperson for smaller jobs.

JRF carried out research into priority low-level services in 2005 following evidence that older people were finding it increasingly hard to obtain help with ordinary, day-to-day needs. The Inquiry Group, which included a majority of older people, prioritised the services that best reflected the needs of older people and placed handyperson services at the top of this list. They argued that investment in programmes such as handyperson services would not only improve the quality of older people's lives, but also help to prevent injuries in the home and other problems that can hasten demand for more expensive and intensive care services.

### 4.2. Anchor Staying Put Agency

Copeland Council works in conjunction with Anchor Staying Put Home Improvement Agency as part of its drive to support householders in poor or inappropriate accommodation. In 2008/09 the source of funding was;

#### **Estimated total income 2008/09**

Supporting People	23%
Local Authorities	26%
Adults and Culture	14%
Fee Income	37%

The following services are provided:

- Minor Works Grants
- Disabled Facilities Grants
- Renovation Grants
- Small Aids and Adaptations - Provides Handrails, ramps etc to aid access to property. This is a rapid response service and aids early discharge from hospital.
- Energy Efficiency through referral to Warm Front to install various insulation and heating such as central heating and loft insulation.

There are a number of performance targets for Copeland which are

- offer advice or provide a service to a minimum of 950 customers in the Copeland area.
- to contact all customers within 15 working days of enquiry.
- to complete 600 customer based jobs
- all internal hand and grab rails referred under the minor adaptation scheme will be fitted within seven days of receipt of the referral.

Between April and June 2008

- 309 customers were offered advice or other service.
- all customers were contacted within five working days of their enquiry.
- 212 customer based jobs have been completed

**Need up to date performance figures**

%

The agency has previously administered the Councils funding scheme for home improvements and disabled facility improvements and has offered home advice, leaflets and support for vulnerable groups, particularly the disabled and elderly to access grants for home improvements including insulation, double glazing and new central heating.

In April 2009, much of the work carried out through the agreement is to transfer back to the Council and be administered under the Financial Assistance Policy for private sector housing.

What information is there that breaks down what actual repairs or types of advice were given

### 4.3. Assistive Technology (Telecare)

Telecare is equipment provided to support people so that they can live independently and helps negate the need for older people to move from one place to another as their health deteriorates. It includes community alarm services or devices, such as monitors that detect falls or gas as well as motion detectors that trigger warnings in response centres. Telecare can help prevent accidents and reduce the level of harm resulting from an accident.

It assists in reducing acute hospital admissions and the need for residential and nursing care. The contribution Telecare can make to a person's independence should be considered in any needs assessment.

- Does this operate in Copeland- what data is there

### 4.4. Disabled Facilities Grants (DFG)

Disabled facilities Grants fund home adaptations that enable people to live independently in their homes for longer. Older people are the main beneficiaries of the DFG

It is known that by providing adaptations, the individuals, families and any carer's quality of life improves and that significant cost savings can be made through preventative. The report "Better outcomes Lower costs" Heywood and Tuner 2007 outlines how installation of adaptations delivers economic benefits.

The provision of adaptations can speed up hospital discharge and/or reduce admissions to hospitals or residential care due to the prevention of accidents such as trips and falls.

- Does bed blocking occur in Copeland

In recognition of the vital role DFGs have in across the spectrum of housing and care services the Government has;

- Increased the national budget to £156ml in 2009/10 and 166ml in 2010/11
- The maximum grant level has been raised to allow more complex adaptations
- Means testing processes have been improved so that those on lower incomes can have adaptations installed more quickly
- Access to gardens is included from 2008 so that quality of life is enhanced
- Ring fencing relating to the DFG will be relaxed

- Levying property charges will become more easily completed

In order to benefit as many residents as possible it is useful for the use of the DFG be incorporated into the LAAs

- What size fund/grant has been available over each of the last 5 years;
  - Is it keeping up with demand
  - Who gets the money- what data do we have
  - Average grant given out each year over last 5 years
  - What adaptations have been carried out for each of last 5 years; is the type changing, is the cost?
  - Figures for the above broken down into age bands such as 51- 60, 61-70 etc

#### 4.5. Minor Adaptations through RSLs

- Is there a register of adapted properties across all/ some/ none of the RSLs
- Is there a data base of properties with minor or major adaptations, what type of adaptation , date installed
- Can property with adaptations be profiled to applicants to help with best use

#### 4.6. Floating Support Services

There are 396 units of supported accommodation in Copeland, which includes 24 extra care units. There are also 7 units of floating support.

The Housing Needs Services Directory produced in 2008 provides information on floating support availability.

Age Concern is a local, independent charity, which provides a range of services, information, advice and practical help for the over 50s and their carers, however there is a charge for many of the services available. Access to Age Concern services are made direct.

The Supporting People Team provides funding to enable vulnerable people to live independently in the community. Housing-related support is given via various providers.

The type of support given may include; help with budgeting and managing a tenancy, emergency alarms and help in filling in claim forms or arranging professionals to call

Do we have information to support which services appear VFM

## 4.7. Community Alarms

## 4.8. Services for older people supplied through Adult Social Services

Social Services assess the care needs of older people and where a need has been identified they can organise a package of care. They help locate appropriate accommodation

**How does the adult care team ( older people) work with housing or \RSLs etc**

.....

## 5. Providing High Quality Information and Advice Services

Up to date, easy to understand information and advice about housing options and the type of support services available allows older people to make informed choices about their future; whether to move or remain at home.

### 5.1. Who provides advice?

Nationally there are a number of organisations that provide advice such as Age Concern, Help the Aged, Shelter, the CAB and Local Authorities themselves.

However it has been found that the latter organisations often focus advice on issues such as homelessness, debt and immediate concerns. Quite often the advice is not comprehensive enough or tailored to the needs of older people.

There is a need for a single, simple route to obtaining independent information which covers all spectrums of an older persons housing health and care needs. (shown through the early pilot evaluations such as Link- Age Plus and Partnerships for older people) Only in this way can proper informed and longer term decisions be made.

Locally a Copeland BC Housing Needs Services Directory has been compiled which lists many of the housing-related services that are available in the Copeland Borough Council district. It includes Agencies specifically linked to housing need and general support services, which may be of use to people requiring support with the wider issues associated with homelessness and housing need. However it would seem appropriate that to meet Government expectations a more comprehensive single

access point for older people should be considered to maximise opportunity to provide good quality detailed information and options.

**What sort of advice is provided?**

**Does it meet older people's expectations? What consultation has been undertaken to find out what they need etc**

**Is it VFM?**

## **Funding is available to support the development of housing information and advice for older people**

- What RSLs are operating in the borough
- What stock do each have in terms of;
  - flats, bungalows houses etc
  - bedroom size
  - cat 1, 2 and 2.5 or 3
  - resident warden, visiting warden
  - whether it is sheltered , extra care

Are there leaflets on all older persons accom. Detailing type of acco. Services, clubs etc etc ie the benefits of living there

Is there a map showing where all RSL stock is in the borough

## **6. Providing Good Quality, Affordable, Warm and Safe homes**

### **6.1. Decent Homes**

The Government requires all council and housing association housing to reach the Decent Homes Standard by 2010. In order to be decent a home should be warm, weatherproof and have reasonably modern facilities. A decent home is one that satisfies all of the following four criteria:

- ***It meets the current statutory minimum standard for housing.***
- ***It is in a reasonable state of repair.***
- ***It has reasonably modern facilities and services.***
- ***It provides a reasonable degree of thermal comfort.***

The measurement of housing conditions in Copeland is related to Public Service Agreement (PSA) Target 7 - Decent Homes. The Government's housing objective is to ensure that everyone has the opportunity of a decent home and so promote social cohesion, well-being and self-dependence. This target will be regarded as being met if:

- *65% of vulnerable households live in decent housing by 2007*
- *70% of vulnerable households live in decent housing by 2011; and*
- *75% of vulnerable households live in decent housing by 2021*

## 6.2. Social Housing

Within Copeland progress on meeting the Decent Homes target is more evident in the social housing sector than in the private sector. A more defined and coherent approach on how money is used is in place.

Copeland Homes, which is part of the Home Group represents over 80% of Copeland's housing stock. The housing association is drawing towards the end of its Decent Homes improvement programme and is on schedule to make the majority of its homes meet the Decent Homes target by December 2010. The programme has incorporated improvements to heating systems and home insulation where necessary not only to meet the standard but to improve the efficiency of the heating installations to ensure that they are affordable to run.

For the remaining stock that is considered 'Hard to Treat' or poor quality, Copeland homes have recently been given dispensation by the Housing Corporation to defer the completion dates. The deferral will provide time to consider whether the stock should be demolished or receive major investment for refurbishment.

- How much will meet DH standard by 2010.
- What are the reasons for any stock not meeting the standard
  - Is it physically impossible
  - Too expensive or just not worthwhile due to low desirability

Both Two Castles and Impact Housing, which are associations that represent around 20% of Copeland's remaining social housing, report that they are well ahead with meeting the Decent Homes standard by 2010

## 6.3. Private Sector

National research through the English House Condition Survey programme (EHCS) has established that the poorest housing conditions in the private sector are concentrated in the oldest housing stock and in the private-rented sector. Variations in the distribution of private housing by age and tenure may therefore prove significant in determining differential needs for private investment across the Borough.

In 2007 Copeland BC published its most recent Private Sector House condition survey.

The survey was designed and implemented according to national guidelines recommended by the Department for Communities and Local Government (DCLG). Full surveys were carried out on 1026 properties across electoral wards. The main findings were;

- 17568 dwellings (67.2%) met the requirements of the Decent Homes Standard (satisfactory). The remaining 8579 dwellings (32.8%) are non-Decent (unsatisfactory)
- the majority of non-Decent dwellings (5463 dwellings - 63.7%) experience a single item failure
- 34.7% of households have a head that is economically retired
- 47.7% have a head of household over 65 years of age (30.4% for owner occupied and 17.7% for private rented)
- 33.4% of economically vulnerable households are elderly
- 3219 or 34.9% elderly households live in non decent homes.
- 1384 or 47.5% elderly households live in dwellings with Category 1 hazards
- 4391 private sector households or 18.5% are in fuel poverty.
- Rates of fuel poverty are above average in the Distington (20.0%) and West Lakes (23.0%) Areas, in the pre-1919 housing sector (23.9%), and for the private-rented sector (29.4%).
- To improve non-Decent housing within the District will require a minimum of £57.258M.

Data taken from the Private Sector House Condition Survey 2007

Need copy of the action plan

#### 6.4. Tackling Fuel Poverty

Tackling fuel poverty has been a major priority for the Government. There is a statutory target to eradicate fuel poverty in all vulnerable households in England (as far as practically possible) by 2010. CLG's National Strategy for Housing in an Ageing Society states that the most recent statistics indicate that 1.2 million vulnerable households were living in fuel poverty. Vulnerable groups are a priority for the government in its drive to improve performance nationally through NI 187 which is included within the Copeland LAA.

The most recent 'North West Fuel Poverty Briefing' has indicated that the North West has 631,200 households or around 22% living in fuel poverty. This is an increase of over 40% since 2003, highlighting the fact that the issue remains one of the most significant challenges for the region.

Research indicates that older people and those that are particularly vulnerable don't always take up opportunities to improve fuel economy and benefits. Whether this is pride or lack of awareness it is an issue that needs addressing. In addition we know that the private rented sector landlords are often slow to respond to energy efficient improvements, possibly because such measures may require an initial substantial outlay. The specific challenge for the borough is that substantial numbers of older and vulnerable people live in private accommodation.

Tackling Fuel poverty and improving energy efficiency for older people can significantly improve health, mobility and social inclusion. For example it can decrease;

- the risk of falls and accidents
- the likelihood of conditions such as influenza, heart disease and strokes caused by cold conditions
- chronic respiratory conditions, such as asthma, caused by mould, fungal spores and house dust mites that are prevalent in cold and damp housing.

Taking a snapshot of the number of falls for females over 65 in Copeland there has been a small decrease over recent years , however further reductions are required.

Females Aged 65 and Over; Falls (basic accidental falls); External cause (Admission Episodes)

Period	Copeland
April 2006- March 2007	198
April 2005- March 2006	197
April 2004- March 2005	226
April 2003-March 2004	225
April 2002- April 2003	210

Office for national statistics Census 2001

In addition contained within the National Service Framework for Older People DOH there are 2 key areas which relate to property conditions. The 2 key areas of the National Service Framework are:

- to reduce the incidence of stroke in the population and ensure that those who have had a stroke have prompt access to integrated stroke care services;

- to reduce the number of falls which result in serious injury and ensure effective treatment and rehabilitation for those who have fallen;

Within the Borough Energy efficiency levels are in line with the national average although local issues still remains:

- 5216 dwellings (20%) have a SAP rating of 40 or below. These dwellings are typically of semi-detached or detached configuration and constructed pre-1919.
- 3831 dwellings (14.7%) fail the energy efficiency requirements of the Decent Homes Standard.
- 4391 households (18.5%) are in fuel poverty.

In order to improve the situation and target resources effectively the first draft Fuel Poverty Strategy has been produced.

The key objectives are;

- Continue to promote energy efficiency measures to private homeowners, private landlords and particularly low income and potentially fuel poor households
- Identify and target 'Hard to Treat' homes for special measures to improve energy efficiency through practical means and funding
- Target vulnerable groups and the elderly to ensure they are supported in benefit entitlement, fuel switching and grant funding
- Work collaboratively with strategic partners to capitalise on value and opportunities through better economies to fight fuel poverty

Further targeting is underway through improved access to energy advice via the Council's website.

The system is to be developed during 2008/9 onwards and will draw from a budget of £64,000. **Where has this got to** As part of the process, work is planned to develop an interface with the Council's existing Geographic Information System (GIS) to gather data on areas of deprivation, general stock condition and energy performance from Building Control records across the authority. This information is then be used to identify potentially fuel poor households and target funding for Decent Homes

## 6.5. Warm Front Scheme

The government's Warm Front scheme offers householders grant funding for eligible households who, depending on income, tenure, age or disability, will qualify for a range of financially assisted packages to improve energy performance.

- Is there annual data showing how much has been spent, who is benefitting from service etc

Who gives out the grants, how much can each householder get what is budget for 09/10 how do they access how published.

### 6.6. Carbon Emissions Reduction Targets (CERT)

This is a scheme that will provide over £2.8m in support of energy efficiency improvements. Like warm Front the scheme is particularly targeted at eligible groups but as well as insulation measures is also being used to promote renewable energy heating and lighting technologies. Is anything happening in Copeland saw something about 1 of the RSLs

### 6.7. Energy Services Company (ESCo)

Complementary to the Eskdale Community Heating Scheme, proposals are in place to establish an Energy Services Company (ESCo). Impact Housing in partnership with NEA is to take this project forward with the purpose of:

- Providing energy audits and advice for residents in fuel poverty
- A domestic energy management service
- Energy efficiency and renewable energy measures for individuals or clusters of dwellings
- Bulk buying and onward sale of carbon-abated fuel supplies from mainstream suppliers
- Community-based renewable energy production and distribution

Work is presently underway to establish whether the remit of the ESCo could be extended to include the delivery of renewable energy and energy efficiency improvements across the region.

Local partners, including Copeland Council and representatives from Government and the nuclear industry, are currently being consulted to establish the extent and opportunities that exist for developing the project.

Impact Housing are currently preparing a bid to access additional funding for the scheme.

During 2008/09 training has been completed in the Housing Health & Safety Rating System for newly appointed officers working on private sector housing renewal This means that officers are able to take consistent action on specific poor housing conditions.

A new financial assistance policy has been completed and approved in December 2008. This updates grant policy and procedure in order to target the use of housing grants at vulnerable households of all ages. This includes older people. First time-

buyers of properties that fail the decent homes standard and which have been empty for at least 6 months have also been targeted.

## 7. Enabling choice for older people

Increasing housing choice is not just about providing a range of housing options but also empowering older people to have an active role in choosing where they want to live.

### 7.1. Housing for Older People Schemes

Sheltered housing is purpose built or specially adapted accommodation for older people. It has the services of a Scheme Manager who keeps in touch with residents, provides advice and support and organises care services from appropriate agencies if needed.

### 7.2. Current supply of Sheltered Housing in Copeland

Scheme	Numbers	Landlord	District
Blackcombe	12	Abbeyfield	Copeland
Seascale Bradbury	5	Abbeyfield	Copeland
Seascale Inzievar	12	Abbeyfield	Copeland
Whitehaven	10	Abbeyfield	Copeland
Monkwear Court, Whitehaven	46	Anchor Trust	Copeland
Orchard Court, Whitehaven	32	Anchor Trust	Copeland
Ehen Court	25	Copeland B C	Copeland
Greenvale Court	34	Copeland B C	Copeland
Powbeck Court	26	Copeland B C	Copeland
Walkmill Court	22	Copeland B C	Copeland
Wyndham Court	22	Copeland B C	Copeland
Stafford Court,	25	Home Housing Assn.	Copeland

Cleator Moor			
John Gaskell, Hensingham	41	Housing 21	Copeland
Dickinson Court, Whitehaven	32	Pele Housing Assn. (Two Castles)	Copeland
Catherine Mill, Whitehaven	22	Two Castles H. A.	Copeland
Sneckyeat Court, Whitehaven	28	Two Castles H. A.	Copeland

### **Sheltered Housing Supply (July 2003) Supporting People Supply Mapping Data**

- Has an analysis been undertaken re the cost of residential warden services in cat1 cat2 accommodation etc against non resident warden's accommodation with support being provided IE a VFM assessment
- Do wardens get up to date information when an older person moves in terms of medical needs, background, risk etc

### **7.3. Extra Care Schemes**

The term "Extra Care Housing" is used to describe different types of housing by different organisations, however generally the term is used to describe a matrix of housing, care and support that falls somewhere between traditional sheltered housing and residential care. It can vary considerably in design and service delivery but has the principle that Extra Care Housing moves away from the traditional continuum of care model which encouraged admission into residential care as a consequence of increasing levels of dependency.

A clear feature of such housing is that with the correct input and desire there is no reason why older people should keep moving home, or be forced to seek ever-shrinking accommodation. With the support of health and social services Extra Care can offer a home for life. It is noted that some authorities, notably Wolverhampton, residential care is being phased out or reduced considerably. It is now generally agreed that good extra care housing is as much to do with its philosophy, as it is to do with bricks and mortar.

In Copeland the need for extra care accommodation was determined through the Cumbria Extra Care strategy 2005-2010 which identified the need across Cumbria. The strategy identified a need for 14 extra care units to be built at Egremont between 2006 and 2008 at a projected cost at the time of some £140,000. **DID this get built at to what cost, how quickly were the new units filled , is there now a waiting list etc**

A flexible approach is necessary when considering the future development of Extra Care schemes, as there are several factors that can influence the ability to turn a planned development into a real scheme. These are detailed in.....

- Failure of bid for capital funding required for a new build development, or re-modeling of residential care, or sheltered housing scheme.
- Lack of revenue funding commitment from Cumbria Supporting People for new build developments.
- Lack of revenue funding for the purchase of on-site care team.
- No suitable land available for a new build development.
- No suitable sheltered housing schemes for re-modelling.
- No agreement on long term plans for Council owned residential care properties.
- The development of night time care services and generic care services in the community, which may affect the level of demand for Extra Care Housing

This can go in separate appendices

Indeed when planning the development of a new Extra Care scheme there is a need to consider a range of key issues before deciding on which service model to adopt. These are:

- Extra Care is housing first. It shouldn't be an institution and should not look or feel like one.
- To achieve flexible care, where the management of care and support needs takes place close to the user.
- Staff providing support and care need to learn new skills if they are to promote independence and encourage citizenship.
- Assessment and allocation is a joint function which needs to facilitate scheme objectives such as achieving a balanced community with a positive approach to mental health.
- The scheme needs to be positioned as to whether it is on a continuum of care provision, or offers a home for life.

It is noted that Planning Policy Statement (PPS3) places a much stronger emphasis on the quality of development, particularly in terms of design and layout.

The Royal Town Planning Institute Good Practice Note 8 – Extra Care Housing published in 2007 explains how those engaged in planning can respond to the growing demand for extra care housing in England. It states that when assessing the design requirements for extra care schemes it is important to address the following:

- Is the design and layout of the scheme appropriate for frail residents?
- Are the units designed to 'disability standards'?
- Are the units self-contained with a lockable front door?
- Are there any 'wings' or 'pods' within the scheme, specially adapted for very frail individuals (eg. dementia sufferers)?
- Are local community facilities – shops, leisure, G.P., pharmacy etc. – nearby?
- Are there areas of garden available exclusively for residents' use?
- Is the scheme amenable for use of assistive technology?

All in all it is very clear that the desire to develop and expand the extra care model be prioritised. In this way older people can remain independent and have choice and responsibility about their housing and care requirements rather than being moved from one type of accommodation to another.

Need to monitor void rates, waiting lists for schemes /type so fproperty. Monitor the care and support needs of those in sheltered accommodation to assess whether needs changing and what the response should be over timehow  
Recommendation

#### 7.4. Care Home / Residential / Nursing Care Provision

#### 7.5. Specialised Housing

The use of Telecare equipment alongside traditional home care services and accommodation based Extra Care Schemes may enable the delivery of an Extra Care level of service to people living in their own homes.

Rural Counties like Cumbria cannot support developments of this size, but Telecare equipment may enable a responsive care service to be delivered to people in their own home, reducing the need to move into specialist accommodation. It is this idea, which may enable people with high care needs to be supported for longer in their own home, that is currently called a 'Virtual Care Village'.

This opportunity is being progressed through the development of the 'Virtual Care Village' approach to service delivery, currently piloted in the Carlisle area.

**Copeland watch how this pilot works over a broad range of data**

## **7.6. Downsizing incentive schemes**

There is substantial evidence that some older people want to downsize their accommodation due to a variety of reasons. With the demands for larger accommodation it is essential that downsizing is maximised so that others obtain housing that is suitable to their needs.

Copy of policy relating to downsizing required

- How many older persons have used policy for each of the last 5 years
- What accommodation have they given up
- What have they moved into
- How long have they had to wait for different properties
- Do we know what stopped Older people from using the policy or what would make them more likely to use it.

## **7.7. Choice Based Lettings/allocations**

Is there one

## **7.8. Equity Release Schemes**

Owner occupation is relatively high amongst older people and for many a substantial pool of equity exists. However increasingly older people because they are living longer find they have very little disposable income which can restrict the quality of life. Sometimes referred to as the 'asset rich but income poor'.

The Governments National Strategy for Housing in an Ageing Society (Feb 2008) states that many people would benefit from and consider the option of an equity release scheme. This would enable people to modernise or repair their own property. There are various models of equity release including releasing equity through a loan scheme or trading down to smaller accommodation which easier to maintain and cheaper to keep warm. The Strategy states that the problem at the moment is that there are cultural, financial and information barriers which prevent significant levels of take up.

Equity release is a relatively new financial product with low levels of confidence within the public, particularly amongst older people. The government are promoting equity release as a positive scheme and believe that with good information and

advice will become more popular. There are already a number of public sector equity release schemes that help vulnerable households to arrange and fund repairs and improvements to their homes throughout England

## 7.9. Planning Policy for Older Peoples Housing

Planning for future housing provision will also play a major role in ensuring that accommodation appropriate to older people's needs is available. 'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society' (Feb 2008) states that 'planning can be the most powerful tool in improving housing and communities for older people'.

Planning Policy Statement 1 (PPS 1) makes clear the government's commitment to building sustainable communities where people want to live.

Planning Policy Statement 3 (PPS 3) *Housing*) provides an enabling framework for local authorities, working with the private sector, to deliver the right quality and mix of housing for their communities. PPS3 requires Regional Spatial Strategies to set housing targets with particular regard to 'current and future demographic trends and profiles' and 'the accommodation requirements of specific groups, in particular, families with children, older and disabled people.'

(Is there any reference to planning for older peoples housing in the Local Plan as I can't see any?)

Regional Spatial Strategies and Local Development Frameworks need to promote the needs of older people through life time neighbour hoods and sustainability initiatives

## 7.10. Housing Design

Building new properties to 'lifetime homes' standards will help to make properties remain appropriate to the changing needs of the occupier.

Good design should reduce the amount spent on Disabled Facilities Grants and reduce the likelihood of older people having to move to alternative accommodation just to meet their changing needs It is evident that such moves can result in the loss of supportive social and care networks which are invaluable in later life.

It is important that wherever possible we will endeavour to ensure that the principles of 'Lifetime Homes' are incorporated into any future housing provision to meet the needs of the ageing population in the longer term.

Planning Policy Statement (PPS3) places a much stronger emphasis on the quality of development, particularly in terms of design and layout.

Older people and those approaching older age are clearly invaluable in understanding what they want now and in the future. Reaching out to older people to get their views is vital to make sure services are targeted effectively

### **7.11. Lifetime Neighbourhoods**

As we grow older we spend more time at home either through choice or necessity. Access to local services in the local neighbourhood becomes increasingly important not just for shopping and other essentials but for well being and avoiding social isolation. A poorly designed neighbourhood can become a barrier and perceptions of crime can become very real concerns for older people.

At the strategic level the use of planning policy and good design can help to make neighbourhood accessible. However at the front line initiatives to combat crime and anti social behaviour, providing green space and social and learning opportunities can help enormously to combat feelings of isolation. Older people want to contribute and increasingly many of us spend more and more years in retirement with free time to contribute.

#### **Recommendations**

Make sure joint working protocols minimise crime and ASB so that older people feel safe

Make sure older people are involved in neighbourhood wide issues and not just their homes

Seek out ways to make learning and volunteering opportunities for older people a reality

Staff to be trained in understanding older peoples issues

Make sure other depts. When proposing action think through the consequences for older people. An Older persons Impact assessment should become integral into process design