

# Older Person's Strategy 2010 to 2013



2010 to 2013

## Background

St Vincent's Housing Association currently provides a mixture of housing options and stock type for older people including:–

- General needs housing, including adapted homes
- Category 1 housing (warden call)  
Age related housing 50+ 60+ – no warden call
- Category 1.5 housing – warden call not under 1 roof
- Category 2 housing (traditional sheltered housing)
- Category 2.5 housing. Category 2.5 is sheltered housing with extra care facilities bolted on with care packages for tenants delivered by non St Vincent's staff.
- Mixed Category 2 and 2.5 Scheme with both Care staff and SVHA management on site

During November 2007 St Vincent's held a 'Visionary' meeting attended by Board members, tenants, and officers. At this meeting the attendees agreed that services for older people was a specific work area and to develop a menu of housing options and services. From this initial meeting a focus group was established to consider the future needs and aspirations of our older customers. This group consisted of Board members, tenants and Association officers.

The Visionary meeting considered what St Vincent's has to offer today and what we want and need to offer in the future in order to ensure we remain popular and current with our customers.

Some initial work has seen the development of a Housing Options Questionnaire specific to Sheltered Housing. The questionnaire looks at all aspects of the current housing and support options offered to our older customers. One of the emphasis's of the questionnaire centres on asset management, this considers all the aspects of our current portfolio of service including; property type, land value, popularity, size, additional services etc...

In February 2008, the Department for Communities and Local Government (DCLG) published 'Lifetime Homes, Lifetime Neighbourhoods, A National Strategy for Housing in an Ageing Society'. This publication highlights the growing concern for the future. The anticipated housing shortage that is appropriate for older people is the focus of the publication. In addition to this the change in aspiration in older life requires housing providers to develop homes that can be adapted to meet the changing needs of the occupant.

"the ageing society poses one of our greatest challenges. By 2026 older people will account for almost half (48%) of the total number of households, resulting in 2.4 million more older households than there are today. By 2041 the composition of the older age group will have changed dramatically. There will be a higher proportion older age groups, including the over 85s, a greater number of older people from the black and minority ethnic groups, and double the number of disabled people. One in five children born today can expect to live to 100 years old." – Lifetime Homes, Lifetime Neighbourhoods DCLG 2008.



## The Vision

- To offer 'lifetime homes' to our customers that meet the changing needs and aspirations of an ageing community
- To look at our current provision and alter, update and modify as is required to meet the 'lifetime homes' standard
- To offer a full range of 'stay at home' services to our customers and local communities, including greater use of Home Improvement Agencies and a Minor Repairs Service
- To consider mixed tenure types and equity release schemes in high value areas – rented, shared ownership, out right sale, buy back and equity release in our current stock and future developments
- To provide services to the community through the development of working partnerships with health, social care and other related professions either directly or through signposting them to appropriate services.

## Objectives of the Strategy

We need to build much more inclusive and flexible housing to meet future demand in an ageing society. In particular, we need to build homes that will be adaptable enough to match a lifetime's changing needs. This can be achieved by building to Lifetime Homes Standards. Lifetime Homes Standards will be made a mandatory part of the Code for Sustainable Homes. (Lifetime Homes, Lifetime Neighbourhoods – DCLG 2008)

While the DCLG has aspirations that by 2013 all new homes will be being build

to Lifetime Homes Standards a review of 'take-up' is scheduled for 2010 regulation may be introduced in 2013 if take up does not match expectations

Meeting the changing aspirations of an ageing population has made us ask 'what do people want in the future, where and how do we want to live?' we know from recent research the trend is that older people prefer mainstream housing, and, increasingly owner occupation. In 2005 the number of people aged 80+ formed about 27% of people living in sheltered housing. (Laing and Buisson (2005)

### What do people want?

- 'housing should be well designed with older people in mind'
- 'Space is important: we often need to accommodate visiting family or a carer, and good storage space'
- 'Housing design should be user friendly, low maintenance and safe – a downstairs WC and a bathroom with a shower and bath are especially important. Design features that are visually aesthetic at the same time as meeting the older populations needs. Our homes should also be affordable to heat'
- 'Access to green, private, safe space with good local transport, facilities and amenities'
- 'Support is needed for people to stay in their own homes. A reliable repairs and adaptations service is needed for that bit of help around the home'
- Environmental issues is an important issue for all the population including older people – recycling for residents in

both general needs and sheltered housing needs to be a priority.

The Housing and Older People Development Group (HOPDEV 2006) research finding commissioned by the DCLG in the development of the strategy Lifetime Homes, Lifetime Neighbourhoods.

For St Vincent's the challenge will be to ensure that the current provision of our housing for older people meets the needs and aspirations of our potential customers in order to remain competitive in an already over subscribed market where we see unsuitable accommodation closing down in many of the local authority areas we operate in.

The completion of the Housing Options Questionnaire recently developed in-house should provide us with factual data on our current stock. From there we will be in a better position to make informed decisions on the future and how we manage our existing sheltered stock.

To meet Government targets on the support provided to older people we will have to strengthen our current partnerships and develop new relationships with agencies specifically tasked to deliver the DCLG strategy.

Working with the Supporting People regime and the impending Local Area Agreements due to take effect in April 2009 we will need to work alongside the recognised agencies in delivering 'stay at home' services whilst managing the risk associated with changing funding avenues.



With the potential for our current sheltered Schemes to become hubs of activity delivering services to the local community we will ensure a stable future.

Maintaining the Code of Practice in Sheltered Housing, meeting the Supporting People Quality Assessment Framework and training our staff in the delivery of information and advice to our customers/stakeholders and the ability to signpost customers and users of our services to local external agencies will keep St Vincent's at the forefront of quality provision.

### Key issues to consider

More and more older people are increasingly living in poverty. In particular, the recent increase in fuel and housing costs and the loss of the 10p tax code has made a dramatic difference to the spending power of older people. Building or re-modelling housing needs to take into account cheaper forms of heating and hot water and should link with the SVHA Environmental Policy.

With 27% of the 80+ population living in sheltered housing the remaining 73% are either owner occupiers, living in private rented accommodation or living with friends/family. For this group of people the increased provision of Home Improvement Agencies and low cost minor repairs services can contribute to improved quality of life for this group of people.

As published in Government Documentation the funding for major adaptations i.e. Disabled Facilities Grants, is to increase significantly over the next 3 years, a review of our adaptations policies and procedures is required to allow our older clients to benefit from the increased funding.

Our knowledge of our customer is limited. We know who lives in our age restricted properties but we are unsure of who is in our general needs stock. This can make it difficult to

effectively plan services to all our customers.

Developing and re-modelling existing housing and other services will provide a greater choice for potential customers. Meeting the costs of this need to be considered with the potential to investigate conversion of tenure types in some schemes'.

Offering shared ownership in both category 1 and 2 schemes will create a mixed community and provide some capital for development. In this event, it may be in our best interests to retain maintenance responsibility and reflect this in the rent / service charge aspect.

The potential for the creation of equity release scheme would have the added bonus of increasing stock in high value areas. Many older people living in their own homes (around 60%) have £120,000 or more equity in their property (DCLG English House Condition Survey 2005

Delivering on Extra Care services in partnership with Health and Social Care agencies in mixed provision schemes will assist with the continuing of Lifetime Homes. The recent pilots of Individual Budgets will give customers a greater choice in where and who they buy their continuing support from. Risks of the potential changes to our funding revenues due to the implementation of individual budgets need to be considered as supporting people agencies are moving towards personalisation i.e. customers choosing what to spend there allocated funds on.

Consideration needs be given to the interior design of our new and existing property in terms of the aesthetic appearance of bathrooms and kitchens. Many of our customers requiring adaptations to their home to maintain independence are forced to accept 'medical' type equipment. For example a toilet raiser. The appearance of the equipment is hospital like reinforcing, difference and ill health and increasingly not used by the customer because of its visual appearance.

## Home Improvement Agency and Minor Repairs Service

There are many new products already in existence that can be installed into the home that has a modern appearance and at reasonable prices, for example installing a frame toilet at a higher position would make sitting and rising easier to the user.

Through the government strategy, the increased use of HIA's and minor repairs services delivered through the public and voluntary sector agencies are seen as good value for money, are liked by the customers and many government departments.

The provision of an affordable minor repairs service developed by St Vincent's with a menu of prices for repairs e.g. re-fix toilet seat, change light bulbs and hanging curtain rails and curtains, would provide our customers with an invaluable service that would maintain longevity in our homes.

Our customers could be guaranteed that the work done was for a reasonable price and to good standard. In tern, this will elevate some of the financial barriers to maintaining the home, causing a premature loss of independence.



## Implementation Plan

Our Aim	Our Vision	Action	Start/End	Comments
To provide homes and services which satisfy our customers	<b>1st Class Homes</b>	Transition from sheltered housing to mixed sheltered and extra care provision.	2008/2013	Working with Rochdale Metropolitan Borough Council to deliver their extra care needs.
		Continue to meet the Department for Communities and Local Government excellence measure through the Quality Assessment Framework	2008/2013	Improve overall ratings to a minimum B rating
		Deliver on the Lifetime Homes Standards	2012	Work with Asset Management to deliver on Life Time Homes standard
To work actively to sustain and improve neighbourhoods and build communities	Better neighbourhoods and communities	Remodel/update of sheltered schemes where required	2010	DDA follow up audit and further implementation
		Deliver the minor repairs service and minor adaptations service to all vulnerable tenants	2008-2013	Expansion of previously met target
		Home Improvement Agency work	2008-2013	Permanent Home Repairs Service for older and vulnerable tenants Work commenced

Our Aim	Our Vision	Action	Start/End	Comments
To help those with support needs to live independently	<b>Better support for independent living</b>	Working with local partners and agencies to enhance the lives of our customers	2008-2013	PCT's, Police, Welfare benefits advice
		Development of existing 'pet policy' to include cats and dogs	2010-2013	Scheme by scheme consultation with staff and tenants on the introduction of cats and dogs into 'under one roof' sheltered housing schemes.
		Investigate service delivery with the Personalisation framework	2011	Formal review of services to our customers within sheltered Housing and the impact of Personalisation
		Introduce customer resource HUB's	Jan - Dec 2010	Quarterly road shows offering our customers information on health, making a positive contribution, staying safe and economic wellbeing.
		Continue to access Disabled Facilities Grant and improve access to and within the home.	2008-2013	All sheltered scheme bathroom replacements to be fitted with a shower
		Review of provisions of Aid and Adaptations	2010	Director of Operations leading on review.
		Full DDA audit of all older persons housing as part of Supported Housing DDA audit	2009-2010	Audit to be completed by end of 2010 to ensure DDA

Our Aim	Our Vision	Action	Start/End	Comments
To maintain an effective and growing organisation which utilises resources well	<b>Being effective and growing</b>	Right to Acquire/shared ownership in 'under one roof' housing schemes	2010-2013	
		Alternative tenure types in older persons housing	2011-2013	
		Partnerships with Adult Social Care teams for nominations for those in need.	2008-2013	
		Development of a new sheltered housing/extra care scheme	2010-2013	
		Recruitment of new customers onto the Sheltered Customer Panel	2008-2013	
To be well run and governed, with committed, professional care	<b>Delivering through People</b>	well trained staff	2010-2011	NVQ in Health and Social Care for our sheltered managers

# National Links

Lifetime Homes, Lifetime Neighbourhoods – [www.communities.gov.uk](http://www.communities.gov.uk)

Anchor 2020 – meeting the challenges of older people housing and care

Easy living – design for life time homes – [www.easylivinghome.co.uk](http://www.easylivinghome.co.uk)

SureStart for Later Life – Northern Housing Consortium and Peter Fletcher associates prepared by  
Denise Gillie

National service framework for Older People – Department of Health



For more information about St Vincent's Older Persons' Strategy give us a ring and  
ask to speak to Dawn

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آآپنی سدی ایہ تہی انوباد کرار ہآپآرے سآہآی چآن آآہلے دہآ کرے آآپنآر سہنیی آفیسے  
ہوگآہوگ کرہن ।

ہو آآپہ آآ آآہیلینآں آنوبآہمآں سہآہی ہآر ہوہ آو کڑآ کرہ، آآپنی سہآآگ آوہیسنو  
سآپک سآہو۔

آگر آپ کو اس معلومآت کآ ترجمہ چآہیے ہو تو برآہ کرہ آپنے مقآمی آفس سے رآبطہ کریں