



Environment and Neighbourhoods

Housing Strategy and Action Plan for Older People

2009 - 2012

Introduction:

This strategy updates the original Leeds Older Peoples Housing Strategy, Home Not Alone 2005-2010. It sets out how Leeds City Council will work in partnership to respond to the challenges of an ageing society and help deliver local and national objectives to help enable older people to maintain independence and receive support that meets their needs.

The strategy will aim to provide greater choice and control for older people in the choice of housing and support that is available, and to enable people to remain in their own homes when their support needs increase through the use of Assistive Technology. Many older people occupy property which is difficult to heat or maintain. This strategy will aim to reduce fuel poverty and help older people remain safe in their homes.

The Government published in 2008 Lifetime Homes Lifetime Neighbourhoods, a national strategy for housing in response to an ageing society which includes objectives that all older people shall have better access to information and advice on housing options, improved access to help to stay put in their homes with adaptations. Other government priorities are to ensure that new housing is designed to lifetime homes and lifetime neighbourhood standards enabling people to remain in their homes when future support needs may increase and to ensure that housing support services are integrated more closely with health and social care services currently delivered at community level.

Building a Society for All Ages, the Government's 2009 national strategy on ageing which in section 8 identifies priorities for all new housing will comply with Lifetime Homes standards by 2011. The Leeds PFI proposal 'Lifetime Neighbourhoods for Leeds' will deliver this priority.

Providing a more flexible model of housing support for older people is another priority of this strategy; responding to the forecast increase in older population. According to the recent Housing Manifesto 90% of older people live in general housing of which 70% are owner

occupiers. Many of these people occupy housing which is unfit and requires improvement. A key aim of this strategy is to provide fast and responsive advice to enable people to access repairs and adaptations and remain in their own homes.

This flexible approach to delivery of housing related support for older people will extend to the introduction of Individual Budgets through the personalisation of support services, this strategy will ensure that older people have the opportunity to design and purchase support packages which fit around their individual needs to enable independent living.

Aims & Objectives:

The aim of the Older Peoples Housing Strategy is to remove barriers which exist to accessing information and services that help people maintain safe independent living, and to provide a choice services which meet the housing and support needs of all older people in Leeds.

The strategy will address the following strategic aims:

1. Provide a range of high quality Social housing options for older people.
2. Improve the quality of private housing occupied by older people
3. Provide high quality housing advice services for older people.
4. Maximise opportunities for independent living through high quality housing related support services, adaptations and assistive technology.
5. Reduce the number of older people living in fuel poverty.
6. Develop a whole systems approach to service delivery embracing health, housing and social care.
7. Supported housing services for older people are accessible to and meet the needs of all communities.

Improving joint working between Leeds City Council Housing Services, Social Services and NHS Leeds and developing synergy between these partners is a key objective in this strategy to ensure that services for older people can address joint objectives, and through housing and support deliver improvements in health and quality of life for older people in Leeds.

Housing Issues of older people in Leeds

The modernisation of sheltered housing and provision of new Extra Care housing following a successful acceptance of the Leeds PFI bid and Outline Business Case will see the redevelopment of unpopular low demand sheltered housing and building of new Extra Care housing. This will offer greater choice for older people with higher support needs and will also provide supported housing for people with Dementia.

Many older people in Leeds are homeowners and wish to receive support and assistance to maintain their property and remain independent without moving to alternative accommodation. Key to this is the services provided by Home Improvement agencies and Small Repair Services such as Care and Repair Leeds. This strategy will support the recent investment of resources into these services and maximise their promotion.

Access to information on the range of housing and support options is an important aspect of housing and support services for older people – ensuring that accessible information is provided on the full range of housing options, support services, grants and assistance which is available and how to apply, and this information is provided consistently across the city in the one stop shops, advice centres and community facilities used by older people.

The adaptations service is crucial to enabling older people to maintain independence, especially when returning from hospital to their home. This strategy will ensure that the service is fully understood and grant funding is applied to ensure the maximum number of people are assisted and agencies work together in a planned way with delays minimised.

Older people have indicated they would prefer a choice of housing and support options, not just the traditional model of sheltered housing with a visiting warden. This strategy will look to identify more flexible models of housing support through individual budgets, funding Floating Support which is non tenure specific for people in private rented or owner occupier housing and providing discrete effective support through Telecare and Telehealth technology.

Housing services do not operate in isolation, in the future they will work in partnership with other existing services such as health and social care which are delivered at community level through models such as Neighbourhood Networks. Housing advice and support services will help to tackle joint objectives of dealing with social isolation, promoting independence and health, falls prevention, and community safety.

Links to other strategies

There are also a range of housing related strategies and plans that will inform the development and delivery of the Older Peoples Housing Strategy and Action Plan:

- Older Better – healthy and active life in Leeds for Older People 2006-2011
- Leeds Housing Strategy 2009-2012
- The Leeds Strategic Plan 2008-2011
- The Leeds Health and Wellbeing Partnership Plan 2009-2012
- National Dementia Strategy

Guiding Principles for the Older Peoples Housing Strategy and Action Plan

This action plan has been produced within the following guiding principles:

- The strategy action plan should contain specific, achievable objectives rather than equivocal aspirational objectives.
- It should include clear definitions of desired outcomes.
- There should be a clear framework for putting the action plan into practice and the mechanism by which it will be monitored.
- The strategy links together housing outcomes from related strategies, including the Leeds Housing Strategy, and Leeds Older Better to focus resources and achieve these joint goals and outcomes.
- The action plan builds on existing knowledge of needs.
- The action plan will be delivered through partnership working between the Council, local support agencies and the voluntary community sector in line with best practice within the Leeds Compact to achieve the best housing and support outcomes for older people.

The Older Peoples Housing Strategy and Action Plan develops the broad strategic vision of the Leeds Housing Strategy 2009 -2012 that is to “create opportunities for people to live independently in a quality, affordable housing’

The Leeds Housing Strategy contains three strategic themes which contain objectives that link directly to the aims of this strategy:

Strategic Theme 1: Increasing the Supply of Affordable Housing

- All new social housing developments to conform to the Lifetime Homes standard from 2011.

Strategic Theme 2: Improving Housing Quality

- All social landlords to continue to deliver capital investment programmes to bring all managed housing stock up to the decency standard by the end of 2010/11.
- Implement ‘Warm Zone’ in Leeds from beginning of 2010/11 with initial focus on five wards with highest levels of fuel poverty
- Reduce the number of Older People living in fuel poverty. Providing services and customer care to enable Older People to take-up and benefit from the energy advice service.

Strategic Theme 3: Promoting Independent Living

- Develop and implement an action plan for delivering Individualised Budgets including housing-related support.
- Agree, through the Leeds Housing Partnership, a Leeds protocol for the joint funding of adaptations on RSL properties between the Council and landlord.
- Develop a joint strategic plan between NHS Leeds, housing authority and social services authority for adaptations service investment in the city.
- Work with partners from the social services authority and NHS Leeds to establish the contribution Telecare Services make to the independent living agenda and consider investment options

- Develop an Extra-Care Housing plan for Leeds

By achieving the above objectives and delivering the Older Peoples Housing Strategy and Action Plan we continue to:

- Through supporting the delivery of the Lifetime Neighbourhoods for Leeds PFI programme ensure high quality housing is available for older people with general support needs and those requiring extra care housing.
- Provide the advice and support to enable older people who are homeowners to continue to enjoy independent living and remain safe within their own homes.
- Ensure the maximum number of people can access information about and receive help from the Adaptations service to remain independent in their homes.
- Deliver a wider choice of support options for older people that suit their support needs, lifestyles and cultural preferences through individual budgets, Telecare and visiting support.
- Provide advice and information on housing and support options in a consistent and accessible way for all older people in the city.
- Ensure housing and support services work together with partner agencies to provide a whole systems service for older people which includes housing support, health and benefits advice and community safety.

Delivery

The Older Peoples Housing Steering Group will oversee the delivery, monitor the implementation of this strategy and progress of the action plan

Older Peoples Housing Strategy and Action Plan (2009 – 2012)

Strategic Theme 1 Provide a high quality range of social housing options for older people					
Priorities	Objectives	Actions	Start date	Lead Officer	Anticipated Outcome
1.1 High quality social housing is available for older people in Leeds	Bring all Leeds ALMO sheltered housing properties up to the decency standard by April 2010. Identified plans to continue improvement beyond 2011	<p>Monitor progress against the decency standard target for Leeds ALMOs</p> <p>Monitor progress of Housing Associations to meet decency standards.</p>	2011	John Statham	<p>ALMO properties achieve decency target.</p> <p>Identified future investment plans agreed.</p>
	Sufficient future units of supported housing available through the PFI bid to help meet the demand for Extra Care housing and the needs of people with dementia. Homes are designed to lifetime homes and neighbourhood standards	<p>Deliver the Lifetime Neighbourhoods for Leeds round 6 PFI bid with provision for units of Extra Care Housing</p> <p>Leeds Housing Partnership to monitor design and delivery of new housing to lifetime homes and neighbourhood standards in consultation with service users</p>	<p>2010 ongoing</p> <p>2013</p>	<p>John Statham</p> <p>Liz Cook</p>	<p>Achieve OBC submission and initial procurement</p> <p>2013 on site build commencing with 5 year build programme</p>
1.2 Housing and support services	Sufficient Extra Care housing is available and	Complete a Supporting People sector review of	2010 – 2011	Debbie Forward	Sector review completed with identified plans for future

<p>are available for older people that meet future demands and specific needs.</p>	<p>the Supporting People programme funds a portfolio of services that meet the needs of older people in Leeds.</p>	<p>Older People's housing services to identify future needs and those of specific groups including people with dementia.</p> <p>Review provision of Extra Care housing for people with dementia to meet objectives of the National Dementia Strategy and the Leeds Joint Commissioning Strategy for dementia.</p> <p>Develop an Extra Care Housing Plan.</p>	<p>2010 – 2011</p> <p>2010</p>	<p>Bridget Emery/ Mick Ward</p> <p>Mick Ward / Bridget Emery / Tim O Shea</p>	<p>commissioning of older peoples supported housing services</p> <p>Jointly produced plan in place identifies future need and assesses against forthcoming provision from PFI bid.</p> <p>Plan in place stating Leeds City Council response to demand for Extra Care housing and delivery priorities.</p>
<p>1.3 Community based options are in place to provide housing related support and advice that are integrated with existing health and social care service delivery</p>	<p>Housing and support services work more closely with existing services in Health and Social Care through Neighbourhood Network Schemes (NNS) Commissioned by Adult Social care to provide a holistic service to customers.</p>	<p>Assess how Supporting People funded services can be delivered in flexible way and fit into existing services provided by health and social care. Identify service commissioning priorities.</p> <p>Carry out needs analysis of older people using NNS services to identify their housing support needs.</p>	<p>2010 – 2011</p> <p>2010 - 2011</p>	<p>Bridget Emery</p> <p>Debbie Forward</p> <p>Mick Ward</p> <p>Debbie Forward</p>	<p>New models of housing support for older people are in place offering greater choice and joint work with partner organisations by 2012</p>

1.4 A Community Alarm service is provided which is efficient and responsive to new technology.	Care Ring long term funding is secured. Equipment is modern and future proof to allow Telecare and Telehealth innovations to be offered to customers.	Existing Care Ring equipment In ALMO sheltered tenancies is renewed and installed prior to the 21CN digital switchover by BT in 2010.	2010 2010	Bridget Emery Bridget Emery	Long term funding secured for the service for duration of contract. Existing Care Ring equipment is replaced as part of successful procurement exercise and is functioning before 21CN switchover occurs with no loss of service to tenants.

Strategic Theme 2 Improve the quality of private housing occupied by older people.					
Priorities	Objective	Actions	Start date	Lead Officer	Anticipated Outcome
2.1 Greater numbers of older people who own their homes are assisted to maintain independent living in safe and affordable housing.	Ensure the Private Sector Housing Investment Strategy includes an investment plan for improvement of private sector housing occupied by older people	A range of targeted interventions will be applied aimed at the most vulnerable groups working alongside strategic partners such as NHS Leeds to achieve greatest outcomes improving housing condition and health.	2010 - 2011	Andrew Beattie	Private Rented Housing Investment Strategy in place and actioned. Joint working with partner organisations to identify vulnerable groups, cascade information through NNS. Measurable improvements for older people living in property that is in

	Increase the availability of floating tenure neutral housing support services commissioned through the Supporting People programme.	Carry out a Supporting People sector review of Older People's support services	2010	Debbie Forward	Sector review completed and proposals for new service delivery model in place balancing accommodation based, visiting tenure neutral support and individual budget provision.
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Strategic Theme 3 Provide high quality housing advice services for older people.					
Priorities	Objectives	Actions	Start date	Lead Officer	Anticipated Outcome
3.1 Provide Timely and accessible advice to older people on the range of housing and support options.	Information is consistent and provides accurate realistic information on the services which are available and the application and referral routes.	Carry out an audit of current information available to older people relating to housing and support options in Leeds at the Leeds Housing Options service.	2010	Rob McCartney	Information on the services is widely available and staff are aware of the services and referral routes.
	Information is widely distributed to voluntary and statutory agencies and available for translation into community languages where required.	Review the range of housing and support information available on the internet to ensure consistency, accuracy and accessibility.	2010	Rob McCartney	Review of information completed in partnership with voluntary and service user groups, website information is clear and sites are linked together giving consistent advice and information.
	Information provided	Develop and implement a communication plan for statutory and voluntary housing and support services	2010/ 11	Bridget Emery / Mick Ward / Tim O Shea	

	via the internet is clear to understand and there are links between Leeds City Council housing and other websites for older people's services.	for older people to encourage information sharing and awareness of projects and shared work priorities.			Protocols and information pathways are reviewed and in place between housing services, health and social care. An Older People's Housing Forum meets for professionals to share information and discuss joint working projects
	Staff dealing with enquiries regarding housing or support are knowledgeable and understand the range of needs presented by older people.	Provide training to front line staff at Leeds Housing Options and One Stop Shops on the range of housing and support options for older people and monitor effectiveness by mystery shopping and quality checking by service user groups.	2010	Rob McCartney	Staff have up to date knowledge on the range of housing support service for older people and referral pathways.

Strategic Theme 4 Maximise opportunities for independent living through high quality housing related support services, adaptations and assistive technology

Priorities	Objectives	Action	Start date	Lead Officer	Anticipated Outcome
4.1 A range of housing and support services are available for older people that are designed around the	Sheltered housing services provide support to greatest number of people. Services are flexible and respond to	Completion of the Leeds ALMO supported housing service tender Ensure the review of Sheltered Housing Warden provides an improved service	2010	Debbie Forward	All ALMO tenants receive consistent level of quality housing support service. Sector review of older people's services has identified demand

individual needs of older people and offer choice.	changing levels of need. They promote independent living and prevent unnecessary admission to higher dependency support services	to customers Identify ways of maximising housing related support to enable the most number of older people in the community to receive flexible housing support.			for support and planned approach to providing broad range of services, maximising support and use of resources.
4.2 Older people are able to access information about Individual Budgets and apply for an assessment. There is a supply of support providers who are able to provide flexible housing support options.	Services are available that can provide support funded through an Individual Budget.	Develop an Action Plan for introducing self directed support funded through Supporting People.	2010	Debbie Forward	Action plan drawn up and delivery started in April 2010
	Service providers understand the impact of their introduction and have support to develop their services as required.	Provide training and support to Supporting People service providers to enable them to respond to future changes in service delivery and market their support service to the customer	2010 / 11	Debbie Forward	Training events delivered and ongoing support to service providers.
	Service users understand the meaning of Individual Budgets and how they qualify.	Provide information and advice to older people on the nature of Self Directed Support and individual budgets.	2010 / 11	Debbie Forward	Range of information is available via newsletter, on-line and through service providers about the launch of individual budgets and how to arrange an assessment.

4.3 Adaptations services are promoted and easy to access by customers.	The service meets performance targets.	Carry out a review of the Adaptations Service as a whole, to ensure the service works effectively and joint working protocols are understood.	2010	Colin Moss	The adaptations service role is understood, clear protocol between departments and sufficient resource to meet demands for clients from all tenures.
	The service is promoted with clearly understood eligibility and referral information.	Audit the range of information available to older people on the adaptations service and identify how well this is understood.	2010	Rob McCartney	Information is clear and well understood by older people measured by customer feedback.
	Protocols are in place to reduce delays in processing priority applications	Establish scope to redefine specific provision (such as stair lifts) as equipment rather than adaptations	2010	Colin Moss	Options identified by December 2010.
		Produce a protocol which links to the Hospital Discharge Protocol for Supporting People which is understood by partner agencies and effective.	2010	Debbie Forward	Protocol in place December 2010
4.4 Assistive Technology is widely available to help older people achieve independent living.	The role of Telecare and Telehealth is understood by departments and services.	Carry out monitoring of Telecare services to identify 'spend to save' outcomes to strengthen its strategic role as a range of support options.	2010 ongoing	Martin Kennard	Report produced and presented to stakeholders by July 2010 making case for any future investment in the service or expansion.
	Customers and officers understand how to access Telecare and information is accessible and available.	Review the way information is provided to customers to ensure maximum numbers are reached	2010	Rob McCartney	Information is reviewed and accessible and widely distributed.

Strategic Theme 5 Reduce the number of older people living in fuel poverty

Priorities	Objectives	Actions	Start date	Lead Officer	Anticipated Outcome
5.1 Reduction in the number of older people experiencing fuel poverty.	Promoting energy efficiency advice and improvement through the work of the Fuelsavers Team.	Oversee Delivery of the Affordable Warmth Strategy 2007 – 2016 and annual work plan	2010 - 2012		Reduction in number of older people experiencing fuel poverty through affordable warmth initiative.
5.2 Accessible advice and information on energy saving and assistance that is available to older people.	All Social Landlords to develop as Affordable Warmth Action Plan to achieve NI 187 (Government agreed indicator) targets.	Achieve improvement targets for People receiving income based benefits living in homes with a poor energy efficiency Standard Assessment Procedure SAP score. Leeds Housing Partnership to take a co-ordinator role for developing Affordable Warmth Action Plans for social landlords and ALMOs .Landlord's plans should seek to adopt an apportionment of dwellings to up-grade annually to above SAP35 and 65 within their ownership, in support of the targets above.	2009 - 2012 2010 - 2012	Affordable Warmth Group	2009/10 target >65 = 3900 <35 = 550 2010/11 target >65 = 4000 <35 = 600 2011/12 target >65 = 4100 <35 = 650 Affordable Warmth Action Plans are be in place for all ALMOs and Social Landlords.

Strategic Theme 6 Develop a whole systems approach to service delivery embracing health, housing and social care

Priorities	Objectives	Actions	Start date	Lead Officer	Anticipated Outcome
6.1 Housing services are delivered in partnership with other agencies to improve efficiency and quality of service for older people.	Greater integration of housing and support services into local community delivered services provided by health and social care.	Training programme delivered to healthcare and social care agencies to raise awareness of current housing options and referral pathways for older people.	2010 - 2011	Mick Ward	Integrated working between Housing Services, Health and social care through Older People's Housing Forum and attendance at departmental meetings to share information.
	Leeds Homes Housing applications with urgent need receive appropriate priority processing	Review the protocol between Medical re-housing team and Leeds Homes	2010	John Statham	Working protocol is reviewed and tested to ensure effective joint working.
	Information management for older people is streamlined across partner agencies.	Establish Joint Assessment Process between Leeds City Council Adult Social Care and Housing Services	2011	Rob McCartney	Joint Assessment Process is agreed and in place by 2011
	Housing information and services are delivered in partnership with health and social care community based Neighbourhood Network (NNS) services.	Complete sector review of existing Supporting People funded services for Older People and identify scope for jointly commissioned housing support services delivered by local community based models.	2010	Debbie Forward	Sector review completed by Dec 2010 and identifies new delivery options for housing related support.

6.2 Housing services for older people contribute to wider aims of community cohesion.	Intergenerational initiatives take place to improve relationships between older and younger people facilitated by housing related support services.	Neighbourhoods for all Ages Network work in partnership with Leeds Homes, Strategic Partnership & Development Team to establish events	2011	Caroline Starkey Bridget Emery	Open day events, community events, tenant meetings and health road shows are delivered to help build community relations between older people and the wider community and as an opportunity to promote housing related support services.
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Strategic Theme 7 Supported housing services for older people are accessible to and meet the needs of all communities.

Priorities	Objectives	Actions	Start date	Lead Officer	Anticipated Outcome
7.1 Information on the range of services available can be accessed in formats that are requested by BME communities in Leeds.	Translations services are available where requested. Information is delivered in alternative methods such as through community groups, drop in centres and via community or faith groups.	Complete Equality Impact Assessment of the information booklets and application processes for older people's housing Carry out consultation with BME elders and community groups to identify their preferred method of obtaining information and advice.	2010-2011 2010	Bridget Emery	EIA is completed in consultation with service user groups and amendments made to documents and application process. Housing support advice is provided in the formats suggested by community groups

<p>7.2 The range of services meets the current and future unmet needs of older people in BME communities and specific groups of older people.</p>	<p>Housing and support services meet current needs of BME elders.</p> <p>Older people with mental health problems, older deaf people, older people from the travelling community have access to support services that meet their needs.</p>	<p>Complete a sector review of Supporting People services for older people and through consultation with specialist stakeholders for these client groups identify most suitable models of support.</p>	<p>2010</p>	<p>Debbie Forward</p>	<p>Sector review completed and recommendations made to remodel services or meet any newly identified gaps in provision.</p>
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