

DRAFT OLDER PERSONS HOUSING STRATEGY ACTION PLAN

PRIORITY 1: Ensure Older Persons housing is responsive to demographic change in the period 2010-2026

Objective	<ul style="list-style-type: none"> • Enable the provision of additional older persons' housing over the period 2010-2026 to meet the demands of the changing demography, in line with the regional strategic projection (SHMAP).
Outcomes	<ul style="list-style-type: none"> • Development plans respond to appropriately to the requirements of the SHMA assessment and periodic Housing Needs Survey in the Local Development Framework. • Reduce the number of void properties in older persons housing due to unsuitable design and layout in some schemes.
Responsible Officer(s)	<p>Housing Policy Manager Planning Housing Enabling Officer</p>
Planned Actions	<p>2008 onwards</p> <ul style="list-style-type: none"> • Work with a range of local partners to enable the development of appropriate housing that meets additional need. <p>2009</p> <ul style="list-style-type: none"> • Location, design and specification of all new developments are tested against the "15 standards" and against the design recommendations set out in the OPH Strategy. <p>2008 /2009 onwards</p> <ul style="list-style-type: none"> • Monitor the Housing Quality – Building for Life Assessments indicator in the Annual Monitoring Report. • Planning Officers to be trained to perform Building for Life assessments.
Resource Implications	<p>Officers' time Housing Options Manager producing waiting list information.</p>

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Objective	<ul style="list-style-type: none"> Housing designated for Older People meets the defined level of standards and meets their needs.
Outcomes	<ul style="list-style-type: none"> To ensure that existing council housing meets older peoples expressed needs including those of security, comfort and mobility.
Responsible Officer(s)	<p>Capital Operations Manager</p> <p>Repairs & Maintenance Manager</p> <p>Special Needs Tenancy Officer.</p>
Planned Actions	<p>2009 - 2012</p> <ul style="list-style-type: none"> Consider the potential of replacement bathrooms in older persons housing to be provided with walk in showers, not the standard bathroom specification. <p>2009</p> <ul style="list-style-type: none"> Review the completion of priority 2 Disability Discrimination works to ensure that all reasonable steps are taken to overcome barriers to disabled people within older persons' housing. <p>2009</p> <ul style="list-style-type: none"> Undertake new feasibility studies for lift installation at Mendip, Malvern, Downsell House and Harry Taylor House. <p>2009</p> <ul style="list-style-type: none"> Carry out an appraisal of layouts, design and external areas of Mendip, Malvern and Downsell House schemes to maximise the scheme potential and sustainability.
Resource Implications	<ul style="list-style-type: none"> E&A budget to contribute to the capital bathroom programme. Officer time to carry out a feasibility study of further lift installations and appraisal of schemes.

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Objective	Review housing designated for Older People that do not meet a defined level of standards
Outcomes	<ul style="list-style-type: none"> • Fewer void properties in older persons schemes. • Housing which meets the needs of the tenant. • Increased numbers of accommodation for general letting.
Responsible Officer(s)	Capital Operations Manager. Head of Housing & Community Services.
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> • Carry out a comprehensive option appraisal of schemes where scheme assessments indicate closure of the scheme. <p>2009</p> <ul style="list-style-type: none"> • Review the scheme assessments where potential works have been recommended and produce cost of these improvements. <p>2009</p> <ul style="list-style-type: none"> • Produce a report for Executive Committee with recommendations from the options appraisal. <p>2010</p> <ul style="list-style-type: none"> • Remove accommodation from the designated status of "Older Persons Housing" that does not meet the defined standard.
Resource Implications	Capital funding may be required to fund improvements. Capital Team Officers & Head of Housing & Community Services time.

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PRIORITY 2: Ensure Older Persons support is responsive to demographic change in the period 2010-2026

Objective	Ensure the cost of the Home Support Service is value for money in line with the Supporting People Contract.
Outcomes	<ul style="list-style-type: none"> • Clarity of costs. • Value for money service.
Responsible Officer(s)	<p>Head of Housing & Community Services.</p> <p>Older Persons & Special Needs Team Leader.</p> <p>Home Support Supervisors.</p>
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> • Examine the funding of the Home Support Service in terms of the funding received from Supporting People against the cost of the service. <p>2009</p> <ul style="list-style-type: none"> • Develop an hourly rate of the service for the private customer. <p>2009</p> <ul style="list-style-type: none"> • Develop an Action Plan for Supporting People to change from an accommodation based contract to an hourly rate contract. <p>2008 - 2009</p> <ul style="list-style-type: none"> • Develop a Home Support Service to deliver in the Private Sector.
Resource Implications	<p>Head of Housing & Community Services,</p> <p>Older Persons & Special Needs Team Leader.</p> <p>Home Support Supervisors.</p> <p>Community Support Services Officer.</p> <p>Housing Accountant.</p>

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Objective	Carry out a review of the Home Support Service in line with the outcome of the review of the Older Persons' Housing Accommodation.
Outcomes	<ul style="list-style-type: none"> To ensure older people receive appropriate support to enable them to live independently as long as possible whatever their tenure. Numbers established of who requires the service and the structure required to provide this.
Responsible Officer(s)	Head of Housing & Community Services.
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> Review all users of the service to establish a schedule of those who require the service and those who do not require the support service although they are in older persons housing. <p>2009</p> <ul style="list-style-type: none"> Consult with the private sector to see if there is a demand for the Home Support Service.
Resource Implications	<p>Older Persons & Special Needs Team Leader</p> <p>Home Support Supervisors</p>

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Objective	Enable the provision of housing support to an additional 1420 older people over the period 2010-2026 to reach 20% of the over 65 population.
Outcomes	<ul style="list-style-type: none"> • Extra number of service users by: • 2010 + 180 units • 2011 + 80 units • 2016 + 520 units • 2021 + 380 units • 2026 + 260 units
Responsible Officer(s)	Head of Housing & Community Services. Home Support Service Team Leaders. Home Support Officers.
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> • Review the Supporting People contract to ensure objectives are being met. <p>2009</p> <ul style="list-style-type: none"> • Work with Supporting People to secure a further contract from 2010 for 3 years. <p>2009-2010</p> <ul style="list-style-type: none"> • Continually review the Home Support Service.
Resource Implications	Older Persons & Special Needs Team Leader. Home Support Supervisors.

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Objective	Undertake a review of the usage of the communal areas in category 1.5 and category 2 schemes examining levels of activity and communal involvement and potential for enhancement, through consultation with tenants.
Outcomes	<ul style="list-style-type: none"> Data will be used as part of the strategy.
Responsible Officer(s)	Older Persons and Special Needs Team Leader.
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> Analyse records of use of all the communal rooms. Consult with tenants/residents on their requirements of the communal lounges and guest bedrooms. Outcome of consultation to form part of the review of the Older Persons Housing.
Resource Implications	<p>Older Persons and Special Needs Team Leader.</p> <p>Home Support Supervisors.</p>

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PRIORITY 3: To ensure service users are fully informed and involved and their views are taken into consideration.

Objective	To ensure that choices and decisions are made by older people based on good quality information and that they are able to put forward their own views and matters that affect them.
Outcomes	<ul style="list-style-type: none"> • Transparent service. • Housing options defined. • Quality housing advice available. • Customers and tenants well informed.
Responsible Officer(s)	Housing Options Manager. Older Persons and Special Needs Team Leader.
Planned Actions	<p>2009</p> <ul style="list-style-type: none"> • Review all documentation of the service to ensure they help positively promote the service within the Council and by other providers and meet the need for information identified through consultation previously carried out. <p>2009</p> <ul style="list-style-type: none"> • Develop an assessment process for applying for housing in Older Persons accommodation. <p>2009</p> <ul style="list-style-type: none"> • Introduce an age entry tariff into Older Persons housing of 60 years of age, allowing younger people to be offered the accommodation on the basis that they have a special need for that type of housing. <p>2009</p> <ul style="list-style-type: none"> • Enable prospective tenants wherever possible to visit the accommodation with a member of the Home Support team prior to any offer of accommodation being made in order to minimise refusal or later dissatisfaction based on inadequate knowledge.
Resource Implications	Older Persons and Special Needs Team Leader. Housing Options Manager. Documents produced within existing budgets.

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Objective	Develop a Home Support Service for the private sector.
Outcomes	<ul style="list-style-type: none"> Customers in the private sector are able to receive a Home Support Service to help them live independently. The service would be meeting a Supporting People objective.
Responsible Officer(s)	<p>Head of Housing & Community Services.</p> <p>Older Persons and Special Needs Team Leader.</p> <p>Response Centre Manager.</p>
Planned Actions	<p>2009-2010</p> <ul style="list-style-type: none"> Consult with the private sector by letter informing them of the council's Home Support Service and asking if they would be interested in receiving the service. <p>2008-2009</p> <ul style="list-style-type: none"> Visit other older persons' housing schemes to promote the Home Support Service. <p>2008 -2010</p> <ul style="list-style-type: none"> Work with the Response Centre Manager in promoting both the lifeline, telecare assisted technology and the Home Support Services in the private sector.
Resource Implications	Officers time, Older Persons and Special Needs Team Leader.

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Objective	Carry out consultation with all tenants in current sheltered housing accommodation on the outcome of the Sheltered Housing Strategy.
Outcomes	Tenants well informed and able to influence outcomes.
Responsible Officers	Head of Housing & Community Services.
Planned actions	<p>2008 - 2009</p> <ul style="list-style-type: none"> Establish procedure for consultation with all tenants of Sheltered Housing on the proposed change. <p>2008 - 2009</p> <ul style="list-style-type: none"> Take to Borough Tenants Panel and the Council's Community Forum. <p>2009</p> <ul style="list-style-type: none"> Consult with all tenants of schemes that are proposed for de-designation from older persons housing.
Resource Implications	<ul style="list-style-type: none"> Tenant Participation Officers. Back office facilitations in organising events.

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Objective	Work with under represented groups to improve access to services.
Outcomes	Increase in number of customers using the Service. Housing options advice is available.
Responsible officers	Older Persons and Special Needs Team Leader. Housing Options Manager.
Planned actions	<p>2009</p> <ul style="list-style-type: none"> • Work with ethnic minorities to improve their access to services. <p>2009</p> <ul style="list-style-type: none"> • Design, subject to such needs being established housing and support solutions tailored to the specific needs of under represented groups..
Resource Implications	<ul style="list-style-type: none"> • Tenant Participation Officers.

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