

**REVIEW OF REDDITCH BOROUGH COUNCIL'S HOUSING STOCK FURTHER TO
COMMUNITY CONSULTATION**

DRAFT

**Updated action plan/
Revised forward plan**

Appendix 3

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

Objective 1	<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 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)	<ul style="list-style-type: none"> • Housing Policy Manager <ul style="list-style-type: none"> • Planning • Housing Enabling Officer
Planned Actions	<ul style="list-style-type: none"> • Work with a range of local partners to enable the development of appropriate housing that meets additional need. • 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. • 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	<ul style="list-style-type: none"> • Officers' time, Housing Options Manager time producing waiting list information.
Update	<ul style="list-style-type: none"> • Economic Climate has hindered development but Redditch Borough Council is continuing to work with all RSL partners and developers/stakeholders to enable new affordable housing projects. They will be tested against the 15 standards and design recommendations in the OPHS. • One achievement has been the design of a specialist "Housing With Care" scheme for people over 60 with dementia at Dorothy Terry House in Crabbs Cross. This property will replace an outmoded Victorian Care Home which currently caters for 13 residents with a 43 unit scheme with 1 and 2 bed flats, activity rooms and designed to meet and exceed all OPHS standards and building for life standards. • RSL's provide building for life assessments - Planners not trained. - • Possible site for Older Person's bungalows in Clifton Close, Matchborough West with Festival Housing Association. Designs in progress as at March 10.

Outstanding actions to carry forward

- To continue work with a range of local partners to enable the development of appropriate housing that meets additional need. 2010 – 2026
- 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. 2010 – 2011

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

Objective 2	<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)	<ul style="list-style-type: none"> • Capital Operations Manager • Repairs & Maintenance Manager • Special Needs Tenancy Officer.
Planned Actions	<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. • 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. • Undertake new feasibility studies for lift installation at Mendip, Malvern, Downsell House and Harry Taylor House. • 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.
Update	<ul style="list-style-type: none"> • Capital works programme ~ equipment and adaptations • Feasibility studies for lift installation can be found in report for each scheme (Appendix 13) • Appraisal of layouts, design and external areas can be found in report for each scheme (Appendix 13)

Outstanding actions to carry forward

- Monitor the demand and refusal of Older Persons Housing to inform future development planning. 2010 onwards
- 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. 2010 onwards

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

Objective 3	<ul style="list-style-type: none"> • 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 person's schemes. • Housing which meets the needs of the tenant. • Increased numbers of accommodation for general letting.
Responsible Officer(s)	<ul style="list-style-type: none"> • Capital Operations Manager. • Head of Housing & Community Services.
Planned Actions	<ul style="list-style-type: none"> • Carry out a comprehensive option appraisal of schemes where scheme assessments indicate closure of the scheme. • Review the scheme assessments where potential works have been recommended and produce cost of these improvements. • Produce a report for Executive Committee with recommendations from the options appraisal. • Remove accommodation from the designated status of "Older Persons Housing" that does not meet the defined standard.
Resource Implications	<ul style="list-style-type: none"> • Capital funding may be required to fund improvements. • Capital Team Officers & Head of Housing & Community Services time.
Update	<ul style="list-style-type: none"> • Comprehensive option appraisal reports can be found in the report for each scheme at Appendix 13. Schemes affected are; Roxboro House, Auxerre House, and Chiltern Houser see Appendix 13 • Where potential works have been recommended costs of these improvements can be found in Appendix 4 • Report for Executive Committee produced

Outstanding actions to carry forward

- Remove accommodation from the designated status of "Older Persons Housing" that does not meet the defined standard

Effective April 2011.

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

Objective 1	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Head of Housing & Community Services. • Older Persons & Special Needs Team Leader and Home Support Supervisors.
Planned Actions	<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. • Develop an hourly rate of the service for the private customer. • Develop an Action Plan for Supporting People to change from an accommodation based contract to an hourly rate contract. • Develop a Home Support Service to deliver in the Private Sector.
Resource Implications	<ul style="list-style-type: none"> • Head of Housing & Community Services, • Older Persons & Special Needs Team Leader. • Home Support Supervisors. • Community Support Services Officer. • Housing Accountant.
Update	<ul style="list-style-type: none"> • Funding of the Home Support Services examined and the cost of service exceeds funding received from Supporting People. We do however have some people who pay for the service. • Initial hourly rate developed based on the costs of running the service. The price has been compared to other providers and falls within the same range. • Supporting People now fund the Home Support Service and St. David's House and Lifeline as a gross block contract. The units for the Home Support Service and St David's House are in hours. For all services the service delivery has been changed from those in Sheltered and Dispersed to identifying users who are Elderly and Vulnerable or Generic. <p>This approach needs to roll out across the entire service so that it is equitable regardless of funding (SP, payer) or tenure (council tenant, private).</p>

Outstanding actions to carry forward

- Roll out of the Home Support Service into the private sector 2010 to 2011
- Look at the introduction of an hourly charge for all customer regardless of tenure and funding 2010 to 2011

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

Objective 2	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Head of Housing & Community Services.
Planned Actions	<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. • Consult with the private sector to see if there is a demand for the Home Support Service.
Resource Implications	<ul style="list-style-type: none"> • Older Persons & Special Needs Team Leader • Home Support Supervisors
Update	<ul style="list-style-type: none"> • Service plans of all service users have been reviewed and an emphasis placed on a need for the service rather than a want. This has seen over 200 users stop the full Home Support Service. It is possible however for users to opt back in should their needs change. • Pilot of operating the Home Support Service within the private sector has been run. It has proved to be a much needed service. • The Worcestershire County Council team for Supporting People are keen for all providers to extend the service so that it is available to all regardless of tenure. To aid this they will fund a post for 3 years (per provider).

Outstanding actions to carry forward

- Review service users who do not appear to need the service and work with them to achieve further independence (if possible) so that they can opt out and back in as their needs change. 2010 to 2011
- Carry out a review of the Home Support Service in line with the outcome of the review of Older Persons Housing December 2010 to March 2011

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

Objective 3	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Head of Housing & Community Services. • Home Support Service Supervisors and Home Support Officers.
Planned Actions	<ul style="list-style-type: none"> • Review the Supporting People contract to ensure objectives are being met. • Work with Supporting People to secure a further contract from 2010 for 3 years. • Continually review the Home Support Service.
Resource Implications	<ul style="list-style-type: none"> • Older Persons & Special Needs Team Leader and Home Support Supervisors.
Update	<ul style="list-style-type: none"> • All objectives and outcomes are being met. Performance Indicator workbooks submitted regularly with outcome and case study information. No adverse report from Supporting People Worcestershire County Council Team. • Self-assessed the service as part of the quality assessment framework (QUAF) which is used by supporting people to identify the quality of the service delivery. Awaiting desk top review • The Housing Performance and Database Manager held sessions with the Home Support Service Officers to identify ways to take the service forward. This was successful and the officers had lots of ideas and were enthusiastic about developing the service and taking advantage of the opportunities available.

Outstanding actions to carry forward

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|---|--------------------------------|
| • Review of the Home Support Service in line with changes to the supporting people contract and move into the private sector. | 2010 to 2011 |
| • Preparation for a review of the service as per the quality assessment framework | 2010 to 2011 |
| • Work with Supporting People to secure funding for the service from 2011 onwards. | September 2010 to January 2011 |

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

Objective 4	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader.
Planned Actions	<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	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader. Home Support Supervisors.
Update	<ul style="list-style-type: none"> Leisure Audit of the room's usage conducted. This needs further analysis.

Outstanding actions to carry forward

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|---|---------------------------|
| • Analysis of Leisure Audit | September 2010 |
| • Consult with tenants / residents on their requirements of the communal lounges and guest bedrooms | January 2011 – April 2011 |

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

Objective 1	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> Housing Options Manager. Older Persons and Special Needs Team Leader.
Planned Actions	<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. Develop an assessment process for applying for housing in Older Persons accommodation. 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. 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	<ul style="list-style-type: none"> Older Persons and Special Needs Team Leader. Housing Options Manager. Documents produced within existing budgets.
Update	<ul style="list-style-type: none"> The properties have been categorised to make it clearly visible to the potential tenant who the properties will be suitable for. This will, subject to approval of the Committee Report, form the basis of local lettings plans and the adverts used in the choice based lettings system. It is envisaged that part of the role being funded by Worcestershire County Council Supporting People will be to develop the documentation and to promote the service within the Council and to other providers and professionals

Outstanding actions to carry forward

- 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. April 2011
- Introduce an entry tariff into Older Persons Housing of 60 years and develop an assessment process for applying for this type of housing. April 2011
- 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. April 2011

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

Objective 2	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Head of Housing & Community Services. • Older Persons and Special Needs Team Leader. • Response Centre Manager.
Planned Actions	<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. • Visit other older persons' housing schemes to promote the Home Support Service. • Work with the Response Centre Manager in promoting both the lifeline, telecare assistive technology and the Home Support Services in the private sector.
Resource Implications	<ul style="list-style-type: none"> • Officers time, Older Persons and Special Needs Team Leader.
Update	<ul style="list-style-type: none"> • Potential service users within the private sector identified and assessed. A pilot has been conducted and evaluated. • From this it will be possible to identify the type of service someone from the private sector needs and compare it with the service currently delivered. This work will form the basis of the review of the Home Support Service.

Outstanding Actions to Carry Forward

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| • Visit other older persons' housing schemes to promote the Home Support Service. | 2010 to 2011 |
| • Work with the Response Centre Manager in promoting both the lifeline, telecare assistive technology and the Home Support Services in the private sector. | 2010 to 2011 |

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

Objective 3	<ul style="list-style-type: none"> • Carry out consultation with all tenants in current sheltered housing accommodation on the outcome of the Older Persons Housing Strategy.
Outcomes	<ul style="list-style-type: none"> • Tenants well informed and able to influence outcomes.
Responsible Officers	<ul style="list-style-type: none"> • Head of Housing & Community Services.
Planned actions	<ul style="list-style-type: none"> • Establish procedure for consultation with all tenants of Older Persons Housing on the proposed change. • Take to Borough Tenants Panel and the Council's Community Forum. • 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.
Update	<ul style="list-style-type: none"> • Comprehensive consultation has been conducted with all tenants in our current Older Persons Housing via visits to the schemes, newsletters and bulletins, conferences, meeting with the Borough Tenants Panel, Community Forum plus the setting up of a residents group. • See the consultation document for further details of the consultation conducted. Appendix 1 • Need to await the outcome of the Committee Report before consultation with tenants of the affected schemes can take place. However a change management process is being drawn up so that as soon as the decision is known Officers can work together with the tenants to ensure any transition runs smoothly.

Outstanding actions to carry forward

- Consult with all tenants of schemes where changes have been proposed

July 2010 – April 2011

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

Objective 4	<ul style="list-style-type: none"> • Work with under represented groups to improve access to services.
Outcomes	<ul style="list-style-type: none"> • Increase in number of customers using the Service. Housing options advice is available.
Responsible officers	<ul style="list-style-type: none"> • Older Persons and Special Needs Team Leader. • Housing Options Manager.
Planned actions	<ul style="list-style-type: none"> • Work with ethnic minorities to improve their access to services. • 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.
Update	<p>Consultation has included presentations to the Community Forum. Equality Impact Assessment has been completed.</p>

Outstanding action to carry forward

- Work with ethnic minority groups to improve their access to the service

March 2011

OLDER PERSONS' HOUSING AND SUPPORT STRATEGY FORWARD ACTION PLAN

Key Actions	Timescales	Resources additional to base budget	Lead Officer
Priority 1: Ensure Older Persons Housing is responsive to demographic change in the period 2010 – 2026:			
○ Continue to Work with a range of local partners to enable the development of appropriate housing that meets additional needs.	2010-2026	Within existing resources.	Matthew Bough
○ Location, design and specification of all new developments are tested against the agreed 15 standards and against the design recommendations set out in the Older Persons Housing & Support Strategy.	2010-2011	Within existing resources.	Matthew Bough
○ Monitor the demand and refusal of Older Persons Housing to inform future development planning.	2010 onwards	Within existing resources.	Elise Hopkins
Priority 2: Ensure Older Persons Support is responsive to demographic change in the period 2010-2026:			
○ Carry out a review of the Home Support Service in line with the outcome of the review of Older Persons Housing.	December 2010 – March 2011	Within existing resources.	Liz Tompkin
○ Work with Supporting People to secure funding for the service from 2011 onwards.	Sept 2010 – Jan 2011	Within existing resources.	Liz Tompkin Emma Cartwright
Priority 3: Ensure service users are fully informed and involved and their views are taken into consideration:			
○ Consult with all tenants of schemes where changes have been proposed	Aug 2010- April 2011	Within existing resources	Liz Tompkin
○ Develop an assessment process for applying for Older Persons housing.	April 2011	Within existing resources	Carol Cockette and Elise Hopkins
○ Work with ethnic minority groups to improve their access to the service.	March 2011	Within existing resources	Emma Cartwright and Elise Hopkins
Further Actions:			
○ Recruit an older person's liaison officer	August 2011	Resources required	Elise Hopkins
○ Introduce change management programme	August 2011	Within existing resources	Project Group
○ Review allocation into older person's housing	April 2011	Within existing resources	Elise Hopkins
○ Produce guidance on best practice approach to research, planning and consultation	April 2011	Within existing resources	Liz Tompkin
○ Promote membership of the Resident's Group	August 2011 ongoing	Within existing resources	Project Group