

EXETER CITY COUNCIL
SCRUTINY COMMITTEE – COMMUNITY
31 AUGUST 2010

EXECUTIVE
28 SEPTEMBER 2010

DRAFT OLDER PERSONS' HOUSING STRATEGY 2010-2015

1. PURPOSE OF THE REPORT

- 1.1 To seek Member approval for the Older Persons' Housing Strategy 2010-2015.

2. BACKGROUND

- 2.1 The number of older people in Exeter (those aged 65 and over) is projected to increase by 39% over the next 20 years. This growing population needs consideration in terms of housing options, support and services. The previous Government stated in its document *Lifetime Homes, Lifetime Neighbourhoods: a national strategy for housing in an ageing society* that housing and the planning of communities for an ageing population was a national priority. Exeter City Council recognises the implications of the increasing older population and wants to ensure that the older residents have good quality, affordable housing and service that meet their support needs as they grow older. Therefore, the need for an Older Persons' Housing Strategy for the longer term is essential.
- 2.2 The Older Persons' Housing Strategy has been put together using a mixture of local and central government knowledge and statistics, various publications, best practice guides and focus groups. Its aims are to:
- Anticipate, plan and satisfy the housing needs of the ageing population
 - Provide prevention and support services required for older people to remain living independently at home
 - Provide a range of good quality affordable housing options by making the best use of existing stock and suitable new build developments.

3. CONSULTATION

- 3.1 Consultation has been actively undertaken throughout the development of the Strategy and included:
- A focus group with tenants and key organisations around the City
 - Consultation with the Tenant Editorial Board
 - Within the Council, consultation with Planning and Building Control, Forward Planning, Environmental Health, Housing Services and the Corporate Equality Group

- Consultation with external agencies including the Adult and Community Services department at Devon County Council
- A month long exercise which included publishing the Strategy on the Council's website, making copies available in reference libraries, placing posters in doctors' surgeries, having copies available in the Customer Service Centre, taking the Strategy to an Advice, Information & Guidance session at Exeter Mosque and informing other relevant organisations of the consultation period and where the strategy was available.

3.2 Following this consultation a number of amendments were made to incorporate comments and suggestions. The final draft of the Strategy can be found on the Members' website. A copy of the action plan is included at Appendix I of this report.

4 RECOMMEND that Scrutiny – Community support and Executive approve:

- 1) The Older Persons' Housing Strategy
- 2) That a further report on progress against the action plan be submitted annually.
- 3) That in accordance with the Local Government & Public Involvement in Health Act 2007 the draft Older Persons' Housing Strategy and Action Plan be placed on the website and further comments invited from the community.

HEAD OF HOUSING SERVICES

S:PA/LP/Committee/810SCC1
16.8.10

COMMUNITY & ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended) Background papers used in compiling this report:

Government Policy Paper - 'Lifetime Homes, Lifetime Neighbourhoods: a national strategy for housing in an ageing society'

1	Aims for the Strategy's 5-year plan	How Measured?	Target Date	Owner	Progress
1a	Investigate the creation of an Older Persons' Partnership Board for the City consisting of relevant organisations including health, social care, housing and planning strategists, the voluntary sector and customers. The Partnership to discuss the issues related to the ageing society, address them through the aims of this strategy and deliver solutions.	Creation of partnership	October 2011	SHIP	
2	Aids and Adaptations	How Measured?	Target Date	Owner	Progress
2a	Establish whether Council staff would be able to carry out basic screenings for falls for older tenants as part of their routine visits. Work with Devon County Council to see how this could join up with the health and social care community falls pathway.	Process established	December 2010	Occupational Therapist and Housing Operations Manager	
3	Disabled Facilities Grant	How Measured?	Target Date	Owner	Progress
3a	Use the evidence from the research project to develop a common operating protocol with registered social landlords	Protocol developed	June 2011	Environmental Health Manager	
4	Exeter City Council Housing Adaptations	How Measured?	Target Date	Owner	Progress
4a	To improve waiting times, establish whether the County Council could have a dedicated occupational therapist to carry out all assessments for adaptations to the City Council's own stock.	Reduced waiting times. Completion of Resident Auditors Team review	April 2011	Housing Operations Manager	
5	Occupational Therapist	How Measured?	Target Date	Owner	Progress
5a	Secure funding for the occupational therapist post for 2010 / 2011 / 2012	Joint funding agreement in place	November 2010	Head of Housing	
5b	Establish methods for identifying council stock with major adaptations prior to 1997, i.e. properties which have had extensions which were not recorded	Methods established	April 2011	OT/ Repairs Manager	

6	Wheelchair Accessible Housing in Exeter	How Measured?	Target Date	Owner	Progress
6a	Produce a wheelchair accessible homes design standards booklet	Publication date	June 2011	Occupational Therapist	
6b	Amalgamate data on accessible homes to Devon Home Choice property data.	No of homes which have had their accessibility category entered onto Devon Home Choice.	Ongoing	Occupational Therapist	
7	Home Call	How Measured?	Target Date	Owner	Progress
7a	Home Call to explore funding options for Telecare to enable the wider public take up of remote monitoring devices	All funding options explored	July 2011	Control Centre Manager	
8	Lifetime Homes Standard	How Measured?	Target Date	Owner	Progress
8a	Ensure that the Council's Residential Design Guide requires all new dwellings to meet the Lifetime Homes Standard	All 16 criteria required by the adopted Residential Design Guide	Autumn 2010	Design Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010
9	Exeter City Council Planning Service	How Measured?	Target Date	Owner	Progress
9a	Ensure access to local amenities and public transport is embedded in emerging Local Development Framework policy and the Residential Design Guide	Assess whether guidance/policy achieves the actions	Ongoing	Design Manager and Development Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010
9b	Ensure requirements for refuse storage is included in Residential Design Guide	Requirements included in adopted residential design guide	Autumn 2010	Design Manager	Policy is currently in draft form and will hopefully go out for consultation in Summer 2010

10	Personalisation	How Measured?	Target Date	Owner	Progress
10a	Establish how housing services can be more tailored to the needs of older people using data from the tenants census	Tailoring of services	Ongoing	Housing Operations Manager	
11	Area Based Grant	How Measured?	Target Date	Owner	Progress
11a	Obtain more information from Devon County Council on where community based support grant is allocated and seek to ensure that Exeter receives its fair share of funding	Detailed budget for both Supporting People programme and administration grant	April 2011	Head of Housing	
12	Home Ownership	How Measured?	Target Date	Owner	Progress
12a	Encourage homeowners to claim pension and council tax benefits	Marketing carried out	June 2012	Housing Needs Manager	
12b	Research the need for shared ownership for older people and provide such units through various initiatives	Whether the need established is met	Method for establishing need – May 2011	Housing Enabling Officer	
13	Private Renting	How Measured?	Target Date	Owner	Progress
13a	Create guidance on letting to older tenants to encourage landlords to specialise in renting to this age group	Guidance created	July 2011	Housing Enabling Officer	
13b	Create a landlord accreditation scheme for landlords who provide settled, sustainable tenancies for people claiming LHA and achieve a decent standard of letting which meets or exceeds all legal requirements relating to various aspects of renting. Provide the registered landlords with information on good practice in renting to older people, LHA and grants and aids for adaptations.	Scheme developed and operating	June 2012	Empty Homes Manager	

13c	Hold a register of properties, which are suitable for older people with limited mobility. Register to be jointly maintained by the Housing Advice team, the Empty Homes team and Adult Community Services	Register produced	July 2012	Empty Homes Manager and Housing Needs Manager	
13d	Promote LHA take-up and deposit guarantee scheme	Marketing carried out	On-going	Housing Needs Manager	
14	Exeter City Council's Older Person Accommodation	How Measured?	Target Date	Owner	Progress
14a	Produce a plan for improving and remodelling the Council's older person housing schemes	Plan produced via review of older person housing schemes	August 2011	Housing Operations Manager	Part of the Housing Asset Management Strategy review
14b	Review buggy power points and storage in ECC older person housing schemes	Review completed	August 2011	Tenant Service Manager	Will be considered as part of the review of older person housing schemes
14c	Explanation of scooter re-charge facilities in Chatterbox and as part of accompanied let check.	Article in Chatterbox	November 2010	Tenant Service Manager	
14d	Re-assess the use of the communal lounges. Establish whether a hub and spoke model could be used which would allow other members of the public to make use of the communal rooms.	Review completed and greater use of communal areas where appropriate	Re-assessment – April 2012 Encouraging participation - Ongoing	Tenant Service Manager	
14e	Arrange more joint activities with the PCT to assist them implement the Health Action Plan	More activities recorded. Better working relationship with PCT.	Ongoing	Tenant Service Manager	

14f	Tenant profiles to be established via a census form used at tenancy sign up. The Council needs to use this information gathered to improve its service.	Census returns increased to above 80%	Ongoing	Tenant Service Manager	Residents of Older Persons' housing schemes go through the single assessment process and then if required an individual care plan is produced. The plan is to offer housing related support to elderly residents regardless of tenure by 2011
14g	Service standards for older tenants to be agreed and a method of measurement to be established	Standards measured as outlined in service improvement plan	April 2011	Tenant Service Manager	
14h	Complete Housing Services Older Persons Support Service policy	Strategy complete	May 2011	Tenant Service Manager	
15	Accommodation for Older People				
15a	In partnership with Devon County Council, the planning service and the housing service, produce a process for collecting evidence of need for various specialised housing of any tenure. Such evidence to then be fed into planning policy and used as a basis for the production of specialised housing schemes. Various delivery methods to be used including Section 106 agreements.	Process determined	July 2012	Housing Enabling Officer and Forward Planning Manager	
16	Extra Care Housing	How Measured?	Target Date	Owner	Progress
16a	Work in partnership with Devon County Council, housing associations, charitable trusts and private developers to produce 4 Extra Care schemes in Exeter in line with DCC strategy.	Number of Extra Care schemes	Ongoing	Housing Enabling Manager	

17	Downsizing	How Measured?	Target Date	Owner	Progress
17a	Promote the Downsizing Scheme to encourage more tenants who are not disabled or elderly to move out of adapted properties. Linked to target 6a.	Article in Insight. Record the number of adapted properties released through the scheme	December 2010	Housing Operations Manager	
18	Devon Homechoice	How Measured?	Target Date	Owner	Progress
18a	Ensure older people with higher support needs are case managed and supported through allocations process	All applicants over 55 contacted and offered case management service	January 2012	Housing Needs Manager	
18b	Asses the viability of scanning new applications to reduce processing time	Scanning in place	December 2010	Housing Needs Manager	
18c	Promote the use of phone / advocate bidding	Promotions implemented	Ongoing	Housing Needs Manager	
18d	Establish a method for identifying people who need help using the system		October 2010	Housing Needs Manager	
19	Cognitive Disability	How Measured?	Target Date	Owner	Progress
19a	Establish the level of need for clustered accommodation and provide through various initiatives.	Procedure established and accommodation provided	On-going	Occupational Therapist and Housing Enabling Officer	

20	Devon Care and Repair	How Measured?	Target Date	Owner	Progress
20a	Feed the comments made by the focus group into the re-tendering process of the service next year.	Tender process acknowledges inspection feedback	October 2010	Head of Housing	
20b	Inform DCR and Devon County Council of the need for a specific moving service for older people living in Exeter on a low income. Service required to provide help and advice on options and the transition of selling a property and physical help moving.	Information supplied	May 2010	Strategic Housing Manager	
21	Decoration and Garden Assistance Schemes	How Measured?	Target Date	Owner	Progress
21a	Research services available for home owners and private renters on a low income and promote. If necessary, will recommend that DCR provide a similar service for homeowners and private renters.	Research complete	October 2011	Environmental Health Manager and Head of Housing	
22	Private Sector Renewal Scheme	How Measured?	Target Date	Owner	Progress
22a	Publicise the availability of grants, linked to loans, targeting publicity in areas known to have the poorest housing conditions	Publicity published	Ongoing	Environmental Health Manager	
23	Home Improvement Loans	How Measured?	Target Date	Owner	Progress
23a	Publicise the availability of loans, targeting publicity in areas known to have the poorest housing conditions	Publicity published	Ongoing	Environmental Health Manager	
23b	Use Joseph Rowntree Foundation results of the equity release pilot schemes in local authorities and establish whether Exeter City Council can improve its equity release loan service.	Research used and a course of action determined	June 2012	Environmental Health Manager	

24	Fuel Poverty	How Measured?	Target Date	Owner	Progress
24a	Leaflets on schemes for homeowners to be made widely available	Availability of leaflets	July 2010	Environmental Health Manager	
25	Crime, Security and Safety	How Measured?	Target Date	Owner	Progress
25a	As requested by the focus group, arrange more sheltered housing forum meetings with estate managers and the police.	Review carried out	Review by April 2011	Tenant Service Manager	Await outcome of Tenant Services review before making a commitment
25b	As requested by the focus group, door entry timings to be adjusted so that doors are locked from 6pm to 8am.	Consultation on a site by site basis and timings changed where appropriate	October 2010	Tenant Service Manager	A site by site consultation will be carried out
26	Advice and information	How Measured?	Target Date	Owner	Progress
26a	Work alongside Devon County Council and Age Concern to avoid duplication of housing advice services for older people and create a joined up service which offers advice on all aspects of housing.	Customer feedback showing that consistent advice /referral process available across city	Ongoing	Housing Needs Manager	
26b	Promote housing advice service to older people as the focus group identified a lack of awareness. Pilot use of Housing Care's housing options self assessment for older people.	Promotion and pilot carried out	Promotion – ongoing Pilot – March 2013	Housing Needs Manager	
26c	Strengthen housing advice link with Devon County Council (over 50s website and leaflet) and monitor		October 2011	Housing Needs Manager	

26d	Council resident involvement service and strategy to be reviewed	Review completed	December 2010	Special Projects & Tenant Liaison Manager	
26e	Update tenants' handbook	New tenants' handbook published	Review by October 2011	Tenant Service Manager	
26f	Formal links to be developed between service user involvement and community development as part of the Council's Partners and Communities Together (PACT) initiative	Links developed	June 2011	Tenant Service Manager	
26g	Review the Council's tenant consultation process and produce a strategy	Strategy produced	March 2011	Housing Operations Manager	
27	Access to Council services	How Measured?	Target Date	Owner	Progress
27a	Central control team to undertake Telecare Service Association accreditation, which is a nationally recognised quality audit.	Accreditation achieved	July 2010	Control Centre Manager	Accreditation is currently being undertaken
27b	All managers to keep customer services updated on any staff changes and their roles.	Updates carried out	On-going	All managers	
27c	Promotion of the main customer services telephone number	Phone number published.	On-going	Tenant Service Manager	
27d	As requested by the focus group, increase the number of estate officer site meetings	Record the number of site meetings	Review by September 2010	Tenant Service Manager	Await outcome of Tenant Services review before making a commitment
27e	Establish how we will support Older People with a range of disabilities or failing mental faculties	Procedure drawn up, agreed and in place	January 2011	Housing Needs Manager and Housing Operations Manager	Tenant census data is currently being collected. This will help the council determine how the tenant would like to be contacted.

27	Equality and Diversity	How Measured?	Target Date	Owner	Progress
27a	Promote resident involvement groups in order to make them more representative.	More resident groups created and outcomes of resident involvement reviewed	Ongoing	Special Projects & Tenant Liaison Manager	
27b	Engagement with faith groups in the production of this strategy has been unsuccessful. This has highlighted the need for our services to try different methods of engagement.	Methods established and monitored	Ongoing	All housing managers	