



# Housing and Property Older Persons' Strategy 2016 -2020



**districtnk**  
100 flourishing communities  
North Kesteven District Council

<b>Strategy Development: Revision History</b>				
Version	Author	Review	Reason for Issue	Date
0.1	F Jones	HoS	Initial draft for comment	October 2015
0.2	J Munton	HoS	Revise strategy to ensure it is in line with the Corporate Older Persons Strategy	August 2016
0.3	J Munton	TR	Updated key outcomes following Challenge group consultation	November 2016
0.4	J Munton	DMT	Updated following DMT	November 2016
0.5	J Munton	DMT	Comments from F Jones	December 2016
0.6	R Davies	CMT	Comments from CMT	February 2017

<b>Strategy Approval</b>				
Name	Organisation	Role	Approval	Date
Formal Adoption	NKDC	Executive	Approved	16/03/2017

## 1. Introduction

This Older Persons' Housing Strategy follows the publication of the Corporate Older Persons' Strategy to identify how the Housing and Property Service will contribute to the main aims set out in the Corporate Strategy. This Strategy considers the role of the Housing and Property Service in maximising the general well-being of older people, by providing housing and support that meets their needs, ensuring they feel valued and respected and part of a community. It recommends an action plan and a timetable for addressing them.

The demography of ageing presents a real and increasing challenge to Housing. Not only will the number of older people increase, we are all living longer. Historically the response to the changing housing needs of older people was to support them to move into more suitable accommodation. Over the last few years the Central Government's agenda has focussed on ensuring people have 'choice'. Older people should be supported to live independently for as long as possible and their support and housing needs be provided in the most flexible way possible.

The government vision for Adult Social Care highlights:

- A need for personalised support
- Local Councils to be productive and innovative
- A focus on early intervention and prevention

This Older Persons' Strategy focuses on people over 60yrs, however actions in this strategy would also benefit younger tenants with physical/mobility challenges and health issues. This strategy defines the need for additional support and/or services as:

*“An individual or household experiencing difficulty in everyday living who is in need of physical, practical and / or emotional support and assistance.”*

This strategy draws heavily upon North Kesteven's approach to partnership working, engagement and localism. The Council has always taken a proactive approach to supporting communities and the Localism Plan is an extension of the Council's vision of achieving “100 flourishing communities”. <https://www.n-kesteven.gov.uk/residents/living-in-your-area/localism/nk-localism-plan/>

## 2. National and Local Context

*Ready for Ageing*, a report published by the House of Lords Select Committee on Public Service and Demographic Change in March 2013, described the United Kingdom as 'woefully unprepared' to deal with our rapidly aging population. Since its publication, 'old age' has moved up the political agenda.

Housing quality and suitability is a major determinant of health and well-being. Older people are the main users of both hospital and primary care and their homes are a particularly important factor in maintaining physical and mental health. Improving and adapting main stream homes, development of specialist housing and provision of housing related support can also all contribute to efficiency savings for local government and the NHS.

There is a need to understand the likely size and structure of the population in the current and future years. This is important at the national level, where the future structure of the population is a vital factor in considering policies relating to housing provision. It is also important at the local level, where future changes in the population will affect our planning and development policies. North Kesteven has an ageing population; the 2011 census figures indicate that there are double the number of residents over 50 than there are under 25 in the District. However, there are many older residents that are fulfilling healthy and active lives in the district without the need for support. The District is rural, with a lack of public transport so one of the challenges is to ensure that the people in our District can receive the support they need.

The population of North Kesteven has increased by 14.2% between 2001 and 2011 according to ONS mid year estimates published in June 2016. Most recent ONS projections released in May 2016 project growth as compared with 2014 of 51% by 2020 and 14.6% by 2035. The largest increase by age group is 80-84 years with 2000 people with the 60-84 age group expected to increase by 6200 people. By 2030 this increase is expected to be even greater with an increase of 2700 people aged 80-84.

Life expectancy has been growing steadily. In 1951, a man aged 65 could expect to live to the age of 77. Today he can expect to live to 86, and by 2050 to 91.

The Alzheimer's Society estimates that there are 850,000 people in the UK with dementia, but only 44% will have a formal diagnosis. Two thirds of people with dementia live in the Community, whilst the remaining third are in Care Homes. One in six people over the age of 80 years have dementia, which in an ageing population will have a significant effect on the need for safe, suitable accommodation, primary care and support services.

### 3. Stock and tenant profile

North Kesteven has a relatively small housing stock, the proportion of Social Housing is lower than the vast majority of local authorities. The most recent ONS figures released in October 2016, indicate that North Kesteven is just inside the bottom quartile with 12.3% of stock being social housing, the median figure across all English LAs is 14.3% and the average is 15.1%.

Locally, both North Kesteven District Council and Lincolnshire County Council have moved away from commissioning traditional 'Sheltered Housing' with daily on-site support for tenants, to Extra Care Services and Floating Support Services which are recognised as responsive and flexible when meeting the needs of older people.

The Council has a total of 1866 properties that are considered suitable for older people; 1640 bungalows; 214 ground floor flats; 12 first floor flats with an integrated, hardwired, emergency red pull cord system (also referred to as a 'Warden Call System'). Eslaforde Gardens is the Districts only Extra Care Scheme, combining secure NKDC tenancies of 15 self-contained flats and on site personal care commissioned by Lincolnshire County Council.

The total number of people on the Housing register is 1463 with 398 of them being aged 65 and over. Between November 2015 and 2016 there has been a decrease of 9% of people on the register and a 4% decrease of those aged 65+ compared to the same time last year.

North Kesteven has 3789 properties and 54% of them are lived in by tenants aged 60 or over. Of those aged 60 and over, 69% of them live alone, of which, 26% live in Sleaford or North Hykeham, 28% in large villages with doctors and shops and 46% in smaller villages with little to no amenities. This poses a challenge as loneliness and isolation will be prevalent.

The North Kesteven Wellbeing Service is a programme for District residents in partnership with Lincolnshire County Council. The service offers support, installation of small aids, minor adaptations, alarms and monitoring equipment as appropriate. The aim is to help people continue living at home and enjoy the most fulfilling and independent life possible.

The key is to integrating available services and offering them at an early stage to ensure people have the best possible chances of remaining safe and independent in their own home. Often it's just information on options or signposting to services which are not obvious, but which through a change in circumstance, will make a genuine positive impact. These things can make a world of difference to people's long-term physical and mental health. When people return home from hospital, the right support can reduce the risk of re-admission or prolonged care.

#### **4. Aspirations, needs and choice**

The requirement to produce a Joint Strategic Needs Assessment is a statutory duty met by Lincolnshire County Council. This comprehensive analysis of current and future local need is reviewed annually. It indicates that there will be an increase in older people with Learning Disabilities. There is also an expected increase in people receiving support with Mental Health problems and mobility problems.

Many people are happier if they can remain independent and in their own homes as long as possible. To achieve this, it may be necessary to make some adaptations to tenant's homes. For people with dementia the use of new equipment and/or assistive technology that has been designed could enable them to remain independent for longer, or make it easier for others to give support.

The housing and health link becomes increasingly important with age. Older people spend an average of 80% of their time at home. (ONS – Insights into Loneliness, Older People and Well-being, 2015). They are more at risk of falls and more susceptible to cold or damp related health problems.

Warm, safe, well designed housing, effective delivery of home adaptations, the provision of supported specialist housing, aids, equipment and assistive technologies all have quantifiable effects with regard to improved health, well-being and independent living, particularly for older people with chronic conditions.

To meet the current and future needs and aspirations of older people, both quality and design of housing, for general needs and specialist needs are clearly important. This should include sufficient space to maintain wellbeing and enjoyment of life. Previous recommendations have been for two bedrooms in older persons accommodation, providing the flexibility meet any future health needs or space for a live in carer or older children who may still 'live at home'.

It is important that people be directed to make choices regarding their accommodation earlier in life, so they can benefit from the variety of housing models for older people. It is also important that a range of housing types and tenures are made available within the District to meet their aspirations and in turn offer choice.

## 5. How the strategy was developed

This strategy follows on from the publication of the Corporate Older Persons' Strategy. The Housing and Property Service plays a key role in the provision of older people's accommodation and support. The visions for both strategies is the same to ensure a Council wide approach to achieving the outcomes identified. The strategic outcomes remain broadly similar but are more tailored to the work of the Housing and Property teams and were influenced by consultation with the Tenants Group.

In developing this strategy, the Council is confirming its support for the countywide **Excellent Ageing Programme**. Since 2010 over 50 organisations from across the county have worked together to shape services for older people.

These outcomes contribute towards the achievement of a county wide **shared vision for older people by 2020**:

- Older people have more choice and control, can receive the help they need and are valued and respected within their communities;
- Public, private and voluntary sectors work together with communities in a seamless way to ensure services, facilities and resources meet demand and are accessible; and
- Services and support are locally based, cost-effective and sustainable.

Flowing from this shared county wide vision, the Council has established through the Corporate Older Persons' Strategy, strategic outcomes that will guide the work we do to support and enable the independence of older people in the District:

- Maximise the choice and control given to older people;
- Ensure older people are valued and respected;
- Work in partnership to meet demand;
- Ensure services, facilities and resources are available locally and accessible; and
- Ensure services and support are cost effective and sustainable.

The Challenge group made up of Tenant Representatives were asked in November 2016 what they felt was important that the Housing and Property Service provides or does for Older Tenants. The suggestions were grouped into themes:

- Support and tailored communication that meets needs from our officers
- Part of a community and being involved
- Access to services, support and advice and being informed
- Properties that meets needs
- Services that are value for money

The Challenge group took these themes together with the strategic outcomes from the Corporate Older Persons Strategy (detailed on previous page), and merged them together to decide the strategic outcomes for this strategy to focus on:

- Ensure older people have support from our officers and choice and control.
- Ensure older people are valued and respected and feel involved and part of a community.
- Work in partnership to provide services, support and advice that older people can access.
- Ensure older people have access to properties that meets their needs.
- Provide services that are value for money

The vision from the Corporate Older Persons' strategy was deemed fit for purpose by the Tenants Challenge group for this strategy so remained unchanged. The full consultation comments can be found in appendix 1.

We also carried out a series of roadshows and a postal questionnaire about their priorities for the future in 2015. Whilst this consultation included all tenants the top priority highlighted by 56.9% of respondents was 'more support for vulnerable people.' Other top priorities highlighted were reviewing the length of time before refurbishments, improving energy efficiency and types of heating in Council properties and greater opportunity for face to face contact. These are key considerations for the strategy.

## 6. Introducing our vision

We need to ensure our tenants have access to housing and support that meets their needs. To do this our officers need to work with tenants and with each other to support tenants to make choices and inform them, on what services they can access.

There is a recognition that keeping healthy and active is not something that service provision can do alone, and that the empowerment of individuals and communities is key to people improving their own lives.

This requires the availability of good quality universal services, such as leisure facilities, access to advice, support and information, and the availability of more targeted interventions. The aim is to enable older people to achieve a better quality of life and reduce demand for long term, more intensive support by helping them maintain their health, independence and wellbeing.

Our vision is that:

***Everyone will have choice, tailored support and can access the services they require to maintain their quality of life.***

This strategy outlines how the Housing and Property Service aims to meet this vision over the next four years. The strategic outcomes that are expected from the delivery of the strategy are set out on the right of this page.

## Strategic Outcomes

### **Older people have support from our officers and choice and control**

Everyone should be able to maintain their independence and be able to make informed choices about their housing, support and services. They may need support to do this from our officers. Some might find it difficult to ask for help and accepting it may be difficult.

### **Older people are valued and respected and feel involved and part of a community**

Older people should not feel isolated as this can lead to declining mobility and can negatively affect mental health and wellbeing. They should have opportunities to engage in their communities to ensure they feel valued and part of a community.

### **Working in partnership to provide services, support and advice that older people can access**

We cannot provide all services that residents need so it is important to work with other providers to deliver the full support individuals require. Tenants should know about all the support services and facilities available to them and be able to access them.

### **Older people have access to properties that meets their needs**

Older people should be offered aids and adaptations to remain in their own home or the option to move to a property that can meet their needs. Properties should also be well maintained and be secure so tenants feel safe in their own homes.

### **Provide services that are value for money**

The Council should demonstrate that the services it provides are value for money. Seeking to continually improve and operate in the most effective and efficient way.

## **7. How are those needing extra support identified?**

A person's needs can be identified in a number of ways when in contact with our housing and property officers. However, it is important that their needs are assessed whenever contact is made as someone can have different needs at different times. Their needs are assessed by staff in a number of ways:

**Applications to the council** - housing register application form, disabled facility grants application, housing surveys or by phone requesting help or advice, visits to our offices to see shared services (Jobcentre, Housing Benefit team)

**Home visits** – housing advice interview, capital works consultation, initial signup, 6 week new tenant visit or other housing officer visits, benefits or money advice visits

**Referral** – from relatives, neighbours, friends, social worker, Occupational Therapists, Care workers, GP's or contractors

### **What happens when a person is identified as needing extra support?**

When a person is identified as needing extra support, the member of staff will assess their needs and offer appropriate support. A referral will be made to the appropriate service to meet the tenant's needs.

### **Safeguarding**

If a member of staff identifies that a person is a victim of abuse, be that physical, sexual, emotional, financial or neglect, then they report their concerns to the Safeguarding Lead.

### **General signposting and referrals**

When an officer identifies a person as needing a support service they will offer the appropriate support or signpost if it is a service the Council does not offer. Housing and Property officers have contact details for support services which include social services, health services and voluntary agencies which are specific to their service area. People can need extra support at different times in their life; some people will only need support in the short term, whereas others may require support long term.

### **Why do people require extra support?**

A person can require extra support for a number of reasons not just old age, these may be due to:

- Mental health problems
- Sensory difficulties
- Learning disability or difficulty
- Bereavement
- Relationship Breakdown
- Health problems
- Alcohol or substance misuse problems
- Victims of domestic abuse or harassment
- Being an ex-offender
- English is not spoken, or only spoken as a second language
- Being isolated or have little contact with family and friends
- Memory problems or difficulty communicating

### **Signs of needing extra support:**

There are a number of signs that someone may need extra support these include, but are not limited to the following:

- Rent arrears
- Garden or property in a poor state
- Hoarding
- Damage to the person's home
- Being the perpetrator or victim of antisocial behaviour or harassment
- A negative change in the person's physical appearance
- Not responding to correspondence or answering the door when visited
- Neighbour disputes

## **8. Strategic outcomes underpinning the strategy**

This section sets out the strategic outcomes that will guide the Housing and Property Service, to ensure our services meet the needs and aspirations of the District's older population. It sets out our ambitions and what outcomes tenants would like to see from the strategy, detailing what we are already doing to meet these or what we need to improve on. Anything highlighted as an improvement is carried forward into the action plan in the next section.

### **Strategic Outcome One: Older people have support from our officers and choice and control**

#### **Our ambitions are to:**

- Ensure older people are informed on what choices they have in respect of their housing, support and services
- Identify all options of support and services for individuals so that informed choices can be made
- Further develop our customer insight, to communicate to tenants to best meet their needs
- Support older people to access the services they need to meet their needs

#### **What tenants have told us:**

- They would like more face to face contact with their housing officers
- They want to know who their housing officer is and how to contact them
- To have the option of advocates who can speak on behalf of a tenants
- To respond appropriately to tenants enquiries

#### **What we are currently offering:**

- We offer a full assessment following a Wellbeing Service referral ensuring clients are given options on the support and services they are offered
- A duty officer in each department who tenants can access easily
- A home visit support service is offered to anyone at risk of losing their home and needs assistance to maintain it
- Housing Advice Interviews offer signposting to support services where issues are identified.
- Needs requirements are passed on by the allocation team to tenancy services, so that the correct tenancy and support package can be put into place
- All new tenants are visited after their tenancy has commenced and an assessment carried out to see if they need any extra support services
- If the tenant is identified as needing extra support then follow up visits will be carried out until their needs are being met
- All Officers identify safeguarding issues and put measures into place if members of the household are in need of extra support

- For tenants who experience rent arrears or have poor maintained gardens a visit is carried out as these are often triggers of needing extra support
- Through the consultation process for capital works the Tenant Liaison Officer will assess the tenant's needs and arrange help to move furniture, empty cupboards, take down curtains
- Home visits are available for those who cannot access the Council's offices
- When tenants sign up for a tenancy they can have a relative or advocate attend if they need additional support
- Ensure tenants consider all options if they are moving home or need support.

### **What we could do to improve:**

- Provide targeted support for those who need help making a decision in respect of their housing or support.
- Increase face to face contact or consider the use of telephone calls instead of letters to ensure older people understand the information we are sending them and can ask for advice.
- Review our policies and procedures to see if there is anything extra we could do to assist older people to make informed choices.
- Ensure all officers are making referrals to the Wellbeing service, and follow up phone calls to check progress where older people are in need of more support.
- Ensure we are aware of older people's needs so that we can adapt our services to their requirements and signpost to services that could be beneficial to them.
- Ensure older people can access services. We can do this by making sure they are aware of them and can access them if they need to.
- Ensure all older people know who their Housing Officer is and how to contact them or the duty officer
- Ensure all older people are aware of the option to have an advocate to deal with issues on their behalf
- Respond appropriately to enquiries and manage tenants expectations of response times

### **How could we measure success?**

- Feedback from older people on the assistance and support they received
- Number of tenants provided with support
- Number of policies and procedures changed
- Monitoring service specific Performance Indicators, such as:
  - Percentage of highlighted outcomes successfully met by Wellbeing service intervention;
  - Percentage of users satisfied with the Wellbeing Service;
- Number of tenants contacting in their preferred method
- Satisfaction survey results

## **Strategic Outcome Two: Older people are valued and respected and feel involved and part of a community**

### **Our ambitions are to:**

- Support and encourage a range of opportunities to improve the health and wellbeing of communities.
- Engage with older people to seek their views and ensure they are acted upon.
- To support older people to make a positive contribution to community life where their voices will be valued and respected

### **What tenants have told us:**

- We need to encourage residents to meet at community lounges and establishing a community network
- Consider creating a database of tenants skills who can share them with others
- Learn from and replicate the inter-generational project at Kesteven Court, North Hykeham where older residents and school pupils teach each other skills

### **What we are currently offering:**

- Inter-generational project at Kesteven Court
- Art groups for older people
- Community Engagement coffee mornings at communal rooms
- Signpost to the Health Trainer and vitality classes
- Reviewing the use of communal rooms
- Opportunity to become a tenant representative
- Satisfaction surveys and roadshows to seek tenants views

### **What we could do to improve:**

- Hold more coffee mornings for older people and consult them on how we can improve services further. Help new groups set up within communities and encourage older people to get involved.
- Utilise and encourage the use of communal rooms for community events
- Look at different ways to consult with older people to ensure their views are taken into account
- Provide opportunities to learn how to use new technology - 'taster session' on how to use the computer/access websites, etc to encourage older people to self-serve online if they wish to do so.
- Offer more inter-generational activities so that younger and older people can share skills and experiences
- Make a database of skills that tenants have that are willing to share with others to learn and get involved

## **How could we measure success?**

- Number of events held involving older people
- Number of engagement events held with older people
- Number attending technology taster sessions
- Number of older people engaging in health activities regularly
- Number of tenants that have increased their wellbeing due to engagement

## **Strategic Outcome Three: Working in partnership to provide services, support and advice that older people can access**

### **Our ambitions are to:**

- Work with other providers to ensure older people can access the services, support and advice they require
- Signpost and promote the services available
- Continue to review and develop the range of partnerships we have with other providers

### **What tenants have told us:**

- We need to signpost services for the elderly and to identify tenants that are lonely
- Signpost to cleaning, gardening and personal care services
- Help older tenants to maintain their tenancy by signposting to services e.g handyperson, decorating scheme, gardening, window cleaning, financial advice, energy advice, technical advice
- That PCSOs are invited to coffee mornings at communal rooms to chat to and reassure older tenants
- Signpost to advice helplines
- Help to access the correct help they require

### **What we are currently offering:**

- The Wellbeing Service refers and seeks support and services from a range of agencies and providers
- Refer older people to services to help them maintain their tenancies – handyman, gardening, decorating etc
- Older people who have OCD or hoarding issues are given assistance working with our Environment Protection Team
- Older people can be referred to the Council's Money Advice Unit to prevent them getting into rent arrears
- Signpost to services where older people can access support, advice and services to meet their needs

- Work with the health referral service to signpost services such as: exercise referral for people over 18 with a medical condition, health walks, vitality exercise classes for over 60's and the inclusive fitness initiative to provide fitness facilities for disabled and less able bodied people
- Working with Hill Holt Wood, a hot meal with schools programme when older people eat a meal with the school children.
- Refer to befriending schemes through local churches or Evergreen
- A safeguarding procedure for those at risk of abuse and harm

#### **What we could do to improve:**

- Identify tenants that are lonely and isolated and encourage them to engage in activities in their communities.
- Identify all services that are available for older people to identify gaps in provision. Promote available services to older people to ensure they are being utilised and will remain available. Where a gap is highlighted we will seek to find services to meet the gap or work with partners to deliver the service.
- Map availability of local Transport and promote dial a ride car schemes and community car schemes.
- Encourage PCSO's to attend community meeting to keep the communities informed

#### **How could we measure success?**

- Number of lonely people identified and supported
- Partnership reviewed completed
- Gap analysis completed
- Number of new services introduced
- Production of transport mapping and promotion material
- Number of PCSO's attending meetings

### **Strategic Outcome Four: Older people have access to properties that meets their needs**

#### **Our ambitions are to:**

- Ensure all older people have the option to live in or move to a property that meets their assessed needs
- Provide aids and adaptations to allow older people to remain in their current homes
- Work with developers and partners to increase the supply of homes for people with specific needs
- Ensure all properties are well maintained and older people feel safe and secure in their homes

### **What tenants have told us:**

- We should provide single storey accommodation or those that need it
- Consider the use of specific kitchen units for those with specific needs
- Provide disabled adaptations and support for disabled people
- Ensure all properties are secure with gates, fences and lighting when appropriate
- To maintain our properties to a good condition
- Offer a tenancy which offers security

### **What we are currently offering:**

- We have an 'NK Fabric First' standard that we build our newbuild properties to, this was designed in consultation with tenants and with older people in mind
- Looking at developing an 'NK Fabric First Plus Older Person' Standard which incorporates the provision of housing that is Dementia friendly, wheelchair accessible, has mobility scooter storage and charging facilities and sprinklers
- Allocating properties to meet older people's needs
- Properties that are well maintained and completing kitchen and bathrooms refurbishments in void periods if tenants refuse them
- Provide disabled adaptation grants following a request from an occupation therapist
- Applicants of the Homefinder scheme who are unable to access the scheme can nominate an advocate to bid for properties on their behalf or request that a member of the Housing Needs team bids for them
- A grass cutting and gardening scheme is offered to tenants who are unable to carry out the work due to their age, health or disability and have no able bodied adults living in the household
- Lifeline services are promoted to all tenants that would benefit from the service
- A free Handyperson service is available to carry out odd jobs and small repairs for tenants, who are disabled, are in receipt of benefits or have nobody that is able to help them
- A decoration scheme is offered to tenants that are unable to carry out the work themselves and that are in receipt of a means tested benefit
- An assisted bin collection and bulky items service is offered to tenants
- Advice and measures to ensure older people feel safe in their own homes
- Offer a secure tenancy to all tenants over 60's on bungalow properties
- Ensure properties are secure with lockable windows and doors and where appropriate fencing, gates and lighting
- Older people are consulted on the layout and units in kitchen and bathroom replacements to ensure they suit their needs

### **What we could do to improve:**

- Look for innovative ways to deliver older persons accommodation by researching what other Councils are doing and what funding is available to support schemes and partners that might be interested in delivering accommodation
- Review our stock and new build standards to ensure we can best meet the needs of older people.
- Ensure homes with adaptations are allocated to those that need them
- Plan for the future to ensure our stock meets the future needs of our tenants
- Encourage all officers to discuss kitchen and bathroom replacements with older people to reduce refusals by discussing their needs and offering the support of the Tenant Liaison Officer
- Encourage the use of small aids and DFG's for tenants in need

### **How could we measure success?**

- Deliver of older persons accommodation
- Review of stock and new build standards completed
- Number of capital work refusals
- Number of DFG's and small aids provided
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### **Strategic Outcome Five: Provide services that are value for money.**

#### **Our ambitions are to:**

- Ensure the Council is continually improving and operating in the most effective and efficient way
- Deliver value for money services

#### **What tenants have told us:**

- That we should be offering services that demonstrate value for money

#### **What we are currently offering:**

- Making sure our stock is as energy efficient as possible to ensure older people are warm and can afford to heat their homes
- Offering the Wellbeing Service at no cost to NKDC, service is funded by Lincolnshire County Council
- The cheapest telecare alarm service in the county
- Offering small aids at trade prices to tenants

- Ensuring services are best value for tenants by tendering and reviewing contracts

#### **What we could do to improve:**

- Carry out a value for money assessment of our services to ensure they are cost effective and are meeting the needs of our customers and make any changes necessary to ensure they are providing value for money.
- Continue to improve our housing stock to ensure it is as energy efficient as possible and affordable for our tenants; affordable warmth is an issue to be further pursued, and resources will need to be identified for this.
- Identify efficiency savings and identify our social value
- Maximise external funding opportunities for older persons' housing and services

#### **How will we measure success?**

- Number of value for money assessments completed
- Number of Council homes with improved energy efficiency
- Number of home energy assessments carried out for older people
- Number of efficiency savings and social value identified
- Number of funding opportunities sought

## 9. Putting words into action

Having a strategy setting out older people's priorities is just the first step in achieving our goal; the next stage is to turn it in to something real and meaningful for older people. The action plan below shows how we aim to deliver the changes needed. It sets out who will be involved in bringing about change, by when, and who is responsible for achieving it:

The action plan includes actions from other strategies that will contribute to meeting the aims of this strategy. In particular a lot of the actions in the Corporate Older Persons Strategy were the responsibility of the Housing and Property service so it is important they are contained here as the key outcomes of both strategies are broadly the same.

<b>Strategic Outcome One: Older people have support from our officers and choice and control</b>				
<b>Action/Priority</b>	<b>How</b>	<b>Responsible Officer</b>	<b>By when</b>	<b>Links to other strategies</b>
<b>Provide more support for vulnerable tenants</b>	Officers assessing tenants needs and offering available services	DMT	As part of day to day role	Taken from HRA Business Plan
<b>Complete a database of older people needing extra support from us and ensure all officers use it to tailor our communication with them</b>	Contact all older people to assess their needs	MK	July 2017	Taken from Corporate Older Persons' Strategy
<b>Review procedures to see if we can tailor our services to meet their needs more and help make informed choices</b>	Review of all internal procedures and processes	MK	October 2017	Taken from Corporate Older Persons' Strategy
<b>Ensure older people have the support they need and can access services</b>	Use customer insight data Monitor through strategy group	MK/ER	Reviewed quarterly	Taken from Corporate Older Persons' Strategy
<b>Provide more support for vulnerable tenants</b>	Identify vulnerable tenants that may need help	JM	July 2017	Community Engagement Strategy

<b>Face to face engagement with residents in isolated communities</b>	Visit 100 residents in isolated areas	JM	March 2017	Community Engagement Strategy
<b>Ensure officers are making Wellbeing referrals where tenants have a need for the service</b>	Promotion through team meetings	FJ	Reviewed quarterly	
<b>Increase face to face and telephone contact with older people</b>	Making home visits or phone call instead of sending letters	TA	July 2017	
<b>Ensure all older people know who their Housing Officer is and how to contact them or the duty officer</b>	Letter, advert in At Home magazine	TA	Following restructure	
<b>Ensure all older people are aware of the option to have an advocate to deal with issues on their behalf</b>	Adverts in At Home, flyers, posters	TA	June 2017	
<b>Respond appropriately to enquiries and manage tenants expectations of response times</b>	Customer charter	MK	July 2017	

<b>Strategic Outcome Two: Older people are valued and respected and feel involved and part of a community</b>				
<b>Action/Priority</b>	<b>How</b>	<b>Responsible Officer</b>	<b>By when</b>	<b>Links to other strategies</b>
<b>Consider setting up more groups/coffee mornings for older people to ensure they remain active and part of the community and can influence decisions affecting their communities</b>	Engage customers to identify demand Review use of communal rooms	MK	July 2017	Taken from Corporate Older Persons' Strategy
<b>Provide opportunities for technology taster sessions</b>	Events in the community	MK/ER	July 2017	Taken from Corporate Older Persons' Strategy

<b>Improve the opportunities for older people to share their views and act upon them</b>	Holding events, consultations, face to face visits	JM	July 2017	
<b>Increase the amount of inter-generational activities</b>	Holding events and activities in the community	JM	July 2017	
<b>Promote events in the community especially related to health and wellbeing</b>	Adverts in At Home, flyers, posters	JM	On a quarterly basis	
<b>Utilise and encourage the use of communal rooms for community events</b>	Adverts in At Home, flyers, posters	JM	March 2017	
<b>Make a database of skills that tenants have that are willing to share with others to learn and get involved</b>	Adverts in At Home, flyers, posters	JM	April 2017	

<b>Strategic Outcome Three: Working in partnership to provide services, support and advice that older people can access</b>				
<b>Action/Priority</b>	<b>How</b>	<b>Responsible Officer</b>	<b>By when</b>	<b>Links to other strategies</b>
<b>Identify all agencies and organisations that provide services for older people in the District and ensure all staff are aware of these services in order to signpost and complete a gap analysis</b>	Carry out annual audit	MK	March 2017	Taken from Corporate Older Persons' Strategy
<b>Signpost to available services locally to ensure they are utilised and remain available</b>	Leaflets, website, magazines	All of SMT	As part of day to day role	Taken from Corporate Older Persons' Strategy
<b>Promote transport opportunities so that older people can access services</b>	Article in At Home, flyer, leaflet in welcome pack	JM	July 2017	

<b>Identify tenants that are lonely or isolated and encourage them to engage in activities in their communities</b>	Through home visits, other tenants	TA	As part of day to day role	
<b>Encourage PCSO's to attend community meetings to keep the communities informed</b>	Contact with PCSO	JM	As events are held	

<b>Strategic Outcome Four: Older people have access to properties that meets their needs</b>				
<b>Action/Priority</b>	<b>How</b>	<b>Responsible Officer</b>	<b>By when</b>	<b>Links to other strategies</b>
<b>To ensure our housing stock meets the needs of an ageing population and those in areas of deprivation have access to housing</b>	Assessments of need, housing allocation data	MK	March 2019	Taken from HRA Business Plan
<b>Look for innovative ways to deliver older peoples accommodation</b>	Research and benchmarking Work with partners	MK	July 2017	Taken from Corporate Older Persons' Strategy
<b>Review our stock and new build standards to ensure we can best meet the needs of older people</b>	Compare and benchmark services Consult customers	MK	July 2017	Taken from Corporate Older Persons' Strategy
<b>Plan for the future to ensure our stock meets the future needs of our older tenants</b>	Planning new developments and adaptations	RS	As part of day to day role	
<b>Encourage use of small aids and DFG's for tenants in need</b>	Through home visits, contacts	DMT	As part of day to day role	
<b>Encourage all officers to discuss kitchen and bathroom replacements with older people to reduce refusals by discussing</b>	Home visits	MG	As part of day to day role	

their needs and offering the support of the Tenant Liaison Officer				
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<b>Strategic Outcome Five: Provide services that are value for money</b>				
<b>Action/Priority</b>	<b>How</b>	<b>Responsible Officer</b>	<b>By when</b>	<b>Links to other strategies</b>
<b>Carry out a review of services and contracts we offer to ensure they are sustainable and provide value for money</b>	Undertake regular value for money assessments	MK	Annually	Taken from Corporate Older Persons' Strategy
<b>Continue to improve our housing stock to ensure it is energy efficient, consider heating options for off gas properties</b>	Stock assessment Heating review	MK	As part of day to day role	Taken from Corporate Older Persons' Strategy
<b>Promotion of Affordable Warmth Officer to ensure tenants are making the best use of their energy</b>	Home energy assessment visits	MK	As part of day to day role	Taken from Corporate Older Persons' Strategy
<b>Identify efficiency savings and examples of social value</b>	Assessments of services and savings	JM/RD	Annually	
<b>Maximise external funding opportunities for older persons' housing and services</b>	Applications for funding	FJ	When opportunities arise	

## 10. Governance and delivery structures

This section of the strategy shows the key aspects of governance and delivery covering: Corporate Commitment, Roles and Responsibilities, Monitoring, Review and Development of the strategy, and links to other corporate strategies.

**Corporate Commitment**

- A partnership between all those who interact & engage with older people
- Delivery of services that are value for money
- Commitment to equality and diversity training for all colleagues

**Monitoring, Review, and Development**

It is recognised that the needs and direction for the Older Persons’ Strategy will change over time. This Strategy is therefore considered to be a ‘living document’ and we anticipate it will be refined over its lifetime.

Notwithstanding this, the strategy will be reviewed at least once every year to monitor progress and ensure actions are captured in service delivery plans

**Roles and Responsibilities**

**Departmental Management Team** - responsible for the Strategy, its monitoring, delivery and review, and ensuring older people’s needs are taken into account in service planning.

**Communities & Economy Overview & Scrutiny** – assist the Council and Executive Board with development of future policies and strategies within their remit.

**Officer Decision Panel / Corporate Management Team / Executive Board** – responsible for the final approval of this strategy and budgetary arrangements.

**Appendix 1: Challenge Group consultation**

**Links with other strategies**

<b>Corporate Plan Corporate Delivery Plans Community Plan</b>	Provides the strategic direction for services needed to assist the Council in achieving its Priorities and Plans
<b>Joint Health &amp; Wellbeing Strategy Joint Strategic Needs Assessment</b>	Provides the information on the specific needs for the district
<b>Central Lincolnshire Housing Strategy Lincolnshire Extra Care Strategy</b>	Identifies the specific housing need in the district for older people
<b>Excellent Ageing</b>	Lincolnshire’s partnership approach to delivering services for older people
<b>HAPPI 3</b>	Promotes making retirement living a positive choice
<b>Wellbeing Strategy and Sport and Physical activity Strategy</b>	Aims to engage with older people to increase the physical activity levels

<b>Theme 1: Properties that meets needs</b>	<b>Theme 2: Access to services, support and advice and being informed</b>	<b>Theme 3: Support and tailored communication that meets needs from our officers</b>	<b>Theme 4: Part of a community and being involved</b>
Single storey accommodation for those that need it	More services for elderly and to know about loneliness of tenants.	Regular visits from Housing Officers in timely rotations - face to face works best.	Encourage residents to meet at community lounges and establishing a community network
Suitable kitchen units – carousels. high drawer units	Advise for help with cleaning, gardening and personal care.	Easy access to Housing Officers.	Data base of tenants skills who want to help
Support for disabled people/adaptations.	Support may be needed to enable tenant to maintain tenancy e.g. handyman, decorating scheme, gardening, window cleaning, financial direction, good energy usage, technical advice.	Advocate who can speak on behalf of a tenant.	Learn from 2 way inter-generation project at Kesteven Court, North Hykeham, where younger generation show older residents how to do things and older people teach younger ones about painting, darts, maths etc.
Facilities for disabilities i.e. mobility scooters storage/electricity, good access to properties	PCSOs to chat and reassure elderly residents e.g. Coffee mornings at Community Rooms, get PCSOs and speakers to come along.	Quicker response from Housing Officer, when getting back to tenant.	
Personal security i.e. gates, fences and lighting.	Advice helpline.		
Condition of property to be well maintained	Access to correct help if needed.		
Security of tenancy.			