

HOUSING AND COMMUNITY
OVERVIEW AND SCRUTINY COMMITTEE
AGENDA



WEDNESDAY 29 JANUARY 2014 AT 7.30 PM

BULBOURNE ROOM, CIVIC CENTRE, HEMEL HEMPSTEAD

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

The Councillors listed below are requested to attend the above meeting, on the day and at the time and place stated, to consider the business set out in this agenda.

Adeleke	Killen
Adshead	Mahmood (Vice-Chairman)
Mrs Bassadone	Marshall (Chairman)
Conway	McLean
Flint	Organ
N Hollinghurst	R Sutton

Co-Opted Members: S Parker & M Cook (Substitute)

Substitute Members: Councillors G Chapman, Clark, Harris and Wixted.

For further information, please contact Member Support on Tel: 01442 228226, or Email: member.support@dacorum.gov.uk. Information about the Council can be found on our website: www.dacorum.gov.uk.

PART I

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1. MINUTES

To confirm the minutes of the meeting held on 12 December 2013.

2. APOLOGIES FOR ABSENCE

To receive any apologies for absence

3. DECLARATIONS OF INTEREST

To receive any declarations of interest

A member with a disclosable pecuniary interest or a personal interest in a matter who attends a meeting of the authority at which the matter is considered-

- (i) must disclose the interest at the start of the meeting or when the interest becomes apparent

and, if the interest is a disclosable pecuniary interest, or a personal interest which is also prejudicial

- (ii) may not participate in any discussion or vote on the matter (and must withdraw to the public seating area) unless they have been granted a dispensation.

A member who discloses at a meeting a disclosable pecuniary interest which is not registered in the Members' Register of Interests, or is not the subject of a pending notification, must notify the Monitoring Officer of the interest within 28 days of the disclosure.

Disclosable pecuniary interests, personal and prejudicial interests are defined in Part 2 of the Code of Conduct For Members

[If a member is in any doubt as to whether they have an interest which should be declared they should seek the advice of the Monitoring Officer before the start of the meeting]

4. PUBLIC PARTICIPATION

An opportunity for members of the public to make statements or ask questions in accordance with the rules as to public participation

5. CONSIDERATION OF ANY MATTER REFERRED TO THE COMMITTEE IN RELATION TO CALL-IN

None

AGENDA ITEM: 6

SUMMARY

	Housing and Community Overview & Scrutiny
Date of meeting:	29 January 2014
PART:	1
If Part II, reason:	

Title of report:	Neighbourhood Action Vision 2014
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Joe Guiton, Neighbourhood Action Team Leader, Resident Services
Purpose of report:	Update on consultation and project and to receive feedback
Recommendations	That members note the report and feedback any comments to the Portfolio Holder
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	
Risk Implications	As per Neighbourhood Delivery Service Plan
Equalities Implications	None
Health And Safety Implications	
Consultees:	Group Manager, Resident Services
Background papers:	

Neighbourhood Action Vision 2014

1 Introduction

Over time the services we deliver have evolved and the needs of our residents have changed, residents are becoming more aware and the service demands have grown dramatically.

We are growing but only as far as resources allow. We are now at the point where we can no longer deliver our general day to day service effectively.

At present the service delivers in the following areas:

Neighbourhood Action Groups

To develop and promote the Neighbourhood Action areas and establish Neighbourhood Action plans in specific areas within the borough and support them to deliver priorities and services at a local level.

To encourage the involvement and engagement of residents in local issues, service prioritisation and delivery, this will be done by working with Members, local people, voluntary and statutory organisations, faith groups and businesses.

Active Communities

To focus primarily on the needs of Youth, Ethnic & Faith communities with an emphasis on the inclusion of client groups minority issues by; working with statutory and voluntary agencies in designated communities, to develop community cohesion, local networks, facilitating the setting up and supporting self-help initiatives, projects and groups.

Neighbourhood Support

To maintain a clean, safe and green environment that enhances and addresses the priorities of neighbourhoods within the Borough, provides reassurance to residents and builds capacity within the community.

Verge hardening

Capital project to provide well needed additional parking spaces within the borough neighbourhoods.

Festive light - Neighbourhood Centres

Through the Neighbourhood Action meetings residents have identified the want for festive lights to help promote a sense of community. This will also encourage people to the neighbourhood shopping centres so the shops and community prosper. They would also like to have a festive light switch-on in a similar manner to that of Hemel, Berkhamsted and Tring.

Community Groups, Clubs and Events

To support and encourage the setting up of new community groups and initiatives – Arsenal Soccer Development Centre, Kick it Out (kick racism out of football) and the Mela.

To provide and support community events such as free play days and community fetes.

Play Area Development

Improving Dacorum's play areas so they meet the needs of the community in which they are situated to include, educational and inclusive play equipment to enable children to develop socially and have the opportunity to play together without restriction. Maintain a clean safe environment for our children and young people to visit and play.

Skyride local

Support residents and visitors to give them the opportunity and experience of riding a bike.

Sky Ride local rides are guided bike rides by friendly British Cycling Ride Leaders along scenic planned routes, with different levels, there's something for everyone – whether you're building your confidence or already comfortable on a bike and looking for a challenge.

Rides are all free and are grouped in levels to suit everyone from beginners to experienced cyclists.

Street Champions

Environmental initiatives to support volunteers to become socially responsible for their community.

Street champions have direct access to officers who will support them with all the information and equipment needed to make a difference. We support them by organising litter picks and by putting on a community event

Brighter futures

Education and training for NEET (Not in Education, Employment or Training) and people returning to work. Help with CV writing, confidence building and returning to education.

Love your neighbourhood

Targeted intervention within areas of high deprivation allowing whole council involvement.

We can engage with resident at a real local level through a consultation and information exchange day targeting specific issue with in a community.

By targeting parts of the community that are affected by deprivation ensures that as an organisation we deal with it in a holistic way.

Growth

Where we have grown and developed our services new initiatives have been created and not just by the authority but by the community as well. It is vital that we continue to grow in line with the community's needs and expectations.

Community groups have started taking an active role in projects for their community and need the support from us to do that We need to help them develop and for us to build the community capacity to improve our neighbourhoods.

New Neighbourhood Action areas

We are receiving more and more requests for Neighbourhood Action from residents in other wards, Boxmoor, Corner Hall, Bovingdon, Berkhamsted. Neighbourhood Action is no longer seen as a tool for fixing problems in difficult deprived areas, but as a forum where residents engage with their councillor and council staff and things happen as a result.

Re-branding

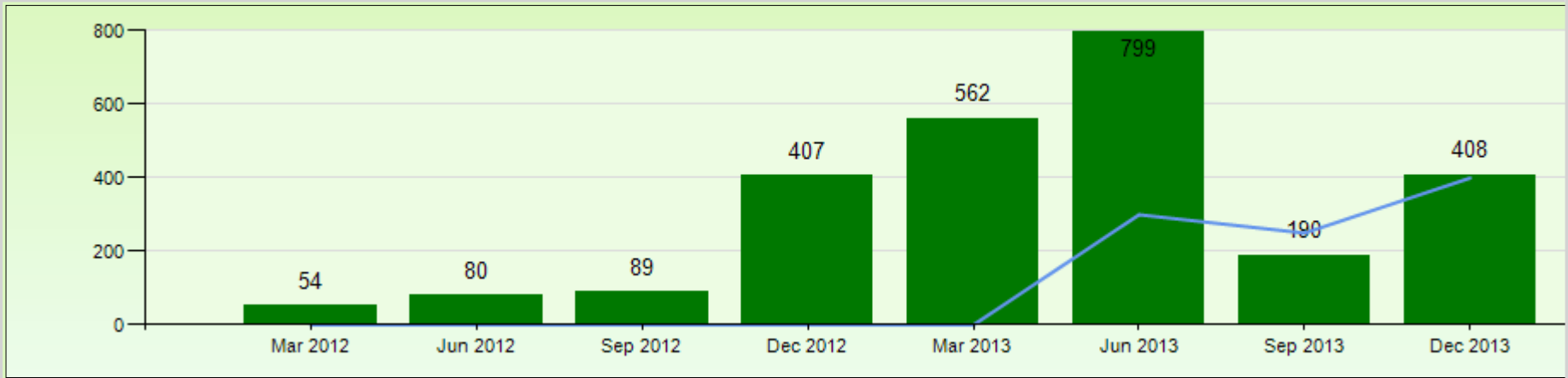
Neighbourhood Action needs a new fresher look if it is to continue its drive and commitment to the community. Attendance has been falling over the year which is due to the growing success of our new project and initiatives requiring more resources. Youth figures have grown exponentially through 2012/13 and it is hoped that this will continue. Appendix 1.

This can be achieved by looking at how we deliver within communities and how the community can engage with its council.

The Love Your Neighbourhood event that was held in the WoodHall Farm ward was a very successful targeted engagement tool that involved many DBC services, as well as multiple agencies to address child poverty within that specific area. This model could mould how we move our service forward for the better. Appendix 2.

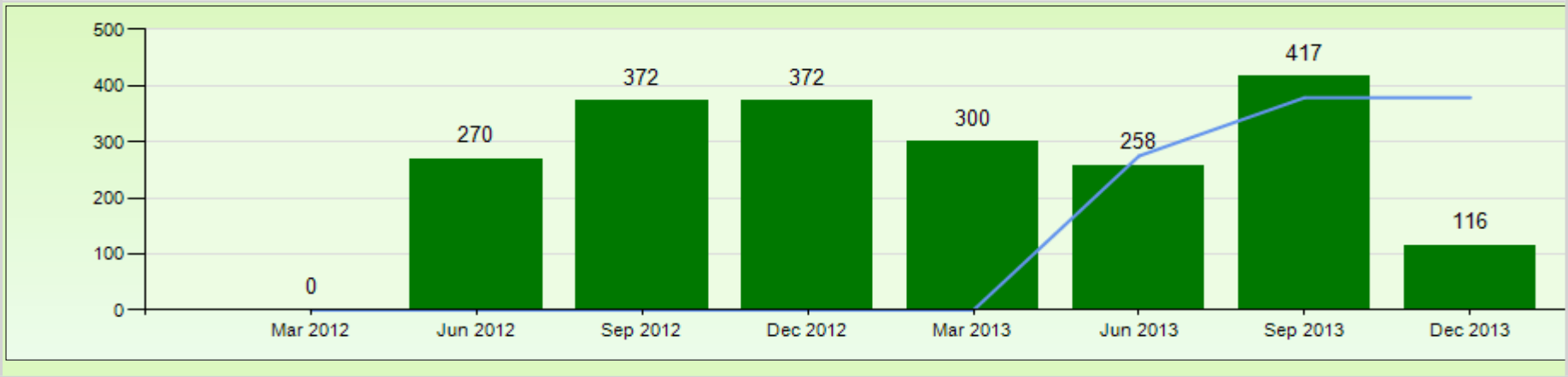
CYP02 - Number of young people involved in Youth Democracy events

Frequency: QUARTERLY



NA02 - Number of attendances of Neighbourhood Action meetings by residents

Frequency: QUARTERLY





**Love Your Neighbourhood
Woodhall Farm East Consultation July 2013**

**Love
Your
Neighbourhood**



For more information please contact:
Gill Barber 01442 228408 / gill.barber@dacorum.gov.uk
www.dacorum.gov.uk/residents

Contents

Page 2	Q.1 Please tell us your postcode
Page 3	Q.2 Overall, how satisfied or dissatisfied are you with your area as a place to live? Q.3 Thinking about where you live, which, if any of the below do you think needs improving? (please select top three priorities only)
Page 4	Q.4 Please tell us why you consider your top three priorities from Q3 need improving Q.5 Thinking about your area, how satisfied or dissatisfied are you with each of the following services?
Page 5	Q.6 Thinking about your area, how much of a problem do you think each of the following are?
Page 6	Q.7 Please tell us what you like about your area: Q.8 Is there Anything else you would like to tell us about living in your area? (Please note this question is intended to help us understand the needs of residents in the area. We will not be able to respond to you individually).
Page 7	Q.9 If you are interested in any of the following opportunities, please select all that apply

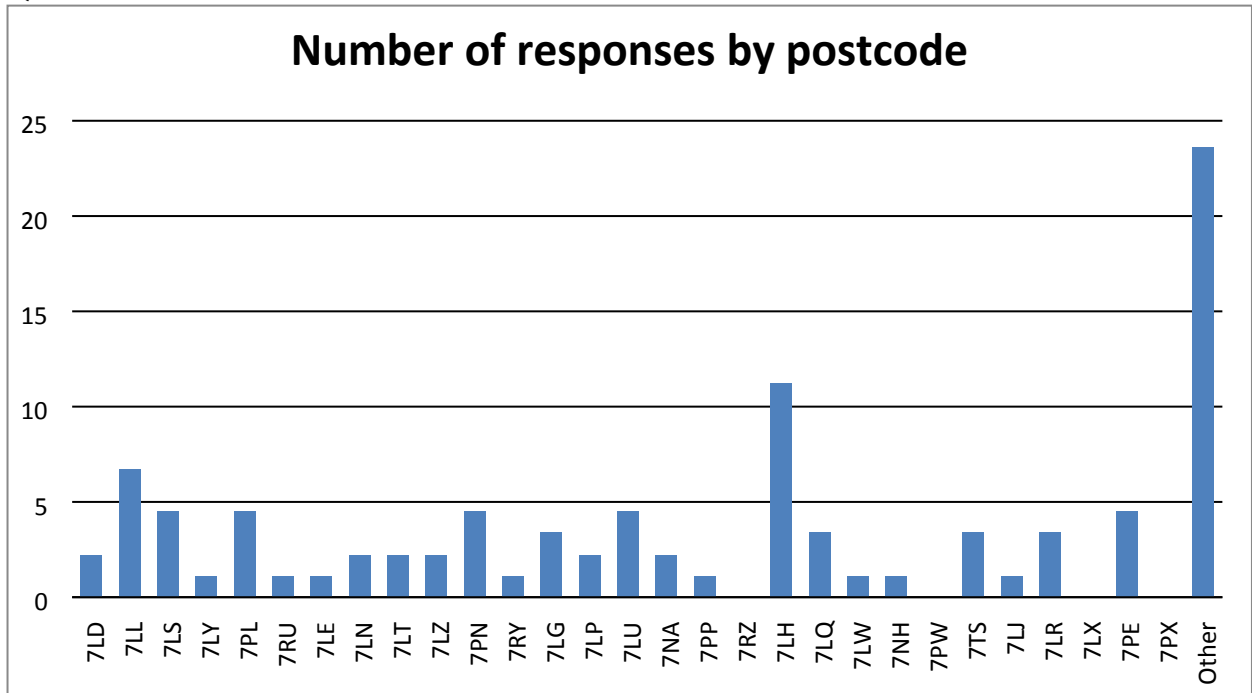
Appendices

**Woodhall Farm East
Consultation Results**

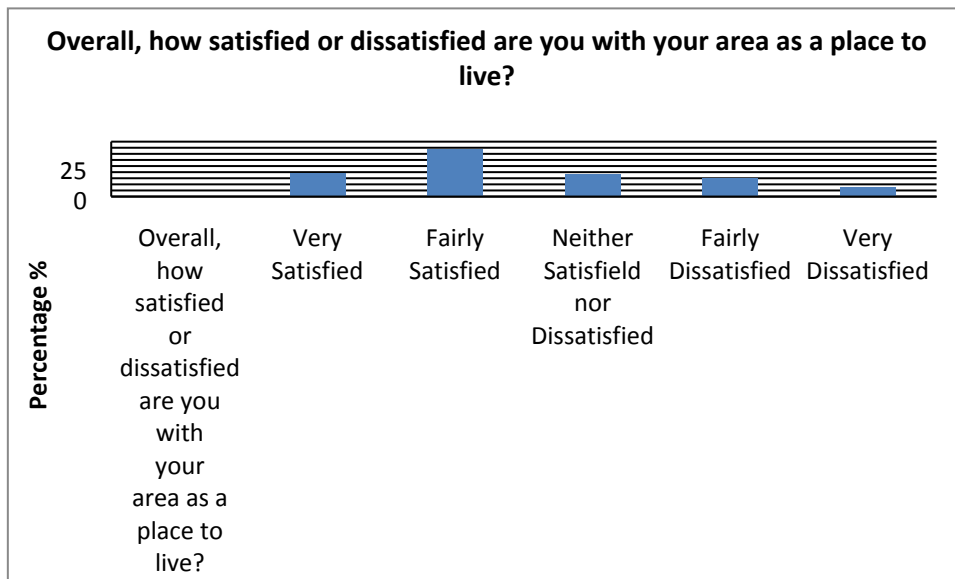
89 surveys were completed between 25 June 2013 and 25 July 2013. 32 completed on line and 57 paper versions.

The results from this consultation will be used to inform different departments within the Council and external agencies of the views of residents in Woodhall Farm East.

Q1.



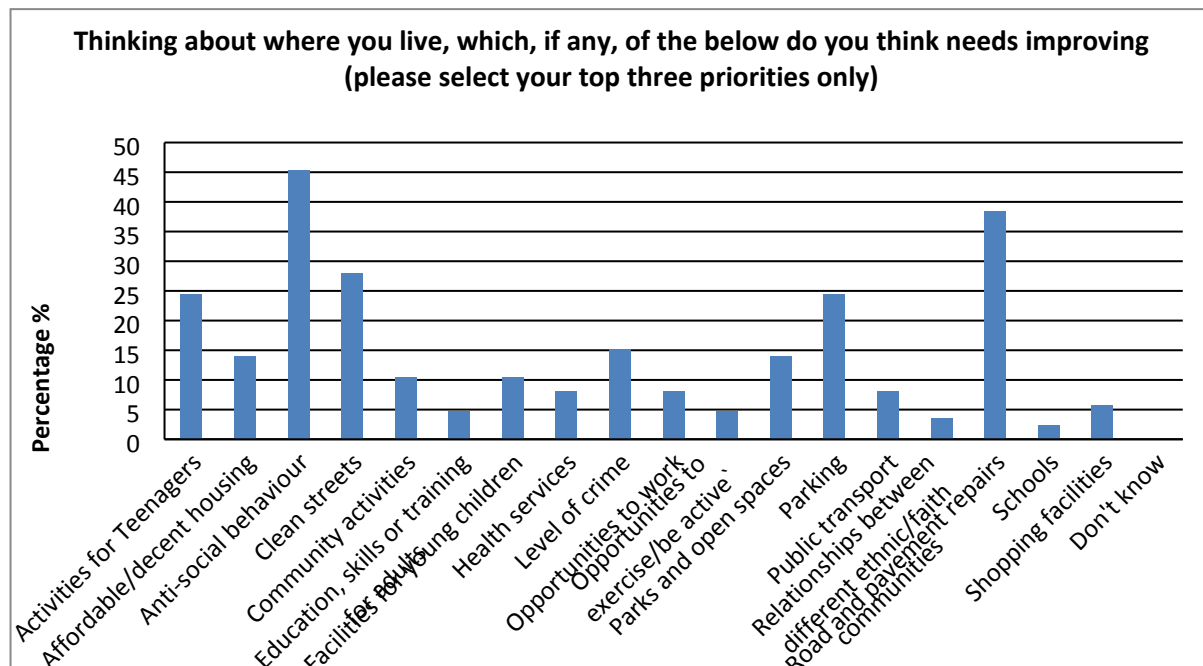
Q2.



The majority 59% are very (20%), or fairly (39%) satisfied with the area. 18% are neither satisfied nor dissatisfied and 23% are fairly (15%) or very (8%) dissatisfied.

Q.3

Thinking about where you live which, if any, of the below do you think needs improving?



See Appendix 1 for literal responses

Q.4

Please tell us why you consider your top 3 priorities from Q.3 need improving. Please write the name of each priority in the box with your explanation.

See Appendix 2 for Literal responses

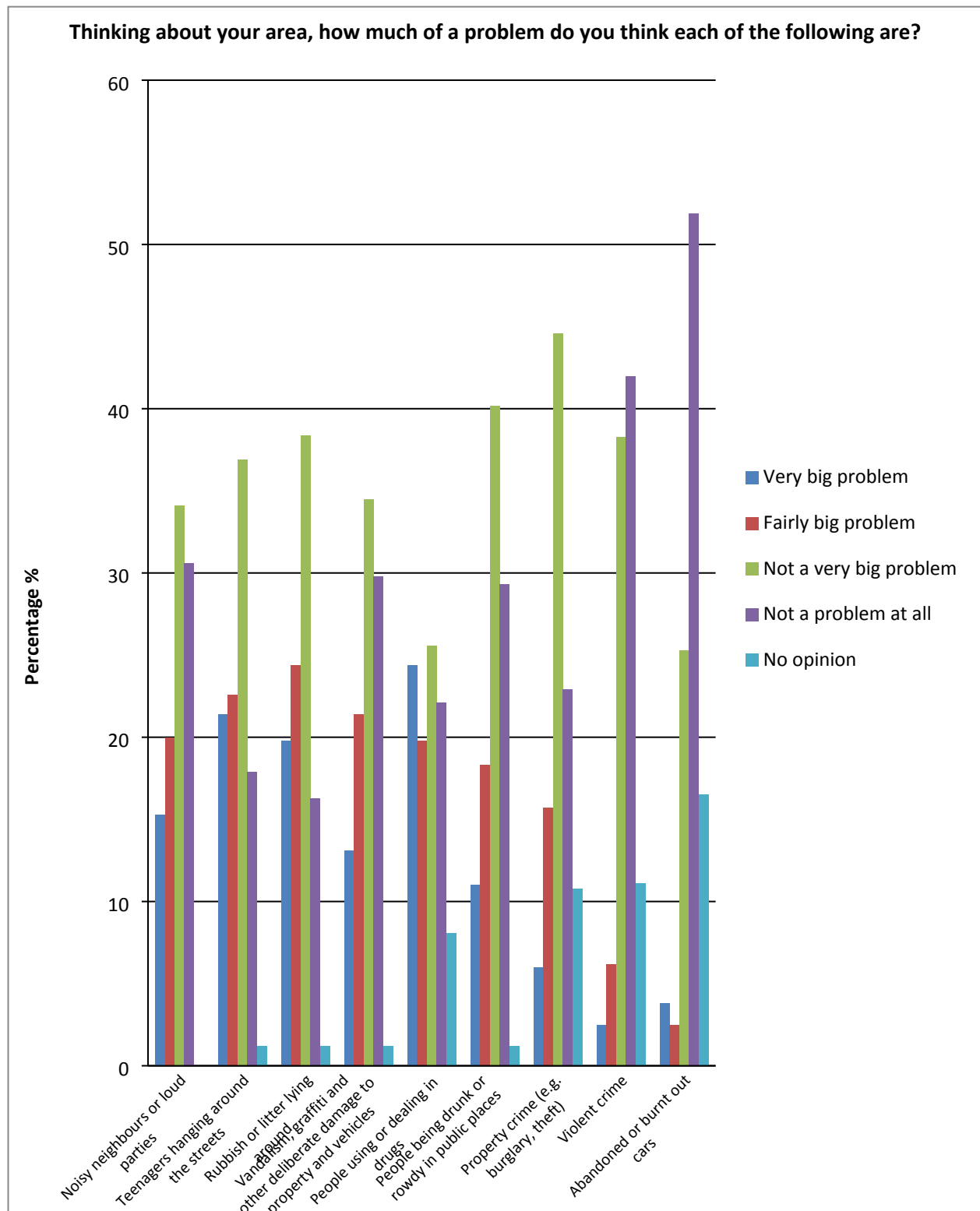
Q.5

Thinking about your area, how satisfied or dissatisfied are you with each of the following services?

See Appendix 3 for Literal responses



Q.6 Thinking about your area, how much of a problem do you think each of the following are?



Q.7

Please tell us what you like about your area:

See Appendix 4 for literal responses

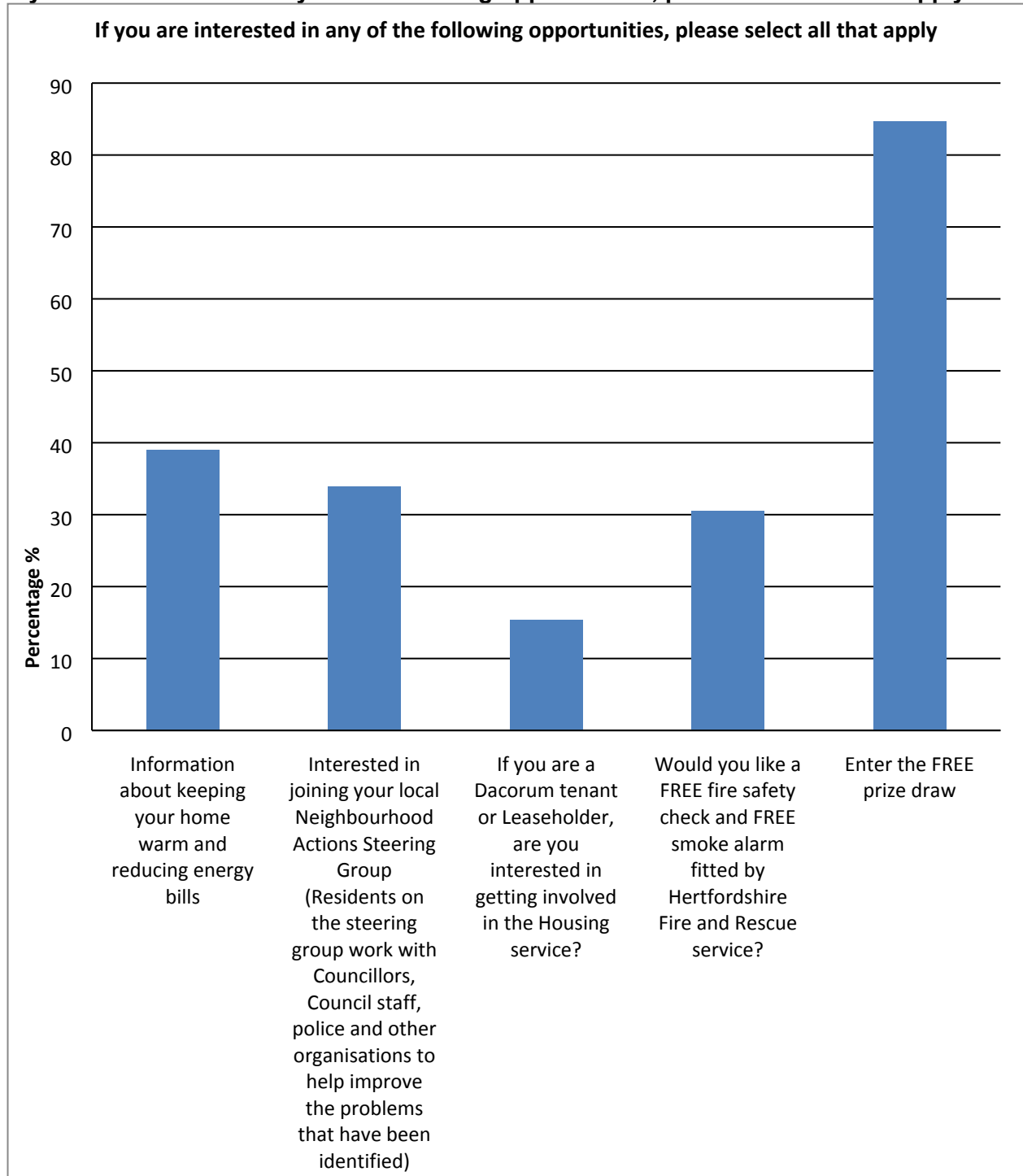
Q.8

Is there anything else you would like to tell us about living in your area? (Please note this question is intended to help us understand the needs of residents in the area. We will not be able to respond to you individually)

See Appendix 5 for literal responses

Q.9

If you are interested in any of the following opportunities, please select all that apply



AGENDA ITEM: 7**SUMMARY**

Report for:	Housing and Community Overview & Scrutiny
Date of meeting:	29 January 2014
PART:	1
If Part II, reason:	

Title of report:	Youth Provision by Dacorum Borough Council 2013
Contact:	Cllr Neil Harden, Portfolio Holder for Resident and Regulatory Services Author/Responsible Officer, Julie Still, Group Manager – Resident Services
Purpose of report:	Monitoring and information
Recommendations	That members note the report and identify any areas where they require additional information
Corporate objectives:	Safe and Clean Environment Building Community Capacity Dacorum Delivers
Implications:	<u>Financial</u> Within existing budgets
'Value For Money Implications'	
Risk Implications	
Equalities Implications	
Health And Safety Implications	Independent projects assessed
Consultees:	Team Leader Neighbourhood Action, Lead Officer – Active Communities, Adventure Playgrounds, Partners
Background papers:	Service Reports

Youth Provision by Dacorum Council

1. Introduction

- 1.1 The Dacorum Borough Council offer to young people is delivered by Resident Services through the Neighbourhood Action Team's Active Communities Officer. This work forms an element of this single posts community cohesion and youth involvement role. The officer receives some support from the wider Neighbourhood Action Team and from other services on a project by project basis.
- 1.2 In addition to the Active Communities role there are 4 youth clubs for 11 to 16 year olds which are delivered by Dacorum Borough Council from Adeyfield, Bennetts End, Grovehill and Chaulden Adventure Playgrounds on Wednesday evenings.
- 1.3 The Adventure Playgrounds are also piloting the extension of the age range for usual opening hours at the playgrounds from year 8 to year 10 on specific evenings.
- 1.4 There is no statutory requirement for Dacorum to provide services to children and young people within the borough as this responsibility lies with Hertfordshire County Council and Youth Connexions who are responsible for the delivery of universal service to young people aged 13 to 19 years of age (up to 25 years with learning difficulties).
- 1.5 The range of services provided by Youth Connexions are: - specific projects; youth centres; volunteering; Duke of Edinburgh Award; democracy events; getting involved; jobs and career advice; and a once stop shop service for advice on drugs, finance, health (including sexual health) and housing to name but a few.
- 1.6 The latest update from the Youth Connexions Manager is attached at appendix A.

2013 – Dacorum Borough Council Youth Projects

2 Youth Democracy -

- 2.1 2013 Was a very busy year for youth democracy in Dacorum with the Dacorum Youth Forum increasing to membership of 19 young people.
- 2.2 The forum meet monthly and designed a recruitment campaign for the first 3 months of 2013 which attracted 6 new members A further campaign for new members will take place over the next few months.
- 2.3 'Animated about Voting' – a film making competition was launched in January 2013 with 6 schools and 69 pupils taking part. The schools were: - Astley Cooper, Berkhamsted, Cavendish, Hemel Hempstead, Longdean and Rudolph Steiner.
- 2.4 Those involved took part in workshops where they learned new skills in film making, met and learned from producers and directors, local Councillors and about democracy in Dacorum.

- 2.5 Nine films from five schools were screened and awards made to the top three films and Mike Penning MP presented certificates.
- 2.6 The winning film was 'The Pathway to Democracy', Rudolph Steiner School followed by 'The Resistance' and 'The Movie' by Longdean School. The winning film will be used in future election campaigns to encourage young people to vote.
- 2.7 In March, The Mayor accompanied by 3 members of the Dacorum Youth Forum to Yewtree school (400 children) where they presented at two assemblies about the types of activity they get involved in and the role of the Mayor.
- 2.8 On 26th May 2013 the Berkhamsted Ideas Delivered (BID) participatory budgeting project concluded with all 11 groups who benefited from the £50,000 funding, feeding back what had been achieved at Berkhamsted Civic Centre.
- 2.9 On 7th August 2013 10 members of the Youth Forum and 3 members of the National Citizen Service met with the Mayor and local Councillors to informally discuss issues affecting young people at a local level.
- 2.10 European Democracy Week Local Democracy Week was very busy with 4 members of the Youth Forum presenting to a group of 8 – 11 year old children and their parents about the types of projects they get involved in and how they could get involved in the future.
- 2.11 During the same week, 5 schools took part in a Local Democracy Week art competition following a lesson about local democracy, voting and the suffragette movement – students then designed a banner of the theme of injustice. Competition entries were varied and included subjects such as: protecting our rain forests; women drivers in Saudi Arabia; poaching; pollution and littering.
- 2.12 All competition participants had the opportunity to meet the Mayor and the 10 prize winners received certificates from the Mayor. The winners also visited the Houses of Parliament in December to meet MP's Mike Penning and David Gauke who gave them a private tour along with a gift and resource packs with games and activities to aid learning.
- 2.13 On 20th November 2013 10 Members of Dacorum Youth Forum attended a full Council meeting to talk about they had identified which included: -
- Building relationships with the police through the Community Safety Partnership
 - Discounted leisure, sporting and cultural activities
 - A littering Campaign
 - Improved participation in the political process.
- 2.14 These priorities form part of the Hertfordshire Young Peoples Manifesto, Herts 1125 Action For Change.

3 Partnerships, Community Events, Consultation, Community Cohesion and Volunteering

- 3.1 Following the success of Dacorum Borough Council's youth clubs at the Adventure Playgrounds where there were up to 70 young people attending per session, January 2013 saw Youth Connexions launch 3 youth clubs at Dacorum Borough Council's Adventure Playgrounds to double the offer to young people in Adeyfield, Grovehill and Chaulden. This work continues and requires close partnership working to ensure that both projects maintain the same values, rules and respect for the venues.
- 3.2 From January to March 2013 the 'Kick It Out' Partnership organised coaching sessions for 45 young people. Accreditation in basic football skills was available along with a healthy eating session provided by Youth Connexions and those completing 8 out of 10 sessions were treated to a trip to an Arsenal Football match.
- 3.3 In February 2013 lighting was installed at Canal Fields, Berkhamsted Skate Park. The Active Communities Officer worked with Berkhamsted Youth Town Council to successfully campaign and raise funds for the lighting. Partnership working took the Youth Council through the consultation process, planning, fund raising and installation and involved the Town Councillors, Town Council Clerk, Neighbourhood Police Community Support Officer, Anti-Social Behaviour Team, Crime Prevention Officer and designers to name but a few.
- 3.4 In April 2013, 8 members of the Youth Forum supported the Housing Service Your Place project and organised an Easter egg hunt. The group contacted schools, councillors and designed and distributed the publicity for the event.
- 3.5 In June and September October 2013, 18 young volunteers were trained to do face painting and did so at 10 events during 2013. Their contribution was very much welcomed by the range of agencies involved and the hundreds of children, young people and adults receiving their service – some great skills were developed as well as improved capacity at events to deliver face painting at community events.
- 3.6 On 7th July 2013, 5 members of the Youth Forum volunteered their time at the Herts Learning Disability Games organised by SportSpace and funded through Herts Sports Partnership. One of the volunteers wrote an article which appeared in Dacorum Digest.
- 3.7 Hemel Skate Jam took place on 17th August 2013 and was well attended. This project was in partnership with Hemel Skates to raise funds for improvements to the park and the event was funded through County Council locality budgets. Youth Connexions provided equipment and music for the event and local bands, DJ's and rappers entertained the crowd.
- 3.8 Volunteering opportunities for young people were presented by the Neighbourhood Action Team at the John F Kennedy Fresher's Fair in September.
- 3.9 As part of their business administration apprenticeships, 5 students from Adeyfield School attended a week's work experience at Dacorum Borough Council. The placements were co-ordinated within 4 departments.

- 3.10 On Saturday 2nd November 2013 the Neighbourhood Action Team worked with Global Pindd, Hemel Mosque, Arsenal Soccer School, Dacorum Bangladeshi Welfare Association, and Youth Connexions to deliver a Kick it Out football tournament and an 'introduction to coaching' workshop to outline careers in coaching for 16 – 25 years olds.
- 3.11 In December 300 children from 6 local primary schools took part in a competition to design Dacorum Borough Council's Chief Executives Christmas Card. The winner received their prize from Sally Marshall at the school assembly as did the 3 runners up.
- 3.12 There are now 65 volunteers registered as Youth Action Entertainers and during 2013, they delivered 6 entertainment events at sheltered and residential schemes across the borough. The entertainment and refreshments as well as the quizzes and conversation are well received by residents and the group are now receiving requests from private organisations.

4 Youth Clubs

- 4.1 The very successful youth clubs at the 4 adventure playgrounds were mainstreamed as part of the core Adventure Playground Service during July 2013.
- 4.2 During 2013 there were over 5000 attendances at the Dacorum Borough Council Youth Clubs which continue to attract over 150 individuals aged 11 to 16 to the 4 playgrounds in Hemel Hempstead on a Wednesday night.
- 4.3 Each youth club sets their own agendas with 3 of the clubs deciding that the young people just want a safe place to meet and hang out with friends.
- 4.4 Adeyfield Adventure Playgrounds Youth Club has established a youth forum that raises funds and delivers events for the younger children in the playground. In addition they also secured funding (£500) from a County Councillor to improve the gardens at Mountbatten Lodge and carried out improvements for the elderly residents.

5 2014 – The Future

- 5.1 The Active Communities Officer who led on youth provision has been seconded to a new role for 12 months from the end of November 2013. A new Neighbourhood Action Officer has been appointed from 30th December 2013 and will be working on this area as part of their duties.
- 5.2 The priorities will be to work with the Dacorum Youth Forum to deliver the priorities identified to full Council in November (appendix B) and work with other departments to increase the involvement of young people across all Council services.
- 5.3 Plans are in place for the Youth Forum to meet with the Police and Crime Commissioner and the Community Safety Partnership during a visit to the borough on 6th March 2014. The Forum will have the opportunity to ask questions and discuss their priority of building relationships with the police.

- 5.4 The Council's Environmental Projects Lead Officer will be meeting with the Youth Forum over the next couple of months to discuss their ideas of a youth led litter campaign and the other environmental issues raised. This work will continue through the year.
- 5.5 Opportunities to work with and understand local Councillors roles will be explored and implemented where possible and a programme for Local Democracy Week will be agreed with Democratic Services.
- 5.6 Work to explore access to cultural and sports facilities as identified in the priorities will be explored at Dacorum Borough Council with the Old Town Hall and with Sportspace.
- 5.7 The Youth Forum will continue to work with Youth Connexions to deliver the wider priorities identified in the Herts 1125, Action For Change Young Peoples Manifesto 2013/14 which are reflected in the Dacorum Youth Forum Priorities. Where possible joint projects to deliver on these priorities will be identified and delivered.
- 5.8 Youth clubs will continue to run from the 4 adventure playgrounds within Hemel Hempstead. The Dacorum Borough Council Youth Clubs programme will continue to be set by the young people that attend them and will continue to consult them on their views. Support will continue to the Forums that have formed.
- 5.9 Partnership working will continue with Youth Connexions to deliver the youth clubs from the Adventure Playgrounds and increase the attendance at their sessions.

**Services for Young People
Youth Connexions Hertfordshire
Briefing for County & District Members in Dacorum
Winter 2013**



Welcome to the Dacorum termly briefing on the work of Youth Connexions for County and District Councillors. The following provides a brief summary of our recent and forthcoming priorities; please don't hesitate to contact me for further details.

Youth Connexions provides information, advice, guidance, support and youth work for young people aged 13 – 19 (up to 25 for those who have learning difficulties and / or disabilities).

Youth Projects

As well as our established projects in Bennetts End, Markyate and Tring. We now run evening youth projects in three adventure playgrounds: Adeyfield, Chaulden and Grovehill.

In Bennetts End we are now offering young people the chance to work towards their Duke of Edinburgh Bronze award. The project works in partnership with the secondary schools. We are able to loan young people a lot of the essential equipment needed for their expeditions which means that none of the young people are excluded from working towards this valuable award because of lack of funds.

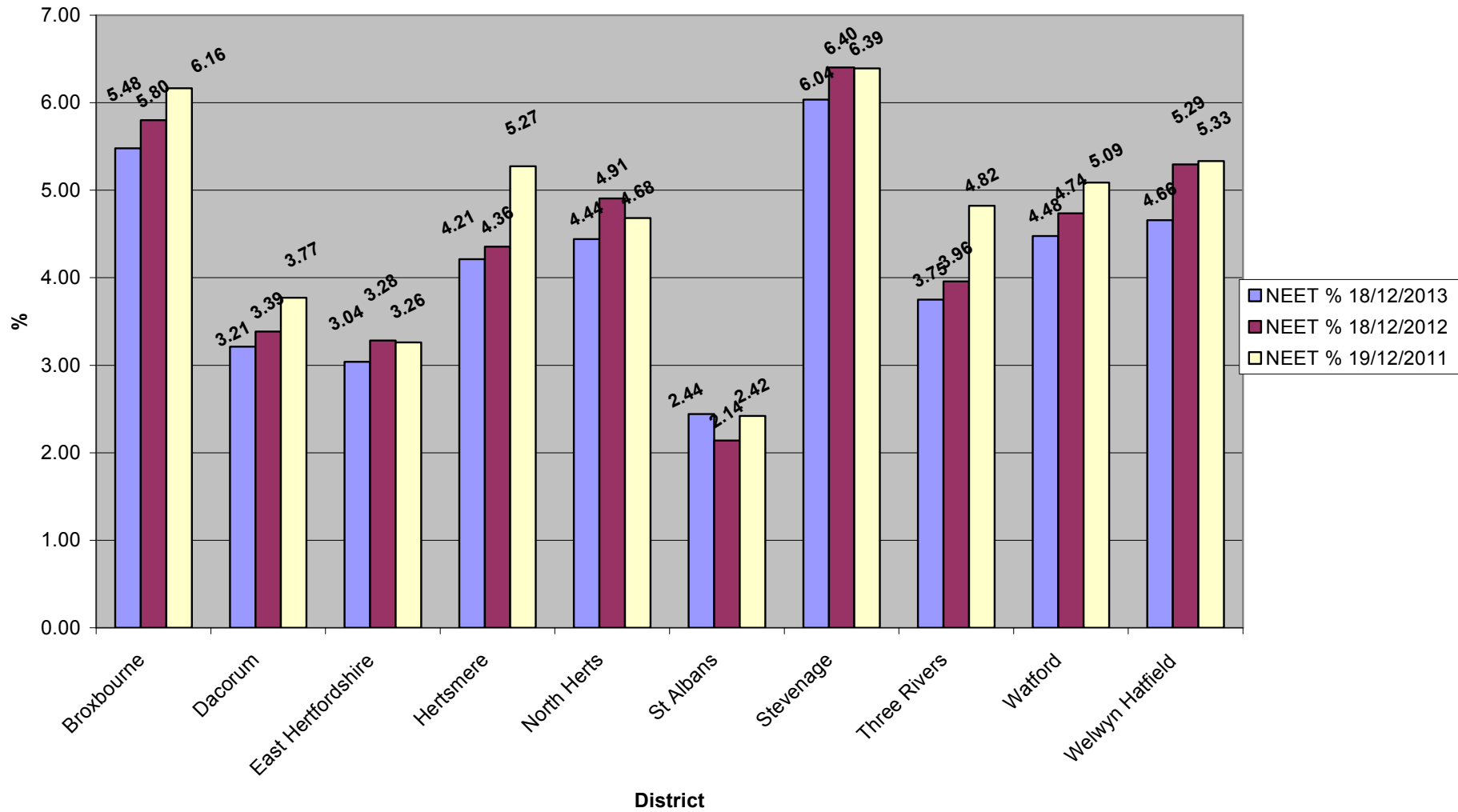
Another exciting development is the formation of the new Dacorum Youth Development Council, which will include young people from faith and BME groups, young carers, young people with special needs and young people leaving care. The aim of the DYDC is to empower and enable young people to have a "voice" and represent the views of their peers locally and at a county level by linking to the 1125 county group.

The Music Studio and the Media Suite in the XC Centre have started delivering four weeks accredited courses (Film It, Lay It and Spin It projects) which gives an insight into music making, film making and editing, mixing and DJ-ing. All the courses are run by youth workers and professional technicians.

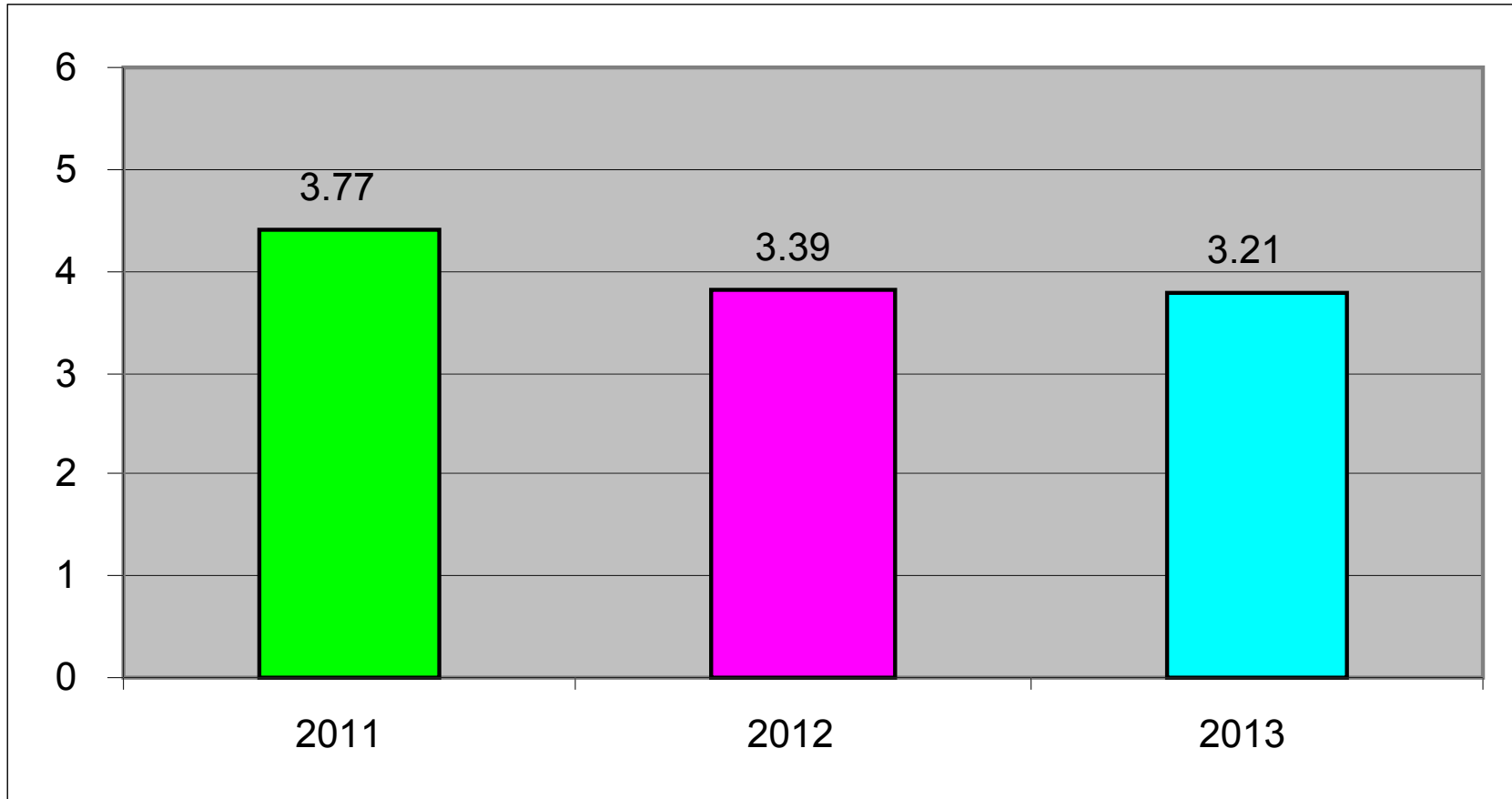
Information, Advice and Guidance (IAG)

At present in Dacorum there are 151 young people who are not in education, employment or training (from a cohort of 4816). The IAG team continues to make regular contact with each of these young people through fortnightly follow ups, targeting localities/wards, delivering drop in sessions and job clubs at the XC Centre. This support now also includes identifying those young people who are eligible for the 'Youth Contract' – which enables them to get extra intensive support to help them to achieve sustained progression into education, employment and training.

16-18 NEET% 2011-2012-2013



DATA & INFORMATION Comparison of date of NEETS in the last 3 years Countywide & Dacorum



Highest Number of NEETS by Ward

Leverstock Green	10 Young People
Adeyfield	14 Young People
Berkhamsted	06 Young People
Grovehill	10 Young People
Bennetts End	05 Young People
Chaulden & Shrubhill	07 Young People
Highfield & St Pauls	10 Young People
Woodhall Farm	09 Young People
Tring	08 Young People
Boxmoor	04 Young People

Sectors of Interest to the Young People

Construction	23 Young People
Retail	22 Young People
Office/Admin	18 Young People
Care	11 Young People
Hospitality & Catering	10 Young People
Vehicle Technician	9 Young People
IT	5 Young People

Work with Young Parents

Since April 2013 we have been delivering a new programme to inspire and support young parents and parents-to-be. "Plus One" is a 10 week course for 16–18 year olds which will help them achieve a happy and healthy transition to parenthood, whilst fulfilling their own potential. (Places are also available for 19-24 year olds who have a learning difficulty or disability.)

The course consists of workshops, team and problem solving challenges, guest speakers and a host of fun and interactive activities to help the young people develop valuable skills for the future. The group is making excellent progress and the individuals have already grown in confidence. They are spending time planning for how they can progress into further education, training or employment whilst managing the new challenge of being a parent.

As part of the programme they will also have the opportunity to undertake projects in the local community – making a difference in their own way. The group is currently finalising their ideas and looking forward to delivering their projects. On completion of the course they will receive a nationally recognised City and Guilds qualification.

The National Citizen Service

NCS is a flagship Government Programme focused on helping 16 & 17 year olds build skills for work and life engaging them in their local community. The exciting , fun, interactive programme outdoors, indoors and residential's will take place in February. We are delighted to announce that we have 40 places available.

For more information please contact the team on 01442 454060.

Partnership

Youth Connexions have established a very positive joint partnership working group in Dacorum. We work very closely with Dacorum Borough Council, Jobcentre Plus, Schools and Training Providers. The “Youth Employment Training Initiative” process and Partnership working allows for better intelligence and we all have a better understanding of what everyone does and also what everyone can contribute to the local community. We can approach local needs in a more co-ordinated way which prevents duplication and is therefore value for money

The Partnership organised a very successful Careers Event lead by Youth Connexions, which was held at Southhill Centre for year 10 and upwards. 34 employers and over 500 students attended. The feedback from the student, parents, carers and employers was very positive.

Excellent organisation and location-well planned and lots of enquiries to direct to our info sessions at college – West Herts College

Good leads and networking – Hospitality & Retail Recruitment

Lots of interest. As always, a well organised and well attended event. God work! – Haydon Training

Very well organised – thanks for inviting us – Herts Fire & Rescue

‘People were helpful and gave good advice’ – Young Person

All our questions were answered. The staff were very polite and informative. Excellent evening’ – Parents

‘Has helped me decide what I would like to do’ – Young Person

New Developments

Youth Connexions will continue to hold regular events in the Marlowes shopping centre due to the positive response from young people that were seen and informed of what was available to them and how the service could support them.

Mohamed Fawzi

Youth Connexions Team Manager

Dacorum & St Albans District

For further information please contact me on 07810 856535 or

mohamed.fawzi@hertfordshire.gov.uk

You can see details of all current projects at <http://www.youthconnexions-hertfordshire.org/cms.php?pageid=935> and <http://www.channelmogo.org>

Dacorum Youth Forum project proposals

Priority	Explanation	Comments	Departments/ partners to involve	Portfolio Holder	Corporate working group
Hertfordshire 1125 priorities	Building relationships with the Police	Work with the Community Safety Partnership and Police and Crime Commissioner to run specific session targeted at young people	<ul style="list-style-type: none"> • Community Safety Partnership • Resident Services • Police & Crime Commissioners office 	Neil Harden	Environmental Corporate Working group
	Discounted leisure, sporting and cultural facilities	Work with the Old town hall to implement some of the suggestions made in the Herts 1125 manifesto.	<ul style="list-style-type: none"> • Old Town Hall • Resident Services • Community Partnerships • Sportspace 	Neil Harden	Localism and Community corporate working group
Litter	Youth led campaigns to change attitudes towards dropping litter	Recruit groups of young people in each school/ area to lead campaigns, do litter picks and help change attitudes.	<ul style="list-style-type: none"> • Clean, Safe and Green • Resident Services • Tenant Participation 	Julie Laws	Environmental Corporate Working group
	Increased use of 'on the spot' fines for littering	Other Councils fine people for littering. This would highlight how serious the matter is being taken.	<ul style="list-style-type: none"> • Environmental Health • Resident Services 	Julie Laws	Environmental Corporate Working group

	Better publicity of discounts for collection of large items	People are unaware of how to get large items removed. Others find it too expensive – discounts should be applied and publicised to reduce fly tipping.	<ul style="list-style-type: none"> • Environmental Health • Resident Services • Communications 	Julie Laws	Enforcement Corporate working group
Lack of participation in the political process	More Councillor to visit schools	Build relationship with Councillor and increase awareness about who they are and what they do.	<ul style="list-style-type: none"> • Democratic Services 	Neil Harden	Localism Corporate working group
	Develop classroom style sessions to explain the political process	Inform young people about the process so they are fully engaged when they get to voting age.	<ul style="list-style-type: none"> • Democratic Services 	Neil Harden	Localism Corporate working group
Boredom	Development of informal areas for young people to 'hangout'	Youth café for YP to go and chat with their friends can learn skills and do their volunteering to work towards Duke of Edinburgh.	<ul style="list-style-type: none"> • Regeneration • Resident Services 	Neil Harden Andrew Williams	

Dacorum Youth Forum meetings take place on the second Tuesday of every month, 5-6.30pm, Council Chamber, Civic Centre. There are currently 18 active members (November 2013).

Activities already scheduled for Dacorum Youth Forum		
Subgroup meeting	03 December 2013	Christmas party planning meet
Monthly meeting	10 December 2013	Christmas party
Monthly meeting	14 January 2014	Reach out Plus attending Preparation for School Assemblies
Recruitment assembly	04 February 2014	Hemel School
Recruitment assembly	11 February 2014	Astley Cooper
Monthly meeting	11 February 2014	Tony Skate from Herts Aid attending to do some work about LGBT

AGENDA ITEM: 8

SUMMARY

Report for:	Housing & Community Overview & Scrutiny Committee
Date of meeting:	29 January 2014
PART:	1
If Part II, reason:	

Title of report:	Older Persons' Housing Strategy 2014 - 2020
Contact:	Margaret Griffiths, Portfolio Holder for housing Sarah Pickering, Strategy and Policy Officer Isabel Connolly, Strategic Housing Team Leader (Property) Julia Hedger, Group Manager for Strategic Housing
Purpose of report:	To present the new Older Persons' Housing Strategy 2014 - 2020 to the Overview & Scrutiny Committee NB: This is a text-only version. An updated version including images will be made available at the Overview and Scrutiny Committee meeting on 29 January 2014.
Recommendation	For the Overview & Scrutiny Committee to note and give feedback on the Older Persons' Housing Strategy 2014 - 2020
Corporate objectives:	Affordable Housing, Regeneration
Implications:	<u>Financial</u> A number of the strategy's objectives are subject to the Housing Revenue Account (HRA) business plan which will be reviewed in January 2014. The strategy sets out the needs and benefits of new homes to be built for older people, with excellent design and space standards. There are financial and business plan decisions to be made on a site-by-site basis to consider the value of good quality, popular properties that should have short void periods and remain suitable for older residents for the foreseeable future.
'Value For Money Implications'	<u>Value for Money</u> In considering the recent stock appraisal of the Council's sheltered stock, this strategy has identified the need to be innovative by exploring options for refurbishing, remodelling, and redeveloping schemes.

	<p>By planning and setting strategic objectives for older persons' housing the Council is confident that value for money decisions about future developments can be reached.</p> <p>This strategy also identifies 'quick win' solutions, such as using promotional strategies and partnership work to increase the awareness of housing options among older people. The strategy also links this to the planned monitoring of the Council's new Housing Allocations Policy.</p>
Risk Implications	<p>If the Council does not respond to the increasing demand for suitable, attractive housing options for older residents then evidence suggests that this will contribute to:</p> <ul style="list-style-type: none"> • Health deterioration • Social isolation • Disengagement from the community • Dissatisfaction with the Council • Residents choosing to move out of the borough <p>The existing sheltered housing schemes are unlikely to meet the changing social care, health needs and aspirations of older residents in the future. If this issue is not addressed there is the risk of increasing voids and rental loss in sheltered housing stock.</p> <p>All decisions about future use of sheltered schemes will consider the impact on the current residents.</p>
Equalities Implications	<p>An Equality Impact Assessment has been completed and provided with the report as Appendix 3.</p>
Health And Safety Implications	<p>This report has no health and safety implications.</p>
Consultees:	<p>Sheltered Housing Tenant Forum Tenant and Leaseholder Committee</p> <p>The Council held focus groups at a number of sheltered housing schemes:</p> <ul style="list-style-type: none"> • Betty Patterson House • Douglas Gardens Lagley House • Dudley House • Florence Longman House • Rice Close <p>The results of a housing needs study informed this strategy. This survey was completed by 1,063 residents aged 50 and over.</p>
Background papers:	<p>Housing Market and Needs Assessment 2012 HRA Business Plan Housing strategy 2013-2018 Housing Allocations Policy 2013 Housing Development Strategy 2013-20 Outcomes from review of sheltered housing assets</p>

Historical background <i>(please give a brief background to this report to enable it to be considered in the right context).</i>	The 2012 Housing Needs and Market Assessment (HMNA) carried out for the Council in 2012 identified a high demand for accommodation for older people. The Older Persons Housing Strategy 2014-2020 sets out the Council's long-term plan to ensure future provision of suitable, high quality housing options for older residents in the borough. This strategy will build on the Housing Strategy adopted in 2013.
Glossary of acronyms and any other abbreviations used in this report:	HRA - Housing Revenue Account

1.0 Background

- 1.1 Census 2011 data identified a significant growth in the population. As well as this overall increase in the population, one in six people in England and Wales are now aged 65 or over. The aging population is likely to have a direct impact on housing provision and related services and presents a new challenge for housing.
- 1.2 In line with national trends Dacorum has a high proportion of residents aged 50 and over. The number of people aged 65 and over is set to increase by over 18% in the next decade.
- 1.3 Housing provision for older residents in Dacorum reflects the national picture, in that it does not adequately meet the diverse needs and aspirations of the current and projected older population.
- 1.4 The Council owns a significant proportion of supported housing units for older people, and many of these are within sheltered schemes. Around a quarter of the Council's housing stock is either category one or two sheltered housing. There has been a history of low demand for sheltered accommodation, which is reflective of the quality of stock available rather than the demand for this form of accommodation.
- 1.5 A review of the Council's sheltered housing stock completed in 2012 identified the current standard and quality of much of the Council's sheltered housing falls below current expectations for older persons' housing.
- 1.6 Many older households wish to remain in their own homes rather than moving to specialist accommodation. The upkeep and maintenance of a home can become a challenge for many older households. For older people to remain healthy in their homes, they may need assistance to keep their homes in a good state of repair and suitable for their needs.

2.0 The objectives

- 2.1 The strategy objectives were identified to ensure future provision of suitable, high quality housing options for older residents in the Borough

- 2.2 This Older Persons Housing Strategy commits the Council to meeting four strategic objectives. These objectives are ambitious in order to meet the challenges presented at a local level from an aging population.
- 2.3 The strategic objectives are:
- To provide older people with easy-to-access high quality advice on the housing options and support available to them so they are able to make informed decisions about their housing options.
 - To make the best use of existing housing stock designed specifically for older people and adapted general needs properties.
 - To ensure the borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support.
 - To enable older people to live independently in their homes for as long as they choose or it is safe to do so.
- 2.4 The strategy contains an action plan and the actions identified in this plan contribute to achieving the key objectives set. Monitoring these actions will allow the Council to keep track of the progress made towards the Council's long term vision for older persons' housing.
- 3.0 Consultation
- 3.1 Consultation has been used throughout the development of this strategy to inform the Council's objectives for older persons' housing.
- 3.2 The strategy was informed by the results of a large-scale housing needs study, which was completed by a sample of the local population aged 50 years and over, from across all housing tenures. This study provided the Council with a strong evidence base of data on residents' current housing situations, housing aspirations and future housing intentions.
- 3.3 The Council held sheltered housing focus groups in order to survey the views of current sheltered housing tenants.
- 4.0 Recommendation
- 4.1 For the Overview & Scrutiny Committee to note and give feedback on the Older Persons' Housing Strategy 2014-2020.



Older Persons' Housing Strategy 2014-20

Author	Sarah Pickering – Strategy and Policy Officer
Responsible officer	Julia Hedger – Group Manager for Strategic Housing

Date of publication	2014	Date of last version	N.A.
Version no.	0.1 (Draft)	Date of expiry	2020

Associated documents
 Housing Strategy 2013-2018; Housing Allocations Policy; Strategic Tenancy Policy; Affordable Housing SPD; Core Strategy; HRA Business Plan; Housing Market and Needs Assessment 2012; Economic Development Strategy; Private Sector Housing Strategy; Private Sector Housing Assistance Policy; Information Management Strategy; Housing Decant Policy

Working in partnership, to create a Borough which enables the communities of Dacorum to thrive and prosper

Affordable Housing ♦ Regeneration ♦ Building Community Capacity ♦ Safe and Clean Environment ♦ Dacorum Delivers

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Key objective 1: To provide older people with easy-to-access high quality advice on the housing options and support available to them so they are able to make informed decisions about their housing options.

Key objective 2: To make the best use of existing housing stock designed specifically for older people and adapted general needs properties.

Key objective 3: To ensure the borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support.

Key objective 4: To allow older people to live independently in their homes for as long as they choose or it is safe to do so.

- 1.1 The aging population presents a new challenge for housing. People are living for longer and the housing needs and aspirations of the older population continue to evolve and change. The government has recognised the need to take a new approach to housing for older people.
- 1.2 Housing provision for older residents in Dacorum reflects the national picture, in that it does not adequately meet the diverse needs and aspirations of the current and projected older population. A lack of adequate housing can lead to:
- Health deterioration
 - Social isolation
 - Disengagement from the community
 - Dissatisfaction with the Council
 - Residents choosing to move out of the borough
- 1.3 This Older Persons' Housing Strategy sets out the Council's long-term plan to ensure future provision of suitable, high quality housing options for older residents in the borough. This has been informed by an understanding of current supply, projections of need and demand, as well as an insight into older residents' aspirations. This strategy will build on the Council's current Housing Strategy adopted in 2013.
- 1.4 The past decade has seen a growth in innovative approaches to older persons' housing, such as extra care housing and assistive technology. Policy makers have also recognised that improving the quality of housing alone will not meet older people's aspirations for health and well-being. High quality housing will need to be provided in conjunction with good care and support services, and be connected to local facilities. Without these links older people can become detached from the communities in which they live.
- 1.5 The strategy has been developed using evidence gathered through a large housing needs study, which was completed by a sample of the local population aged 50 years and over, from across all housing tenures. The Council has used this age group in order to gain an understanding of how people in their 50s and over plan and act in order to meet their current and future housing needs.

2. The national picture

- 2.1 Census 2011 data identified a significant growth in the population in England: from 2001 to 2011 the population increased by 3.6 million (7.2%). As well as this overall increase in the population, one in six people in England and Wales are now aged 65 or over. The proportion of the population aged 65 and over is projected to increase further, with a direct impact on housing provision and related services.
- 2.2 The need to improve the availability of specialist housing and support services for older people has been identified by central government. The national strategy published in 2008 on housing for an ageing society *Lifetime homes, lifetime neighbourhoods*, identified the need to increase the housing options available to older people. There have been a number of publications and innovative ideas for older peoples housing

since this strategy, exploring ways to meet the current and projected needs and aspirations of the older population.

- 2.3 A need to improve people's perceptions of specialist housing designed for older people has been identified by both national and local policy makers. The *Housing our Ageing Population: Panel for Innovation* (HAPPI) report sought to challenge negative perceptions and explored possibilities for new, innovative designs for older persons' housing. Ten key design elements were picked out as essential considerations for developing older persons' accommodation.
- 2.4 *Lifetime homes, lifetime neighbourhoods* encouraged local authorities to critically assess their sheltered housing stock, most of which was built pre-1980s. Many providers have experienced hard-to-let voids across their sheltered housing stock, which in some cases are deemed no longer fit-for-purpose. Local authorities have used asset appraisals to determine whether to redevelop, remodel or decommission existing schemes.
- 2.5 Following a reduction in the supporting people grant in 2010 a number of social housing providers have had to evaluate the support services they provide and make a number of changes to their supported housing services. Funding for accommodation-based support associated to living in a housing type, such as sheltered housing, has become less common, with a general move to floating support services. This change has been about both cutting cost and recognising the numbers of older people in general needs stock and private housing.
- 2.6 The 2011 housing strategy *Laying the foundations: a housing strategy for England* committed to providing older people with greater choice and support to live independently. The Government has committed 185 million to the disabled facilities grant, funding aids and adaptations for older people in their homes. The Government also invested in Firststop, which provides information and advice for older people.

3. The local picture

- 3.1 In line with national trends Dacorum has a high proportion of residents aged 50 and over, which can be seen from the table below showing the percentage of residents aged 50 and over in Dacorum as well as Hertfordshire and England.

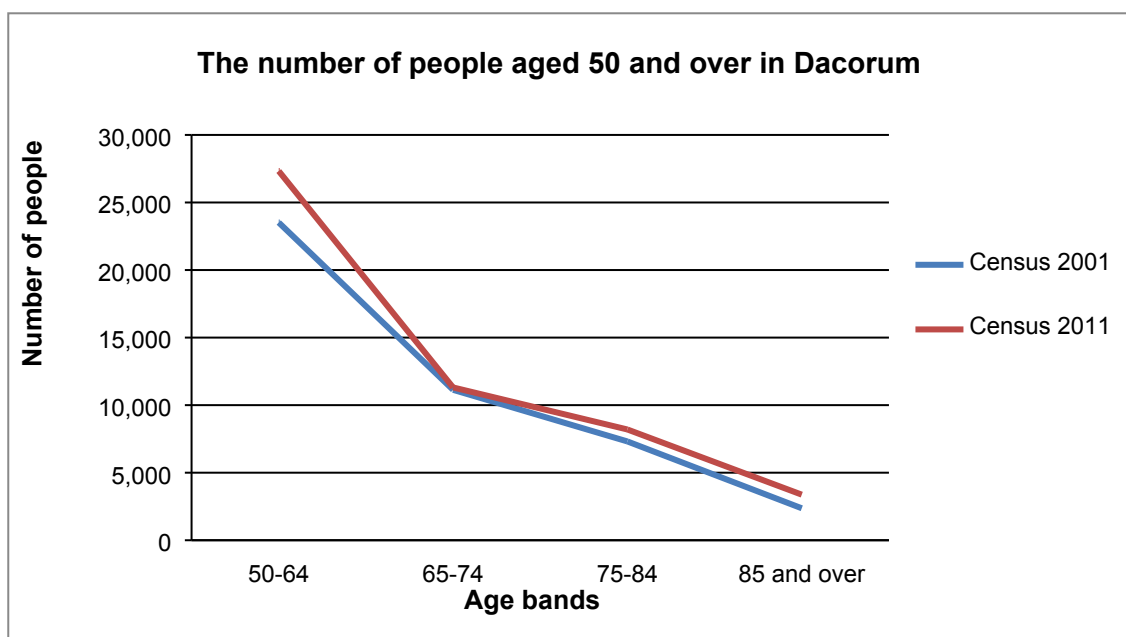
Figure one: Over 50s population breakdown in Dacorum, Hertfordshire and England

Age band	Percentage of population in Dacorum	Percentage of population in Hertfordshire	Percentage of population in England
50-64	18.87% (27,327)	17.86% (199,344)	18.04% (9,569,364)
65-74	7.81% (11,310)	7.85% (87,590)	8.59% (4,552,283)
75-84	5.66% (8,198)	5.49% (61,248)	5.52% (2,928,118)
85 and over	2.33% (3,375)	2.25% (25,077)	2.22% (1,180,128)

Source: Census 2011 data

- 3.2 The number of older residents in the borough has increased significantly in the last decade. The graph below compares the number of people aged 50 and over in Dacorum in 2001 to 2011.

Figure two: Over 50s population increase from 2001 to 2011



Source: Census 2001 and Census 2011 data

- 3.3 The numbers of older people in Dacorum are predicted to increase further. The table below shows the projected population increases for older people in Dacorum. This shows that the number of people aged 65 and over is set to increase by over 18% in the next decade. These changes will have an impact on local services, including the provision of housing suitable for older people.

Figure three: Projected over 65s population in the borough

	2010	2015	2020	2025	2030
People aged 65-69	6,000	7,600	7,000	8,000	8,900
People aged 70-74	5,100	5,500	7,000	6,500	7,400
People aged 75-79	4,600	4,600	5,100	6,400	6,000
People aged 80-84	3,600	3,800	4,000	4,400	5,700
People aged 85 and over	3,300	3,900	4,600	5,400	6,300
Total population 65 and over	22,600	25,400	27,700	30,700	34,300

Source: ONS 2009 Mid-Year Population estimates and Projecting Older People's Population Information (POPPI) System Figures are taken from Office for National Statistics (ONS) subnational population projections by sex and age

- 3.4 As the overall number of older people in the borough has increased, there have been related rises in the number of older people with long-term illnesses. The table below shows the number of people aged 50 and over with long term health or disability problems. As the population continues to increase the need for specialist housing and care services will also increase.

Figure four: The borough's over 50s population with long term health problems or disabilities

Age	All categories: long term health problem or disability	Day to day activities limited a lot	Day to day activities limited a limited	Day to day activities not limited
50 to 64	27,327	1,851	2,843	22,633
65 and over	22,883	5,162	5,856	11,865

Source: Census 2011 data.

- 3.5 The 2012 Housing Needs and Market Assessment (HMNA) carried out for the Council identified a high demand for accommodation for older people. The provision of smaller units for older people was identified as important in order to free up under-occupied two and three bedroom social rented stock.

4. Current supply and demand in Dacorum

General needs accommodation

- 4.1 Many older households wish to remain in their own homes rather than moving to specialist accommodation. In the Housing Strategy the Council committed to delivering a proportion of new homes to the 'Lifetime Homes standard' (or equivalent). This commitment means that the Council will ensure homes are built that are designed to be flexible, so that alterations can easily be made to meet the changing needs of an occupant, and enable people to remain independent in their homes for longer.
- 4.2 The upkeep and maintenance of a home can become a challenge for many older households on a low income and living in general needs accommodation. Consequently, a number of older residents in the borough may be living in general

needs properties which are damp, cold and may need repair. The Council provides a number of home improvement loans to owner occupiers, private landlords and tenants, as well as grants for people needing to adapt their homes. The aim of this is to improve the living conditions for residents in Dacorum.

- 4.3 The Council’s Community Alarm Service known as lifeline, is available to households in all tenures in Dacorum. This service provides older residents with the peace of mind that they will be able to access support in an emergency.
- 4.4 In the Council’s general needs stock there are around 1,830 tenants aged 60 and over. The Council provides floating support to a number of these households.
- 4.5 A number of older residents are under-occupying their properties. Over 63% of respondents to the over 50s housing needs survey had a spare bedroom in their property. The table below shows the number of spare bedrooms these households had. If attractive housing options were made available to these residents it would be an effective way to free up under-occupied family homes.

Figure five: A breakdown of bedrooms under-occupied by the over-50s housing needs study respondents

Number of households under-occupying by one bedroom	Number of households under-occupying by two bedrooms	Number of households under-occupying by three bedrooms
296	252	86

Source: Elderly Accommodation Counsel (EAC) 2012

Specialist housing

- 4.6 The table below shows the number of supported housing units for older people in the borough.

Figure six: Supported housing units available to older residents in the borough

Housing with support			Units per 1,000
Rent	Sale	All	
1571	445	2016	208.3

Source: Elderly Accommodation Counsel (EAC) 2012

- 4.7 Over 70% of residents aged 65 and over in borough own their own home. However, less than a quarter of housing designed specifically to meet the needs of older people is available to purchase.
- 4.8 The Council owns a significant proportion of supported housing units for older people. Around a quarter of the Council’s housing stock is either category one or two sheltered housing, with 31 category one sheltered schemes in the borough.

- 4.9 Following the announcement of supporting people funding reductions from Hertfordshire County Council in 2011, the Council carried out a full review of its sheltered housing service. A number of changes followed this review, including:
- The introduction of the 'hub and spoke' model for service delivery. This model offers housing support services to the wider community as well as residents in sheltered housing schemes.
 - Funding granted to Age UK to deliver both a handyman scheme and friendship teas to residents living in sheltered housing.
 - The withdrawal of the existing out-of-hours warden service.
 - A reduction in the service of six frontline posts (Mobile Supported Housing Officers).
- The Council is planning for the possibility of further funding reductions or even no grant funding in the future.
- 4.10 An asset review of the Council's sheltered housing stock was then completed in 2012, detailing the current standard and quality of much of the Council's sheltered housing. This review indicated that a number of schemes fall below current expectations for older persons' housing, including some schemes identified as not having long-term viability in terms of their cost and suitability.
- 4.11 There has been a history of low demand for sheltered accommodation. The table below shows the void times vary significantly between areas and properties. The average void period for the Council's sheltered housing units is greater than that for general need units, and in 2012/2013 was 41.68 days.

Figure seven: Void periods for the Council's sheltered housing stock

Area	Number of properties advertised	Average void period (days)	Void period range (days)
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Hemel Hempstead	117	54	15 to 301
Tring	18	40	25 to 55
Berkhamsted	10	63	25 to 115
Kings Langley	7	51	30 to 95
Markyate	5	46	10 to 75
Little Gaddesdon	3	34	16 to 50
Potten End	3	65	55 to 75
Bovingdon	3	50	40 to 65
Chipperfield	3	48	30 to 80
Northchurch	3	43	25 to 55
Wigginton	1	45	N.A.
Aldbury	1	80.00	N.A.
Flamstead	1	40	N.A.
Long Marston	1	55	N.A.
Dacorum	176	52	N.A.

Source: Data from the Council's Housing Register database from October 2011 to May 2013.

- 4.12 Analysis of the Council's housing register has found that 349 (45%) of applicants aged 50-59, and 874 (73%) of applicants aged 60 and over, state that they would consider moving to sheltered accommodation on their application. This figure would suggest that demand for sheltered accommodation is high, but that current supply does not match the needs and aspirations of those who are considering or seeking specialist accommodation.

5. Best practice

- 5.1 A number of local authorities have acknowledged the need to address the challenges the aging population presents and are working to ensure the housing provision in their area meets the current and future demands of older residents.
- 5.2 Nationally there has been a move to integrate housing with care and support services. Retirement villages are a form of accommodation that provides this. Housing in these developments tends to be of a very high quality with excellent space standards. [Lovat Fields Village](#) and Shenley Wood Village in Milton Keynes are examples of this form of accommodation. These sites consist of 258 and 300 units respectively, all one and two bedroom apartments available for purchase, shared ownership and rent. There are a range of on-site health and leisure facilities including a Café bar, fitness centre, indoor bowling green, village shop, library and restaurant.
- 5.3 A number of local authorities are making improvements to their existing sheltered housing schemes. St Albans District Council is working with a local housing association to redevelop and remodel all of their sheltered accommodation. The Council has recently received planning permission to redevelop one of their schemes into modern flexi-care

accommodation. Flexi-care offers independent flats with onsite care provision. This form of accommodation can have a positive impact on the health of an individual with care needs and is seen as a cost effective alternative to residential care.

6. Housing and Health

- 6.1 Decent housing in a location that is well connected to facilities can help people live healthy, active lives. Well-designed housing can led to the following benefits:
- Reducing admittances to hospitals
 - Avoiding hospital readmissions
 - Reducing demands on A&E
 - Preventing or delaying an individual from needing to move into residential care
 - Preventing an individual's health and well-being from deteriorating
 - Enabling efficient discharge of individuals from hospital.
- 6.2 NHS Hertfordshire spent over 20 million on hospital admissions for falls in 2010/11. It is estimated that around 15-33% of these falls could be prevented, which would save NHS Hertfordshire over £4.5 million annually in hospital admissions. Falls can be prevented by reducing environmental hazards in the home and providing the appropriate adaptations when required.
- 6.3 The NHS Cold Weather Plan found that the annual cost of treating winter related illness in Hertfordshire is over £18 million. Older people are at increased risk of winter related illness compared to the general population. Initiatives to help older residents with fuel poverty could improve health and save the NHS a significant amount of money.

7. Transport and access to services and facilities

- 7.1 Dacorum covers 21,248 hectares. Appendix one shows a map of the GPs, community centres and the Council's general needs and sheltered accommodation stock where tenants are aged 60 and over. This map would suggest that there is adequate provision of GPs and community centres in Hemel Hempstead. Individuals living in rural areas outside of Hemel Hempstead are shown to have a lack of both local services and appropriate transport links.
- 7.2 There are a number of voluntary organisations that provide a variety of support services to older residents in the borough. Age UK Dacorum provide the following schemes to older residents:
- Hospital discharge and independent living scheme;
 - Friendship teas;
 - Telephone club,
 - Befriending;
 - Active living club; and
 - Handyperson scheme.

- 7.3 In 2011, only 16.42% of households in Dacorum did not have a car or van available for their use, lower than the national average. On average 1.40 cars or vans are available per household in Dacorum, which is greater than the national average.

Figure eight: Cars and vans availability to households in the borough

	Dacorum District	Hertfordshire	East of England	England
Percentage of households with no cars or vans	16.42	16:93	18.55	25.80
Average number of cars or vans per household	1.4	1.38	1.33	1.16

Source: Census 2011 data

- 7.4 Many older households without a car rely on bus services to access important services, such as GPs, hospitals and shops. In Dacorum bus services are operated by independent commercial companies and the Council has limited powers to change bus provision. Some rural routes, evening and Sunday services are run on contract to Hertfordshire County Council.
- 7.5 Community Action Dacorum provides a number of services which can help older residents to travel around the borough. These services include:
- Door to Store: This scheme provides older residents with transport to local supermarkets and escorts to help with shopping. This is currently offered to older people in both Bovington and Kings Langley, with a view to roll out across the whole of the borough.
 - Community cars: This scheme offers transport to those who have difficulty using public transport or taxis.
 - Community Wheels: 12 minibuses are available to be hired by members of Community Action Dacorum.

8. Over-50s housing need survey key findings

- 8.1 To inform this strategy the Council conducted an over-50s housing needs study. 1,063 questionnaires were completed by a random sample of individuals aged 50 years and over, living in Dacorum. The questionnaire was designed to gain a thorough understanding of residents' current housing situations and future housing intentions. For the full results of this survey please refer to the over-50s housing needs study report.
- 8.2 A low response rate was received for questions relating to future housing intentions, particularly for those aged 75-84 and 85 and over.
- 8.3 Barriers preventing a household from moving increase with age. Residents aged 75 and over were less likely to consider moving to a home designed to meet the needs of older people than those in the younger age groups. For these individuals the upheaval of moving was stated as the main barrier to moving.

- 8.4 A number of households stated a lack of suitable housing options as a barrier preventing them from moving. This would suggest that many households would consider moving if attractive housing options were made available. The design and location of accommodation needs to be considered carefully in order to outweigh the barriers that prevent a household from moving.
- 8.5 Different age groups reported different housing priorities. Accommodation made available to older residents should be diverse in order to meet the range of support needs and priorities of different households.
- 8.6 The location of a property, in terms of how close it is to shops, services and amenities was considered as an important neighbourhood feature to a high proportion of households across all ages. When developing specialist accommodation for older people the location of the site in terms of how connected it is to facilities should be taken into careful consideration. The possibility of providing on-site facilities should also be explored.
- 8.7 Three features came out of this survey as key to making a property attractive for older people:
- Accommodation with garden and outdoor space.
 - A home that is well insulated and easy to heat with low running costs
 - Having at least one spare room and enough storage space
- All of these features should be considered on a site-by-site basis, taking into account the type, location and tenure of housing being provided.
- 8.8 The upheaval of moving was stated by a vast majority of respondents as a barrier preventing them from moving. Flexibility at the design stage of new-build accommodation should enable older people to easily adapt their home to meet their changing needs. In addition, solutions that provide care and support facilities onsite should be considered.
- 8.9 The majority of households would consider buying a property outright or with a mortgage in the future, whereas an extremely low proportion would consider renting privately or low cost home-ownership schemes such as shared-ownership. Future aspirations strongly correlated with current tenure type. Future development should offer mixed tenures, providing individuals with the opportunity to purchase the accommodation if they wish.

9. Sheltered housing focus groups: Key findings

- 9.1 The Council held sheltered housing focus groups in order to survey the views of current sheltered housing tenants. A common comment made by tenants was that they had not been aware of sheltered housing as an option until they had needed to move, usually due to a health trigger or loss of a partner. When an individual is no longer able to manage their property, information on suitable housing options needs to be available. In

addition, residents should be made aware of their options before they are at a point of crisis.

- 9.2 The aspects of sheltered accommodation that current tenants described as the most attractive were the safety and security, social environment, independence, warden support and low upkeep and maintenance. These features should be promoted to older residents in the borough who are looking to move to a more manageable home.
- 9.3 Tenants reported a number of improvements that they felt would improve sheltered scheme accommodation. A number of tenants reported dissatisfaction with the minimal parking provision, small kitchens, lack of storage space, and location of the accommodation.
- 9.4 The location of a number of the sheltered schemes has resulted in residents relying on bus services, taxis, and family and friends to access local services. Some tenants stated that the location of the accommodation made them feel isolated from the wider community. This highlights the importance of carefully considering the location of a site when developing specialist housing designed for older people.

10. The strategy's objectives

- 10.1 The four objectives set are in accordance with national and local priorities. These objectives are ambitious in order to meet the challenges presented from an aging population. These objectives are as follows:
- To provide older people with easy-to-access high quality advice on the housing options and support available to them, so they are able to make informed decisions about their housing options.
 - To make the best use of existing housing stock designed specifically for older people and adapted general needs properties.
 - To ensure the borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support.
 - To enable older people to live independently in their homes for as long as they choose or it is safe to do so.

Key objective 1: To provide older people with easy-to-access high quality advice on the housing options and support available to them so they are able to make informed decisions about their housing options.

Introduction

Planning and making decisions about retirement and later life happens throughout a person's life. It is important that information and resources about housing options and support available is made widely available so that older residents are able to make informed decisions in relation to their housing. Providing older residents with adequate information will allow them to explore the possibility of moving to more manageable accommodation or help them access the support they need to remain independent in their own homes.

To meet key objective 1 the strategy commits to:

1. Providing up to date information on the housing options and support services available to those aged 50 and over.

The Council will provide specific information and advice to older residents who want to make decisions about their future housing or who are no longer able to manage their home and wish to move.

The Council will launch a specialist housing advice webpage for those aged 50 and over on the Council's website. This webpage will include information on the different types of accommodation and housing related support available to older residents. The Council will also make this information available in the form of a leaflet for those who do not have access to the internet. This information will be regularly reviewed and updated.

The Council's Housing Advice and Customer Service Officers will be provided with the training and information they require to provide quality advice on housing options and support services available to residents aged 50 and over. This information will be incorporated into the scripts used by the Council's Customer Service Unit.

The Council will look to hold a retirement fair in partnership with Hertfordshire County Council. Organisations from the private, public and voluntary sector will be invited to the fair to provide information on the support services, events, aids and adaptations available to older residents and their families. Following the event an evaluation will be undertaken to consider the effectiveness and successes of the event, together with a decision on frequency of any future events.

2. Ensuring older residents are digitally included.

The Council is developing a digital inclusion strategy. This will explore how the Council can increase the availability of internet access, equipment and training to hard-to-reach groups in the community, including older people.

The Council will ensure webpages aimed at older residents are easy to navigate around and provide relevant up-to-date information. The Council uses the site *Moving with Dacorum* to advertise council and housing associations properties, including sheltered accommodation. The Council has a detailed user-guide to help individuals to navigate around the site.

There are a number of benefits to having internet access. For instance, internet access allows individuals to receive quick advice and information, shop online, keep up-to-date with current affairs and keep in touch with family and friends. Due to these benefits the Council is committed to providing internet access for tenants in sheltered housing stock.

A number of older residents are not able to use a computer and are unfamiliar with related technologies. The Council will work closely with voluntary organisations to explore the possibilities of providing IT training to older residents. The Council will work with other organisations to promote training courses and ensure there is adequate provision to residents across the borough.

3. Improving links with other agencies working with older people in the borough.

There are a number of organisations within the borough that provide help and support to older residents. The Council will look to work closely with voluntary, public and private sector organisations that provide these support services to ensure there is adequate provision in the borough.

The Council will develop a directory of services, listing national and local organisations working with older residents. This directory will list the services these organisations offer, with who these services are available to and how they can be accessed. The Council hopes that in collecting this information it would also improve its partnerships with these organisations. The Council will review the directory of services annually to ensure the information stays up-to-date.

The Council works closely with Age UK Dacorum to provide a number of services to older residents in Dacorum. The Council will continue to work closely with Age UK Dacorum and continue to fund the friendship teas and handyperson scheme they deliver to older residents living in sheltered housing. The Council will explore the possibility of working with other organisations that provide important services to older residents in Dacorum.

4. Delivering a promotional campaign for sheltered housing and re-branding sheltered housing schemes.

Sheltered housing can have a number of benefits to older residents, allowing people to maintain their independence, while providing care and support, which may be essential to staying active and maintaining a good quality of life. A number of households in the borough are not aware of, or do not understand, the housing support that sheltered housing schemes can offer. In order to increase the awareness of sheltered housing and change current perceptions of these schemes the Council will start a promotional campaign. This campaign will aim to increase the popularity of sheltered housing with older residents and hope to reduce voids in sheltered housing stock.

The Council will look to improve webpages providing promotional information on sheltered housing. These pages need to provide information on the type of support sheltered housing offers and the benefits of moving into this form of accommodation. These webpages should include the views of current tenants, with possibilities for regular updates and newsletters. To ensure these pages are accessible the Council will ensure the location of this information is easy to navigate to.

The Council will hold open days at sheltered housing schemes to provide older residents, their families, and carers with the opportunity to find out more about sheltered housing. The Council will also look to advertise this form of accommodation by other means, for instance, in local newspapers, the Dacorum Digest, and News and Views.

To support this promotional campaign the Council is committed to re-branding sheltered housing. A number of local authorities use different terms to describe this form of accommodation, for instance St Albans District Council has recently renamed this form of accommodation 'retirement housing'. Re-naming sheltered housing is essential in changing perceptions of sheltered housing in line with modern aspirations.

Key objective 2: To make the best use of existing housing stock designed specifically for older people and adapted general needs properties

Introduction

The Council's sheltered housing stock was built between the 1950s and 1970s. The lifespan of each scheme is affected by both the changing needs and aspirations of older residents, as well as necessary repair and improvement work required to bring some schemes up to modern standards. This strategy has made use of the stock appraisal information to identify where improvements can be made to existing stock. The Council's sheltered accommodation and adapted general needs properties should be allocated to applicants who have a specific need for this type of property.

To meet key objective 2 the strategy commits to:

- 1. Reviewing the effectiveness of the Housing Allocations Policy in relation to sheltered housing properties and general needs adapted properties.**

The Council's Housing Allocations Policy aims to ensure adapted properties are allocated to applicants with a specific need for that type of property. The Council is in the process of defining three levels for properties with adaptations. An applicant needing a property with adaptations will only be able to bid on properties meeting the level of adaptation required. This will allow applicants to have the same experience of choice based lettings as other applicants who do not require an adapted property. This will also ensure adapted properties are allocated to the most suitable applicant. The Council will review the effectiveness of this policy and whether the three defined levels are appropriate.

Sheltered housing is designed for people aged 60 and over. Prior to November 2013 applicants aged 50 to 59 on the housing register were able to apply for sheltered housing. Under the Council's new policy an officer or medical advisor will assess whether sheltered accommodation is suitable for a younger applicant only where a specific housing support need is identified. This policy change has been implemented to ensure sheltered accommodation is allocated to the suitable applicants. However, increasing the age limit to 60 may increase void times for sheltered housing stock by reducing the pool of potential applicants who can bid on those properties. The Council is committed to proactively addressing this issue and in the event of increased void times the Council has identified the following solutions:

1. In the first instance the Council will look to encourage applicants who are eligible for sheltered housing on the active register to bid. The Council have identified a number of applicants aged 60 and over with a high level of points who are not bidding for properties. The Council will contact these individuals to discuss their housing options and explore the reasons why they are not bidding on properties.
2. If a property becomes void for a long period of time the Council will look to offer accommodation to those aged 60 and over who have been placed on the deferred register. The Council will invite a certain number of applicants on the deferred register to an open day. Certain groups of individuals will be prioritised, for instance those who have been on the housing register for the longest. During these open days applicants will be able to look around the property and express an interest in the property. The

Council will allocate the property to the individual who has expressed an interest with the highest priority.

2. Making improvements to current sheltered housing schemes identified as suitable for older people in the future.

The Council will use the information from the review of sheltered housing stock to identify schemes which need repair and improvement work. The recommendations made in this objective will feed into the Asset Management Strategy.

The housing needs study and sheltered housing focus groups identified property features important to older residents in the borough. These priorities will be taken into consideration when improving current stock. Based on these results the Council will look to make the following improvements:

1. Make garden and outdoor space accessible to tenants
2. Improve the energy efficiency of schemes
3. Improve the space standards and flexibility of use of living areas

The Council aims to identify sheltered schemes for remodelling over the next 5 years, and to include this in the Council's development programme. The Council will also look to carry out improvement work to the remaining schemes to bring them up to modern standards. (This objective will be subject to the Housing Revenue Account (HRA) business plan.) The Council will consult individual schemes before work is carried out as well as the sheltered housing tenants' forum.

The Council will continue to make the local improvement grant available to sheltered housing tenants. This grant can be used to make improvement to the communal areas in schemes within the borough. Through this grant a scheme can receive funding up to the value of £1,000 to make improvements to the communal areas, such as the garden.

3. Identifying a sheltered housing scheme to redevelop on its existing site.

The Council will look to use the information from the sheltered housing stock review to identify a scheme that is deemed as capable of redevelopment on its current site. This objective will be subject to the HRA business plan which will be reviewed in January 2014. The Council has identified that certain schemes do not have long-term viability, as in these cases the short to medium term repairs, maintenance, and void costs, will outweigh the rental income.

When redeveloping an existing scheme the Council will take into consideration the priorities set in this strategy, taking into consideration both the results of the over 50s housing needs study and other best practice standards. In the event of redeveloping an existing scheme the Council would implement the housing decant policy.

4. Developing a partnership with Hertfordshire County Council.

The Council will need to develop a strong partnership with Hertfordshire County Council in order to explore possibilities for providing on-site care facilities in any of the borough's sheltered housing schemes, or developing new accommodation as flexi-care. On-site care facilities allow

individuals with personal care and support needs to remain independent in their properties, while being part of a community of older residents. Good practice reports have found that these schemes have an impact positively on individuals' health and well-being, and prevent or delay individuals from needing to move to residential care. When redeveloping an existing scheme or building a new scheme in the borough the Council will consider the benefits of providing on-site care facilities. This option would be explored in partnership with Hertfordshire County Council to ensure the accommodation is suitable.

Key objective 3: To ensure the borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support.

Introduction

The Council needs to provide a range of housing options for older residents to enable them to have adequate choice if they wish to consider moving. If attractive housing options are made available many older residents would welcome the opportunity to move to a more manageable property, requiring less uptake and expense. The housing priorities and housing needs of older households vary significantly, therefore specialist housing needs to be diverse to enable older people greater choice and flexibility.

This objective is important because if the borough can offer a range of appropriate housing options for older people then not only would health and community benefits be achieved for the older population, but this would also free up larger family units and consequently increase the turnover of smaller general needs properties available to single applicants or couples, as families transfer into two and three bedroom homes.

To meet key objective 3 the strategy commits to:

1. Developing new housing to meet the needs of older people through the Council's new build programme.

The Council's new Housing Development Strategy 2013-2020 stated the following:

This new strategy will give regard to the Older Persons Housing Strategy being drafted in 2013/14 when considering the product delivered by its new-build programme in phases two and three and beyond.

This strategy has identified the need to increase the provision of housing suitable for older people to meet the needs of the projected population. In phases two and three of the Council's new-build programme this strategy recommends that every site identified for development should be considered for specialist accommodation for older people.

The Council should consider developing clusters of homes which are suitable to meet the needs of older people. The provision of smaller units specifically available for older people will be important in freeing up under-occupied two and three bedroom social rented stock. The type of accommodation which is developed will be dependent on the size and location of the site. The Council is committed to considering sites for both the development of individual units specifically for older people or units provided as part of a housing scheme.

The Council has committed to delivering a proportion of new homes to the 'Lifetime Homes standard' (or equivalent) in the Housing Strategy 2013-2018. These homes are considered as

suitable for older residents as they are designed to be flexible to meet the changing needs of an occupant, allowing an individual to remain independent in their homes for longer. Accommodation designed for older people will be built to these standards.

2. Using the results of the over-50's housing needs study to inform future development, including the Council's new build programme.

The Council will use the results of the over-50s housing needs study alongside other data to inform future development of older persons' accommodation. This will ensure future development meets the needs and aspirations of older residents. The over-50s housing need study identified the property and neighbourhood features most important to households with occupants aged 50 and over in Dacorum. It is important that the Council takes these features into consideration when developing future housing for older people in order to ensure that attractive housing options are available to older households.

A high proportion of respondents to the over-50s housing needs study stated that a spare bedroom would attract them to move. The majority of the Council's existing sheltered housing units consist of one bedroom properties and do not allow older residents the flexibility of an extra bedroom. When developing specialist accommodation for older residents the Council will commit to providing a mixture of one and two bedroom properties and exploring design solutions that provide flexible use of living space.

The results of the over-50s housing needs study would suggest that garden and outdoor space are important design features for older residents. When building specialist accommodation for older people the Council should ensure garden and outdoor space is accessible to older residents. Therefore; the Council may need to consider building a lower number of units than usual on a new site, in order to provide accommodation with excellent space standards, including gardens and outdoor space. This will need value for money judgements and viability assessments to be made on a site by site basis. Specialist accommodation for older people should be designed to be adaptable to meet the diverse needs of older residents during later life.

The Council should look into the possibility of providing on-site care facilities on new and existing sites to support individuals with personal care needs. This will prevent or delay an older resident from needing to move into residential care at increased cost to social services and health providers.

The location of a site must be well connected to facilities such as shops, services and transport links. Generally Hemel Hempstead is well connected to these facilities. The access to accommodation should be flat and bus services should be available near-by.

The findings of this study will be made available to registered providers and private developers who are looking to develop specialist accommodation for older residents in the borough. These organisations should look into the possibility of providing a mixture of tenures as a number of older residents would only consider purchasing a property in the future.

3. Using external standards set by HAPPI to inform future development.

The Council will take into consideration the 10 key design elements for older persons' accommodation identified in the **HAPPI report 2009**.

These are as follows:

- Space and flexibility
- Daylight in the home and in shared spaces
- Balconies and outdoor space
- Adaptability and 'care ready' design
- Positive use of circulation space
- Shared facilities and 'hubs'
- Plants, trees, and the natural environment
- Energy efficiency and sustainable design
- Storage for belongings
- External shared surfaces and 'home zones'.

Taking these 10 design elements into consideration when developing specialist accommodation will ensure the accommodation is suitable for older residents during their later life-course. This will prevent these properties from becoming hard-to-let in the future. The Council will work closely with Hertfordshire County Council when building this form of accommodation to ensure accommodation is suitable for older residents.

A number of the design features identified in the HAPPI report are similar to those identified in the over-50s housing needs study. The similarities found between the two studies reinforce the importance of these elements in building accommodation which meets the needs and aspirations of older residents.

4. Encouraging private development of specialist accommodation designed specifically for older people.

The Council must work closely with registered providers and private developers to ensure there is adequate provision of specialist accommodation for older people in the borough. This objective is also important as it ensures that there is a range of accommodation to meet the diverse needs of older people.

The Council will provide private developers with information on the demand for specialist accommodation designed for older people. This will be achieved by making the HNMA and the over-50's housing needs study results available to developers. The Council will be responsive to private developer requests regarding building specialist housing in the area. The Council aims for an extra 100 new units of older person's accommodation to be built in the borough by 2020.

The principle core strategy policies which relate to meeting the needs of older people in the borough are CS8, CS9, CS23 and CS34. These policies should be taken into consideration by private developers. This will ensure accommodation built has excellent transport links and access to facilities.

Key objective 4: To enable older people to live independently in their homes for as long as they choose or it is safe to do so.

Introduction

General needs housing may be the most appropriate housing option for many older people. In order for older people to remain healthy in their homes, they may need assistance to keep their homes in a good state of repair, suitable for their needs and warm. Aids and adaptations can be provided in a home to improve an individual's ability to move around the house and use household appliances. Residents can also receive help from visiting care and support agencies.

To meet key objective 4 the strategy commits to:

1. Proving and supporting initiatives to prevent fuel poverty.

Fuel poverty is one of the factors leading to older people living in cold homes. Cold and damp homes that are poorly heated have been linked to ill health and early deaths among older people. The Council promotes initiatives to prevent fuel poverty including Hertfordshire County Council's Keep Warm Stay Well scheme. This scheme offers support to residents who are struggling with the cold and who are unable to pay their fuel bills. The Council will continue to support this campaign and advertise the scheme to residents across the borough.

The Council works closely with the private sector to improve the energy efficiency of stock. The Council will bid for any funding which becomes available to make improvements to the energy efficiency of private sector stock and continue to promote energy efficiency measures. The Housing Health and Safety Rating System (HHSRS) is used by the Council to identify if there are any hazards in a home. Excessive cold through increased heat loss is identified as a hazard through the HHSRS. Private sector housing enforcement allows the Council to ensure that private landlords carry out improvement work to prevent excessive cold in their homes. The Council will continue to enforce improvement work and work closely with the private rented sector.

2. Working closely with other agencies and support services working with older people in the borough.

In the borough 71.1% of households aged 65 and over are home owners and may be experiencing limited social contact. There are a number of factors which can lead to social isolation, and this can have a negative impact on the quality of life, health and well-being of an individual. The Council's new Vulnerable Persons' Strategy, being drafted in 2014, will take into consideration the needs of older people.

In order to prevent social isolation among older people within Dacorum the Council is committed to working closely with organisations that provide social support to older people. Age UK Dacorum provides a number of support services ranging from friendship teas, telephone club and befriending. Social interaction through these schemes can improve an individual's quality of life. The Council will continue to work closely with Age UK Dacorum to promote these services. The Council will also look to identify similar services offered by voluntary organisations in the borough and work with these organisations to promote these schemes.

The Council will link up with health campaigns for older people and raise the awareness of simple and affordable solutions that are available to support older people to remain in their own home. Raising the awareness of schemes such as the HandyPerson scheme will provide residents with the support they need to carry out simple repairs to the home. The Council will work closely with other organisations to promote safe use of the kitchen and falls prevention. The Council will inform residents of the aids and adaptations which are available to reduce environmental hazards and support them in their homes. The Council will invite appropriate organisations to a retirement fair to promote health campaigns and provide information on support available.

3. Increasing the availability of assistive technology and floating support.

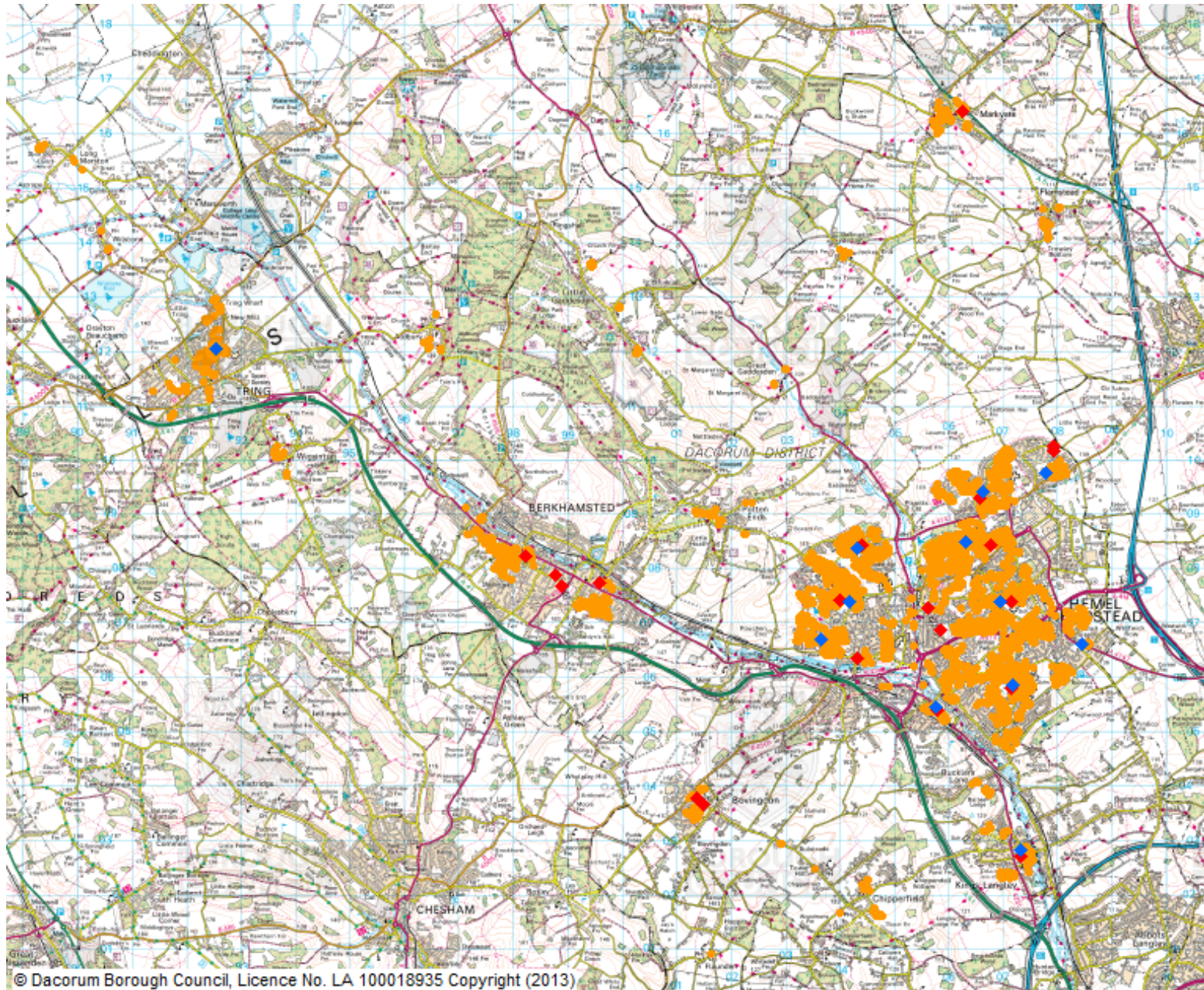
Floating support services are designed to help an individual manage and maintain their home. This type of support differs from accommodation-based support and allows the support provided to be adapted to meet the needs of an individual. The introduction of the 'hub and spoke' model for the Council's service delivery in 2011 meant that the Council now provides floating support to a number of tenants in general needs properties. In order to improve this service the Council will include these households on its online database system, which holds the housing support plans of sheltered housing tenants. This system allows the Council to store important information about households receiving housing related support and easily construct tailored packages to meet individual needs.

Floating support services can be accompanied by assistive technology. The Council offers the emergency community alarm service known as 'lifeline' to residents in the borough. The lifeline unit is available to residents in all tenures. The Council will look to increase the awareness of lifeline units and their benefits.

4. Making grants available to older residents who require adaptations to be made to their homes.

Aids and adaptations are crucial to help people stay independent at home for as long as possible and can prevent or delay an individual from needing to move into residential care. The Government is supporting people to adapt their homes through the Disabled Facilities Grant. The Council's Private Sector Housing Assistance Policy sets out the loans and grants that are available, including the Disabled Facilities Grant. The Council will continue to work closely with Hertfordshire County Council to ensure that people receive the adaptations they need through grant funding. Applications received by the Council for grant funding will be assessed in a timely manner. The Council will continue to work closely with other services to ensure the most appropriate adaptations are provided to residents.

Appendix one: GPs, community centres and the Council's general needs and sheltered accommodation stock where tenants are aged 60



●	Over 60's in council owned stock
◆	GPs
◆	Community centres

APPENDIX 2 THE ACTION PLAN

Key objective	Action	Team Resources	Financial Resources	Timeframes	Officer responsible
KO1	Launch a specialist housing advice webpage for those aged 50 and over.	Strategy and Policy Officer	No budget impact	To be completed by April 2014	Sarah Pickering
KO1	Update existing webpages advertising sheltered housing.	Cross-department working group	No budget impact	To be completed by April 2014	Dharini Chandarana
KO1	Incorporate specialist housing advice for those aged 50 and over into the CSU scripts.	Strategy and Policy Officer	No budget impact	To be completed by April 2014	Isabel Connolly
KO1	Re-brand sheltered housing.	Cross-department working group	No budget impact	To be completed by 2016	Dharini Chandarana
KO1	Hold a retirement fair.	Cross-department working group	Within existing budget	To be implemented by December 2014	Sarah Pickering
KO1	Develop a directory of services, listing national and local organisations working with older people.	Cross-department working group	No budget impact	To be completed by April 2014	Sarah Pickering
KO1	Set up open days at sheltered housing schemes.	Cross-department working group - Property and Allocations Team and supported housing services	Within existing budget	To be implemented by September 2014	Isabel Connolly
KO2	Implement and review the three defined levels for properties with adaptations.	Strategic Housing Team Leader (Property)	No budget impact	To be completed by November 2014	Isabel Connolly
KO2	Implement a procedure for making contact with applicants on the active housing register aged 60 and above who are not bidding on properties.	Property and Allocations Team and Housing Advice and Options Team	No budget impact	To be implemented by May 2014	Isabel Connolly

KO2	Identify investment through the HRA business plan for the new development of housing for older people.	Housing Development team	Subject to the HRA business plan	To be completed by 2020	Jack Burnham
KO2	Identify sheltered schemes for remodelling.	Cross-department working group	No budget impact	To be completed by 2020	Jack Burnham and Dharini Chandarana
KO3	To make the findings of the over 50s housing needs study available on the Council's website.	Strategy and Policy Officer	No budget impact	To be completed by March 2014	Sarah Pickering
KO4	Include households receiving floating support in general needs properties on the Council's online database system holding housing support plans.	Supported Housing Services	No budget impact	To be completed in 2014/15	Dharini Chandarana

Directorate: Housing and Regeneration

Service: Strategic Housing

Policy / function / activity being reviewed: Older Persons Housing Strategy 2014 - 2020

Supporting Directorate Support Officer:

Date completed and by whom: January 2014, Sarah Pickering, Strategy and Policy Officer

Review date: January 2015

Step 1 – Identifying the Purpose / Aims

1. What type of policy, service, activity or function is this?

- Adopting a new strategy for 2014 – 2020

2. What is the aim and purpose of the policy, activity, service or function?

- This strategy sets out the Council's long-term plan to ensure future provision of suitable, high quality housing options for older residents in the borough. A number of other key policies and strategies will support the success of this strategy in the delivery of target outcomes.

3. Outline any proposals being considered.

- This Older Persons Housing Strategy commits the Council to meeting four key strategic objectives.
 - To provide older people with easy-to-access high quality advice on the housing options and support available to them so they are able to make informed decisions about their housing options.
 - To make the best use of existing housing stock designed specifically for older people and adapted general needs properties.
 - To ensure the borough offers a range of suitable, high quality housing options for older people, including specialist housing for those who need extra support.
 - To allow older people to live independently in their homes for as long as they choose or it is safe to do so.

4. Who is the policy, activity, service or function intended to help / benefit / serve?

The objectives have been developed to help / benefit / serve people aged 50 and over in all housing tenures in Dacorum

5. Does the policy, activity, service or function have any specific aims or objectives in relation to equality, social inclusion or community cohesion?

- Objective 3 - By identifying the importance of considering the location of specialist accommodation designed for older people in terms of how close a property is to amenities, local services and support networks, this strategy aims to prevent social isolation and disengagement from the community.
- Objective 4 - Through a commitment to working closely with other agencies and support services that provide support to older residents, this strategy aims to prevent social isolation.

Step 2 – Considering existing information and what this tells you

6. Summarise any data / research or performance management information about the policy, function or activity that is available.
This could include equalities monitoring information; surveys; complaints or grievances.

Data / Information

Dacorum has a population of 144,800, which is 13% of the total population of Hertfordshire. In terms of headcount, Dacorum is the largest of the Hertfordshire districts.
There are 71,300 males (49%) and 73,500 females (51%) living in the borough.

Source: Office of National Statistics, Census 2011, published July 2012

Figure 1: Population breakdown by ethnicity

	Dacorum (%)	East of England (%)	England and Wales (%)
White: British	86.0	85.3	80.5
White: Irish	1.3	1.0	0.9
White: Gypsy or Irish Traveller	0.2	0.1	0.1
White: Other White	3.4	4.5	4.4
Mixed: White and Black Caribbean	0.7	0.6	0.8
Mixed: White and Black African	0.3	0.3	0.3
Mixed: White and Asian	0.7	0.6	0.6
Mixed: Other Mixed	0.5	0.5	0.5
Asian/Asian British: Indian	1.6	1.5	2.5
Asian/Asian British: Pakistani	1.4	1.1	2.0
Asian/Asian British: Bangladeshi	0.2	0.6	0.8
Asian/Asian British: Chinese	0.5	0.6	0.7
Asian/Asian British: Other Asian	0.9	1.0	1.5
Black/African/Caribbean/Black British: African	1.4	1.2	1.8
Black/African/Caribbean/Black British: Caribbean	0.5	0.6	1.1
Black/African/Caribbean/Black British: Other Black	0.2	0.2	0.5

Other ethnic group: Arab	0.1	0.2	0.4
Other ethnic group: Any other ethnic group	0.2	0.3	0.6

Source: Office of National Statistics, Census 2011, published December 2012

Figure 2: Population breakdown by religion

	Dacorum (%)	East of England (%)	England and Wales (%)
Christian	58.1	59.7	59.3
Buddhist	0.4	0.4	0.4
Hindu	1.3	0.9	1.5
Jewish	0.5	0.6	0.5
Muslim	2.2	2.5	4.8
Sikh	0.1	0.3	0.8
Other religion	0.4	0.4	0.4
No religion	29.5	27.9	25.1
Religion not stated	7.5	7.3	7.2

Source: Office of National Statistics, Census 2011, published December 2012

There are 59,938 households in the borough.

Figure 3: Household breakdown by tenure

	Dacorum (%)	Hertfordshire (%)	East of England (%)	England and Wales (%)
Owned: Owned outright	29.1	30.0	32.9	30.8
Owned: Owned with a mortgage or loan	35.7	36.8	34.7	32.7
Shared ownership (part owned and part rented)	0.6	0.9	0.7	0.8
Social rented: Rented from council (Local Authority)	17.4	9.2	7.8	9.4
Social rented: Other	4.4	9.0	7.9	8.2
Private rented: Private landlord or letting agency	10.9	12.1	13.3	15.3
Private rented: Other	1.0	1.0	1.4	1.4
Living rent free	0.9	1.0	1.3	1.4

Source: Office of National Statistics, Census 2011, published December 2012

Figure 4: Over 50s population breakdown in Dacorum, Hertfordshire and England

Age band	Percentage of population in Dacorum	Percentage of population in Hertfordshire	Percentage of population in England
50-64	18.87% (27,327)	17.86% (199,344)	18.04% (9,569,364)
65-74	7.81% (11,310)	7.85% (87,590)	8.59% (4,552,283)
75-84	5.66% (8,198)	5.49% (61,248)	5.52% (2,928,118)
85 and over	2.33% (3,375)	2.25% (25,077)	2.22% (1,180,128)

Source: Census 2011 data.

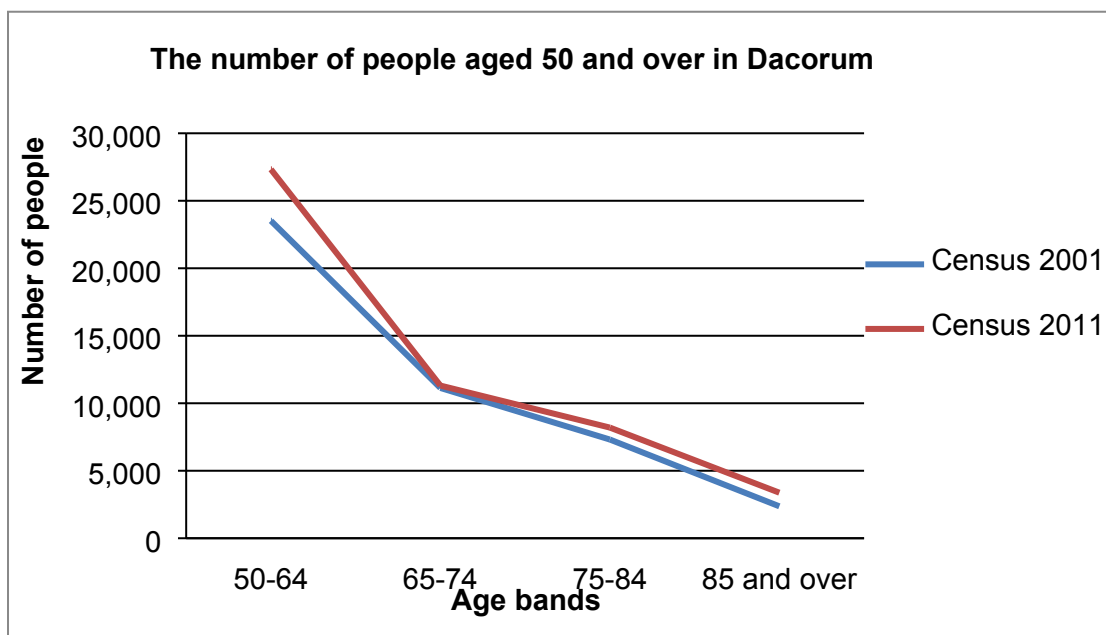
Figure 5: Over 50s population breakdown by gender

Age	Number in Dacorum	Number of males	Number of females
50 – 64	27,327	13,615	13,712
65 – 74	11,310	5,390	5,920
75 – 84	8,198	3,536	4,662
85 and over	3,375	1,205	2,170

Source: Census 2011 data

The number of older residents in the Borough has increased significantly in the last decade.

Figure 6: Over 50s population increase from 2001 to 2011



Source: Census 2011 data.

The number of people aged 65 and over is set to increase by over 18% in the next decade.

Figure 7: Projected over 65s population in the borough

	2010	2015	2020	2025	2030
People aged 65-69	6,000	7,600	7,000	8,000	8,900
People aged 70-74	5,100	5,500	7,000	6,500	7,400
People aged 75-79	4,600	4,600	5,100	6,400	6,000
People aged 80-84	3,600	3,800	4,000	4,400	5,700
People aged 85 and over	3,300	3,900	4,600	5,400	6,300
Total population 65 and over	22,600	25,400	27,700	30,700	34,300

Source: ONS 2009 Mid-Year Population estimates and Projecting Older People's Population Information (POPPI) System
 Figures are taken from Office for National Statistics (ONS) subnational population projections by sex and quinary age

From October 2011 to January 2014 the Council allocated 357 Sheltered housing properties. 196 of these properties were allocated to females and 161 to males. Only 8 of these properties were allocation to individuals from Black and Minority Ethnic (BME) communities.

Figure 8: A breakdown of sheltered housing properties allocated by age group.

	Number of properties allocated
People aged 50-64	139
People aged 65-74	100
People aged 75-84	75
People aged 85 and over	43

7. Is there any evidence of negative differential impact on any of the following? (Some equality categories may be more relevant than others)

**Age; Disability; Race or ethnicity; Religion or belief / faith communities;
 Gender and transgender; Sexual orientation**

Gender

- There are a greater proportion of women aged 50 and over in Dacorum than males. Data shows a greater proportion of sheltered housing properties are allocation to women.
- Services available to older residents in the borough may be affected by:
 - reluctance among some men to move into environments where there are more women than men, or
 - the impact on housing decisions experienced by women who have lost a long-term partner or spouse and who may be grieving.

Age

- This strategy is targeted at those aged 50 and over and promotes positive outcomes for these residents. The Council will draft a younger persons' housing strategy in 2014.
- Providing good quality, desirable and age-appropriate housing for older people is part of the Council's broader housing strategy to make best use of housing stock - freeing family homes and making value-for-money savings from the future adaptation of properties by making their use flexible at the design stage.

Ethnicity/race

- Black and Minority Ethnic (BME) communities can face barriers to accessing older persons' accommodation, including cultural and language barriers, which can delay services or decisions relating to the provision or take-up of services.

Religion

- The Council has limited evidence on the possible impact of religion or belief on people's ability to access older person's services and accommodation.

Disability

- This strategy promotes positive outcomes for people who are vulnerable due to disability. The strategy acknowledges that providing suitable accommodation with the appropriate adaptations can produce significant quality-of-life outcomes for people with disabilities.

Sexual orientation

- The lesbian, gay, transsexual and transgender (LBGT) community may face specific barriers not currently considered, and it may be that more information about this client group is needed.

Step 3 – Assessing the Impact

8. Is there any evidence of higher or lower take-up of the service, facility or opportunity by any group /community and if so, is there an explanation for this?

- A higher proportion of sheltered properties are allocated to females than males. In part this is due to Dacorum having a greater proportion of females aged 50 and over than males. There may also be an unexplored issue of reluctance among men to live in accommodation they see as predominantly housing women.
- Data shows the number of sheltered properties allocated to BME communities to be extremely low. This may be due to cultural and language barriers.
- The majority of sheltered housing is allocated to individuals aged 60-74. A low proportion of sheltered housing is allocated to households aged 85 and over. This may be because from 85 barriers to moving are much greater, and that moves tend to be preceded by change to health that may result in residential care rather than independent living.

9. Could any of the associated rules, requirements or regulations of the function, activity or policy affect the accessibility of the service/ activity to any groups or communities?

The Council's housing register is currently administered through an online system and increasingly services are becoming digital-by-default.

10. If the impact or effects are adverse for any community or group, can they be defended i.e. in order to provide equality for another community under legislation or policy?

Service delivery through digital-by-default processes has become increasingly common for government services - and in the long-term is considered to be the best way to provide services so that they are accessible to all and produce efficiencies. However, it is acknowledged that we are not yet at a place where we can assume everyone is able to use digital services, and there is evidence that this is more often the case among the older population, especially older age groups from age 75 and above. The Council is committed to a Digital Inclusion Strategy to identify how the Council can support people to get online, and where people are not, how services can continue to be delivered so that people are not discriminated against.

Step 4 – Dealing with adverse or unlawful impact

11. What can be done to improve the policy, service, function or any proposals in order to reduce or remove any adverse impact or effects identified?

NB: This section does not seek to replicate the actions that have already been outlined in the strategy action plan 2014-2020, but to add to it.

- Monitor the needs of the different equality groups within the older population to ensure suitable provision of accommodation.
- Monitor the allocation of sheltered housing and ensure this form of accommodation is available to all equality groups.
- Identify reasons, and if necessary look to address, why certain groups are not:
 - Considering their future housing options,
 - Accessing sheltered housing, or
 - Being identified for adaptations in their home.

12. What would be needed to be able to do this? Are the resources available?

- Regular, meaningful analysis of national and local demographic and household data.
- Regular, meaningful analysis of the allocation of sheltered housing.
- Communication with local communities.
- Working closely with specialist agencies providing services to older residents
- Planning of resources to target any groups identified by the analyses as disadvantaged

Step 5 – Consultation and Feedback

13. Outline your proposals to consult with those affected on proposed changes.

This strategy will be presented to the following groups prior to adoption:

- Tenants and Leaseholders Committee
- Housing and Communities Overview and Scrutiny Committee
- Cabinet

The strategy objectives were formulated using evidence from a large-scale housing needs survey, with around one thousand residents aged over-50 responding. Additional focus groups in sheltered schemes were used for consultation to gather feedback and inform the draft strategy development.

Step 6 – The decision

14. What needs to be done?

Adoption of the strategy in February 2014.

Step 7 – Monitoring, review and evaluation

15. What monitoring and review mechanisms are in place or will be developed?

This strategy will be reviewed formally every three years.

Step 8 – The service plan

16. What needs to be included in the Service Development Plan?

The strategy is incorporated into the Housing Service's Service Development Plan

17. Does an Action Plan need to be put together to ensure everything is actioned?

No. The strategy contains an action plan that will drive the service to meet the objectives set. The actions identified by this assessment will be incorporated into the review process.

Step 9 – Publishing the Results

The EqIA will be published on the Council's website; therefore as the author of the document it is your responsibility to ensure that it is written in an understandable way, free from Council jargon.

In order for the EqIA form to be published it must be reviewed and signed off by the relevant Head of Service. It is the service manager's responsibility to ensure that this is done.

9. EXCLUSION OF THE PUBLIC

To consider passing a resolution in the following terms:

That, under s.100A (4) of the Local Government Act 1972 Schedule 12A Part 1 as amended by the Local Government (Access to Information) (Variation) Order 2006 the public be excluded during the item in Part II of the Agenda for this meeting, because it is likely, in view of the nature of the business to be transacted, that if members of the public were present during this item there would be disclosure to them of exempt information relating to an individual which is likely to reveal their identity.

Scrutiny making a positive difference: Member led and independent, Overview & Scrutiny Committee promote service improvements, influence policy development & hold Executive to account for the benefit of the Community of Dacorum.

HOUSING AND COMMUNITY Overview & Scrutiny Committee: Work Programme 2014/15

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
29 January 2014	17 January 2014	Neighbourhood Action Report		Julie Still (PH – N Harden)		
		DBC & Connexions Youth Work Update Report		Julie Still (PH – N Harden)		
		Draft Older Persons Strategy		Isabel Connolly/Julia Hedger		
5 February 2014 <i>Joint OSC meeting</i>		Budget 2014-2015	SC	M Hone, Corporate Director Finance & Governance	To review and scrutinise quarterly performance	
		Quarter 3 Performance Report (& Q3 Operational Risk Reports)	PM	E Brooks, Assistant Director, Housing J Still, Group Manager, Resident Services S Baker, Assistant Director, Legal, Democratic & Regulatory (PH – M Griffiths, N Tiley, N Harden)		
		Housing Energy Strategy		Simon Smith, Ricky Lang (PH – M Griffiths)		

Meeting Date:	Report Deadline	Items:	Type:	Contact details:	Background information	Outcome of Discussion
19 March 2014		Connexions Presentation		Mohamed Fawzi (PH – N Harden)		
		Verge Hardening Project		Julie Still (PH N Harden)		
		Volunteer Management Policy		Claire Lynch (PH N Harden)		
18 June 2014	11 June 2014					

PM – Performance management

PD – Policy Development

SC – Scrutiny

Items to be scheduled:

- Update report on Supported Housing
- Equalities Strategy
- Housing Revenue Account Asset Management Strategy
- Housing Total Asset Management Procurement –Update & Result of Evaluation