



Agenda item:

Summary

Report for:	Housing and Community Overview and Scrutiny Committee
Date of meeting:	21st March 2018
Part:	1
If Part II, reason:	

Title of report:	Older Persons Strategy
Contact:	<p>Councillor Margaret Griffiths, Portfolio Holder for Housing</p> <p>Author/Responsible Officer: Kevin Mutio - Lead Officer Supported Housing, Emily-Rae Maxwell, Team Leader</p> <p>Responsible Officers: Oli Jackson – Team Leader Supported Housing, Layna Warden - Group Manager Tenants and Leaseholders, Elliott Brooks – Assistant Director Housing, Emily-Rae Maxwell – Strategy, Improvement and Engagement Team Leader</p>
Purpose of report:	1. To provide the committee with an overview of the draft Older persons strategy.
Recommendations	<ol style="list-style-type: none"> 1. Review the vision and commitments set out within the strategy and consider whether this will help to shape the housing services provision of services, and offer of support, to older people living in the borough. 2. Offer any further feedback on the proposed approach to providing services to older people
Corporate objectives:	<p>Person centred support and services tailored to meet the specific needs of older people within the borough contributes to all of the corporate objectives:</p> <p>A clean, safe and enjoyable environment</p> <p>Building strong and vibrant communities</p> <p>Ensuring economic growth and prosperity</p> <p>Providing good quality affordable homes, in particular for those most in need</p>

	Delivering an efficient and modern council
Implications:	<u>Financial</u>
'Value for money' implications	<p>There are no additional financial implications. The Older persons strategy will be delivered using existing budgets.</p> <p><u>Value for money</u></p> <p>It is essential that we offer good value for money for older people living in our schemes and in the wider borough. The quality of properties, investment in schemes and community alarm service is key to this.</p>
Risk implications	Housing Risk Assessment is presented to the committee on a quarterly basis
Community Impact Assessment	Community Impact Assessment carried out – see appendix 2
Health and safety Implications	N/A
Consultees:	<p>Supported Housing Tenant Forum</p> <p>Tenant and Leaseholders Committee</p> <p>Corporate Director Housing and Regeneration</p> <p>Housing Senior Management Team</p> <p>Housing Operational Managers</p> <p>Age UK Dacorum</p> <p>Adult Care Services</p> <p>Cllr Margaret Griffiths Portfolio Holder for Housing</p>
Background papers:	<p>Appendix 1 – Older Persons strategy</p> <p>Appendix 2 – Community Impact Assessment</p> <p>Appendix 3 – Tenant and Leaseholder Feedback</p>
	<p>The Older Persons Housing Strategy was developed in 2014 and is set to expire in 2020. As a service we recognised a need to review this strategy earlier. This is a result of a number of legislative changes and increased demand for the service not just for existing supported housing tenants but for older people throughout the borough.</p> <p>The proposed Older Persons Strategy 2018-2022 recognises the role housing plays in meeting older peoples needs is much wider than meeting supply and demand requirements. Building on the previous strategy, this approach looks to coordinate a borough wide response to tackling social isolation, developing</p>

	the support offered and ensuring a robust approach to safeguarding is maintained.
Glossary of acronyms and any other abbreviations used in this report:	Tenant and Leaseholder Committee (TLC) Adult Care Services (ACS) Department of Works and Pensions (DWP)

1. Introduction

1.1 The Older persons housing strategy is due to expire in 2022 and was a 6 year strategy. This provided an opportunity for tenants and staff to review the councils approach to providing services to older people living in designated supported housing, general needs housing and the wider community to respond to changing need.

1.2 This report outlines the key elements of the strategy and gives members an oversight of the approach taken by the supported housing team to review the Older persons housing strategy.

1.3 It is worth noting that housing plays a significant role in the Older persons strategy but is not exclusively focused on it. The statutory responsibilities for older people in the borough lies with health and social care, however elements of the strategy will apply in some cases where we do not provide a housing function.

2. Proposed strategy

2.1 The vision for the Older persons strategy is for older people to feel independent, maintain a sense of belonging, and have access to good quality housing and support that meets their current and future needs.

2.2 Using the information gained through consultation the supported housing team have developed five commitments to deliver the strategy.

2.3 Commitment one – Older people’s housing allows them to achieve their aspirations for independence. The key areas within this commitment requires the housing service to:

- Work with older people and their families to ensure they are aware of the housing options available and support them to make informed and well thought out decisions before a crisis forces them into a decision.
- Promote the benefits of moving into supported housing and making it an attractive offer, while recognising that for some having the opportunity to remain in their own home is key to their wellbeing.
- Work closely with Health and Social Care to offer appropriate housing options for people leaving hospital.

- Embrace the development of technology that can play a key role in people retaining their independence.

2.4 Commitment two - Older people should be in control of their housing and make decisions that support their needs. The key areas within this commitment requires the housing service to:

- Give housing advice that is honest and specific to the individuals needs. Taking the time to understand their support needs and aspirations will benefit the individual and the council in the long term.
- Promote independence and choice, and balance this approach against supporting individuals to manage risks within their homes and the potential impact upon others.
- Work with partner agencies to ensure that older peoples homes are safe and energy efficient.

2.5 Commitment three - Our supported housing needs to be somewhere older people want to live. To achieve this the housing service will:

- Continue to invest in communal areas so they are vibrant places to live that encourage and promote interaction and a sense of community.
- Recognise the diversity of the current and future supported housing tenant population.
- Provide a repairs and maintenance service that recognises the individual needs of older people.
- Recognise the important role the supported housing officer team plays in providing person centred, preventative support.

2.6 Commitment four - We take a 'channel shift' not 'channel shove' approach to using technology in our older person's service offer. The housing service will achieve this by:

- Understanding the importance of all communication channels and the benefit of face to face interaction for some older people.
- Provide specific opportunities for older people to develop their own digital skills.
- Make full use of the benefits of developing telecare and telehealth solutions and making technology an integral part of the support available.

2.7 Commitment five - We give older people a voice in the future of Dacorum's housing and communities:

- Understand the impact of social isolation and provide opportunities to reduce this.

- Promote the benefits of intergenerational work by developing links with school and youth groups.
- Continue to develop our approach to engaging and involving older people through a range of appropriate opportunities.

3. Developing the strategy

3.1 The involvement of older people living in our supported housing was essential to the development of this strategy.

3.2 Appendix 3 provides members with an overview of the consultation responses.

3.3 Tenants were consulted on issues such as social isolation and maintaining active lifestyles. This feedback was then used to shape the commitments outlined in the strategy and the approach the service would take to deliver them.

3.4 Following the initial consultation with tenants, the Tenant and Leaseholder Committee (TLC) was invited to a focus group session where they were presented with the challenges facing the service, the consultation feedback from tenants.

3.5 Officers across the housing service supported the development of this strategy. This ensures that all service areas are brought into the delivery of the commitments.

3.6 Partners such as Age UK Dacorum and Herts County Council were also consulted. It is important to note this strategy also considered the current contract managed by the Community Partnerships team dedicated to reducing social and digital isolation for older people and their carers'.

3.7 As part of the process of developing this strategy, the supported housing service also underwent a rigorous assessment against the Centre for Housing Support. Dacorum's supported housing service was awarded the three-star accreditation for the second time. This accreditation requires the supported housing service to evidence:

- the quality of service;
- that staff are knowledgeable, trained and supported to provide care and support services;
- a focus on the positive outcomes experienced by customers using the housing and support services that we provide.

Dacorum Borough Council were the first local authority to achieve this standard and remain only one of nine reaching the top three-star rating.

3.8 The service was commended on its approach to safeguarding and knowledge of supported housing officers and engagement with older people.

3.9 Please see appendix 1 for the full Older Persons Strategy 2018 – 2020.

4. National and Local picture

- 4.1 The ageing population in England is due to significantly increase with projections suggesting that by 2025 1 in 5 people will be over the age of 65. This national trend is expected to be mirrored within Dacorum.
- 4.2 People with long term illnesses are living longer which places greater strain on health and social care services. Having housing and support services that can identify concerns early can play a pivotal role in reducing this strain.
- 4.3 Our supported housing stock makes up approximately 1/5 of the total housing stock in Dacorum yet the demand fluctuates. This strategy aims to respond to this issue and make it a realistic housing offer for eligible, older people.

5. Current and pending legislation

- 5.1 The Care Act 2014 placed statutory responsibilities on local authorities. We are required to promote the wellbeing of adults at risk and one of the key elements of this is safeguarding them from abuse. As a borough council we work closely with Adult Care Services (ACS) to refer and respond to safeguarding concerns involving older people that we come into contact with. Adhering to the requirements of the Hertfordshire Safeguarding Adults Board (HSAB) and ensuring we are able to respond to the changing nature of safeguarding adults at risk is fundamental.
- 5.2 The Department of Works and Pensions (DWP) have recently consulted with local authorities and housing providers on proposed changes to the way that supported housing is funded. The proposals for Supported Housing for Older People are based around the introduction of a 'Sheltered Rent' which would see, amongst other things, the level of service charges capped at a certain level and the need to have greater transparency on what people are expected to pay. This is due to be implemented in 2020.

6. Conclusion

- 6.1 To conclude, if approved the Older persons strategy 2018 – 2022 will replace the Older persons housing strategy 2014-2020. The purpose of this is to provide strategic direction for providing services to Older people living in the borough.
- 6.2 Through consultation with tenants and partner organisations the strategy sets out five commitments that focus the housing services approach to providing services to Older people with underpinning principle of promoting independence, choice of housing and support options that meets the individual's needs.
- 6.3 The report has referred to national and local picture and highlighted the importance of having services that can meet the needs of the growing older population in Dacorum, some of whom have complex needs.
- 6.4 The report highlights current and future legislation that places greater responsibility on Dacorum to safeguard our vulnerable tenants and proposes a change in the way that these services are funded with a key focus on working with partner agencies.

6.5 The increase in numbers of older people requiring housing and support services has been referred to in this report as has the potential growing complexity of these needs. This assumed increase in demand supports the approval of the strategy.

6.6 It will be important that this strategy, in its approved form, is taken into account with a number of other services within the Council and with whom Housing will work very closely. It should influence the developing Local Plan, work with the voluntary sector, leisure services for older people and of general note for all our service delivery.

7. Recommendations

7.1 For members to consider the impending legislative changes and demands likely to impact the service and consider the role the strategy will play in meeting these requirements

7.2 For members to review the proposed strategy and offer further feedback ahead of presentation to Cabinet for final approval