



Hart District Council

Older Person Housing Action Plan 2007-09

Nicola Harpham

Older Persons Housing Strategy - Action Plan Updated 15th December 2009

	Action	Target date / Milestones	Lead Officer	Resources / Partners	Risk if not achieved	Progress
1	Objective 1. Provide good quality housing for older people					
1.1	Meet RSL partners to set timescales to reviewing how their sheltered stock is Fit For Purpose and meets Decent Homes standard and identifying actions required to redevelop areas where necessary	March 2008	Ashley Grist	Staff time, RSL time and funding	Sheltered residents may be living in unsuitable or unsafe accommodation	There are two sheltered housing providers in Hart. We have discussed their plans for the future of their stock with them: Sentinel HA has carried out a review of their sheltered schemes to inform their future action; Hanover HA has plans for minor alterations to provide a ground floor office and communal lounge.
1.2	Ensure that new affordable housing developments are easily accessible and adaptable, and promote the Lifetime Home Standard	Ongoing	Fiona Hood	Staff time, within existing resources	New developments may not meet the needs of older people	We have worked with Sentinel HA on the design and layout of their new housing schemes for older people. In November 2009, an Affordable Housing SPD was prepared to promote design standards and Lifetime Homes Standard in all affordable housing. This is due to go out to consultation in January 2010.
2	Objective 2. Investigate suitable housing options for older people in partnership with other agencies					
2.1	Consult affordable housing providers, service users and Adult Services to establish the best options available to address the future provision of housing for older people	Commence immediately. Final Report by end March 2009	Fiona Hood	Staff time, within existing resources	Future provision of housing may not reflect the needs of older people	Service users were consulted on the options for older persons housing to inform this strategy. Since then, the need for a range of housing options for older people is highlighted in the Hart Housing Needs Survey and Older Persons Housing Study carried out by Hampshire County Council.
2.2	Work with RSLs and Adult Services to establish what the future demand for Extra Care housing may be and identify whether any existing schemes could be adapted to Extra Care and the costs involved	Commence immediately. Final Report by end March 2009	Fiona Hood	RSLs, Adult Services, Staff time, within existing resources	Inappropriate levels of Extra Care may be provided in the District	Sentinel HA is developing an extra-care scheme at Campbell Close, as one of four extra-care schemes across Hampshire. Sentinel HA also provides enhanced sheltered housing at Rosefield Court and Hedgecroft.

2.3	Work with service providers on what impact the proposed options will have on community resources and carry out a comprehensive Housing Needs Survey or Housing Market Assessment identifying the specific needs for older people	Commence immediately. Final Report by end March 2009	Fiona Hood	Service providers, Staff time, additional resources may be needed for the Housing Needs Survey	The housing needs of older people may not be identified	A Housing Needs Survey and a Strategic Housing Market Assessment have been carried out to identify the need for older persons housing in Hart and the surrounding area. A greater need for sheltered housing and extra care housing was expressed by relatives of older people, rather than older people themselves
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3	Objective 3. Make the best use of technology to enhance quality of life for older people					
3.1	Work with RSLs and Adult Services to ensure that appropriate technological solutions are available to help older people to feel safe and secure at home	Ongoing	Fiona Hood	RSLs, Adult Services, Staff time, within existing resources	Older people may not feel safe and secure at home	Currently, Sentinel HA has the contract to provide telecare services in Hart and Rushmoor. LAA target for increased take-up by 2,400 households by 2009 has been met.
3.2	Develop in partnership with Sentinel a “show home” that can be used by all service providers and users to demonstrate the possibilities of Telecare	End of December 2007	Sentinel	Sentinel time and funding, Staff time	The technological progress and possibilities in the sector may not be realised	We invited local Councillors and stakeholders were invited to the demonstration flat at Gregory House in Hook to see the benefits of Telecare technology. Residents also had the opportunity to visit the demonstration flat.

4	Objective 4. Help older people stay in their own homes if that is their choice					
4.1	Ensure that Disabled Facilities and Minor Works Grants are available	Ongoing	Louise Dickie / Iris Thompson	Staff time, Capital Prog budget £300k pa, Home Improvement Agency	Local people may be unable to safely remain living in their own homes	In 2008/09, Hart DC spent £453,000 on DFGs and £49,000 on other private sector renewal works, including Minor Works Grants. Anticipated expenditure for 2009/10 is £410,000 on DFGs and £40,000 on private sector renewal.
4.2	Investigate the possibility, with other LAs, of preparing a scheme to enable home owners to release equity from their properties to improve its condition	Investigation part of the Private Sector Housing Renewal Policy. November 2007	Louise Dickie	Staff time, within existing. Annual fee £10,000, from Capital Programme. Neighbouring Local Authorities	Failure to follow the guidelines contained in new legislation. People unable to afford to carry out essential home improvements	In April 2009, an equity loan scheme was set up by eight local authorities as part of the Surrey and Hampshire Improvement Partnership (SHIP). The Partnership has a target to provide 40 loans in 2009/10 and will record how many loans are approved through the SHIP Delivery Plan..

4.3	Ensure that the funding required for the Housing OT post is incorporated into the base budget	March 2009	Nigel Preston	Within existing resources	Will lose a valuable resource in assessing the needs of older or vulnerable people.	Hart District Council continues to contribute towards funding the Housing Occupational Therapist post.
4.4	Explore alternative initiatives for providing funding through the Home Improvement Agency (HIA)	March 2008	Louise Dickie	Staff time, within existing resources	People unable to afford to carry out essential home improvements	People are referred to the HIA to explore alternative initiatives
4.5	Add to the existing HIA handyman services provided to include gardening and decorating services	End of 2008	Iris Thompson	Staff time, may require additional resources	Hart users may not benefit from an expanded HIA handyman service	No additional funding available to extend the HIA handyman services to provide gardening and decorating. Action within Private Sector Strategy 3.2

5	Objective 5. Provide a 'one-stop-shop' advice service for older people					
5.1	Develop an information pack for vulnerable and older people to enable them to make appropriate and realistic choices about their housing	March 2008	Fiona Hood & Ashley Grist	Staff time, within existing resources, possible HIA time	Hart does not provide clear information to advise on the housing services available to older or vulnerable people.	An Older Persons Housing Options Pack has been prepared. This is available on the Council's website and paper copies of the leaflets within the pack can be provided on request.
5.2	Update Hart website to provide the above information pack	March 2008	Ashley Grist	Staff time, within existing resources	Information is not accessible via the internet	The Older Persons Housing Options Pack is available at http://www.hart.gov.uk/oplist.pdf
5.3	Work with service providers on integrating the Older Person Housing Options pack within the 'One-Stop-Shop Information Pack'	March 2008	Ashley Grist	Service providers, staff time, within existing resources	The 'One-Stop-Shop Information Pack' does not integrate information from service providers	To be completed

5.4	Consult service users on accessibility to this information and Choice Based Lettings (CBL) for older people, particularly in respect of rural access.	March 2008	Ashley Grist & Kelly Watts	Staff time, within existing resources	The information regarding housing services does not reach those who need it	The CBL scheme was reviewed in March 2008. The report on the outcomes concluded that older people were among those that placed more bids than average bidders, particularly for vacancies in sheltered housing.
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6	Objective 6. Improve allocation arrangements for older person's housing					
6.1	Hart will work in partnership with sheltered accommodation providers to ensure that allocations take account of support needs	Ongoing	Phil Turner & Kelly Watts	RSL Partners, Staff time, within existing resources	Allocations do not adequately take into account support needs of applicants	A lettings plan is being drawn up for Campbell Close to ensure that one third of residents have low support needs, one third have medium support needs and one third have high support needs. Properties will be advertised through the CBL system and allocations made in accordance with the local lettings policy.
6.2	Ensure a right balance is achieved between clients' support needs and housing needs within each scheme	Ongoing	Phil Turner & Kelly Watts	RSL Partners, Staff time, within existing resources	Local support resources may be affected if a balance is not achieved	Sentinel HA will regularly review the profile of the residents to ensure that the support needs are balanced across the scheme and voids are advertised at the appropriate support level.
6.3	Ensure that support and advice is available to help older people make informed choices using the CBL system	Ongoing	Kelly Watts	Staff time, within existing resources	Older or vulnerable people may not benefit from the CBL system	Information on using the CBL system is set out in the 'How to Apply' leaflet. Housing Options officers help older people who need further support and advice, by explaining the bidding process or showing applicants how to bid. The Locality Housing Officer may place bids for applicants with support needs.
6.4	Keep a register of adapted properties to ensure that specific needs of older people are matched best to the existing adapted properties	Ongoing	Ashley Grist	Staff time, within existing resources	Hart is unable to make best use of its existing adapted stock	A register of adapted properties was prepared in 2007. This is kept up-to-date by adding properties that have benefitted from adaptations funded through Disabled Facilities Grants (DFGs) and with information provided by housing association partners on void properties available for re-letting. The adapted properties have been mapped on the GIS system.

For further information please contact:

Strategy and Development Manager

Address

Hart District Council
Civic Offices
Harlington Way
Fleet
Hampshire
GU51 4AE

Tel

01252 774420

Email

housing.services@hart.gov.uk

Website

www.hart.gov.uk