

Draft Older People's Housing Strategy



**Appendix 2 - Housing Strategy
- Older People - Cabinet**

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Published by

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Housing Strategy 2008-2013

healthy homes, healthy lives, healthy city

Draft Older People's Housing Strategy

**TRANSLATION
PANEL**

About this Draft Strategy

The Older People's Housing Strategy is being developed to address important citywide issues that affect the older population of Brighton & Hove – both now and in the future. This is the consultation draft of the strategy not the final product. We would like your comments on this draft strategy to help us shape the final draft to make sure that it really does meet the needs of the city's older people.

The strategy is relevant to all older people and their carers irrespective of the type of housing they live in. The majority of older people are owner occupiers in traditional housing. There is a small and potentially vulnerable group of older people in private rented housing and we have a very active community of older people living in social housing, particularly in sheltered housing. Overall, this draft strategy holds to the fundamental principle that older people want to continue to live in their own homes.

Not only does the Older People's Housing Strategy help us address the needs of the city's older population over the next five years, it also gives us an opportunity to create a framework of mutual respect, involvement and understanding that sets high standards and lays the foundations for meeting the needs and aspirations of the future older population.

We would very much like your comments and feedback on this draft strategy. Please post your comments by 30 November 2008 to:

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Foreword

Increases in life expectancy combined with improvements in healthcare and support ensure that reaching an 'old' age is no longer a barrier. Being old should not be seen as a burden, but an opportunity that can be a springboard to new learning, new experiences and a healthy and active way of life.

The majority of older people already live in good quality housing, have full and active lives and are engaged in wider social or family circles. However, not all older people are so fortunate. The level of vulnerable older people increases with age through health complications, financial difficulties or the contraction of social networks, with the oldest old being most at risk of poor quality housing, isolation, and reducing independence.

Our strategy is working to ensure that all new homes in the city are built to a high standard that makes them suitable to adapt as the needs of residents change. We are also helping to improve the quality of older people's existing homes, whether they own their home or rent, with a range of measures designed to help with maintenance, energy efficiency and accessibility.

To help people maintain independence, we are improving the support available to older people. When a person's existing home is no longer manageable, it may be too large or unable to be adapted, we are helping people move to more suitable housing of their choosing. Also changes to the way we deliver services will look at ways of helping older people maintain and develop social networks to help older people improve their independence, reduce isolation and encourage a more active and healthier lifestyle.

However, these initiatives will not be a success if older people and their carers are not able to easily access information on the vast range of assistance available. A co-ordinated approach to information and services will contribute to ensuring that those in need are able to reach those services that can make a vast difference to their wellbeing and quality of life.



Jim Baker
Director, Age Concern Brighton Hove & Portslade and Chairman of the Older People's Cross Sector Housing & Support Working Group



Councillor Maria Caulfield
Cabinet Member for Housing

When this strategy comes to a close, the older population in the city will have started to increase, at 4 times the rate of the younger population. This strategy aims to capitalise on the intervening years to ensure that services across the city are actively planning to meet these future increases in demand. More importantly, our strategy seeks to use this period of stability to set high standards for services that ensure aspirations are recognised and people are treated with the respect and dignity they deserve.

This is the first Older People's Housing Strategy for Brighton & Hove which has only been possible through a new partnership – the **Older People's Cross Sector Housing & Support Working Group**. This partnership brings together the council, health services, community and voluntary sector agencies and older people's champions to work collectively in improving quality of life in the communities we serve.

We would be grateful if you could take the time to read this draft strategy and send us your views to make sure that our strategy really does make a difference to the lives of local people.

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signature to be inserted

Jim Baker
Director, Age Concern
Brighton Hove & Portslade and
Chairman of the Older People's
Cross Sector Housing & Support
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1 Executive Summary

1.1 Our Strategic Housing Vision for Brighton & Hove

The Older People's Housing Strategy is part of a group of housing related strategies that supports the overarching ***Housing Strategy 2008-2013: healthy homes, healthy lives, healthy city*** sharing the same united vision:

Enabling healthy homes, healthy lives and a healthy city that reduces inequality and offers independence, choice and a high quality of life

Other supporting strategies include the BME (Black & Minority Ethnic) People's Housing Strategy and the LGBT (Lesbian, Gay, Bisexual and Trans) People's Housing Strategy.

Objectives of the Older People's Housing Strategy

The objectives of this strategy are specific to the needs of older people but also support the wider Housing Strategy:

- Objective 1 Ensure older people are able to access a mix of high quality housing suitable for their changing needs and aspirations
- Objective 2 Ensure older people are supported to sustain their independence as members of the wider community
- Objective 3 Ensure older people are able to access services and become involved in service development and decisions which affect them

Each objective has a number of strategic goals that outline the main actions and success criteria for this strategy.

Making a Difference

Over the lifetime of this strategy we would like to achieve:

- Improved support for isolated older people living in the community and older people wishing to downsize
- All new homes built to Lifetime Homes Standard and 10% of all affordable housing built to the wheelchair (Accessible Housing) standard
- An Accessible Housing Register of adapted and wheelchair properties
- Improved access to information on issues relevant to older people and carers
- Critical review of our progress by the Older People's Cross Sector Housing & Support Working Group

Our Strategic Principles

The Housing Strategy upholds 6 principles that underpin all of the work we do and equally apply to this strategy:

- A healthy city
- Reducing inequality
- Improving neighbourhoods
- Accountability to local people
- Value for money
- Partnership working

Health Impact Assessment

We recognise that housing plays an important part of all aspects of people's lives, particularly health and well-being. As part of the development of this strategy, the Primary Care Trust has carried out a Health Impact Assessment on the city's housing stock and housing needs. The results of this assessment are helping us to ensure that our strategy and action plans contribute to improving the health and well-being of local people.

1.2 Engaging Local People

Effective engagement with older people, their carers and representatives is at the heart of this strategy. We developed the strategy in stages with extensive consultation with stakeholders to ensure that it meets the needs and aspirations of the city's older people.

Feedback from older people has highlighted that many have aspirations similar to the population as a whole – to have a full, independent, healthy and enjoyable life. Having safe and secure housing that enhances and supports aspirations is an important part of this overall picture in helping these aspirations become a reality.

Strategy Consultation

The first round of consultation was undertaken over a period of 3 months in summer 2007 giving local residents and stakeholders the opportunity to comment on a Consultation Briefing Pack covering different aspects of housing and support. The pack was available on the council website and throughout the city in libraries and other public places. It was also sent out to many stakeholders, voluntary organisations and residents.

Officers also went out into the community, attended social functions, service user groups' meetings and other events such as Celebrating Age, the BME Elders Information Day and the Older People's Services Provider Group to seek the views of local people.

Case Study: Older People's Cross Sector Housing & Support Working Group

Whilst developing the strategy we set up an Older People's Cross Sector Housing & Support Working Group made up of representatives from a wide range of older people's support and advocacy groups, the community and voluntary sector, the Primary Care Trust and the local authority. This group has reviewed each stage of the strategy development process and made many valuable contributions to our strategic priorities and action plan (see Appendix).

The second round of consultation concentrated on the Strategy Framework – our proposed priorities and actions developed from the findings of first round of consultation. More consultation was carried out on this framework which has resulted in changes to our priorities and been used to help develop this draft strategy and action plan.

We do not want consultation to end with the publication of this strategy, but would like it to be a part of an ongoing process, involving local people and other stakeholders throughout the life of this strategy, helping us to monitor its implementation and review our services.

1.3 The Goals of this Strategy

Each objective has a range of strategic goals that will be developed and implemented throughout the lifetime of this strategy.

Strategic Objective 1: Ensure older people are able to access a mix of high quality housing suitable for their changing needs and aspirations

Our strategic goals under this objective are to:

- Goal 1 Ensure the city's new and existing housing stock is able to meet the current and future needs of the population
- Goal 2 Promote a better use of properties that are particularly suitable for meeting the needs of those with disabilities and their carers
- Goal 3 Maximise support and assistance to help older people repair and improve their homes

Strategic Objective 2: Ensure older people are supported to sustain their independence as members of the wider community

Our strategic goals to help sustain independence are to:

- Goal 4 Support the provision of a greater range of support services to older people in their own homes
- Goal 5 Create safe and accessible communities that meet the needs of older people
- Goal 6 Develop the role of extra care and sheltered housing to ensure it is inclusive and part of the wider community
- Goal 7 Work closely with health and other service providers to provide the necessary housing and support that will minimise or prevent hospital, residential care admissions and dependency

Strategic Objective 3: Ensure older people are able to access services and become involved in service development and decisions which affect them

Our strategic goals to help engage older people are to:

- Goal 8 Continue to work with the Older People's Cross Sector Housing & Support Working Group to deliver services that have a positive impact on the lives of older people
- Goal 9 Develop systems to monitor service use, outcomes, satisfaction and complaints to identify gaps to help shape service development and ensure services are welcoming and inclusive
- Goal 10 Provide easily accessible and understandable information and advice regarding housing and services which are available to the city's older people, families and carers

1.4 Local Area Agreement

The Brighton & Hove Local Area Agreement set out the priorities for the city and has been agreed between the Government, the local authority, the Local Strategic Partnership and other key partners.

The agreement contains 35 key performance indicators that the Government will use to assess how the city is performing and includes additional local indicators to reflect key issues. As housing has such wide reaching effects on people's lives, our strategy also contributes to a wider range of performance indicators than are in the LAA:

The priorities and goals of this strategy contribute to the following National Indicators for Local Authority Partnerships:

- **NI 1: Percentage of people who believe people from different backgrounds who get on well together in their local area**
 - NI 2: Percent of people who feel that they belong to their neighbourhood
 - **NI 4: Percent of people who feel they can influence decisions in their locality**
 - NI 5: Overall/general satisfaction with local area
 - **NI 7: Environment for a thriving third sector**
 - NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police
 - **NI 119: Self reported measure of people's overall health & well being**
 - NI 124: People with a long-term condition supported to be independent and in control of their condition
 - NI 125: Achieving independence for older people through rehabilitation / intermediate care
 - NI 131: Delayed transfers of care from hospitals
 - NI 137: Healthy life expectancy at age 65
 - NI 138: Satisfaction of people over 65 with both home and neighbourhood
 - NI 139: People over 65 who say that they receive the information, assistance and support to exercise choice and control to live independently
 - **NI 141: Vulnerable people achieving independent living**
 - NI 142: Vulnerable people who are supported to maintain independent living
 - **NI 154: Net additional homes provided**
 - NI 155: Number of affordable homes delivered (gross)
 - **NI 158: Percentage of decent council homes**
 - NI 160: Local Authority tenants' satisfaction with landlord services
 - **NI 187: Tackling fuel poverty**
- (Indicators in bold are also included in Brighton & Hove's Local Area Agreement)

2 Introduction

2.1 Older People

Older people have a vital role to play in society, supporting social well-being, the economy and bringing a richness of life experiences to others. We must ensure that older people are valued, treated with respect and given the opportunity to be supported in maintaining their independence and quality of life as part of their community.

People are empowered physically, psychologically, spiritually and emotionally by achieving and maintaining independence. However, through the different seasons of life our independence will change, and as we grow older, we may, for example, lose some physical independence but that does not mean we have also lost our mental, spiritual and emotional independence.

Income and health have a considerable effect on lifestyle. A low income can mean living in poor housing, not eating healthily, not being able to afford to heat their home adequately, not being able to socialise and be involved in activities. Poor health, both physical and mental, can reduce older people's independence and control over their lives, and ability to participate in social activities.

Having a comfortable home; well maintained, warm and fully accessible, eating a good healthy well-balanced diet and keeping fit and active, both physically and mentally all enhance an older person's quality of life. Social inclusion through networks of family, friends and participation in associations and social activities and having access to and engaging with services all adds to the richness of life

Housing has a direct and immediate impact on well-being and quality of life. Older people's housing should be of manageable size. It should have secure tenure, be well

maintained and of decent standard, adaptable accessible, safe and secure. Housing should be situated in pleasant secure neighbourhoods with a variety of local services, not too hilly and with good transport provision.

As older people age and their needs change, the response to those changes should enable them to continue to experience a good quality of life. There are often many choices that can be made in response to change and it is important that the right choices are made. Choice can be dependent on provision and availability of services and infrastructure and lack of choice can result in loss of control of our lives. Services need to work alongside those needing support to ensure that control is not taken away.

For some older people the right choice may be to move to a new location or to downsize to a more manageable home. It may be to stay in their current home with an adaptation or have care and support provided. For other older people the right choice may be to move to specialist housing; sheltered housing, extra care sheltered housing, residential or nursing home care or housing providing care for older people with special needs, for example dementia or substance misuse.

To enable older people and carers to make informed choices that will enable them to have a good quality of life, there needs to be easy access to information and advice. Information on available housing, financial solutions, adaptations, assistive technology, help with repairs, domestic services and personal care and regular services such as shopping and gardening should be easily accessible.

Growing older should not be a negative experience but something to be embraced with the expectation of enjoying life to the full. Older people have similar aspirations as the rest of the population but may need more support to realise them as they grow older and more frail.

2.2 The Older Population

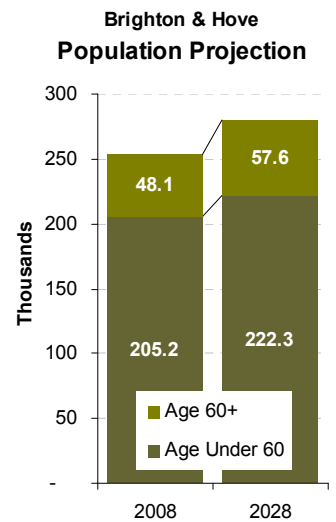
At the time of the 2001 Census there were a total of 51,058 people aged 60 years and older living in the city. However, in contrast to national and regional trends, the population of older people in the city reduced to 48,100 by 2008 and is expected to decrease further over the next few years¹.

By 2013 the older population is expected to be at its lowest level with 47,600 people aged over 60 living in the city, a 1% reduction from 2008. We then see an expansion in the older population, and from 2013 to 2028 it is expected to increase by 21%, more than 4 times the rate of younger age groups to 57,600 people. It is essential that our strategy takes advantage of this short term dip to adequately plan for the upcoming expansion.

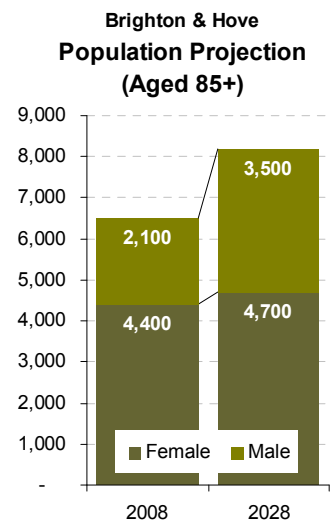
There is a fairly even split between male and females aged 60 to 74 but as people grow older the ratio changes, with 68% of people aged 85 years and over being female. These ratios are expected to change over the next 20 years as male life expectancy is increasing faster than that of females. In 2028, the proportion of people aged 85 and above that are female will have reduced to 57%.

The 2001 Census showed that 6.6% of the city's population aged 60 and over identified themselves as being from a black and minority ethnic group² compared to 12% of the city's population. The older population is expected to become more diverse as the population ages.

Although we have very little statistical data on older lesbian, gay, bisexual and trans (LGBT) people, we know that the city has a significant LGBT population estimated to be around 35,000 to 40,000 people.



Source: Office of National Statistics 2006 Projections



Source: Office of National Statistics 2006 Projections

¹ Office of National Statistics: 2006-based sub national population projections, published June 2008

² We have used the term black and minority ethnic to refer to those who are not White British – such as Irish, White Other, Black, Asian, Chinese or other groups

2.3 Housing Tenure of Older People

As people age, the Census shows little change in tenure amongst those in shared ownership or rented homes, however, a big shift can be seen in the tenure of those aged 85 and over, with a large decrease in owner occupation and a corresponding increase in those living in a communal establishment.

The table below shows the type of housing older people were living in as reported in the 2001 Census:

Tenure	Age			Total
	60-74	75-84	85+	
Owner occupier	72.3%	64.8%	49.4%	67.2%
Shared ownership (<i>part rent, part buy</i>)	0.4%	0.4%	0.3%	0.4%
Social rented (<i>sheltered and general housing</i>)	15.7%	17.9%	16.6%	16.5%
Private rented	8.3%	8.8%	9.1%	8.6%
Rent free (<i>eg with friends or family</i>)	1.9%	3.4%	3.8%	2.6%
Communal establishment (<i>eg nursing or care home</i>)	1.3%	4.6%	20.8%	4.8%

Source: Census 2001

We are keen to investigate why the oldest owner occupiers are more likely to move into communal establishments that may offer less independence than all other older people.

We suspect that this could be due to a shortage of private sheltered or extra care housing schemes that also provide an element of support. We believe the city only has around 650 of these flats in the private sector in contrast to more than 1,600 sheltered housing flats managed by the Council and housing associations.

Case Study: Extra Care Housing

Extra Care Housing is relatively new to Brighton & Hove, offering residents their own self-contained flat with a wide range of facilities such as shops, cafés and in some cases a cinema. Extra care housing has the benefit of a 24 hour on-site care team and can be seen as a step between sheltered housing and residential care, able to cater for people with much wider range and higher levels of need.

Care is tailored to the needs of individual residents and can be increased or decreased as these needs change promoting residents' independence and avoiding the need for people to move into more institutional types of housing.

Brighton & Hove developed New Larchwood in Coldean, its first extra care housing in 2006, as a partnership between the council and Hanover Housing Association. A second scheme is in development at Patching Lodge that includes flats for sale and 2 bed homes to help those with carers.



**New Larchwood,
Coldean**

2.4 Health Impact Assessment

The Census 2001 reports that almost half of those aged 60 and over in Brighton & Hove had a limiting long-term illness, rising to almost $\frac{3}{4}$ of those aged 85 and over.

Issues such as these are likely to have an impact across all aspects of an older person's life and in particular over their housing circumstances – perhaps over someone's ability to heat, maintain or improve their home or their ability to undertake of everyday tasks without some support or assistance.

To help ensure that the new housing strategy contributes to reducing health inequalities, the Public Health Directorate of Brighton and Hove City Teaching Primary Care Trust (PCT) has been carrying out a Health Impact Assessment of the city's housing needs.

Research carried out by the PCT³ has identified a range of health and housing impacts that have helped us to develop the strategy:

- Mental health issues, including depression due to a range of housing factors, were amongst the most significant health issues reported, highlighting the importance of access to appropriate housing and support services.
- Isolation and a lack of social support was also highlighted, particularly amongst those with poor mobility illustrating the need for services to engage with wider communities alongside traditional groups.
- The need was highlighted for adaptations or more adaptable housing in accessible locations to help meet the needs of the population with a disability, mobility problem or a specific care need. This should enable care services to be more easily delivered in the home rather than in hospital or institutional settings.
- There is a need for noise reductions through infrastructural insulation or environmental measures to alleviate much of the stress and anxiety reported.
- We need to maximise opportunities to improve the heating and insulation of homes to tackle fuel poverty and excess winter deaths.

The findings from the PCT have helped shape the development of the new housing strategies and are ensuring that our strategic priorities will help to reduce inequality and enhance their health and well-being.

³ Brighton & Hove Housing Strategy Health Impact Assessment, Brighton & Hove Teaching Primary Care Trust, in progress - final draft expected end 2008

3 The Strategy in Context

3.1 Linking to International, National and Regional Policy

There has been a wide range of international, national and regional research and policies produced in response to the changing aspirations and demographics of older people. Where relevant, we have used this knowledge and understanding to help shape our strategy.

International Policy

In 1991, the United Nations adopted the **United Nations Principles for Older Persons** (Resolution No.46/91). These principles covered 18 requirements focussed on Independence, Participation, Care and Dignity aiming “to add life to the years that have been added to life”.



The **World Health Organization Healthy Cities Programme** (Phase IV programme) is currently focussing on healthy ageing, healthy urban planning and health impact assessment. Brighton & Hove is a member of the Healthy Cities network, led by the Primary Care Trust with the Council being a member of the Healthy City Partnership.



National Policy

The government's housing strategy for older people, **Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society** was published at the beginning of 2008 by Communities and Local Government, the Department of Health and the Department for Work and Pensions.



The strategy has 9 overall aims focussing on:

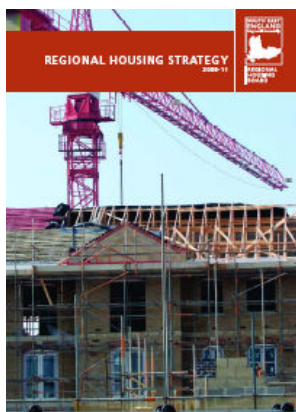
- New housing advice and information service
- Equity release
- New national rapid repairs and adaptations service and Warm Front

- Modernisation of the Disabled Facilities Grant
- Lifetime Homes
- Lifetime Neighbourhoods
- More homes and better planning
- Joining up housing and health care services
- Improving specialised housing

The national strategy brings together priorities from across government departments, in particular the 2007 Green Paper *Homes for the Future* and the Department of Health's 2006 White Paper *Our Health, Our Care, Our Say* and 2007 concordat on adult social care *Putting People First*. These documents are also feeding into the forthcoming social care Green Paper and new *Independent Living Strategy*. All of these strategic documents want to support people to live independently in the community though the provision of personalised self directed support.

Regional Policy

The *Regional Housing Strategy 2008-2011* was published in April 2008 by the South East England Regional Assembly. Funding priorities concentrate on the delivery of new affordable housing, improving the quality of housing and improving provision for gypsy and traveller groups. The strategy recognises the needs of older people and commits the Regional Assembly to develop a vision for the region regarding housing for the ageing population based on research it aims to carry out in 2008/09.



The first *South East England Regional Health Strategy* was published in February 2008, with Later Life as one of its 6 key themes. To improve the health of older people the strategy is focussing on promoting and supporting:

- independence and engagement
- material well-being and financial security
- healthy active living
- the implementation of dignity in care standards and end of life care



3.2 Organizing to Meet the Challenges

Brighton & Hove City Council has recently moved to the cabinet model of political leadership, with politicians being more directly responsible for the services under their remit. New scrutiny committees are able to hold councillors to account for their decisions

A new Council Constitution includes a commitment to openness and involvement and the council's new priorities centred on delivering core services efficiently and making a real and lasting difference to local people's quality of life:

- protect the environment whilst growing the economy
- better use of public money
- reduce inequality by increasing opportunities
- fair enforcement of the law
- open and effective city leadership

Delivering effective services for older people requires a co-ordination of services across health, social care, housing, the community and voluntary sector. Social care and housing services are located in the same department within the council, enabling us to develop shared goals and understanding amongst staff delivering the services. The overall vision for these services is:

Improving independence and quality of life for our diverse communities

Additionally, in recent years there has been a much bigger focus on working with the Primary Care Trust to ensure health considerations and included in our social care and housing work, with strategic public health officers from the PCT now physically working alongside social care and housing colleagues. This partnership has led to the Health Impact Assessment carried out alongside the development of the new housing strategy.

*Joint Commissioning Strategy for Older People's Services
2007-2010*

The Joint Commissioning Strategy for Older People's Services sets out the future direction for health and social care services for older people in Brighton & Hove and has been jointly developed between the Primary Care Trust and the council's social care services.

The strategy has five key objectives:

- giving older people and their carers more say in how their services are shaped
- promoting healthy ageing and supporting independence
- providing more responsive and accessible care
- supporting more people at home
- best use of care homes for older people

The Older People's Housing Strategy and the Joint Commissioning Strategy complement each other in bringing key services together to address the needs of older people.

3.3 A Partnership Approach

This strategy will only be a success if it is delivered in partnership between the local council, service providers and our communities. In many cases the providers of specialist advice and services will understand the needs of parts of the community much more comprehensively than the Council. We must work with all those that have a knowledge and stake in our local communities to achieve the aims of this strategy and make real improvements to the lives of the city's residents.

Some of the partnerships and key groups that operate across the city include:

- 2020 Community Partnership (Local Strategic Partnership or LSP)
- Public Service Board
- City Inclusion Partnership

2020 Community Partnership (Local Strategic Partnership)

The Local Strategic Partnership (LSP) is a multi-agency partnership that brings together the different parts of the public, private, community and voluntary sectors. Its role is to improve the economic social and environmental well being of local people. The LSP has developed the 2020 Community Strategy which sets out the vision and plans of the agencies, organisations and communities who work together to improve the quality of life in this city.

Public Service Board

The Public Service Board sits alongside the LSP and is the main forum for the Council and its partners to work together on joint and national priorities. It has members from the Primary Care Trust, Brighton & Sussex University Hospitals, the Police and business leaders.

Local Area Agreement (LAA)

These are new agreements that set out the priorities for a local area agreed between Government, the local authority, the Local Strategic Partnership and other key partners. The priority themes for the Brighton & Hove LAA are:

- Promoting enterprise and learning
- Reducing crime and improving safety
- Improving health and well-being
- Strengthening communities and involving people
- Improving housing affordability
- Promoting resource efficiency and enhancing the environment
- Promoting sustainable transport
- Providing quality service

Action relating to the LAA includes improving work opportunities for people over 50, reducing overall levels of economic disadvantage, reducing anti-social behaviour and improving services for older people.

City Inclusion Partnership

The Council is working with partners in the city to develop new arrangements that will oversee and lead the strategic direction of equalities and diversity work across the city. This will take the form of a new City Inclusion Partnership that will sit within the Local Strategic Partnership and provide the basis for partnership work between the city council and our statutory and community / voluntary sector partners. This Partnership will work actively with communities of interest and community / voluntary groups across the city and will provide a mechanism to hold the statutory sector to account in relation to equalities work.

3.4 Strategy Co-ordination

Our Older People's Housing Strategy does not operate in isolation, but as its aims and objectives are interrelated to a wide range of other plans and strategies within the Council, its partner agencies, and stakeholders.

Key plans and strategies include:

- 2020 Community Strategy
- Draft Local Area Agreement
- Housing Strategy 2008-2013: healthy homes, healthy lives, healthy city
- Join Commissioning Strategy for Older People's Services 2007-2010
- Physical Disabilities Commissioning Strategy
- Self Directed Support Strategy
- Multi Agency Carers' Strategy 2006-2009
- Supporting People Commissioning Strategy 2008-2011
- Homelessness Strategy 2008
- Brighton & Hove Affordable Warmth Strategy 2002

Copies of these strategies and plans are available from the Council's website.

4 Strategic Objective 1: Ensure older people are able to access a mix of high quality housing suitable for their changing needs and aspirations

4.1 Healthy Homes

The link between housing and health has been identified in research and the importance good housing has on people's overall independence and well-being firmly established. As people grow older they spend more and more of their time at home; therefore, where and how people live, has a significant impact on their health. We need to ensure that there is enough of the right type of high quality housing that is suitable for the changing needs and aspirations of older people and their carers.

Our strategic goals under this objective are to:

- Goal 1 Ensure the city's new and existing housing stock is able to meet the current and future needs of the population
- Goal 2 Promote a better use of properties that are particularly suitable for meeting the needs of those with disabilities and their carers
- Goal 3 Maximise support and assistance to help older people repair and improve their homes

Actions to ensure older people are able to access a mix of high quality housing suitable for their changing needs and aspirations will contribute to the following National Indicators for Local Authority Partnerships:

- NI 5: Overall/general satisfaction with local area
- NI 119: Self reported measure of people's overall health & well being
- NI 137: Healthy life expectancy at age 65
- NI 138: Satisfaction of people over 65 with both home and neighbourhood
- NI 154: Net additional homes provided
- NI 155: Number of affordable homes delivered (gross)
- NI 158: Percentage of decent council homes
- NI 187: Tackling fuel poverty

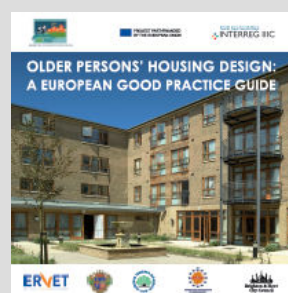
4.2 Strategic Goal 1: Ensure the city's new and existing housing stock is able to meet the current and future needs of the population

Historically, housing has often been developed with limited consideration to the changing needs of residents - making many unsuitable for adaptations or wheelchair use. We are working to ensure that all new housing in the city is built to Lifetime Homes Standards, making it suitable for adaptation, with at least 10% of new affordable housing meeting the higher wheelchair standard.

As people age and their circumstances change, they may find that their home is no longer suitable for their needs – it may not be adaptable, it may be too large, or it may not be close enough to friends, services or support. Moving home can be a stressful experience and we want to work with the community and voluntary sector to explore ways of helping to support older people through the moving process, building upon the work done by Adult Social Care in supporting older people who are moving to sheltered or residential housing.

Case Study: Older Persons' Housing Design

Brighton & Hove City Council was the UK lead on European Union Wel_hops project involving 5 countries which published **Older Persons' Housing Design: A European Good Practice Guide** at the end of 2007. The design guide is written in a non technical format to help bridge understanding between professionals and older people.



Sheltered housing has provided quality accommodation for many years, but much of the stock needs modernisation. We want to work with residents to explore the best ways of improving the housing, to ensure it meets the decent homes standard and explore opportunities to provide additional choice such as Extra Care Housing.

Goal 1

Ensure the city's new and existing housing stock is able to meet the current and future needs of the population

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Improve the supply of housing that can be adapted to meet the changing needs of households 	<ul style="list-style-type: none"> • 100% of all new housing to meet Lifetime Homes Standard
<ul style="list-style-type: none"> • Improve supply of housing for those with wheelchairs 	<ul style="list-style-type: none"> • 10% of all new social rented homes to be built to accessible homes standard (wheelchair standard)
<ul style="list-style-type: none"> • Improve housing choice across all housing types and tenures 	<ul style="list-style-type: none"> • More Extra Care Housing • More options for owners seeking housing with support
<ul style="list-style-type: none"> • Improve support to older people for making and implementing housing choice 	<ul style="list-style-type: none"> • Support older people wishing to downsize / move home across all tenures
<ul style="list-style-type: none"> • Modernise / remodel sheltered stock and upgrade facilities 	<ul style="list-style-type: none"> • High demand and low turnover • Brighton (Decent Homes) Standard

4.3 Strategic Goal 2: Promote a better use of properties that are particularly suitable for meeting the needs of those with disabilities and their carers

As people grow older their health can decline. The 2001 Census reported that 47% of people aged 60+ reported a limiting long-term illness, rising to 73% amongst those aged 85+. Currently we carry out more than 500 adaptations to homes every year in the private and public sectors, as the care of disabled people is increasingly provided in the home, the already high need for adaptations will increase.

There is a limited supply of housing in the city that is particularly suitable for wheelchair users or those with other disabilities. We are planning to develop an accessible housing register of all adapted social housing and at the same time give priority to those with disabilities when these become available for re-letting. We also want to work with private sector landlords and agents to explore the potential for improved advertising of adapted homes when they become available for reletting or resale.

Through the Brighton & Hove Housing Partnership, the Council is also working with housing association partners to advertise new affordable wheelchair standard housing before it is built, to ensure that accessibility features are tailored to the specific needs of the future residents.

Goal 2		Promote a better use of properties that are particularly suitable for meeting the needs of those with disabilities and their carers	
Strategic Action:		Success Criteria:	
• Improve access to housing for those with disabilities	• Develop a register of adapted social housing	• Improve access to housing for those with wheelchairs	• all new accessible homes for rent advertised 'off plan' to those in need
• Employ an Accessible Housing Officer	• improved matching of (social rented) suitable properties with residents in need	• Provision for storage and recycling of adaptations	• Identification of storage site
• Review adaptations and disabled facilities grants	• Reduced wastage	• Improved access to temporary accommodation	• Improved speed of adaptations
• Build relationships with landlords to identify adaptable properties in the private sector	• Reduced waiting list	• Build relationships with landlords to identify adaptable properties in the private sector	• Improved advertising of accessible homes in the private rented and owner occupied sector

4.4 Strategic Goal 3: Maximise support and assistance to help older people repair and improve their homes

National house condition surveys find that older people are more likely to experience poor housing conditions. Despite this, consultation suggests that the majority of older people wish to continue living in their existing homes.

Older home owners can easily find themselves in a situation where they are equity rich as a result of rising property prices, but cash poor as a result of limited pensions. Whilst on paper they have significant assets, in practice they may not have the cash to fund the cost of repairs and maintenance. This can lead to many difficulties such as keeping warm and healthy.

Case Study: Anchor Staying Put

Case Study: Trading Standards Buy With Confidence

Case Study: Age Concern Help at Home

Worries about the quality of building contractors can often be daunting for those needing home repairs. To overcome this, the council helps to fund **Anchor Trust Staying Put**, a Home Improvement Agency that employs handypersons or will help older people manage the work. The Council's Trading Standards service has a **Buy With Confidence** Scheme listing approved local traders. **Age Concern** has a **Help at Home Scheme** that provides a matching service between older people and self-employed home helps and gardeners.



Brighton & Hove City Council provides grants and loans that help maintain and improve the quality and energy efficiency of around 1,000 private sector homes every year. We have secured £18.6m from the Regional Housing Board on behalf the Brighton & Hove, East Sussex Together Partnership for private sector works up to 2011, with more than half of the money being spent in the city.

Goal 3

Maximise support and assistance to help older people repair and improve their homes

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Help older people in the private sector to live in decent quality homes 	<ul style="list-style-type: none"> • Improved housing quality • Reduction in level of older people in non-decent housing
<ul style="list-style-type: none"> • Funding – equity release, low cost loans, grants 	<ul style="list-style-type: none"> • Take up of funding options by older people to improve and maintain their homes
<ul style="list-style-type: none"> • Reduce Fuel poverty amongst older people and carers 	<ul style="list-style-type: none"> • Take up of Warm Front and Warm Homes • Improved benefits take up
<ul style="list-style-type: none"> • Promote awareness of approved contractor schemes 	<ul style="list-style-type: none"> • Improved awareness of Trading Standards Buy With Confidence Scheme • Improved awareness and access to Home Improvement Agency and other schemes • Improved awareness of Age Concern Help at Home scheme

Strategy Statement: Disabilities

Brighton & Hove is recognised for having higher levels of physical disability in its general population than the national average. Housing problems are compounded by much of the city being hilly, preventing full wheelchair accessibility. Many homes were built in the 19th century and subsequently converted into flats, often with small rooms and narrow stairways, making accessibility and adaptation difficult.

Brighton & Hove City Council and our partners are forerunners in adopting policies and working practices that support the needs of people who have a physical disability and their carers.

In 2001 the city council adopted the **Lifetime Homes Standard** to ensure that all new housing built in Brighton & Hove is accessible and adaptable to changing household needs. The government has stated that it would like the standard adopted nationally by 2013 - more than 10 years after Brighton & Hove adopted it. We are also ensuring that 10% of all new affordable homes are built to the authority's new wheelchair standard **Accessible Housing & Lifetime Homes**, adopted in March 2008 which sets standards higher than national requirements. All new affordable housing that meets the wheelchair standard is advertised before it is built in order to ensure that the features installed are designed around the specific needs of the future occupants.

To ensure the urban environment around new homes is also accessible, the **Code for Sustainable Homes** includes a number of criteria such as the requirement for a level or gently sloping approach to the Lifetime Home and the distance from the car parking space to be kept to a minimum.

Choice Based Lettings has evolved since its conception and now incorporates a **mobility rating** that indicates whether an available property is suitable for a wheelchair user or someone with limited mobility. To ensure the best use of our housing stock, we are developing an **Accessible Housing Register** and we have an officer who is working with people wanting to downsize or release an adapted home they no longer need. Work is also underway to increase the supply of temporary accommodation suitable for those with a disability.

Each year we spend almost £2m on **adaptations** and **Disabled Facilities Grants** to improve the accessibility of people's homes across the public and private sectors, helping around 500 households.

5 Strategic Objective 2: Ensure older people are supported to sustain their independence as members of the wider community

5.1 Healthy Lives

A common theme of consultation with many older people is their fundamental desire to remain independent in their own homes.

Our strategic goals to help sustain independence are to:

- Goal 4 Support the provision of a greater range of support services to older people in their own homes
- Goal 5 Create safe and accessible communities that meet the needs of older people
- Goal 6 Develop the role of extra care and sheltered housing to ensure it is inclusive and part of the wider community
- Goal 7 Work closely with health and other service providers to provide the necessary housing and support that will minimise or prevent hospital, residential care admissions and dependency

Actions to ensure older people are supported to sustain their independence as members of the wider community will contribute to the following National Indicators for Local Authority Partnerships:

- NI 1: Percentage of people who believe people from different backgrounds get on well together in their local area
- NI 21: Dealing with local concerns about anti-social behaviour and crime by the local council and police
- NI 124: People with a long-term condition supported to be independent and in control of their condition
- NI 125: Achieving independence for older people through rehabilitation / intermediate care
- NI 131: Delayed transfers of care from hospitals
- NI 142: Vulnerable people who are supported to maintain independent living
- NI 160: Local Authority tenants' satisfaction with landlord services

5.2 Strategic Goal 4: Support the provision of a greater range of support services to older people in their own homes

To provide effective support we must recognise that a 'one-size-fits-all' approach to service provision does not really fit anyone. Many older people have complex support needs arising from a multitude of issues, such as a disability or mental health problem. All of these issues can affect someone's housing and support needs.

Our services need to be flexible and responsive enough to cater for a wide range of needs:

- Nationally 1.8 million pensioners live in poverty.
- More than 14,000 older people living in the City suffer from a recognised mental health problem.
- In an audit of older homeless people living in supported accommodation, it was identified that over 50% of participants had 5 or more support needs.
- Evidence does show that older people are more likely to misuse alcohol rather than other substances with increases being seen in the number of people over 65 drinking more than recommended levels.
- Some BME elder groups are more likely to experience forms of deprivation, poverty and poor health.
- Older LGBT people have reported that they sometimes experience discrimination, particularly in communal accommodation.

Provision of the right type of support at the right time is crucial in preventing people from having to move to residential care. Increasingly we want to see a move to more self directed support, recognising that older people themselves are likely to know best what services they need to help them in their everyday life. To sustain people in their own homes we need to work with older people and their carers to identify and tailor support around their individual and possibly complex needs.

We need to improve access to the wide range of support available which can be confusing for professionals as well as those in need of the services. Adult Social Care services have, from 6 May 2008, begun a three year personalisation agenda which started with the launch of a single access point for all social care services. As the transformation agenda progresses housing related support will be an important aspect of the wider programme.

Advances in medication and telecare are enabling many more older people remain at home in a safe environment and we need to make sure we keep adapting and keeping pace with this ever changing medium.

Goal 4

Support the provision of a greater range of support services to older people in their own homes

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Provide a greater range of floating support service to older people across all sectors 	<ul style="list-style-type: none"> • Self directed support and reablement links housing and wider care needs • Support based on need not tenure • Clear referral routes into support
<ul style="list-style-type: none"> • Ensure assessments for care and support; consider all well-being factors including carer's needs 	<ul style="list-style-type: none"> • Single Assessment Process • Use of self assessment
<ul style="list-style-type: none"> • Support the role of families 	<ul style="list-style-type: none"> • Support to carers • Improved access to information • Improved referral processes
<ul style="list-style-type: none"> • Wider access to telecare to improve safety, security and independence 	<ul style="list-style-type: none"> • Enhanced role of CareLink including new facilities in Patching Lodge

5.3 Strategic Goal 5: Create safe and accessible communities that meet the needs of older people

If older people are to be truly independent, then their local community must also be an accessible and welcoming environment. The design and layout of a community is just as important as the provision of services and sense of community. If we fail in this, older people are at risk of becoming isolated in their own homes.

We want to help create vibrant communities that have a range of services, with opportunities for older people to socialise and interact with each other and the wider population also helping to develop a mutual respect and understanding amongst different community groups.

For a community to be fully inclusive, it is important that all residents are able to genuinely and actively participate in decision making, particularly over issues such as community safety or area regeneration initiatives.

Case Study: EasyLink Community Transport

Community Transport have a fleet of 16 minibuses, most of them wheelchair accessible, that can seat up to 16 people. It is a door-to-door transport service for people who have difficulties in getting to the bus stop or on and off buses and is run for Brighton & Hove City Council by Community Transport. Easylink buses serve all parts of Brighton and Hove and provide a service to and from superstores, the city centre and local shops. These are also available for hire, with a driver, at a reasonable price to any community group/club. Easylink buses all have a passenger lift or low level floor so they are ideal for people who cannot manage steps or who travel in a wheelchair. Age Concern have recently bought their own minibus which they are making available to Community Transport when not in use by them.



Consultation identifies that older people are concerned about becoming more isolated as they age. To ensure older people are able to maintain social and support networks, we need to make sure they are able to access good quality affordable transport when needed.

We also need to ensure that those working in local communities are able to recognise when residents are in need of additional support and are able to make referrals to the appropriate services.

Goal 5

Create safe and accessible communities that meet the needs of older people

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Ensure cohesive and integrated communities 	<ul style="list-style-type: none"> • Communities participating in decision making • Better shared understanding between different community groups
<ul style="list-style-type: none"> • Reduce isolation of older people and ensure they access the services they need 	<ul style="list-style-type: none"> • Community services able to identify isolated older people across all tenures and alert support agencies • Work with landlords and agencies to promote information sharing
<ul style="list-style-type: none"> • Ensure older people feel safe in their home and about their local community 	<ul style="list-style-type: none"> • Older people reflected in the Community Safety Strategy Improved home safety
<ul style="list-style-type: none"> • Improved access to transport for those with mobility needs 	<ul style="list-style-type: none"> • Improved use of options such as car clubs or community bus
<ul style="list-style-type: none"> • Ensuring an accessible urban environment 	<ul style="list-style-type: none"> • Needs of older people, particularly those with disabilities are reflected in the Local Development Framework

5.4 Strategic Goal 6: Develop the role of extra care and sheltered housing to ensure it is inclusive and part of the wider community

Extra Care Housing is similar to sheltered housing but also provides 24 hour in-house care services. Extra Care Housing and some Sheltered Housing has a range of services provided at the scheme that may also be available to the local community, such as a café, chiropody, hairdresser, GP surgery, the hire of rooms and facilities for developing community events.

There is also the potential for sheltered housing residents to benefit from the wider community involvement seen with Extra Care Housing. Sheltered housing schemes could choose to have a more active role amongst the local older population by serving as a focus for activities and events. These activities could bring sheltered scheme residents together with others living in their area to help overcome isolation and also to support local community spirit.

Foremost we must remember that these schemes are people's homes and we need to make sure that any changes have a positive impact on the schemes' residents.

It is vitally important that any plans are developed in partnership with the schemes' residents – perhaps they may want to champion and lead on their own community initiatives. It helps where there is clear separation between residential and communal facilities to ensure that residents continue to feel safe and secure, and maintain privacy.

Case Study: Brighton & Hove City Council Sheltered Housing Policy

The Leader of the Council, Councillor Mary Mears has set up a Chairman's Tenant Focus Group to look at the role and future of sheltered housing. Representatives from Sheltered Housing Action Group, the High Rise Action Group and the Area Panels are working with council officers to review the council's sheltered housing services and develop a Sheltered Housing Policy.

Sheltered, extra care and other specialist housing provides much needed services and support to vulnerable older people. We need to ensure that this type of housing is welcoming to all people irrespective of race, gender, religion & belief, sexual orientation or disability.

Case Study: GEMS – Gay Elderly Men's Society

For many years GEMS has run a comprehensive programme bringing older gay people out of isolation. Activities include befriending, home help, shopping help, advice and support on housing, etc. GEMS meets on a monthly basis and has a wide ranging social programme for members, their partners and friends including theatre visits, outings, movie and quiz evenings, Pride events and much more.

Goal 6

Develop the role of extra care and sheltered housing to ensure it is inclusive and part of the wider community

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> • Develop a Sheltered Housing Policy 	<ul style="list-style-type: none"> • Policy published and implementation progressing
<ul style="list-style-type: none"> • Use existing housing schemes as a focal point for services to the wider community 	<ul style="list-style-type: none"> • Increased range of services in the community using sheltered housing as a community hub • Potential for scheme specialisms
<ul style="list-style-type: none"> • Residents involved in decisions affecting their schemes 	<ul style="list-style-type: none"> • Shared decision making involving resident groups
<ul style="list-style-type: none"> • Provide holistic services and activities for both people living in the scheme and for the wider community 	<ul style="list-style-type: none"> • Strategic planning of community resources – needs and availability combined with local knowledge
<ul style="list-style-type: none"> • Promote inclusion and opportunities for social interaction 	<ul style="list-style-type: none"> • Raised awareness and understanding amongst different communities • Wider community becoming 'honorary members' of the scheme
<ul style="list-style-type: none"> • Promote independence and active ageing 	<ul style="list-style-type: none"> • Sheltered housing being the focus for community events and activities

5.5 Strategic Goal 7: Work closely with health and other service providers to provide the necessary housing and support that will minimise or prevent hospital, residential care admissions and dependency

The interim findings of the Department of Health funded Partnerships for Older People Projects have highlighted the success of partnerships between local authorities, health and third sector partners (voluntary, community and independent organisations) in improving the health, independence and inclusion of older people.

Our Adult Social Care services are committed to providing preventative interventions and rehabilitation, targeting people living in community who require assistance to continue to live there. A new reablement programme is being aimed at those who currently receive higher levels of support to help them develop their strengths and skills to reduce dependence and increase independence.

The success of partnership working can be seen through the provision of transitional care beds in New Larchwood, the extra care housing scheme in the Coldean, Knoll House in Hangleton and Craven Vale Resource Centre in Brighton. These transitional care beds have reduced delayed discharge from hospital and prevented unnecessary admission to hospital or long stay care. The resources provide service users with the opportunity to gain the skills and confidence to return to living independently in their local community.

We need to expand joint working between the council, health and the third sector to develop services that are able to help people before the onset of a crisis to prevent the loss of independence. To help with this we need to identify training needs and develop clear ways of sharing information alongside seeking opportunities to extend or remodel services to meet older people’s changing needs.

Goal 7

Work closely with health and other service providers to provide the necessary housing and support that will minimise or prevent hospital, residential care admissions and dependency

Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> ● Offer an alternative to residential care and prevent avoidable admissions to hospital 	<ul style="list-style-type: none"> ● Transitional beds in extra care and sheltered housing ● Sheltered housing integrated assessment panel with Social Care, Health and Housing
<ul style="list-style-type: none"> ● Provide high quality home care services to older people across all housing sectors 	<ul style="list-style-type: none"> ● Arranging hospital transfers ● Prevention of admission ● Terminal care
<ul style="list-style-type: none"> ● Train community services to identify those ‘at risk’ 	<ul style="list-style-type: none"> ● Increased referrals ● Reduced hospital admissions
<ul style="list-style-type: none"> ● Clear protocols between agencies when older people are at risk of homelessness 	<ul style="list-style-type: none"> ● Single Assessment Process between Housing, Social Care and Health
<ul style="list-style-type: none"> ● Prevention clinics in the community 	<ul style="list-style-type: none"> ● Reduction in hospital admissions from preventable causes

Strategy Statement: Equalities and Inclusion

Growing old should be a positive experience however, inequalities that often arise as people age can have a profound impact on the quality of people's lives. We must ensure that all the city's residents are offered support appropriate to their needs so that they are enabled to be full and active members of the community.

In its basic form, equality is about ensuring that as a local authority, service provider and employer we comply with the various strands of equalities legislation and our duties around race, disability, gender and age. However, we have a professional and moral obligation to go much further to include the other key equalities strands of religion/belief and sexual orientation.

Equalities and inclusion issues are often linked to deprivation. We need to remove the barriers to equality and tackle discrimination but we must also address deprivation to help bring about equity and a city of opportunity for all.

Three strategies are being developed to complement the ***Housing Strategy 2008-2013: healthy homes, healthy lives, healthy city*** to focus on the particular needs and concerns of those communities:

- Older People's Housing Strategy
- Black & Minority Ethnic People's Housing Strategy
- Lesbian, Gay, Bisexual and Trans People's Housing Strategy

As well as recognising the particular needs of these communities we must also recognise and plan for the needs of all the other communities living in the City. Policy statements within this strategy and the other linked strategies highlight the particular needs of carers and those with physical disabilities.

Travellers

Travelling communities can often be overlooked in strategy and service development. Older people living in the Travelling communities are more likely to suffer ill health at a younger age and have higher mortality rate than non-transitional older people. We must ensure that our services are accessible and welcoming to all those in need. The Council has recently completed consultation on its new ***Traveller Strategy***.

6 Strategic Objective 3: Ensure older people are able to access services and become involved in service development and decisions which affect them

6.1 Engaging Older People

For services to be truly responsive to the needs of local communities and the people they serve, residents, service users and stakeholders must be fully involved in service monitoring, review and scrutiny. Similarly, communities and stakeholders must be able to access appropriate information on the range of support and other services provided to allow them to effectively engage.

Our strategic goals to help engage older people are to:

- Goal 8 Continue to work with the Older People's Cross Sector Housing & Support Working Group to deliver services that have a positive impact on the lives of older people
- Goal 9 Develop systems to monitor service use, outcomes, satisfaction and complaints to identify gaps to help shape service development and ensure services are welcoming and inclusive
- Goal 10 Provide easily accessible and understandable information and advice regarding housing and services which are available to the city's older people, families and carers

Actions to Improve Access Housing Services will contribute to the following National Indicators for Local Authority Partnerships:

- N1 2: Percent of people who feel that they belong to their neighbourhood
- N1 4: Percent of people who feel they can influence decisions in their locality
- N1 7: Environment for a thriving third sector
- N1 139: People over 65 who say that they receive the information, assistance and support needed to exercise choice and control to live independently

6.2 Strategic Goal 8: Continue to work with the Older People's Cross Sector Housing & Support Working Group to deliver services that have a positive impact on the lives of older people

Government research has highlighted that one of the main concerns and aspirations of older people is to be consulted on issues which affect their lives.

In 2007, the Older People's Cross Sector Housing & Support Working Group was set up to assist in the development of this strategy. The group has a wide range of representatives including the local authority, Primary Care Trust, Community and Voluntary Sector, older people and carers. We want to work with the group to expand its role so that it can effectively monitor and scrutinise implementation of the strategy.

Case Study: Brighton & Hove Older People's Council

The Brighton & Hove Older People's Council (OPC) was established in 2003 and is an independent group of people aged over 60 elected by older people living in the city. The OPC works to ensure that all older people in the city are treated with respect and dignity and have access to services, support and opportunity to lead a fulfilling life. A representative from the Older People's Council sits on the Older People's Cross Sector Housing & Support Working Group to ensure that the strategy is championed at the highest level.

To ensure we continue to provide and improve services that have a positive impact on older people's lives we need to continue to work pro-actively with groups within the city that actively represent and support the needs and aspirations of older people. Age Concern Brighton, Hove and Portslade is playing a vital role in helping the council come together with community and voluntary sector groups that are providing much needed care and support to older people in the community.

Goal 8	Continue to work with the Older People’s Cross Sector Housing & Support Working Group to deliver services that have a positive impact on the lives of older people	
Strategic Action:	Success Criteria:	
<ul style="list-style-type: none"> Facilitate an Older People’s Housing & Support Working Group 	<ul style="list-style-type: none"> Service review and development reflects the needs and aspirations of older people 	
<ul style="list-style-type: none"> Work with Older People’s Council 	<ul style="list-style-type: none"> Ensure older people’s needs and services are effectively prioritised Regular progress reports from the working group to the OPC 	
<ul style="list-style-type: none"> Work with Local Strategic Partnership & Local Area Agreement 	<ul style="list-style-type: none"> Older persons needs appropriately reflected in the Community Strategy 	
<ul style="list-style-type: none"> Ensure that services are designed and delivered around the needs and preferences of each person 	<ul style="list-style-type: none"> To be monitored through Age Concern funded research manager with Brighton University Annual lifestyle survey 	

6.3 Strategic Goal 9: Develop systems to monitor service use, outcomes, satisfaction and complaints to identify gaps and help to shape service development and ensure services are welcoming and inclusive

To enable us to provide services that meet the needs and aspirations of older people both now and in the future, it is important that we monitor how services are being used – such as whether they are reaching the right people, and whether service users are achieving successful outcomes.

In some cases providers of public services also have a legal duty to monitor services and the impact they have on particular communities, to help ensure that services do not discriminate against groups that are often marginalised.

It is paramount that we respect the privacy of service users and it is vital that those involved understand and appreciate how information is to be used. Personal and sensitive information monitored by services about individuals must be kept secure at all times and anonymous when used for service development and reviewing services.

Although many services have extensive monitoring systems in place, we are aware that there are gaps in the types of information collected. We need to improve the consistency in the information we monitor across services through training and raising awareness, to allow us to fully analyse service delivery and help improve outcomes for older people.

Goal 9	Develop systems to monitor service use, outcomes, satisfaction and complaints to identify gaps and help to shape service development and ensure services are welcoming and inclusive	
Strategic Action:	Success Criteria:	
<ul style="list-style-type: none"> • Develop and embed common monitoring framework for service provision 	<ul style="list-style-type: none"> • Have a common monitoring service 	
<ul style="list-style-type: none"> • Ensure monitoring covers all groups in need 	<ul style="list-style-type: none"> • Monitor our services by age, gender, faith, ethnicity, sexual orientation, gender identity, and disability 	
<ul style="list-style-type: none"> • Training for staff in the need for effective monitoring 	<ul style="list-style-type: none"> • Improved levels of monitoring across services 	
<ul style="list-style-type: none"> • Review monitoring reports with stakeholders to help improve service delivery 	<ul style="list-style-type: none"> • Improved outcomes for service users 	
<ul style="list-style-type: none"> • Develop services that are respectful, accepting and inclusive 	<ul style="list-style-type: none"> • Services accessed by those of different cultures, faiths, sexualities, disabilities etc 	

6.4 Strategic Goal 10: Provide easily accessible and understandable information and advice regarding housing and services which are available to the city's older people, families and carers

A main concern highlighted by research and consultation was the importance for older people and their carers of having access to better information to help them make more informed decisions and exercise choice for themselves.

Whilst in general, information and advice is available on almost every subject, in practice accessing the information

can be difficult as there are such a wide range of information sources – numerous websites, newsletters, support groups, advice centres, service providers, libraries, community centres, GP surgeries and the media.

To make information easier to access, we also want to look at the potential for creating a single contact point for information and advice that can bring together the combined knowledge and experience of public, provider and third sector agencies.

We also recognise the benefits of the internet in being able to maintain wellbeing – such as by maintaining social networks and accessing advice and information. We want to look at possibilities for increasing the use of computers, the internet and social networking amongst older people.

Goal 10 Provide easily accessible and understandable information and advice regarding housing and services which are available to the city's older people, families and carers	
Strategic Action:	Success Criteria:
<ul style="list-style-type: none"> Develop a single accessible portal for all information relating to older peoples housing and support needs 	<ul style="list-style-type: none"> Combined internet, telephone, public portal and other media
<ul style="list-style-type: none"> Improve access to information on housing options, choice and rights 	<ul style="list-style-type: none"> Improved range of advice and information on all aspects of housing and support services available
<ul style="list-style-type: none"> Improve access to information on social support and networks 	<ul style="list-style-type: none"> For example housing schemes as community hubs Silver surfer's clubs / cybercafé 'Grey Matters' - Older People's Council radio programme The Pensioner Magazine Sheltered housing magazine Mosaic and other community magazines Homing In
<ul style="list-style-type: none"> Ensure information is accessible and inclusive 	<ul style="list-style-type: none"> Services clearly promote access and inclusion to the whole community Information accessible in variety of formats targeted at need

Strategy Statement: Carers

Carers have a vital role in society, providing invaluable support to partners, children, family and friends but they can often feel overlooked and unvalued. This is recognized nationally and the government is reviewing the 1999 Carers' Strategy

The 2001 Census reported that nearly 12% of people in Brighton & Hove aged 60 years and over provide unpaid care to family members, neighbours or relatives, with almost of third of these (29%) providing more than 50 hours per week. Although the proportion of older people providing care declines with age, for those providing the care, the number of hours increases with age:

Age	Number of people providing unpaid care			Percentage of carers providing 50 or more hours of care a week		
	Men	Women	Total	Men	Women	Total
60-64	802	1,014	1,816	20%	22%	21%
65-74	1,115	1,455	2,570	24%	27%	26%
75-84	681	709	1,390	40%	39%	40%
85+	129	147	276	59%	43%	50%
All 60+	2,727	3,325	6,052	28%	29%	29%

Support is provided to carers by a wide variety of individuals, groups and organisations within statutory, community and voluntary services. These include the local council and health trusts, the Carers Centre (a member of the Princess Royal Trust for Carers), Alzheimer's Society, aMaze and Crossroads.

Adult Social Care services carry out carer's assessments that can result in support being provided such as in helping with the personal care of the person being cared for, to allow the carer to take short respite breaks from caring, to assist with home adaptations or to provide emotional support. The Council may also be able to provide grants or loans for adaptations to homes or be able to help with accessing specialist equipment.

A number of sheltered housing schemes and our new extra care sheltered schemes provide some 2-bedroom flats to give greater flexibility for people with a disability to have a carer living with them or enable the partners of people with a disability needing specialist support to have the extra space of an additional bedroom.

Appendix 1: Equality Impact Assessment Summary

The strategy has been developed through a staged process that has enabled us to engage with service users, services providers and the wider community and take into account their views, concerns and aspirations. To ensure that the Older People's Housing Strategy is truly inclusive we carried out an Equalities Impact Assessment to identify the positive and negative impacts our strategic objectives and goals will have on service users, staff and the community. These findings have helped shape our objectives and goals to help mitigate potential negative impacts.

The strategy in itself is aimed at a section of the community that as a whole, may suffer discrimination due to age; but it is also a group that can easily suffer other forms of discrimination such as in relation to disability, mental health or poverty. There is a comparatively small black and minority ethnic older population that can experience discrimination, isolation and exclusion and older lesbian, gay, bisexual and trans communities that have also suffered discrimination or had life experiences where they may have had to hide their identities.

There were no fundamental negative impacts identified that directly result from the strategy, a reflection of how the strategy has been developed in response to the overwhelming fundamental disadvantage faced by many older people. Other impacts, such as reaching those who are less likely to engage with services, funding constraints and the changing the nature of support provision will be addressed as respective services are developed and reviewed.

This Equality Impact Assessment was reviewed and approved by the Older People's Cross Sector Housing & Support Working Group. The working group will also review and approve future impact assessments carried out in relation to the actions arising from this strategy.

Appendix 2: Older People's Cross Sector Housing & Support Working Group

This group was set up as part of the housing strategy development process to ensure that representatives or service users, service providers and key communities of interest had an opportunity to help shape the development of the housing strategy.

The role of the group will continue following publication of the strategy as it takes on a monitoring and scrutiny role, helping to ensure that partnership works together in addressing the changing needs of older people.

Stakeholder & Community Champions

- Jim Baker (Chair) Age Concern, Brighton, Hove & Portslade
- Peter Huntbach (VC) Sheltered Housing Providers Representative
- Colin Carden Brighton & Hove Older People's Council
- Charles Penrose Sheltered Housing Action Group
- Peter Lloyd Emeritus Professor, Sussex Gerontology Network
- Betty Davis 60+ Action Group
- Sheila Killick Carers Centre
- Peter Otto GEMS (Gay Elderly Mens Society)
- Michael Mansi Sudanese & Arabic Speaking Elderly Association
- Joan Moorhouse Pensioners Forum
- Doris Ndebele Black & Minority Ethnic Community Partnership
- Sean de Podesta Brighton & Hove Neighbourhood Care Scheme

Brighton & Hove City Teaching Primary Care Trust

- Charlotte Marples Older People & Mental Health Commissioner
- Angela Flood International Development Manager
- Carolyn Syverson Health Promotion Specialist

Brighton & Hove City Council

- Andy Staniford Housing Strategy Manager
- Sue Garner-Ford Housing Strategy & Performance Officer
- Narinder Sundar Supporting People Manager
- Alex Dickie Housing Adaptations Technical Team Leader
- Angela Muskett Older Peoples Community Assessment Team
- James Crane Housing Options Manager Vulnerable Adults Team

Appendix 3: Glossary of Terms

- **Black and Minority Ethnic (BME)**
Black and Minority Ethnic (BME) has been used to refer to all those who do not classify themselves as White British. BME includes people who classify themselves as being Irish, Other White (for example European), Caribbean, African, Asian, Chinese and other groups.
- **Brighton & Hove, East Sussex Together Partnership**
The Partnership, led by Brighton & Hove City Council brings together the local authorities of Brighton & Hove, Eastbourne, Hastings, Wealden, Lewes and Rother. The partnership received the largest allocation of funds in the region from the South East England Regional Housing Board to tackle some of the region's worst housing conditions.
- **Brighton & Hove Housing Partnership**
The aim of the Brighton & Hove Housing Partnership (BHHP) is to provide a place with a wide choice of decent housing to meet people's changing need for a stable home and their ability to pay. With this the BHHP goals are to improve housing, access to housing, and support to maintain the independence of vulnerable residents within the City and to improve the conditions of the housing stock and to promote the range of housing options within the City for residents.

The BHHP is accountable to the 2020 Community Partnership and each member is jointly accountable to each other for delivering the agreed actions. The member of the Partnership include Brighton & Hove City Council & the Housing Corporation and the council's preferred RSL development partners: Guinness Trust, HydeMartlet, Moat Housing Group, Downland Housing Association, Southern Housing, Southern Horizon & Places for People

- **City Inclusion Partnership**
The City Inclusion Partnership oversees and leads the strategic direction of equalities and diversity work across the city, to support statutory agencies to meet their duties under the different equality schemes. The Partnership sits under the Local Strategic Partnership (LSP) as one of the 'family of partnerships' and links to the existing groups focusing on each of the equality strands.
- **Extra Care Sheltered Housing**
Extra Care Sheltered Housing is designed for more frail and less independent older people and come in many built forms, including blocks of flats, bungalow estates and retirement villages, and can be rented, owned or part owned/part rented. In addition to service found in sheltered housing, extra care sheltered housing provides varying levels of on-site 24-hour personalised care and support and has extra facilities like a restaurant or dining room, health and fitness facilities, hobby rooms and computer rooms. The communal facilities in many extra care sheltered schemes are open to the local community.
- **Floating Support**
This is support that is provided to people by visiting them in their own homes irrespective of the type of housing they are in.
- **Local Area Agreement (LAA)**
This is an agreement that sets out the priorities and targets for a local area agreed between government, the local authority and other partners through the **Local Strategic Partnership**.
- **Local Strategic Partnership (LSP)**
This is a single body that brings together at a local level the public, private, business, community and voluntary sectors so that services work together to deliver on local priorities.

- **Partnerships for Older People Projects (POPP)**

POPP is a Department of Health led initiative providing funding to council-based partnerships to set up innovative pilot projects to provide person-centred and integrated care for older people and encourage investment in preventative approaches which promote health, well being and independence for older people.
- **Personalisation**

Personalisation is the transformation of the social care system developed locally to put people at the centre to achieve specific outcomes. This work includes quality provision that gives dignity, choice and control, universal information, advice and advocacy, single and self assessment, self directed support including personal budgets and direct payments, and strengthening user and carers' 'voice'.
- **Regional Housing Board**

Regional Housing Boards (RHBs) were established in February 2003 to ensure that housing policies would be better integrated with the regional spatial, transport, economic and sustainable development strategies and to ensure delivery of the policies set out in the Sustainable Communities Plan. The functions of the RHBs have now been devolved to Regional Assemblies.
- **Self Directed Support**

Puts the individual at the centre of support assessment and planning and deciding the services they would like to receive. This could include a personal budget or direct payments and a wider range of choice about the types of support they receive.

- **Sheltered Housing**

Service user is a tenant and with a flat in a scheme for older people. Some schemes have on-site scheme managers and some have visiting managers. Schemes generally have a call system for emergencies and are generally provided by the local authority or a housing association. Some schemes are now providing accommodation for people with learning disabilities.

- **Single Assessment Process**

The Single Assessment Process (SAP) aims to ensure that the NHS and social care services treat older people as individuals and enable them to make choices about their own care. SAP aims to make sure older people's needs are assessed thoroughly and accurately, but without procedures being needlessly duplicated by different agencies and that information is shared appropriately between health and social care agencies.

- **Strategic Housing Partnership**

The goal of the Strategic Housing Partnership (SHP) is to improve housing, access to housing, and support to maintain the independence of vulnerable residents within the City. The SHP is accountable to the 2020 Community Partnership in demonstrating how objectives are achieved. The members of the SHP are jointly accountable to each other for delivering agreed actions. The SHP is also linked to the Brighton & Hove Home Energy Group (BHHEG). The aim of the BHHEG is to develop and support the implementation of action plans to reduce fuel poverty and to promote energy efficiency and sustainability use. Members of the SHP include representatives from Brighton & Hove City Council, Brighton & Hove YMCAs, The Business Forum, Primary Care Trust, University of Sussex, Probation Services, Estate Agents, Brighton & Hove Housing Partnership & National Federation of Residential Landlords.

- **Supporting People**

Supporting People funding is provided by central government to local authorities and is given to organisations that support vulnerable people to enable them to move into independent housing or to assist them to maintain their independence.

- **Telecare**

Telecare services are provided by local authorities, housing associations, independent, third sector and commercial providers. The services range from pendant alarms through to more complex sensor arrangements to enable people to remain independent in their own home.

- **Third Sector**

The Third Sector represents organisations that play a key role in helping shape and deliver local services. Third Sector organisations include community and voluntary sector organisations, children's services, health and community services.

Notes

We would very much like your comments and feedback on this draft strategy.
Please post your comments by 30 November 2008 to:

FREEPOST RRRT-ETLH-KYSK
Housing Strategy Team (OP)
Brighton & Hove City Council
4th Floor Bartholomew House
Bartholomew Square
Brighton BN1 1JE

Or email them to housing.strategy@brighton-hove.gov.uk

