

# Appendix 1



## Cherwell's Housing Strategy for Older People 2009-2014

Planning for Our Futures



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## Executive Summary

By 2031 the population of people aged over 65 in the Cherwell is set to nearly double. The trend for the growth in the numbers of older people is greater than the regional and national trend and the steepest increases are in the numbers of very old people aged 85 and over.

We recognise that good housing has a vital role to play in ensuring our older people remain in good health and with a good quality of life. Housing services are about more than just the bricks and mortar and we understand the need for older people to have easy access to services that can help to provide the right support at the right time to ensure people can continue to live active and fulfilled lives. At the same time the home environment itself is very important as fewer frailer people enter residential care and remain at home.

This strategy has been written in partnership with social care, health, housing providers and the voluntary sector as well as with older people themselves. Our aim is to improve our services to prepare for the needs of greater numbers of older people whilst making best use of the resources available. We recognise that these services need to be accessible to all regardless of background or whether they live in a town or a village and must reach those who may be most isolated.

We have identified 5 priority objectives:

### ***Strategic Priority One: Provide and support preventative services that allow People to remain living independently in their own home***

With more older people remaining in their own home as they age preventative support services such as home improvement and repairs, access to adaptations and equipment and community alarms and housing support are vital to ensure older people live in good, safe, quality housing.

To achieve this we aim to ensure we make best use of our own services to get maximum value from these, forge stronger links with partnership agencies to make the most effective use of the services they offer and ensure services are publicised and targeted to those who most need them and to those who are hardest to reach

### ***Strategic Priority Two: Increase provision of specialist older people's housing***

The strategy recognises the need to provide good quality specialist housing with support. We need to work with providers of Sheltered Housing to plan for the improvement or decommissioning of outdated stock. We also recognise the need to establish a development programme for Extra Care Housing ensuring that the need for this provision is a core requirement within the Local Development Framework.

The key actions to deliver this priority are to develop a programme of Extra Care Housing across the District making sure this is a component of our planning policy to secure sites for this purpose. The strategy aims to ensure best use of the existing sheltered housing stock; decommissioning units that are no longer at standard.

### ***Strategic Priority Three: Improve the provision of information and advice about housing options for older people***

One of the key messages coming out from the consultation on this strategy is that older people do not feel they have access to sufficient information and advice to enable them to make informed choices about their housing options.

To improve this we will use the resources the council has available such as the website, publications and staff resources to provide high quality housing information. We will work with partner agencies to link services with the aim of providing a one stop service

### ***Strategic Priority Four: Involve older people in the way we provide services***

We have closely involved older people in the process of writing this strategy and we know that services will only deliver effectively if we talk to older people about how they are designed and delivered.

We have therefore established a data base of older people who have expressed an interest in this work who are willing to be contacted to help in various ways with the work as it moves forward.

### ***Strategic Priority Five: Ensure new development of housing meets the needs of older people now and in the future***

The houses and new communities we build now need to meet the needs of all sectors of the population into the future and we need to ensure we are building new schemes that are attractive and accessible to older people.

We will use planning policy to encourage developers to design new schemes that are 'age proofed' use lifetime home standards as much as possible to enable people to stay in their home if they develop mobility problems, ensure we are developing enough wheelchair accessible housing and make sure we have enough housing specifically designed for older people in our rural areas.

### ***Delivery***

Each of the above priorities has its own detailed timetabled and resourced action plan within the strategy which will be monitored by a steering group. This multi agency group is chaired by the Portfolio Holder for Housing and Planning and will include older people's representatives.

## Introduction – Planning for our futures

Forecasts show that the population distribution in Cherwell is going to change dramatically.

### Population in 2031

Age Group	Cherwell Increase Prediction
65 +	91%
75 +	110%
85 +	176%

Each of these age groups will increase 30% more than the average national increases. 21.6% of our population will be over 65 by 2031. Although these changes are forecast beyond the lifetime of this strategy they provide a startling reminder of the challenge Cherwell faces in trying to develop housing and related services that enable our older population to maintain their health and independence and remain active members of our community.

It has been increasingly recognised in national and local policy that good housing is essential for good health and well being. It is key to older people being able to retain independence. Without the provision of good quality housing and related support services the impact on the cost of care and health services will be unmanageable.

A good example of this is in falls prevention. In 2006/07 4,000 people aged 65 or over attended A&E in Oxfordshire because of a fall; 800 of these suffered a broken hip. Preventing falls through home risk assessments, adaptations, advice and monitoring will save the considerable cost of hospital admission and rehabilitation but more importantly will ensure an older person remains independent for longer. This strategy shows how services can be provided through good housing and housing related support.

This strategy aims to deliver the improvements necessary to provide older people with the housing services they need to remain living safely in their own homes, near friends and family and with a choice about the type of accommodation they live in. The key aim is to ensure we have an adequate supply of good quality accommodation and services at a cost that can be sustained.

Cherwell has a diverse community and a key underlying principle of this strategy is that different needs are understood and addressed. This strategy covers the large number of older people living in rural areas as well as those in the towns. It also takes account of small and often difficult to reach groups who may need additional support to access services or may need services tailored for their specific needs. These groups include ethnic minority groups, people with mental illness including dementia, people with physical disabilities and lesbian, gay, bisexual or transgender older people.

# 1. Cherwell's Older People

## What do we know about older people in Cherwell?

Population projections for numbers of older people living in the District have been calculated for this strategy to both 2016 (a medium term view) and to 2026 to allow for longer term planning by providers of accommodation and services and to fit with the timeframe for the Cherwell Local Development Framework (LDF). We do know the numbers of old and very old in our population is due to increase at substantial rates and that we need to be very aware of this in our planning. A full breakdown of figures about older people and their needs is provided at Appendix 2. These figures have been taken from:

- Oxfordshire Joint Strategic Needs Assessments
- Department of Health's Projecting Older People Population Information System (POPPI)
- Cherwell District Council Housing Needs Survey 2004
- Private Sector Stock Condition Survey 2004

Cherwell's population is set to change.

- Over the next seven years there will be an increase in the number of older people over 75 across the District of 9% (6,988 people). This rises to a percentage increase of 32% (8,474) by 2021. This age group is particularly important for the strategy as the need for specialist services and advice increases after 75
- The number of people in the over 85 category is set to increase even more dramatically. In 2016 there will be around 3,400 people over 85, an increase of 31% and by 2021 this will have increased to around 4,000 (an increase of 54%).
- The prevalence of dementia in the over 85s is likely to be 30%. It has been particularly difficult to manage to keep people with dementia in their own homes, particularly as the illness progresses and this strategy aims to provide accommodation and services most likely to meet this need.

## Health and Support Needs

In assessing potential needs for services the strategy has looked at a number of housing and support indicators. For example 26% of all older people over 75 are living alone with a limiting long term illness which is likely to make them more vulnerable in need of services. This figure rises to 70% of older people over 85. The Oxfordshire JSNA report predicts numbers in this group are likely to grow most in the following wards; Launton, Kidlington North, Hook Norton, Bicester West, Bicester East, Banbury Ruscote, Banbury Hardwick and Banbury Calthorpe.

Banbury has the highest percentage of people over 65 with some form of physical disability or mental health problem. Oxfordshire's JSNA report of 2008, shows that North East Oxfordshire has the highest prevalence of dementia in the Oxfordshire region at 0.7% of the total population. Cherwell also has the highest proportion of over 75s with a physical disability, frailty or sensory impairment at 20.3% (compared to the County average of 18.1%)

General trends indicate that one in 10 people over 65 are likely to suffer from depression (2,030 people) (JSNA data)

## Where do older people live?

The highest number of older people are in Banbury but around 41% of Cherwell's older people (over 65) live in rural areas and risk isolation if services are not accessible for them.

Despite the numbers of older people in Banbury the JSNA predicts the greatest need for services is likely to be in Bicester East. This is due to the growth of over 85s in Bicester and figures on health needs and deprivation.

### Tenure

Home ownership	60%
Affordable housing	20%
Other including privately renting or living with family	20%

About 20% of older people live in affordable housing (mostly social rented). Around a quarter of these tenants are likely to be under occupying.

Although we do not think we have a major problem with older people living in unsatisfactory housing we know that around 10-15% of older people are living with at least one mandatory hazard as assessed under the Housing, Health and Safety Rating System. The most usual hazard is excessive cold with about 1,541 older households living in properties without central heating.

### Income

Cherwell District Council has pockets of deprivation, particularly within Banbury. Two parts of Banbury Ruscot Ward are in the 20% most deprived super outputs areas nationally. Figures show that many of the more vulnerable older people live in Ruscot, Neithrop and Grimsbury wards. Furthermore 11 rural wards feature in the 10% most deprived for access to barriers and services.

The Income Deprivation Affecting Older People Index (IDAOPI) combines a range of indicators about older peoples economic, social and housing issues into a single score. People living in Banbury score highest (indicating the greatest need) particularly in Grimsbury, Ruscot and Neithrop. This indicator shows Bicester to have the next highest score.

Whilst Cherwell does not have a large population of people from ethnic minority backgrounds the BME population is also ageing and the community is beginning to experience older people being separated from their traditional family support as children move away from the area. Some ethnic elders may also find it difficult to access services due to language barriers. The main ethnic minority group is Asian.

### What might this mean for service provision?

- We need to prepare ourselves to meet the needs of our growing ageing population

- Provision of specialist housing should be mixed tenure including housing for outright sale and part buy/part rent due to the numbers of older people who are owner occupiers
- We need to do all we can to remove barriers accessing services for those living in rural areas
- We need to carry out further research into the needs of the most vulnerable and those who find it more difficult to access services including those affected by deprivation and people who face a language or other barrier in order to target resources
- We need to target resources particularly in areas of deprivation and where there are high levels of health and social care needs
- We need to promote our work to address poor housing conditions as widely as possible and target those who most need help
- We should provide schemes within the District to help people to move with incentives for those releasing family accommodation



## 2. National, regional and local strategic links

There has been a raft of policies and guidance on providing housing and support for older people over the past eight years following the publication of Quality and Choice for Older People's Housing (Department of Health and the Office of the Deputy Prime Minister, January 2000) This led to a range of initiatives including the formation of the Housing and Older People's Development Group (HOPDEV), support for local authorities to develop their own strategies and looking at initiatives to make sure services are 'joined up' such as a single assessment process to assess all older peoples needs and Care Direct a comprehensive helpline service. The following table provides the links into this strategy from national, regional and local policies.

Level	Strategy	Main Recommendations
<b>National</b>	Lifetime Homes, Lifetime Neighbourhoods A National Strategy for Housing in an Ageing Society. Department of Communities and Local Government, Department of Health, Department of Work and Pensions February 2008	<ul style="list-style-type: none"> <li>• Joint working including joint assessment, service provision and commissioning</li> <li>• The need for preventative services</li> <li>• Personalisation of services including personal budgets</li> <li>• Improved information and advice about the range of options available, provided in a direct way at the appropriate time. Home Improvement Agencies (HIAs) have the potential to become a hub of information and advice</li> <li>• The expansion of HIAs and handyperson services so that more people can remain in their own homes. It recommends equity release to help fund the cost of adaptations</li> <li>• Increased specialist housing for older people i.e. extra care housing and retirement villages including the need to remodel sheltered housing provision</li> <li>• Proposals that all new public housing be built to Lifetime Homes Standards by 2011 and makes links to planning and design of both homes and communities using a range of planning tools</li> </ul>
<b>Regional</b>	<p>Oxfordshire Sustainable Communities Strategy and Local Area Agreement</p> <p>This is the overarching strategy for all public services across Oxfordshire and which sets the strategy for the selection of the priority targets (National Indicators) within the LAA.</p>	<ul style="list-style-type: none"> <li>• Acknowledges the growing population of older people, the need for extra care housing, need for increased social care and need to encourage increased participation in cultural and physical activities</li> <li>• This strategy informs the Local Area Agreement 2 (LAA2) which includes the following targets</li> <li>• NI 154 Net additional homes provided. We know some of the need for increased housing comes from our older population</li> <li>• NI 155 Number of affordable homes delivered. This will include specialist affordable housing provided through Extra Care schemes</li> <li>• NI 141 Number of vulnerable people achieving independent living. This will include older people receiving housing related support through the Alert service being re-commissioned through Supporting People</li> </ul> <p>Delivering this strategy will also help contribute towards N1 131 delayed hospital discharge</p>
	<p>Oxfordshire Strategic Housing Market Assessment December 2007</p> <p>This is the key document now required by National planning policy to define and analyse the housing market and various sub market areas in Oxfordshire</p>	<ul style="list-style-type: none"> <li>• Does not specifically address the likely housing need arising from the increase in the numbers of older people in the County but recommends that each Local Authority undertakes research and produces a strategy to meet this need</li> <li>• The report does identify the need for targeted housing related support through Supporting People funding, expansion of the Home Improvement Agencies and the development of specialist housing</li> </ul>

<b>Regional</b>	<p>Oxfordshire County Council Extra Care Strategy 2008</p> <p>The strategy was commissioned by Oxfordshire County Council in order to drive forward the implementation of extra care in the County</p>	<ul style="list-style-type: none"> <li>• Makes the case for extra need provision as a vital part of the provision of housing and care for our older people</li> <li>• Establishes the need to develop around 7000 units of private and socially commissioned extra care units</li> <li>• Accepts that there can be a variety of models and methods for securing this housing</li> <li>• Recognises the need for this to be delivered jointly with District Housing and Planning Authorities</li> </ul>
<b>Regional</b>	<p>Oxfordshire Supporting People Strategy 2008-2011</p>	<ul style="list-style-type: none"> <li>• Housing related support services will be available to older people based on need not on accommodation type and will be available day and night. This is a shift away from contracts linked specifically to sheltered housing schemes</li> <li>• Accommodation that is provided will be good quality to enable physically and mentally infirm people to remain living there as independently as possible</li> <li>• Extra care housing will be available in every District</li> <li>• Referral links will be simplified to minimise the need for several assessments</li> <li>• Effective links will be made with community day services to minimise isolation</li> <li>• Services will meet the specific needs of ethnic minority groups</li> </ul>
<b>Local</b>	<p>Cherwell Community Plan 2006-2011</p> <p>The community plan is the strategy of the Cherwell Community Planning Partnership which comprises of a diverse range of organisations who have agreed common aims and actions to improve the economic, social and environmental well being within the Cherwell District area</p>	<ul style="list-style-type: none"> <li>• This plan has 10 themes, 4 of which are particularly relevant to this strategy</li> <li>• Theme 2 - improve health - including health prevention and access to services for older people. This strategy makes the link between housing and health issues for older people</li> <li>• Theme 5 - Secure more affordable housing. This will include increased provision of new specialist extra care housing for older people</li> <li>• Theme 8 - Rural perspective including ensuring access to affordable housing and relevant services for all groups and specifically younger and older people. This strategy addresses the additional requirements of older people to access services in rural areas</li> <li>• Theme 10 - Focus on Cherwell's people including increasing involvement, improving advice and support and promoting independent living with older people. All of these aims are central to the aims of this strategy</li> </ul>
<b>Local</b>	<p>Corporate Plan and Improvement Plan 2007-2011</p> <p>Sets out the Council's four strategic priorities</p>	<ul style="list-style-type: none"> <li>• Priority 1 - Cherwell: A district of opportunity. This includes housing growth, advice and support in finding a home, improving the standard of housing for vulnerable people and improving services in rural areas. All of these housing issues are addressed by this strategy in relation to older people</li> <li>• Priority 2 - A safe and healthy Cherwell. This priority includes delivering safer neighbourhoods and increasing participation in older people's groups. Provision of specialist housing and support can help add to people's feeling of safety in the neighbourhood. Making good links into older people's groups will help in the provision of information and advice on housing issues</li> <li>• Priority 4 - Cherwell: An accessible, value for money Council. This includes meeting the specific needs of all groups including older people, efficient use of resources in delivering services, easy access to services and good communication with customers</li> </ul>

<b>Local</b>	<p>Cherwell District Council Housing Strategy 2005-2011</p> <p>The key document for the delivery of the Council's Housing Service. This is due to be revised during 2010 and will include key actions from this sub strategy</p>	<ul style="list-style-type: none"> <li>• Priority 2 of the Housing Strategy is to increase the provision of new affordable housing with a target of 600 new affordable homes over the lifetime of the strategy. The target does not specifically include specialist housing for older people. The provision of affordable specialist housing is likely to free up larger family housing</li> <li>• Priority 6 of the strategy is to help people live independently and has targets to achieve lifetime homes standards, maximise the use of DFGs, and promote the staying put (handyman) scheme and to work with Supporting People on the reconfiguration of the support service currently being delivered in Sheltered Housing schemes. These targets will be delivered through this Housing Strategy for Older People and a Private Sector Housing Strategy due to be produced in 2009</li> </ul>
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### 3. What do older people want and need?

In preparation of this strategy we have researched the facts and figures but also listened to what older people are saying they want and need in relation to housing and support services. We have done this in the following ways:

#### Consultation undertaken whilst preparing this strategy

Consultation	Membership	Outcome
Older People's Housing Strategy Working Group	Representatives from Older People's Groups across the District	Setting and writing of this strategy and agreeing the actions and targets. Key messages from this group are listed at appendix 3.
Informal consultations with specific groups	Specific interest groups including people with a learning disability and those from ethnic minority groups	A list of those visited and some key messages is held at appendix 3
Consultation with other agencies involved with older people	Representatives from Age Concern, County Council Social and Community Services and PCT formed a steering group for the project	Input from the perspective of their service users and joint working with other agencies
Consider messages from other consultations (details in Appendix 3)	Looked at local and national consultation with older people about housing issues including consultations done by Age Concern and Supporting People and nationally through the National Strategy for an Ageing Society	Messages absorbed and included in key messages below

#### Consultation following the strategy

The strategy was posted on the web through Cherwell's consultation portal questionnaires were sent out to people through the Cherwell's older people's groups, Age Concern groups, libraries and other community groups. The strategy was presented to older people's groups including Cherwell's Older People's Forum. It was sent to all the major stakeholders. The main messages from the consultation were:

- The HIA and the community alarm services were particularly popular and likely to be used
- There was a lower level of understanding about Telecare and flexible loans for home improvement
- There is a relatively low level of understanding about Extra Care Housing
- CDC is an important source of information and advice for older people
- Older people may not feel new housing developments are a good option for them
- The location of new housing in terms of access to other services is vital

## Key messages from the consultations

- People want to remain in their own homes for as long as possible with adequate support at the right time to enable this
- Quality of life depends on access to services and stimulating activities
- The location of housing is vital with good access required to shops and services but there is insufficient housing for people in rural areas
- Well designed and good quality housing is as important for older people as it is for the rest of our population
- Design of homes needs to be flexible to allow people to stay if they become disabled in any way
- People are still uncertain about where to seek advice and the level of knowledge about some services is still low
- Low level preventative support at the right time is vital for older people to maintain independence. The service received in sheltered housing , the community alarm service and the services provided by the Home Improvement Agency are particularly valued by older people
- We need to ensure we listen to older people and put them at the centre of any planning - whether that is about bricks and mortar or about support and care

## 4. Cherwell's vision for housing and related services for older people

Having gained an understanding of the needs and aspirations of older people in the District Cherwell has set a vision for what services should look like over the next five years.

1. Providing enough good quality housing and services to meet the needs of our increasing older population at a cost that can be afforded by older people and service commissioners and providers
2. Offering services which are accessible to all sections of our community including the most vulnerable groups and available whether people live in a rural or urban area
3. Involving older people when we design new estates, buildings and services
4. Providing services to people in their own homes that support independence, well being and good health
5. Working in partnership to join up with other services to make sure older people are supported to live healthy and fulfilled lives into later old age
6. Providing attractive and appropriate specialist accommodation that provides older people with options and choices about where they want to live, especially as their support needs increase
7. Making information and housing options advice accessible at the point older people need this
8. Designing new housing developments to provide a safe, accessible and inclusive environment for people of all ages

These aims will be delivered through five priority objectives:

- **Priority One** - Provide and support low level preventative services that allow people to remain living independently in their own home;
- **Priority Two** - Increase provision of specialist older people's housing;
- **Priority Three** - Improve the provision of information and advice;
- **Priority Four** - Involve older people in the way we provide services;
- **Priority Five** - Ensure new development of housing meets the needs of older people now and in the future.

## 5. Housing for older people strategic priorities

### ***Priority One: Provide and support low level preventative services that allow people to remain living independently in their own home***

A key message from the consultation work has been that a little bit of help at the right time can make all the difference to a person maintaining their independence and continue to manage the home. This strategy also recognises the importance of good quality housing to older people's health, well being and independence.

There are a range of services currently available to support people at home. Some of these are delivered by the Council and some through other agencies. This section concentrates on services where the Council can directly influence provision.

### **Home Improvement Agency**

This is a Council run Agency currently provides the following services:

<b>General Advice</b>	This includes: ensuring people are aware of all appropriate housing options, help with forms, help to access financial assistance, referral to other support services, help with fear of crime and crime reduction
<b>Home Visits</b>	These are undertaken to assess the problem, gather information, advise on options and agree an appropriate course of action and how this could be funded.
<b>Risk Assessment</b>	Identification of any hazards or risks through a free home safety survey with the aim of falls prevention and general reduction of accidents in the home.
<b>Repairs and Improvements</b>	<p><b>Major Adaptations</b> - In liaison with Social and Community Services Occupational Therapists the agency will identify a solution to issues. Once agreed the agency will carry out assessment for funding, produce drawings and plans, obtain building control and planning permissions, contract the work and monitor progress and work quality.</p> <p><b>Minor Adaptations</b> - such as handrails, grab rail, shower seats, etc.</p>
<b>Hospital Discharge Services</b>	This includes small repairs and adaptations and moving furniture, clearing walkways, etc. There is a lack of awareness about the services the HIA can offer and a need to increase uptake through partners and a direct marketing campaign. There is potential to increase the services offered and the information and advice aspect of service

## Small Repairs Service

This service consists of an officer and a van who can carry out a variety of small repairs and assistance such as putting up curtains or shelves and who can fit safety features such as smoke alarms and fitting key safes. There is usually a charge for this service but it is provided free to those on benefits making this a service available to the most vulnerable.

This service is highly valued by customers and with appropriate funding could be expanded to include other maintenance services and to grow in capacity. Feedback from residents have shown demand for services such as gardening and decorating which would provide crucial help to those wanting to stay put. Cherwell District Council wants to support initiatives to provide these services if resources can be found. In the first instance we will look into providing advice and contacts for properly qualified contractors. It is a longer term aim for the Council to move towards this service.

This service provides a great opportunity to reach households who may not usually have contact with our service. We therefore want to make the most of this opportunity by ensuring we pick up on risks and sign post to other services. We will do this through training staff to carry out an assessment of each property visited to assess for falls and other hazards and a person's overall well being. Staff will then be able signpost or refer to other services. Cherwell has set up a 'Referrals for Prevention Scheme' for all staff who have contact with vulnerable people to have a clear route to refer a client through for other services. This allows any professional who makes contact with an older person to refer them for other services through a central point. The small repairs scheme will work within this scheme as part of the assessment process.

## Grants and Loans

The Council provides a range of home improvement grants and Disabled Facilities Grants (DFGs) to help people to maintain and improve their homes and enable people with mobility problems to stay put.

<b>Grants</b>	There are a number of grants including the Warm Front Scheme to provide free insulation together with a grant to upgrade heating for vulnerable households. The Council can top up this grant through the Essential Repairs Grant where households qualify for this. The Essential Repairs Grant is means tested and aimed at owner occupiers whose property needs work to address serious hazards which if not dealt with could result in injury or ill health.
<b>Flexible Home Improvement Loan</b>	This allows owner occupiers aged over 60 to take out a loan secured against their property in order to carry out a range of improvements to make their home safer, warmer and healthier. The loan can be paid off in a range of ways including making no payments until the home is sold and interest is charged at a very low rate. The scheme provides a safe way for older people to access the equity in their home without large financial penalties and through a trusted institution. This could allow the Council to reach greater numbers of older people than is possible with the provision of the grants outlined above.



<p><b>Disabled Facilities Grants (DFGs)</b></p>	<p>The Council has worked hard to improve the internal processes for spending the disabled facilities grant and as such is finding that grant is committed before the end of the financial year. We are seeking to find ways of making sure grant is used as effectively as possible, for example discussing funding of adaptations in Housing Association properties with the Registered Social Landlords. We also need to use our understanding of older people's needs in the District to help us maximise the amount of funding available from Central Government. This will be formalised in a DFG policy.</p> <p>We need to ensure people are fully aware of the help they can receive through these grants and they can be accessed by those who need them most. The Council is therefore committed to publicising these as widely as possible through a variety of channels including the agencies working with the most vulnerable groups.</p> <p>The above services are also be covered by the Private Sector Housing Strategy 2010-2015 and actions to improve services will be cross referenced with this strategy.</p>
<p><b>Help with Moving</b></p>	<p>Older people need a wide range of choices about how to meet their current needs. For some older people this may be a choice to move to smaller, specialised or more conveniently located accommodation. This needs to be a positive choice but there is more that could be done to help older people who take the decision to move. This of course brings added benefits of releasing family housing which is much needed across the District.</p> <p>Age Concern Oxfordshire are working with Seamless Relocation, a private company, to provide a service for older people offering practical support and advice through every stage of moving house from selling, packing up, rearranging services and settling in to a property.</p> <p>We need to do similar work with our Housing Associations across the area to set up a consistent service amongst providers to offer incentives and practical support to help people who choose to move.</p> <p>We also recognise that older people will only be incentivised to move if alternative attractive accommodation is available. This could be provided by the provision of specialist housing (see Priority 2 ) or the provision of accommodation designed to attract 'downsizers' (see Priority 5)</p>

## Telecare

Telecare is the provision of specialist devices that work with a response services usually through a community alarm and help monitor and support vulnerable people. The equipment comprises of an emergency alarm plus sensors as needed which can raise the alarm in the event of possible emergencies such as fire, gas escape, flooding and link to movement sensors which can detect falls or unexpected changes in movement activity.

In 2006/07 Oxfordshire County Council received pilot funding to provide telecare with the aims of maintaining older people at home and was particularly targeted at people with dementia, fallers, those needing medication visits only and to facilitate hospital discharge. In Banbury the response to this service has been linked to the community alarm service operated by Charter Community Housing and the service will be linked into the Supporting People Alert Service.

## Supporting People Services

Cherwell District Council is part of the Commissioning Body for Supporting People. During 2008 it has contributed to the review and re-commissioning of services for older people. Supporting People currently funds community alarm services in the community along with support services delivered to residents of Sheltered Housing.

The Supporting People review of services for older people established the need to break the link between support and the type of accommodation someone lives in. It was determined that the service should be accessible to everyone who is assessed as needing it regardless of housing type and tenure.

The aims of the new Alert service are to:

- enable people in need of support to maintain their independence, health and well being in their chosen home
- prevent them from entering institutional care and reduce the instances of hospital admission

The service will:

- provide and respond to emergency alarm systems. This will include the provision of an alarm base unit with other telecare devices as required
- offer occasional, regular or short term intensive contact to provide support to help maintain independence. This support will be documented through a written support plan.

People will be assessed for eligibility for supporting people funding but the service will also be available to self payers.

The service will need to be fully re-tendered and as such leaves local providers at some risk. It is quite possible that providers of sheltered housing could find themselves as managers of the building with support being brought in by the new service provider. Some local providers may choose to opt out of the Supporting People funding altogether and so their services will need to be paid for by clients.

In Cherwell some sheltered housing will be decommissioned because residents will no longer be required to have an assessed support need to access the accommodation. This approach fits well with this Strategy to increase the extra care housing and see some reduction in the poorer quality sheltered housing. However the Council will still wish to support good quality sheltered housing as this offers another choice for older people when looking at their housing options.

There is a concern that the some people will become isolated as the idea of sheltered housing as a hub of community activity will be lost. Some of this has the potential to be replaced by extra care provision but the Council needs to continue the encouragement of older people's groups and make these accessible and attractive to all sections of our communities.

The older people's focus group put high importance on this service (see Appendix 3) and in particular wanted to see this widely available as a preventative service and that as many people as possible were eligible for supporting people funding for the service.

### **Joining up housing with non-housing preventative services**

For an independent and satisfying life we all need support. As our needs increase due to physical or mental ill health we need a triangle of support from health services, social care and an enabling environment provided by good housing and community.

It is important that housing related services have strong links with other support services older people may need in order to maintain this triangle.

Areas where we could strengthen links to reach people who may need our services include:

#### **Internal Council Services**

- Health Bus
- The work of street wardens
- Older people's groups

There are opportunities here to ensure that Council services link together to reach as many members of the community as possible. Other services can be valuable sources of information sharing and provide good opportunities to identify housing needs within the community.

#### **Partnerships At Strategic And Operational Levels**

- ensure services link up through assessment processes and complementary services to provide a holistic approach
- provide a full range of services within our District

The partnership approach we have taken in developing this Strategy has helped to foster synergies between different Council departments and with other agencies and many of the actions within this Strategy will rely on this partnership work. A good example of this is the identification of the need to provide a full housing options service.

## **Key objectives for strategic priority one**

- a) Seek opportunities to increase the range of services offered through the HIA as resources allow; including helping identify gardening and decorating services for people.
- b) Formulate a new policy for DFGs to ensure resources are maximised and are targeted as effectively as possible.
- c) Train staff and develop an assessment process to enable HIA and other staff to carry out risk assessments whilst visiting people at home.
- d) Ensure the HIA and private sector grants are marketed through a variety of channels.
- e) In conjunction with Supporting People ensure the new housing related support service meets the needs of older people in Cherwell.
- f) Work with RSL sheltered housing providers to ensure their response to the re-provision of Sheltered Housing is in line with the strategic aims of this document and other Council strategies.
- g) Work with RSLs to provide a comprehensive incentive and support scheme to help older people who want to move to more suitable accommodation.
- h) Create strong linkers with other Council Services such as street wardens, older people's groups and the Health Bus to provide greater coverage and referral to services.
- i) Work on District and County partnership projects to ensure we fully understand the services in our District and are forging clear links between different preventative services
- j) Make sure specialist accommodation provides facilities and opportunities to reach out to the surrounding community to provide support and social activities.

## ***Priority Two: Increase provision of specialist older people's housing***

### **Current provision of specialist housing for older people**

We know we are going to have many more older people in the District, with the highest percentage growth in people aged over 85. The provision of specialist housing can enable older people to retain their independence to the end of their lives by providing suitable, adaptable accommodation with support and in the case of extra care can provide care services in a flexible and person centred way.

Cherwell has a large amount of sheltered housing, above the national average (see Appendix 2, table 2). Despite most of the accommodation being reasonably easy to let, much of this housing is no longer at a standard that would allow it to be a home for life. In particular upstairs flats with no lift access are a problem. RSLs in the area are currently undertaking their own asset management exercises to improve the stock but it is important that an overall strategy for provision is established to ensure we have sufficient housing to meet the needs of our growing older population. The Council is also well placed to influence the decommissioning of sheltered housing and reuse these schemes for use by other client groups where appropriate.

To this end Cherwell District Council carried out a joint exercise with Oxfordshire County Council to establish the demand for specialist accommodation. Modelling was carried out following the methodology in 'More Choice, Greater Voice; A toolkit for producing a strategy for accommodation with care for older people' produced by the Department for Communities and Local Government and the Care Services Improvement Partnership (CSIP) in February 2008. The results of this can be found in Appendix 2. This shows that we need to retain some good quality sheltered housing, which we believe remains a popular option for older people. Good quality sheltered housing will have good standards of accessibility (including a lift), at least one separate bedroom, the ability to be adapted to mobility needs, have a range of facilities to encourage social interaction and have access to support (See Appendix 4; Definitions of Specialist Housing).

We would want to support a range of models to promote choice including models such as the Abbeyfield Society that provides a level of enhanced support and a strong community environment and alms houses. We would also support innovative models that came forward such as co-housing for older people where groups of people come together to live in independent housing with some shared facilities and services in a way that promotes community and mutual support.

The modelling demonstrates we could lose around 396 units of sheltered housing by 2026 or sooner providing we are on target to develop the additional units of extra care.

### **Extra Care Housing**

Extra care housing can provide a real alternative to both sheltered housing and residential care and provides an environment that supports independence. To meet the needs of the growing older population we need to prioritise the provision of extra care housing in the District. This is in line with the County Council's Extra Care Strategy published in January 2008.

Extra care housing can be designed in various ways but the key features are:

- accessible and specially designed housing with telecare equipment allowing older people with disabilities, including those with dementia. It is sometimes appropriate to also house younger people with disability or health needs who could benefit from the support
- opportunities to build a community hub by providing social and health related activities
- Culturally sensitive services in a familiar locality
- flexible 24 hour care from an on-site care team which can be increased or decreased according to an individuals needs
- a real community of mixed tenure and abilities with good links to the wider community

Extra Care is designed to achieve a number of outcomes for older people:

- a real alternative housing option for older people from residential care or sheltered housing
- allows older people to retain independence for as long as possible
- can provide a hub of services and activities for older people in the wider community
- encourages independence rather than dependence that can be a problem in a residential home
- is an efficient and cost effective way of delivering care that can be flexible to the needs of the individual
- can be a home for life including for people with dementia

Based on the More Choice Greater Voice modelling we can demonstrate a need for an additional 788 units by 2026 (635 by 2016). This figure includes all tenures including outright ownership, part ownership and affordable rented. This is very challenging especially in the light of increasing pressure for general needs housing. Extra care housing will be part of the mix of overall housing provision the District requires.

This provision is needed throughout the District including in rural areas where we have high numbers of older people. However delivery is much more challenging in terms of finding suitable sites and schemes that are in demand from local people as well as being large enough to sustain the high level of facilities required. The Council is committed to looking for opportunities to develop schemes in the larger village settlements that could serve surrounding villages; this could include Bloxham, Yarnton and Adderbury. Areas of deprivation or where there are high concentrations of social and health care needs will be specifically targeted.

The consultation we have undertaken shows that older people want to be involved in the design of such schemes, for example that green space and small clusters of units are important and this is vital if we are to build schemes that do not have the design problems of sheltered schemes.

We also need to ensure that the option of moving to extra care housing is accessible to all members of our community particularly groups that find it harder to access services. This has implications for service provision and for how information and advice on housing options is delivered.

The need for extra care housing will be established as part of the LDF where a clear statement of what will be accepted as extra care will be defined.

## **Key objective for increasing the provision of specialist older people's housing**

- a) Establish the need for extra care housing within the LDF to ensure contributions for new schemes is achieved within S106 agreements particularly on strategic sites (over 1,000 units).
- b) Ensure the definition of and standards for extra care housing are clearly laid down the LDF.
- c) Establish a development programme of mixed tenure extra care housing schemes.
- d) Set up a framework for user involvement in the design of extra care schemes
- e) Work with scheme providers on information provision and equality of access to new developments that reaches harder to reach groups.
- f) Work with RSLs on their Asset Management Strategies to ensure provision of good quality accommodation for older people and that unsuitable units are re-designated or redeveloped in line with the identified housing and support needs in Cherwell District.
- g) Investigate specialist support needs amongst older people to determine if provision is needed specifically for groups with a specialist need.

### ***Priority Three: Improve the provision of information and advice***

Older people, like others, need the right information at the right time if they are really going to be able to make good choices and decisions. The level of this need will vary with many people simply needing information that explains what is available, some needing more individually tailored information and advice that meets their specific requirements and the most vulnerable and at risk will need one to one advice, advocacy and practical help.

Housing information and advice services tend to be very disjointed across the District. People will generally approach the agency likely to meet their primary need but advice from this agency is unlikely to be holistic. There are a range of agencies who offer housing advice to older people but no individual agency has the capacity at present to offer a fully comprehensive information, advice and support service.

Agencies offering housing advice to older people currently include:

- Age Concern (information and advice line)
- Citizens Advice Bureau
- Cherwell District Council Housing Options and Allocations service
- Cherwell District Council Home Improvement Agency
- Registered Social Landlords and Floating Support Services
- A number of voluntary groups such as WRVS and the Royal British Legion
- The District older people's groups also act as advocates for members and sources of information

In addition the Council has been instrumental in setting up a 'Referrals for Prevention' service whereby any professional making contact with an older person has a clear route to refer that person for other services.

A local older people's housing options service is much needed which could reach out to the most marginalised and vulnerable people who are more likely to need extensive support to move from poor quality or inappropriate accommodation. It is important that a service is equipped to offer practical support to this group as well as advice to help with things like form filling, finances, setting up utilities, packing and small repairs. It also needs to be holistic enough to refer to other services in health, care and support.

The HIA is well placed to build on their existing advice service to expand this to provide advice about all housing options to whoever needs this. A service that is well publicised and accessible to all will make a huge difference to older people planning for their future needs. This is a key priority for the government who has promised funding for agencies who can expand this work. However this will need funding and commitment from a number of agencies and should be viewed as a longer term target.

In the shorter term Cherwell District Council will ensure its own advice is as comprehensive as possible using the resources it has available; the website, publications such as Cherwell Link and leaflets and ensuring staff are equipped to respond fully to requests for advice. We will map current housing advice services in the area and work with our partners to establish plans to develop a joined up approach. The target for this work is to establish a single point of access for older people where they will receive information, advice and support to enable them to make choices about how to best meet their housing need.



## **Key objectives for the provision of information and advice**

- a) Ensure CDC has high quality and easily accessible information about housing options available on the website and through other publications such as leaflets.
- b) Publicise services as widely as possible through local media, Cherwell Link and other relevant publications.
- c) Map the provision of housing information and advice for older people across the District to learn where agencies can work better together to provide a more comprehensive service.
- d) Work with partner agencies to consider how to best deliver a one stop service for housing information and advice for older people.

## ***Priority Four: Involve older people in the way we provide services***

Older people want to shape the design of the homes they live in and the services they may want to access. In order to ensure this happens we need a clear framework to enable this.

This Strategy has been overseen by an older people's working group who are willing to remain involved in future improvements. This group has proved central to the objectives agreed in this document and will form the nucleus of a group willing to help deliver some of the key objectives of this Strategy.

We will hold a database of older people drawn from our older people's groups around the District who would be willing to contribute to our future implementation work. This could be getting involved in the design stages of new housing schemes, checking information packs are clear and helpful or helping us design how services are delivered. Consultation will be carried out in line with the Council's Community and Consultation Engagement Strategy.

### **Key objectives for involving older people**

- a) Set up a database of older people who would like to become involved in helping Cherwell District Council deliver better services for older people.
- b) Ensure older people are involved in all new initiatives arising from this strategy through a variety of activities and events.

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## ***Priority Five: Ensure new development of housing meets the needs of older people now and in the future***

There is much that Local Planning Authorities can do to contribute to new communities and encouraging an environment where people of all ages want to live. Planning Policy Statement 3 requires that Local Planning Authorities should aim to create sustainable, inclusive, mixed communities with good mix of housing reflecting the accommodation requirements of specific groups; in particular families with children and older and disabled people.

In order to achieve this aim and ensure our communities are fully inclusive of the needs of all older people the Council will use its planning policy framework to encourage developers to help deliver the kind of new communities we would all want to live in future. The Council can help ensure the delivery of new housing and regeneration of existing areas is sustainable for people of all ages.

### **Lifetime Homes**

The lifetime homes standard has now been adopted as the main standard to ensure that homes can be easily adapted to meet a range of mobility needs. The standards cover 16 criteria which mean that homes can easily be adapted for someone in a wheelchair but are also helpful for families with young children and actually make life easier for everyone.

As part of the Cherwell's LDF we will produce a new Supplementary Planning Document outlining the standard of affordable housing we expect. This will increase the requirement for 50% of all new affordable housing to be designed and built to lifetime homes standards to 100% wherever this is possible within the physical constraints of the site.

The Council will seek to work with private developers to encourage the use of these standards in their design.

### **Sufficient provision of fully adapted wheelchair housing**

The provision of wheelchair units and the ability to match applicants with appropriately designed and adapted properties is fundamental to ensuring people have the greatest opportunity to access the type of housing they need to remain independent.

The Council will carry out a mapping exercise to ensure officers have full details of current stock and where greater provision is needed. Additional stock can then be specified as part of any new developments. Once this mapping exercise is undertaken the need for additional provision will be identified within the overall mix of affordable housing required as part of the LDF.

The Council will work within the sub-regional Choice Based Lettings Scheme to ensure properties are labelled to show the level of adaptation so applicants will know whether a property will suit their particular need. Up to 100% of properties with significant adaptations will be advertised sub-regionally to allow the greatest flexibility for applicants seeking housing.

The Council will adopt its own wheelchair standard for the provision of new wheelchair accommodation as part of the LDF to which all developers will adhere as part of required standards.

## **Lifetime neighbourhoods**

Apart from Planning Policy Statements and Guidance (for example Planning Policy Statement 3 promotes inclusive, mixed communities and Planning Policy Guidance 13 seeks to ensure safe and easy access to housing shops and services) there are a raft of documents and tools which planners use to try and ensure that new developments meet the needs of all sections of our community. These include The Manual for Streets, Safer Places: The Planning System and Crime Prevention, and Cleaner Safer Greener Communities. These documents are used to help create design briefs for new developments that promote inclusive design.

The Council will fully utilise these documents within its design briefs and encourage developers to think about the implications of design for older people.

## **Provision of housing for older people in rural areas**

The Council works closely in partnership with the Oxford Rural Housing Partnership to develop affordable housing in the villages around the District. This has traditionally been targeted at the needs of younger people who want to stay in or return to the area. However it is becoming increasingly clear that older people may also need development of affordable housing that enables them to move within their own community to more suitable accommodation. This may also have the benefit of freeing up family housing. We will make sure that Housing Needs Surveys undertaken in villages identify any needs from older people and use this information to inform the mix of housing on any development. At the same time older people have told us that they want to live near the services they need we should use the Housing Needs Surveys to look at the facilities and services within the village and the impact provision of housing might have on the provision of other services.

## **Key objectives for ensuring that new developments meet the needs of older people now and in the future**

- a) Ensure standards for lifetime homes are established within the LDF.
- b) Set a Cherwell standard for the development of new wheelchair standard housing within the LDF.
- c) Collect information about disabled adapted properties in order to fully understand current provision. Ensure available affordable housing properties are advertised correctly on the choice based lettings system so that they can be best used to meet applicants' needs.
- d) Develop understanding about the level of need for disabled adapted accommodation and establish this within the LDF.
- e) Work to encourage all new developments to meet guidelines to encourage 'age proofed' design.
- f) Ensure Housing Needs Surveys in villages identify the needs of older people and that needs are reflected in the mix of housing provided on new developments.
- g) Local services should be assessed in the rural Housing Needs Surveys to try to ensure sufficient local services are available for the housing provided.

## 6. Taking the strategy forward

### Resources

This strategy has been brought forward with an action plan that shows clearly the headline resources attached to each major area of spending, or the resources that need to be considered for each action. However, further context around resources is necessary to give an outline of the environment in which older peoples' services are being delivered.

Whilst there is not a finite availability of resources, it is important to clarify that this strategy is a needs-led strategy and not a resources-led one. As such the role of the Extra Care Implementation Group is to set about identifying resources from a range of options that help take forward priorities and deliver key actions. Some of those options and opportunities are listed below:

- Oxfordshire Supporting People funding
- National Affordable Housing Programme 2008-11 (Homes and Communities Agency)
- National Private sector Housing funding including Disabled Facilities Grants and Warm Front (affordable warmth)
- Staff time - Cherwell District Council, Oxfordshire County Council, Registered Social Landlords, statutory and voluntary agencies, community groups and community representatives, care providers
- Synergies from partnership and multi-agency working
- Cherwell District Council – Housing Services, Planning and Affordable Housing Policy Services, Urban and Rural Services – existing staff resources
- Effective prioritisation of capital budgets – consideration of whether grants are distributed in most customer focused way
- Leverage from customers - whether equity release can help to resource the increased demand for grants
- Value for Money – delivery of value for money savings for Cherwell District Council as agreed for housing services
- Delivery mechanisms – use of existing structures, rather than creating new groups to ensure delivery and effective monitoring

### The Council's staff resources

The Council restructured its Housing Services during 2007-08 and this led to increased resources being identified to support the creation of a Strategic Housing Team. This strategy assumes that the current resources within the team are preserved, as a reduction of resources would lead to a reconsideration of priorities that could be developed. A risk to the delivery of this strategy is the downturn in resources available from the 'public purse' as a result of the economic recession, and reduced strategic housing resources which may not be able to accommodate the plans set out in the action plan.

## Key major resources

The table below summarises the funding resources assumed for this strategy – these resources are draft and will be developed during consultation.

Priority	2008/09 Funding	2009/10 Funding	Future Years' Funding	Assumptions E.g. people, land, bidding for funding	Risks
<b>1. Provide and support low level preventative services that allow people to remain living independently in their own home</b>					
Disabled Facilities Grants (Capital)	Total Spend £910,000	Budget £950,000	Dependent on need identified and managed – links to private sector housing strategy	Work on case prioritisation with partners (agency protocol) and increased customer options (e.g. moving home) to reduce demand for funds. Assumption is that the Council is currently resourcing DFGs and the pressure on these capital resources needs to be considered, hence the review of the DFG policy.	High costs of DFGs Funding could decrease Demand could increase Need to plan how that would be managed
Home Improvement Grants (Capital)			Possible additional funding for HIA e.g. gardens	Equity loans using customers' capital-tied resources will be fully explored.	Take up of equity loans has been low.
HIA including small repairs	£40,629	£40,629	Oxfordshire CC Assume £40,629		

HIA –including small repairs	£39,549	39,549	Oxfordshire SP Assume £33,617	Quite possible that there will be 15% cuts in SP funding	Any growth in services will require new funding sources which CDC will actively seek
<b>2. Increase provision of specialist older person's housing</b>					
Re-modelling of sheltered housing schemes (capital and revenue)				Need to work closely with providers on their asset management plans to identify potential for this work	If schemes are to be remodelled for other client groups then - National cut backs to SP funding
ExtraCare schemes (capital)	1.3 m funding secured from DOH for Orchard Fields Extra Care Development, Banbury		NAHP, Department of Health	One scheme a year will be assumed to meet need, and seven schemes are needed in the District. Council capital funding is to be called on as a reserve, on a case by case basis	No current funding secured from NAHP programme for older peoples housing . Risk that funding may not be available in future years
ExtraCare schemes (revenue)			Rents, service charges, care payments, individual budgets and SP	Revenue funding streams continue to fund provision of housing management, support and care	Relies on residents purchasing an average amount of care from the care provider for the scheme

<b>3. Improve the provision of information and advice</b>					
Council capital resources				Within existing CDC resources, but partnership working intended to lever in resources.	Lack of buy-in from partners, although work to date suggests buy-in is in place.
<b>4. Involve older people in the way we provide services</b>					
Resourcing of engagement mechanisms	N/A	Strategic Housing Team	Staff time for other partners	To be provided within existing resources	Lack of buy-in from partners and customers Reduced resources
<b>5. Ensure new development of housing meets the needs of older people now and in the future</b>					
Higher standards for new developments such as Lifetime Homes			Bids such as HCA funding	Opportunities exist around the bringing forward of the Local Development Framework to secure higher standards.	Economic recession means standards may not be financially viable.

The Council has designated a ring-fenced capital pot for affordable housing initiatives. It is not always possible to determine what call will be needed for these funds. This can depend largely on scheme financial viability, available external resources, and specific needs of customers. However, the Council's capital resources are used only when all other sources of funding have been fully explored, and where they can be shown to lever additional inward investment into the District.



## Implementation

The implementation of the strategy will be taken forward by **The Older People's Housing Steering Group** . This group will be tasked with the monitoring and implementation of this strategy. The group will comprise of Council Members and officers from Cherwell District Council Housing, Planning and Community Development Services, Older People's Housing Providers ,Oxfordshire County Council, Age Concern, CAB and Oxfordshire Primary Care Trust. The group will also have links through to older people through the consultation database.

## 7. Older people's housing strategy action plan

Action plan is for 3 years and will be refreshed after 2 years to develop services for the next 3 years

### ***Priority One: Provide and support low level preventative services that allow people to remain living independently in their own home***

No	Objective	Specific Outcomes	People Involved	Resources
1.1	Seek opportunities to extend the range of services provided by the HIA and small repairs scheme	<b>Year 2:</b> HIA services publicised through a variety of means and evidence hard to reach groups are effectively targeted Options for increasing the provision of a small repairs service have been fully explored including the option of a trades directory <b>Year 1-3 :</b> Opportunities for additional funding have been evaluated and where possible used to provide additional services	HIA staff Strategic Housing Team	Staff time Printing costs
1.2	Formulate a new policy for DFGs to maximise and target grants to those in most need	<b>Year 1:</b> New policy produced <b>Year 2&amp;3:</b> New policy implemented	HIA Strategic Housing RSLs	Officer time HIA agreed annual budget
1.3	Provide training and procedures for staff, including HIA staff to undertake a full risk assessment when visiting clients on initial contact	<b>Year 1:</b> Staff trained in falls and risk assessment <b>Year 1:</b> Assessment form developed	Trainer HIA staff Other relevant staff	Cost of training Staff time
1.4	Market private sector grants and loans through a wide range of agencies including those working with the most vulnerable groups and older peoples groups throughout District	<b>Year 1-3:</b> Leaflets produced <b>Year 1-3:</b> Website information improved and maintained <b>Year 1-3:</b> Services publicised through a variety of face to face contact with agencies and older people	HIA staff	Staff time Printing costs
1.5	In conjunction with Supporting people make sure the new Alert service meets the needs of Cherwell District	<b>Year 1:</b> New service successfully tendered and in place <b>Year 2-3:</b> CDC Working closely with RSLs and other service providers to ensure service is effective	Strategic Housing Supporting people RSLs and other service providers	Staff time
1.6	Work with RSLs to provide a comprehensive scheme for older people wanting to move to more suitable accommodation	<b>Year 1:</b> Information collated from RSLs on current practice <b>Year 2:</b> Implement new scheme <b>Year 3</b> Review scheme	RSLs Strategic Housing Housing Options Team	Staff time Possible CDC grant to help finance scheme
1.7	Work on District and County partnership projects to ensure we fully understand the services in our District and are forging clear links between different preventative services	<b>Year 1;</b> Map prevention services across the District <b>Year 2 and 3:</b> Take forward any identified opportunities to link services	Stakeholders in County prevention project, providers, Strategic housing and private sector team	Staff time

1.8	Create stronger links with other Council Services to provide greater coverage and referrals	<b>Year 1</b> : Work undertaken with community development and community safety teams to seek opportunities for closer joint working <b>Year 2 and 3</b> : Any identified initiatives are implemented	Strategic Housing Community Development	Staff time
1.9	Make sure facilities and activities in specialist accommodation are linked to the wider community so older people can access these	<b>Year 1-3:</b> Work undertaken with RSLs to ensure best use is being made of facilities in sheltered schemes <b>Year 1-3:</b> Build requirement for community use into new developments of Extra Care through guidelines for providers	Strategic Housing, Extra Care Implementation Group ,Providers	Staff time

**Priority Two: Increase provision of specialist older people's housing**

No	Objective	Specific outcomes	People Involved	Resources
2.1	Ensure the need for Extra Care is established in the LDF	<b>Year 1:</b> Include need for extra care within overall housing mix identified within LDF <b>Year 2 and 3:</b> Monitor Delivery targets against target	Strategic Housing Planning Policy	Staff time
2.2	Ensure the definitions and standards for extra care are established within LDF	<b>Year 1:</b> Fully define standard of accommodation acceptable for extra care development in LDF <b>Year 2 - 3:</b> Monitor delivery against standards	Strategic Housing Planning Policy Consultant	Staff time Small amount of consultancy on the mix
2.3	Set up a framework for user involvement in the design of extra care schemes	<b>Year 1:</b> Establish clear framework with the above group for user involvement <b>Year 2- 3:</b> Monitor, review and improve	As above	Staff time
2.4	Establish a development programme of mixed tenure extra care housing schemes	<b>Year 1-3:</b> Pipeline of schemes in place with delivery from year 2		
2.5	Work with the scheme provider on information provision and equality of access to new developments particularly for hard to reach groups	<b>Year 1:</b> Guidelines established for providers on the marketing of schemes <b>Year 1- 3:</b> Take up of extra care by hard to reach groups is monitored and guidelines reviewed if necessary	As above plus RSLs	Staff time
2.6	Work with RSLs on their asset management strategies for Sheltered Housing to ensure provision of good quality accommodation for older people and that unsuitable units are re-designated or redeveloped in line with the identified Housing and Support needs in Cherwell District	<b>Year 1:</b> Discuss asset management with all RSL sheltered providers <b>Year 2 - 3:</b> Implement and monitor decommissioning and re-provision	Strategic Housing RSLs TSA HCA	Staff time
2.7	Investigate need for specialist provision for minority groups	<b>Year 2:</b> Undertake research into needs to older homeless people and other minority groups	Strategic Housing	Staff time

**Priority Three: Improve the provision of information and advice**

No	Objective	Specific outcomes	People Involved	Resources
3.1	Ensure CDC has high quality and easily accessible information about housing options available on the website and through other publications such as leaflets	<b>Year 2</b> Website content reviewed and improved to provide easy to access information about services for older people <b>Year 3</b> A range of publicity materials have been produced	Strategic Housing Other agencies as agreed	Would look for cost sharing with other agencies but funding and staff time will be required from CDC
3.2	Publicise services as widely as possible through local media, Cherwell Link and other relevant publications	<b>Year 1-3:</b> Information on services publicised through a variety of media	Strategic Housing Age Concern and Other Agencies	Staff time
3.3	Map the provision of housing information and advice for older people across the District to learn where agencies can work better together to provide a more comprehensive service	<b>Year 2:</b> Services are mapped and recommendations made to move towards a more consistent and comprehensive service	Strategic Housing Age Concern and Other advice agencies	Staff time
3.4	Work with partner agencies to consider how to best deliver a one stop service for housing information and advice for older people	<b>Year 1-3 :</b> Work undertaken with Age Concern and other agencies and services to provide an initial one stop advice service	Strategic Housing Housing Options Advice Agencies	Staff time Possibility of external funding

**Priority Four: Involve older people in the way we provide services**

No	Objective	Specific outcomes	People Involved	Resources
4.1	Set up a database of older people who would like to become involved in helping Cherwell District Council deliver better services for older people	<b>Year 1</b> :Database set up <b>Year 2 and 3</b> :Maintain and improve database.	Strategic Housing Community Development Cherwell Residents	Staff time
4.2	Ensure older people are involved in all new initiatives arising from this Strategy through a variety of activities and events	<b>Year 1-3</b> : Each area of new service development has been done with full involvement of older people	Strategic Housing	Staff time

**Priority Five: Ensure new development of housing meets the needs of older people now and in the future**

No	Objective	Specific outcomes	People Involved	Resources
5.1	Ensure standards for lifetime homes are established within the LDF	<b>Year 1</b> : Requirements established in LDF	Strategic Housing Planning Policy	Staff time
5.2	Set a Cherwell standard within the LDF for the development of new wheelchair standard housing	<b>Year 1</b> : Requirement established in LDF <b>Year 2</b> :Standard agreed and published	Strategic Housing Planning Policy	Staff time
5.3	Collect information about disabled adapted properties in order to fully understand supply and ensure affordable housing properties are advertised correctly so that they can be best used to meet applicant's needs	<b>Year 1</b> : Data collected on current supply <b>Year 2</b> :Classification of mobility level of properties in place under sub-regional choice based lettings	Strategic Housing Housing Needs Team	Staff time
5.4	Develop understanding about the level of need for disabled adapted accommodation and establish this within the LDF	<b>Year 1</b> : Standard % requirement for wheelchair housing established with LDF	Strategic Housing Planning Policy	Staff Time
5.5	Work to encourage all new developments to meet guidelines to encourage 'age proofed' design	<b>Year 1-3</b> : New developments are age proofed in line with government guidance	Planning Policy	Staff time
5.6	Assess rural areas for provision required for older people as part of housing needs surveys	<b>Year 1-3</b> :Housing Needs Surveys undertaken reflect the needs of older people	Strategic Housing ORCC	Staff time
5.7	Local services should be assessed in the rural Housing Needs Surveys to try to ensure sufficient local services are available for the housing provided	<b>Year 1-3</b> : Housing Needs Surveys undertaken take account of local services and the impact new housing may have on services	Strategic Housing ORCC	Staff time

## Appendix 1: Glossary of Terms

<b>Extra Care Housing</b>	This is the term used in Oxfordshire for Independent housing with care and support. A Full definition can be found in Appendix 4
<b>HIA Home Improvement Agency</b>	Home Improvement Agencies are local not-for-profit organisations that provide advice, support and assistance to elderly, disabled and vulnerable people and help them repair, improve, maintain or adapt their home to meet their changing needs. The purpose of the service is to help people to remain independent, in their own homes, warm, safe and secure
<b>Housing Health and Safety Rating System</b>	The assessment of health and safety risks caused by housing conditions to an occupier or potential occupier as introduced by the Housing Act 2004 (effective from 2006)
<b>Joint Strategic Needs Assessment (JSNA)</b>	Evidence of needs which enables the Primary care Trust and the local authorities to work together to understand the future health, care and well being needs of their community. This informs the Sustainable Community Strategy and the Local Area Agreement.
<b>LAA Local Area Agreement</b>	Local Area Agreements (LAAs) set out the priorities for a local area agreed between central government and the local authority , Local Strategic Partnership and other key partners at the local level.
<b>LDF Local Development Framework</b>	A Local Development Framework is a folder of local development documents that outlines how planning will be managed in your area.
<b>RSL Registered Social Landlord</b>	The general name for not-for-profit housing providers approved and regulated by Government through the Tenant Services Authority (previously the Housing Corporation). The vast majority of Registered Social Landlords are also known as Housing associations
<b>Supporting People</b>	A government funded programme for services that help people live independently. Supporting people is run by a commissioning body comprising of local authorities, Primary care trust, Probation and provider representation which makes decisions about the commissioning and funding of services

## Appendix 2: More choice greater voice modelling

### Population

#### Key facts

- Cherwell's population is around 137,600 people with over 85s numbering 18,788 (mid 2007 figures)
- Whilst the population as a whole is set to grow the numbers of older people will increase in comparison to other age groups. This is illustrated in the graph below

Population Change 2006 - 2031

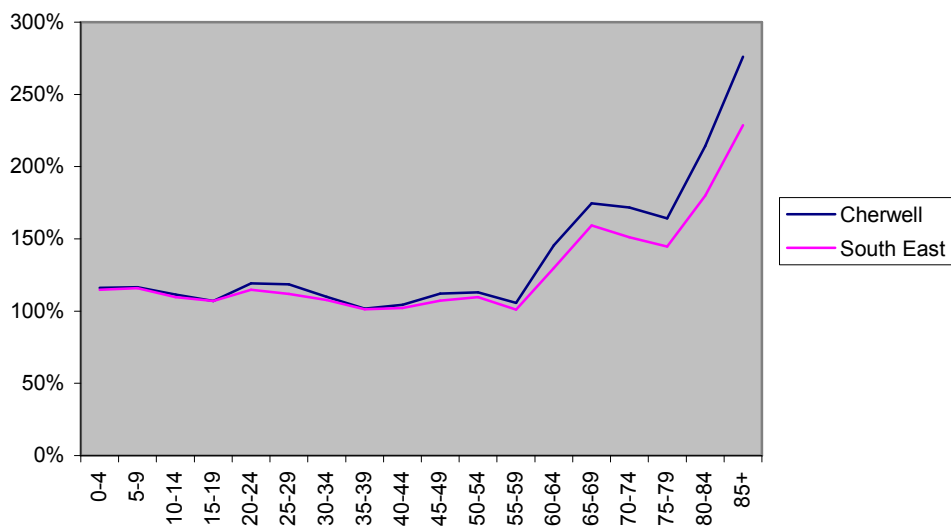


Chart 1

- This accommodation part of this strategy is particularly focussing on those aged 75 and over as it is this group that is most likely to need specialist accommodation. The population of over 75s is currently spread across the District areas as the chart below



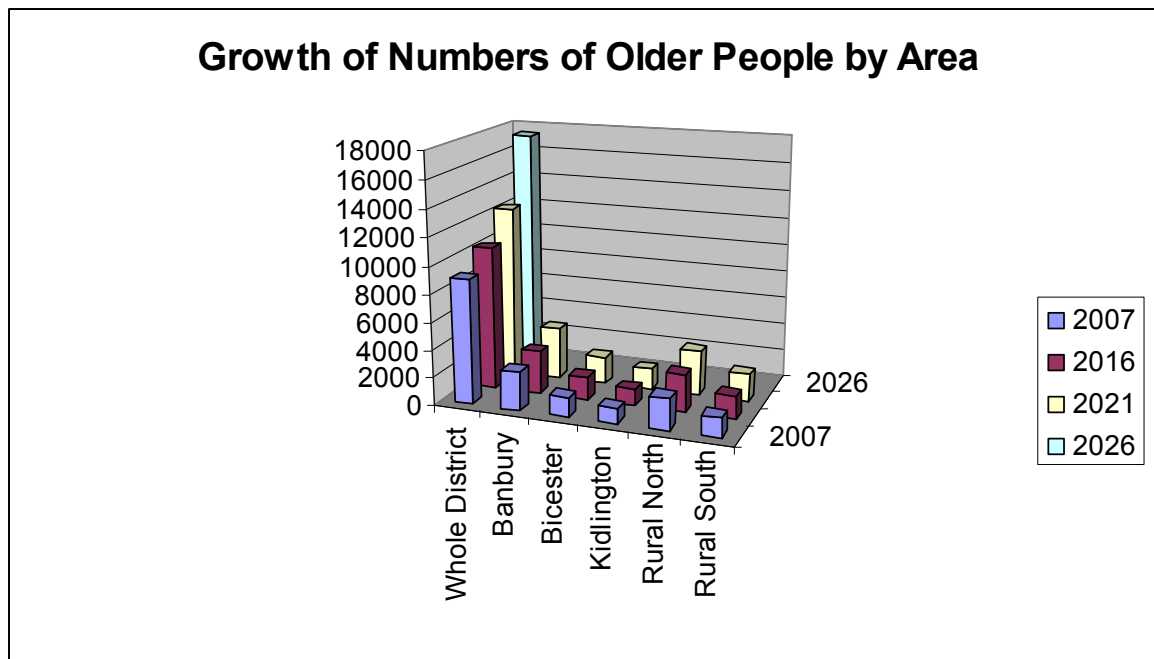


Chart 2

### Growth in numbers of people aged 75 and over by area

	Whole District	Banbury	Bicester	Kidlington	Rural North	Rural South
2007	9015	2821	1390	1109	2292	1403
2016	10,388	3134	1639	1232	2727	1654
2021	12,474	3764	1969	1479	3275	1986
2026	17,300					

Table 1

### Current provision

The following tables show the small amounts of extra care currently available. Most of the current provision is private (called Assisted Living). There are two affordable schemes in the District with Planning Consent but not yet built. The table also illustrates the small amount of sheltered and extra care housing in rural areas. For these purposes we have included all housing currently covered by the Supporting people Contract for Sheltered Housing.

However much of this housing does not fit the definition of sheltered housing in Appendix 4 and would be defined as housing for older people with no special design features.

### Provision of specialist units / bedspaces by area

Provision	Whole District	Banbury	Bicester	Kidlington	Rural North	Rural South	Total
Sheltered (All tenures inc outright sale)	1660	770(rent) 174 (sale)	286 (rent) 79 (sale)	129 (rent) 120 (sale)	10 (rent) 26 (sale)	66 (rent)	1261 (rent) 399 (sale)
Enhanced and Extra Care	115	52 Sale Assisted Living 9 Enhanced Sheltered	54 Sale Assisted Living	0	0	0	9(rent) 106 (sale)

Table 2

The District has more sheltered housing than the national trend

**Overall provision in district per head of population**

<b>Provision</b>	<b>No of places</b>	<b>Per 1000 over 65 (18,786)</b>	<b>Per 1000 over 75 (9,015)</b>	<b>Per 1000 over 85 (2601)</b>
Sheltered and extra care	1775	94	203	702
Provision in England Comparitor	516,524	68	136	491

**Table 3**

Indicative levels of need for population at 2016 and 2021 (based on population figures for over 75s of 10,388 in 2016, 12,474 in 2021 and 17,300 in 2026)

This table makes assumptions about the amount of accommodation needed based on a norm set by the toolkit.

<b>Category</b>	<b>Current provision</b>	<b>Provision needed to 2016</b>	<b>Provision needed to 2021</b>	<b>Provision needed to 2026</b>	<b>Provision per 1000 population over 75 agreed</b>	<b>Norm ratio from MCGV*</b>
Sheltered Housing for Rent	1261	519 (-742 from current)	623(-638 from current)	865 (-396 from current)	If 50	50
Sheltered Housing for Sale	399	779 (+380from current)	935 (+536 from current)	1297 ( +898)	If 75	75
Enhanced Sheltered and Extra care Housing for rent	9	259 (+202 units from current)	312 (+255 from current)	*432 (+375)	If 25	20 shared between rent and sale
Enhanced Sheltered and extra care Housing for sale inc S/O	94	311 (+205 from current)	486 (+ 380 from current)	*519 (+413)	If 30	25
Of which Housing Provision for dementia	0	103	125	173	If 10	10 (inc within enhanced and extra care provision)

**Table 4**

## Provision broken down by area to 2016/2021

Banbury (population of over 75s; 3,134 in 2016 and 3,764 in 2021)

Category	Current provision	no of units at 2016	No of units at 2021	Agreed ratio	Norm ratio
Sheltered Housing for Rent	770	235 (-535)	282 (-488)	75	50
Sheltered Housing for Sale	174	158 (-16)	188 (+14)	50	75
Enhanced Sheltered and Extra care Housing for rent	9 enhanced	109 (+100)	132 (+123)	35	25
Enhanced Sheltered and extra care Housing for sale inc SO	52	63 (+11)	75 (+23)	20	30
Housing Provision for dementia	0	31	37	10	10

**Table 5**

Bicester (population of over 75s; 1,639 in 2016 and 1,969 in 2021)

Category	Current provision	no of units at 2016	No of units at 2021	Agreed ratio	Norm ratio
Sheltered Housing for Rent	286	81 (-205)	98 (-188)	50	50
Sheltered Housing for Sale	79	123 (+44)	148 (+69)	75	75
Enhanced Sheltered and Extra care Housing for rent	0	41	59	25	25
Enhanced Sheltered and extra care Housing for sale	54	49 (-5)	59 (+5)	30	30
Housing Provision for dementia	0	16	20	10	10

**Table 6**

Kidlington (population of over 75s; 1,232 in 2016 and 1,479 in 2021)

Category	Current provision	no of units at 2016	No of units at 2021	Agreed ratio	Norm ratio
Sheltered Housing for Rent	129	61 (-68)	74 (-55)	50	50
Sheltered Housing for Sale	120	92 (-28)	110 (-10)	75	75
Enhanced Sheltered and Extra care Housing for rent	0	31	37	25	25
Enhanced Sheltered and extra care Housing for sale	0	37	44	30	30
Housing Provision for dementia	0	12	15	10	10

**Table 7**

## Rural North (population of over 75s; 2727 in 2016 and 3,119 in 2021)

Category	Current provision	no of units at 2016	No of units at 2021	Agreed ratio	Norm ratio
Sheltered Housing for Rent	10	136 (+126)	155(+145)	50	50
Sheltered Housing for Sale	26	204 (+178)	233 (+207)	75	75
Enhanced Sheltered and Extra care Housing for rent	0	68	78	25	25
Enhanced Sheltered and extra care Housing for sale	0	81	93	30	30
Housing Provision for dementia	0	27	31	10	10

Table 8

## Rural South (population of over 75s; 1,654 in 2016 and 1,986 in 2021)

Category	Current provision	no of units at 2016	No of units at 2021	Agreed ratio	Norm ratio
Sheltered Housing for Rent	66	82	99	50	50
Sheltered Housing for Sale	0	124	148	75	75
Enhanced Sheltered and Extra care Housing for rent	0	41	50	25	25
Enhanced Sheltered and extra care Housing for sale	0	50	59	30	30
Housing Provision for dementia	0	16	20	10	10

Table 9

### Appendix 3: Key messages from consultation carried out prior to publication of draft strategy

Message	Who said this?	How have we reflected this in the strategy?
Housing is only good if it has access to adequate services and facilities –especially transport	Strategy Working Group	Location of new development to be near shops services and transport Use health bus and older peoples groups to get information and advice out to people in rural communities
We need to combat loneliness and isolation	Strategy Working Group	Ensure specialist housing provides activities for people in the wider community Ensure services with contact with older people know about the older people's groups
Improve information and advice –particularly face to face	Strategy Working Group Learning Disability Group Asian Elders Group	Establishing Information and Advice Group to improve housing options service Provide information direct through older peoples groups and particularly to Asian groups and other specialist provision such as Learning Disability
Increase access to the community alarm service	Strategy Working Group	Through the Supporting People (SP) re-provision of the Alert service. Need to ensure access to this is not unduly restricted and that people on lower incomes are fully 'passported' for the SP funded service
Most people want to live in their own homes.	Strategy Working Group Learning Disability Group Asian Elders Group	Actions under Priority One of the strategy to support people remaining in their own homes
People who live in sheltered housing value this but there was a mixture of views about the service. Some people wanted to choose whether they had the support visit whilst others regretted the loss of a residential warden	Strategy Working Group	The re-provision of the SP service will mean people will not receive a visit unless they are assessed for this. Some providers may choose to opt out of the SP service and provide a dedicated scheme manager or warden service and CDC would support this as an option
Accommodation for older people in rural areas should be a priority	Strategy Working Group	Assessment of housing needs of older people as part of village housing need surveys Commitment to specialist housing in larger villages
Involve older people in the design of new developments	Strategy Working Group	Framework for involving people in housing design
People find it difficult to access services to say in their own home and need support in applying for housing	Banbury Asian Forum Learning Disability Group	Need to provide extra levels of information to these group on private sector provision (Priority One)

## Key messages from other local and national consultations

Report	What was it about ?	What did it say?
Age Concern –Tomorrows Older People 2008	This focussed on the expectations and aspirations of those approaching retirement	<p>The environment and the community are key factors in people's housing choices</p> <p>Most people see moving as necessary if they start to have problems with mobility</p> <p>Most people want to continue to own their own home but may give up equity if it can be passed to their children</p> <p>People want to remain in their own homes for as long as possible but see the need for access to stimulating activities</p> <p>There is a confusion about labels for different types of housing for example extra care or sheltered housing</p> <p>Telecare is welcomed but there is a fear that this may fail or of losing privacy</p>
Supporting People consultation with service users in sheltered housing 2008	Sought service users views about the sheltered housing service	People valued the service they received in sheltered housing and most expressed high levels of satisfaction with the support they received
Get the Picture - Older People's day to day lives in rural West Oxfordshire 2004-2007 Age Concern and Oxford Brookes University	An innovative consultation involving people taking pictures and using interviews and narratives that tell policy makers directly about older people's lives	<p>The importance of prevention –that little bit of help at times of transition that can help someone negotiate through situations that risk their independence</p> <p>The need for professionals to understand community networks and to utilise these rather than replace them</p> <p>The need to be able to access services locally, the importance of transport</p>
National consultation	The consultation undertaken for the National Strategy for Housing in an Ageing Society	<p>Homes that could be easily adaptable for overcoming mobility issues</p> <p>Storage space and space for visitors</p> <p>Housing that is low maintenance and affordable to heat</p> <p>Access to services, green and private space and in a safe neighbourhood</p> <p>Access to independent information and advice about housing options</p> <p>A reliable repairs and adaptations service and the little bit of support to remain in one's own home</p> <p>To be involved in design of everything that affects us from planning to safer communities to testing new equipment</p>

## Appendix 4: Definitions for different types of specialist housing

People are often confused by what is meant by the different terms applied to specialist accommodation for older people. This is further confused by the use of different terms in the private and public sector and the differences across different areas of the country. This is Cherwell's definition of what we accept as standards within each category. Work is underway nationally to achieve a 'common currency' for older people's housing and these definitions are based on that work. Part of the work under Priority 3 of this strategy 'Improve the Provision of Information and Advice' will be to ensure older people are given clear information about what particular schemes offer in terms of design standards and support and care services.

Description	Who is it for?	Essential Features	Desirable Features
<p><b>Housing for Older People</b> (No special design features)</p>	<p>Aimed primarily at older people. May be suitable for people who want to move to smaller accommodation but not necessarily suitable for those with mobility needs. Security arrangements may vary.</p>	<p>Housing is let/sold primarily to older people. Must be at least one separate bedroom and accommodation is fully self contained.</p>	<p>Some common areas such as laundry, guest room and common room May have access to community alarm service and may be visiting or resident staff who provide a management service and or support services.</p>
<p><b>Sheltered Housing/Retirement Housing.</b> (All special Design features)</p>	<p>This is aimed at those who may need specially adapted accommodation and who need appropriate accommodation and support to maintain future independence. Accommodation should be suitable to allow easy access for wheelchair users and/or those who find moving around or standing for long periods difficult. Kitchens and bathrooms are designed to enable people to cook and bathe for themselves or easily accessible for a carer to help do this.</p>	<p>Access to support from a residential or visiting support service. 24 hour alarm service. People will usually have to pay for the support provided either through their own income or funded through supporting people grant/ direct payments.</p> <p>Homes will be fully self contained with a minimum of one bedroom. They will be at or close to lifetime home standards and or wheelchair accessible standards.</p> <p>Will often benefit from good quality shared facilities such as common rooms for various activities and security access arrangements.</p> <p>Schemes will be located in areas close to shops and services.</p>	<p>Rooms for health related needs, access to internet, accommodation able to be easily adapted for telecare equipment Visiting services such as hairdresser, chiropodist etc.</p> <p>Activities for people living on the scheme and open to older people living in the local community.</p>

<p><b>Extra Care Housing/ Assisted Living</b></p>	<p>This is aimed at people who need specially adapted and or support services as above but people may also have an assessed care need. The schemes can cater for personal care needs and low level dementia needs.</p>	<p>Schemes will meet all the criteria above and will be built to full mobility/wheelchair accessible standards. Schemes will be fully adaptable for independent or carer assisted bathing and cooking.</p> <p>All schemes will have hard wiring for fitting telecare devices. Schemes will have internet access.</p> <p>In addition to a support and management service dedicated to the particular scheme, on site care is available to residents according to assessed needs.</p> <p>Restaurant facility for meals is available.</p> <p>Schemes will be located in areas close to shops and services</p>	<p>Schemes will have services available to the local community such as health services, social activities and day centre provision.</p>
<p><b>Residential Care and Nursing Care</b></p>	<p>Accommodation aimed at older people with high needs for personal and/or health care throughout the day and night including those with mental health needs. Only homes designated as Nursing Homes provide care from a qualified nurse.</p>	<p>Residents have their own room but accommodation is not self contained and is care provision as opposed to housing provision.</p> <p>24 hour support and care on site. All meals are provided</p> <p>Homes designed meeting the physical needs and mental health needs of very frail older people.</p>	



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