

Cambridge City Council Older People's Housing Strategy 2009-2014  
Action Plan

	Actions	Completion Date	Milestones	Lead Officer	Risks/ dependencies	Success Criteria	Progress
	<b>LIVING INDEPENDENTLY.</b>						
	<b>Vision: For older people to live independently for as long as possible, with support and/or adaptations if they need them</b>						
1	Pilot increased use of self assessment and independent Occupational Therapists	Mar-11	Y2	Pilot complete October 09	Dee Irving	Willingness of applicants to carry out self assessments; Effectiveness of self assessment	Reduced waiting times for disabled adaptation assessments  Jan 2010: Self Assessment pilot was not successful and so further work is being done to enable clients to access suitable independent OTs.
2	Influence the county-wide review of Home Improvement Agency (HIA) core specification and identify additional services required within the City prior to the service being re-tendered by Supporting People.  <i>(More specific actions to be developed once county-wide approach becomes clearer)</i>		Y2	<i>To be agreed once county-wide approach and timetable becomes clearer</i>	Bridget Keady	Decision on whether service is to be tendered, and if so when, to be made by Cambs Supporting People and PCT	Clear Home Improvement Agency service specification in place which meets the needs of the City and demonstrates value for money. HIA Service contributes towards National Indicators outcomes re hospital discharge and independent living

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3	Decide whether the Council is to tender to continue to be a direct provider of the HIA service		Y2		Bob Hadfield	Decision on whether service is to be tendered, and if so when, to be made by Cams Supporting People and PCT	Member decision on whether to tender to continue to provide the service in-house.	
4	Identify minor adapted properties through Home-Link and advertise appropriately	Sep-09	Y1		Sue Simms		Adapted properties are appropriately let to people with disabilities wherever possible.	COMPLETED
5	Ensure systems are in place to ensure that major adapted properties are let directly to those in need.	Sep-09	Y1		Sue Simms		Major adapted properties are let appropriately to disabled people. To be monitored through year end reports.	COMPLETED
6	Integrate the specialist housing register into the HomeLink system	Dec-14	Y5		Sue Simms	Cost  Commitment from other sub-regional authorities	Applicants who need adapted homes are able to access appropriate housing through Home-Link	
7	Provide a handyperson service to help older people with small repairs	Mar-12	Y3	Scheme in place April 2009	Bridget Keady	Contract with Age Concern. LPSA Funding available only available until March 2012	Small repair works carried out for 50 households per year over the 3 year contract period	

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8	Investigate further the demand for gardening services, and establish whether provision can be increased	Mar-11	Y3 Decision by March 2011. Any new scheme in place by April 2012	Dee Irving	Ability to secure funding	Demand levels identified. Decision made on whether to extend gardening services. Scheme in place if appropriate	
9	Work with Supporting People to develop floating support services for older people with a wide range of support needs	Mar-13	Y4 To be agreed	Alan Carter	Supporting People will set timescales Availability of SP funding being freed up from sheltered provision SP change of strategic direction	Floating Support widely available to residents in all tenures in the City	
10	Influence the county-wide development of an extra-care commissioning strategy for Cambridgeshire to ensure the needs of Cambridge City are taken into account	Scheme Delivery Framework agreed December 2009 Simons House to re-open summer 2011 as an extra-care scheme	Y5	Helen Reed	Cambridge likely to have lower priority for future SP and NHS revenue funding than other districts across the county, in line with SP strategic priorities.	Simons House sheltered scheme re-opened as an extra-care scheme  Number of extra care places increased within the City.	
11	Ensure delivery of requirements of agreed Area Action Plans through negotiation with Planners and Developers	Dec-14	Y5	Julian Adams	Impact of recession on delivery	Community facilities in place on growth sites	

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12	Ensure s106 agreements are in place and implemented for fringe sites and include provision of community facilities where required	Dec-14	Y5 Southern Fringe: s106 agreed end 2009 North-West Cambridge agreed early 2010	Julian Adams	Impact of recession on delivery	Section 106 agreements in place and implemented	
13	Work with Supporting People and NHS Cambridgeshire on reviewing the need for reviewing the numbers of homes requiring sheltered and extra care funding in the City, and implement any required changes	Mar-12	Y3 Review of figures anticipated by September 2010	Helen Reed/ Sally-Jane Williams	Dependent on Supporting People timetable	Sheltered housing and extra care continues to be funded within the City. Support arrangements are in place for individuals who require it if block funding is removed	
14	Decide whether to tender to continue to provide support and/or care services in the Council's sheltered and extra-care housing schemes. If services are no longer to be provided by the Council, put arrangements in place for the Council to continue to act as an advocate for tenants in our schemes	Mar-12	Y3 Extra care tenders due to be advertised Feb 2010 & contract let from April 2011. Sheltered contract tender currently due for renewal April 2011.	Sally-Jane Williams	Timescales and outcomes dependant on decisions made by Supporting People and NHS Cambridgeshire	Decision on whether to tender. Effective links in place between the Council and any future service providers within schemes.	
<b>STAYING PUT IN DECENT, WARM, SAFE HOMES</b>							

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<b>Vision: For everyone to be able to live in safe, decent, accessible, warm and energy efficient homes and to stay in their existing homes for as long as possible where they choose to do so</b>						
15 Continue to implement the Decent Homes programme for the Council's own homes	Dec-14	Y5	All homes to meet Decent Homes standard by December 2010	Bob Hadfield	Capital funding available	All Council homes to meet Decent Homes Standard at 31st December 2010.  Programme beyond 2010 in place and being implemented
16 Implement the Councils' sheltered housing modernisation scheme, including: Sell Tiverton House Complete refurbishment of Talbot House; Decant and refurbish Brandon Court; Redevelop Seymour Court	Dec-12	Y3	Tiverton House sold June 09; Talbot House completed September 09; Brandon Ct started September 09 & completed November 11; Seymour Ct completed 2012	Robert Hollingworth	Capital funding available	
17 Monitor take-up of home improvement grants and loans to ensure they are being targeted at the most vulnerable people. If they are not, work with other agencies to better target funding	Mar-12	Y3	Annual monitoring	Dee Irving	Availability of funding.	Over 75s and those susceptible to falls are amongst those taking up grants and loans

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18	Ensure that repair grants and loans are included within the service to be provided when the county-wide HIA service is re-tendered	Mar-11	Y2		Bridget Keady	Commitment from steering group and other districts	Grants and loans service included in the City specification. Service represents value for money	
19	Renew the Private Sector Stock Condition survey and use outcomes to target resources to those most in need	Mar-11	Y2	Survey results available September 2009.	Yvonne O'Donnell/ Selwyn Anderson	Availability of funding to address issues arising from the survey	Private Sector Housing strategy action plan updated to reflect any change in priorities. Changes being implemented	
20	Promote use of successful energy efficiency technologies in the private sector through advice and promoting access to available external funding	Dec-14	Y5		Justin Smith	Availability of external funding	Grant funding being secured for use of successful technologies, leading to measurable reduction in energy bills and CO2 emissions	
21	Monitor the impact on older people of energy efficiency works through the Landlord Accreditation scheme.	Monitoring scheme in place September 2009, with quarterly monitoring thereafter	Y1		Justin Smith	Regional funding in place; Participation of landlords who have older people as tenants.	Demonstrate that older people are benefitting from energy works	

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22	Trial a range of insulation methods and other energy efficiency technologies in hard-to-treat Council and private housing, and evaluate the impact on older residents.	Dec-14	Y5	July 2010: complete monitoring of first year of trials in Council stock.	Justin Smith Sam Griggs	Availability of funding	Impact of trials on older people evaluated. Potential solutions identified.
23	Improve use of insulation and other energy efficiency technologies in Council homes occupied by older people.	Dec-14	Y5		Sam Griggs	Outcomes of trials at action 22 above. Availability of funding	Technologies in place resulting in a measurable reduction in energy bills and CO2 emissions. <i>(Targets to be set)</i>
24	Improve energy efficiency in the Council's own sheltered schemes through promotion amongst residents, and installation of energy consumption monitors and trialling of light sensors in communal areas.	Mar-10	Y1	Energy consumption monitors installed in all schemes by March 2010; First stage of promotion work completed March 2010 Energy consumption monitors trialled and evaluated by March 2011;	Sam Griggs	Funding available	Reduced energy consumption in sheltered schemes

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25	Trial use of innovative wall insulation triple glazing, energy efficient boilers and ventilation measures in 3 flats as part of refurbishment of Talbot House sheltered scheme; Evaluate impact. If successful, roll on to Brandon Court refurbishment	Dec-11	Y2	Talbot House re-opens September 2009. Evaluate impact by July 2010	Sam Griggs	Funding available	Reduced energy consumption in Talbot House; Targets set and implemented for energy reduction in Brandon Court	
26	Take into account the views of older people when reviewing the Cambridge Standard agreed with tenants and leaseholders	Nov-10	Y2		Andrew Latchem	Sufficient capital funding available to continue to carry out environmental improvements	Older people's views are taken into account in deciding investment priorities.	
27	Monitor the impact on older people of the delivery of the Community Safety Plan, through results of the annual Place Survey, and make recommendations to the Community Safety Partnership on how to address any upward trends in negative attitudes to crime amongst older people	Dec-14	Y5	Bi-annual Place Surveys 2008, 2010, 2012, 2014	Alastair Roberts	Resources available to and priorities agreed by the Community Safety Partnership	Attitudes towards crime monitored through the Place Survey and issues addressed where required	
<b>INCREASING HOUSING CHOICE</b>								
<b>Vision: For older people to have a range of housing options to choose from, preferably close to services and facilities, to meet their particular needs;</b>								
28	Provide, through the SHMA project Team, a guide to housing mix on new developments	Oct-09	Y1	Draft in place July 09	Helen Reed	Input of County Council as a supplement to the Strategic Housing Market Assessment	Guide to housing mix produced and being used to inform planning requirements on development sites	



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29	Ensure that new and revised planning policies reflect housing needs of older people	Dec-14	Y5		Sara Cass	Dependent on issues raised through Equality Impact Assessment process	Appropriate planning policies in place and being implemented	
30	Complete the redevelopment of Simons House sheltered scheme to an extra-care scheme, with provision also for Chinese elders-	Scheme completed March 2011. Occupied Spring 2011	Y3		Sue Dellar	Dependent on on-site development by Cambridge Housing Society progressing on schedule.	Scheme completed and occupied	
31	Ensure that the housing needs of older people are taken into account in the 3-year rolling affordable housing programme and in affordable housing on the fringes of Cambridge	2014 (then ongoing)	Y5	Investigation and feasibility studies on Council land completed by March 2010.  Affordable housing needs of older people are into new and revised Area Action Plans as required	Sarah Lyons	Availability of land available for development to meet needs	Programme includes provision to meet the housing needs of older people	
32	Agree Standards for Accessible Housing as part of new policy guide on Developing New Affordable Housing	Jul-09	Y1	Officers to agree standards Jan 09	Alan Carter		Guide is in place so that new affordable homes are accessible to older people	COMPLETED

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33	Review the choice based lettings scheme and the lettings policy, with the involvement of support agencies that work with older people, to that older people and other vulnerable groups are not disadvantaged and have equal access	Mar-10	Y2	Monitor Home-Link statistics on allocations by age Formally review the lettings policy and ensure that support agencies working with older people are fully involved in the review	David Greening		Ongoing monitoring shows that older people have equal access and are not being disadvantaged	October 2010: In the process of producing the first annual report, and will need to assess what the information is telling us and how to move forward.
34	Assess the shortfall of disabled adapted and wheelchair properties through the Strategic Housing Market Assessment	Mar-11	Y2		Helen Reed	Dependant on what priority this work is given sub-regionally	Assessment of shortfall completed	
35	Explore further potential models of shared equity to support people in moving from or improving their current homes.	Mar-11	Y2		Dee Irving	Has been looked into previously. Will depend on how such models have successfully progressed nationally, and changes in attitude towards releasing equity	Increase use of shared equity. Better value for money in achieving home improvements. Increased opportunities to move to more suitable housing	
36	Explore potential for use of shared equity in supporting older people to move or to adapt/ improve their own home	tbc	Y3		Dee Irving	Continued economic down-turn and access to equity	Decision made on when/ whether to have shared equity scheme, and any agreed scheme implemented.	

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37	Improve the information available on current and future housing need of older people through the SHMA	Mar-11	Y2		Helen Reed	Sub-regional agreement to improve SHMA in relation to needs of older people	Comprehensive information available in SHMA	
38	Work with RSL landlords of new developments to develop local lettings policies for new schemes and ensure that new schemes are marketed to older people where appropriate.	Dec-14	Y5	Elmfield Close flats let to older people from March 2010; Simons House let from 2011; Other schemes: any targeted marketing to be agreed as part of scheme development	Sue Simms	Dependant on completion of new developments - impact of recession.	Older people have access to new developments	October 2010. Specification being written to enable the work to be contracted out.
39	Review effectiveness of the underoccupation Incentive Scheme	Jul-09	Y1	Options report to HMB July 09	Frances Swann		Incentive scheme results in target number of older people moving to smaller accommodation and freeing up family homes	70 people registered on scheme at Jan 2010. 10 people have been helped to move since October 2008
<b>MEETING DIVERSITY</b>								
40	Continue to work with the Chinese community to ensure that the redevelopment of Simons House sheltered scheme meets their needs	Mar-11	Y2		Sue Dellar		Design of and facilities within Simons House attract Chinese elders who wish to bid for properties	

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41	Following work carried out to promote sheltered housing and extra care services amongst BME groups, seek statements from BME and Faith Groups as to reasons why these groups are generally not choosing to access the service	Mar-11	Y2	Sally-Jane Williams		<i>Clear understanding of why BME and minority Faith groups tend not to access services. Actions in place to address issues as appropriate</i>	
42	Ensure staff in our Independent Living Service are trained in issues around diversity, through the Council's Diversity training programme.	Mar-11	Y2	Sally-Jane Williams	Staff turnover may impact on training. Uncertainty around who will provide services in future once re-tendered	All staff have received training and are aware of the needs of diverse groups in providing care and support services	
43	Improve training and information for Independent Living Service staff in relation to needs of older LGBT people	Mar-12	Y3	Sally-Jane Williams	Uncertainty around who will provide services in future once re-tendered		

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44	Develop a long-term housing service for homeless people over 45 with complex needs	Mar-12	Y4	Identify similar schemes to learn how projects were delivered Identify the best mode of delivery Produce service specification, referral procedure and carry out tender process	David Greening	Availability of SP funding	Scheme in place and appropriately occupied	October 2010: Action deleted from Homelessness Strategy Action Plan, as now picking up older homeless as part of a wider piece of work on chronically excluded adults.
45	Work with the Learning Disability Partnership to understand the needs of older people with a disability, including those who live with older carers. Identify and implement appropriate actions		Y3		Bridget Keady	Engagement of LD Partnership	Appropriate actions agreed	
46	Work with the Mental Health Trust to plan for the future housing needs of people with dementia, and long-term residents of supported housing.	Mar-10	Y1	Links established between Enabling Team and Mental Health Trust September 09.	Bridget Keady		Housing needs of older people with dementia are understood and actions in place to address those needs	
47	Monitor BME recruitment to ensure that staff can represent BME communities, and take appropriate action to address any inequalities			Six-monthly Diversity reports to DMT	Liz Bisset			

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48	Recruit an Alcohol Community Psychiatric Nurse	Mar-09	Y1		Diane Docherty	LPSA funding only available until March 2011	Post holder in place and agreed objectives being delivered. Older drinkers in the community are receiving support	COMPLETED
<b>ACCESSIBLE ADVICE AND INFORMATION</b>								
<b>Vision: For older people to have access to high quality and appropriate information and support to enable them to make informed choices about their housing.</b>  <b>(See also actions above in relation to provision of support)</b>								
49	Support the local 'Homeshield' scheme whilst funding remains available, and explore other options if funding is not renewed in future.	Dec-11	Y3	Review mid-2010	Dee Irving	Partnership funding currently only available until 2011	Vulnerable people continue to be referred to Age Concern so that they can be referred on to appropriate services	
50	Promote the development of the county-wide tendered Home Improvement Agency service as an information hub offering information to older people on services available	Mar-12	Y2	<i>To be agreed once county-wide approach and timetable becomes clearer</i>	Bridget Keady/ Dee Irving	Decision on whether service is to be tendered, and if so when, to be made by Cambs Supporting People and PCT . Decisions on nature of HIA will be county-wide	HIA provides a central point for distributing advice and information on services	

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51	Develop an outreach service to capture information on the needs of older tenants and leaseholders, advise them on services and activities available to them, and assist them in accessing those activities and services.	Dec-09	Y1	Advertise in Open Door December 2009	Sally-Jane Williams	Risk of not being able to meet increased demand for service. Availability of funding for promoted service.	Increased numbers of older people aware of and accessing services and activities. Information from residents used to help inform future design of services eg in sheltered schemes	COMPLETED