

South Lakeland

Older Persons' Housing

Strategy Update 2007-2011



Community & Housing Group
Strategy and Planning Department



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1.0 Introduction

1.1 The Council's Older Persons' Housing Strategy 2003-2006 was published in 2003. Since this time there have been a number of developments that are reflected in this document, including the findings of the South Lakeland Housing Needs and Market Assessment undertaken in 2006, revised priorities set out within the Supporting People Five Year Strategy and Supporting People two-year plan and Cumbria Adult Social Care's Extra Care Housing Strategy.

1.2 Key Issues

- 1.2.1 It is predicted that the number of people aged 65 - 84 will grow by 1.5 times and those aged 85+ will double over the next 40 years (Peter Fletcher Associates: 2006). This presents a significant challenge to provide services that meet the needs of an aging population.
- 1.2.2 In South Lakeland it is predicted that those aged 65 - 74 will increase from 2006 to 2016 by 34.5%, those aged 75 - 84 will increase by 6.5% and those aged 85+ will increase by 11.8% during the same period (ONS Projections).
- 1.2.3 In terms of tenure, it is forecast that by 2030 75% of those aged 45 and over will be homeowners. Some will have significant equity in their own homes, however, many older people tend to be asset rich and income poor.
- 1.2.4 A Joseph Rowntree Foundation study in Autumn 2004 showed that the affordability gap between house prices and incomes is worse in the South Lakeland area than anywhere else in the North of England.
- 1.2.5 South Lakeland (£179,000) and Eden (£169,500) have the second and fourth highest median house prices in the North West of England (Ecotec study 2005)
- 1.2.6 Fuel poverty is particularly prevalent amongst older households.
- 1.2.7 Energy efficiency measures need to be promoted to older people across the District.
- 1.2.8 Disrepair among older homeowners is a common problem, however, a more detailed Stock Condition Survey is required to assess the full extent of the problem in South Lakeland.

- 1.2.9 There is increasing demand for adaptations.
- 1.2.10 There is likely to be growing polarisation between those older people that are rich and those that are poor.
- 1.2.11 Research with older people has identified the need for low level support on a physical, practical, personal and social level. For example, help with undertaking small maintenance tasks, gardening, and advice.
- 1.2.12 There is a lack of housing related floating support for older people in South Lakeland.
- 1.2.13 There is a lack of choice in terms of housing related support such as Telecare.
- 1.2.14 There is a lack of choice in accommodation options including very sheltered housing, intermediate tenure options (such as shared ownership/equity, discounted sale) and private sector options.
- 1.2.15 There are issues around standards in some existing sheltered housing schemes across the District.

1.3 National Developments

1.3.1 The Government outlined their commitment towards quality and choice within their Strategic Framework "Quality and Choice in Older Persons' Housing". Since this document was published the Government's Green Paper on "Independence, Well-being and Choice - Our Vision for the future of Social Care for Adults in England" was published in 2005. The sentiments within this document echo the themes of quality and choice within the Framework. The Vision is:-

"We want people who use social care to have

- more control
- more choices and help to decide how their needs can best be met
- the chance to do the things that other people take for granted and have better access to universal services
- the best quality support and protection for those with the highest levels of need."

The emphasis is firmly placed on 'person centred' care and support that puts people in control and emphasises prevention.

The Department of Health's White Paper – "Our Health, Our Care, Our Say - A new direction for community services" (DH: 2006) under Chapter 4 sets out policy drivers for housing including:-

- There is recognition of the needs of vulnerable groups such as the homeless who find it difficult to access health and social care services.
- DH and ODPM (now Communities and Local Government) are encouraging housing and health services to work together to improve well-being and prevent homelessness (paragraphs 4.66 and 4.70);
- the needs of people with learning disabilities in particular being supported to live in ordinary housing (paragraph 4.90);
- the complex needs of offenders who may also have drug alcohol and mental health problems (paragraph 4.92).
- In addition, there is reference to meeting the needs of people with dementia and the recent service development guide, Everybody's Business – Integrated mental health services for older adults (paragraph 4.100).
- Better needs assessment arrangements to help inform decision-making, commissioning and investment decision. It highlights the links with Supporting People (paragraph 7.48).
- The Housing LIN has produced a toolkit, Assessing the Health Risks and Health Inequalities in Housing, available on Housing LIN website.

Housing is clearly seen as:-

- Part of wider public services that contribute to health, well-being and social inclusion
- Provider of services to vulnerable people such as the homeless, those at risk of domestic violence, people with learning disabilities and older people

- Part of local service infrastructure and part of local 'One Stop Shops' as advocated in the Social Exclusion Report A Sure Start to Later Life
- Directors of Adult Social Services having responsibility for co-ordinating agencies such as health, housing and transport to promote social inclusion
- Recognition that ill-health is often a symptom of poor or inappropriate housing, often making it more difficult for people to access health care
- Sheltered housing and community buildings as infrastructure for the delivery of health living services
- Housing estates and communities as a focus for the promotion of fitness and improved lifestyles
- Multi-disciplinary networks and teams, co-located with a common assessment involving all key players – social services, housing, NHS and the voluntary sector
- Supporting people to remain in their own home or in new models of provision such as extra care, as an alternative to institutional care
- Impact of new housing development on health and social care infrastructure and the need for joint planning.

1.3.2 The Government published its ageing strategy document "Opportunity Age – Meeting the Challenges of Ageing in the 21st Century" (2005). This is the first ever cross-Government strategy that looks at the issues facing British society as people live longer. Once again the focus is on choice and independence in how older people use the services at their disposal. The document recognises that 'Living in a decent, warm and comfortable home is central to maintaining independence and well-being. Therefore, mainstream housing policy needs to reflect the issues that an ageing population raises'.

1.3.3 The Social Exclusion Unit Report – "A Sure Start to Later Life: ending Inequalities for Older People" (January 2006) examines how to tackle exclusion in later life and includes the development of a national

Older People's Housing Strategy by the end of 2006 jointly commissioned by the Department of Communities and Local Government, DH and DEFRA.

1.4 Regional and Sub-Regional Developments

1.4.1 The North West Regional Housing Strategy 2005 – Priority 4 – meeting the needs of communities and providing support for those who need it (by 2021 the region will be home to more people over fifty and fewer children and young adults) & Priority 3 – delivering decent homes in thriving neighbourhoods (212,700 (47%) vulnerable households may live in non-decent homes.

1.4.2 Cumbria Supporting People Strategy 2005-2010 has set out three main priorities for older persons' services that include:-

- Increased provision of Extra Care/Very Sheltered Housing
- Development of Virtual Extra Care Village Model
- Dedicated Floating Support for Older People

These priorities have been established via a methodology of the desktop research of existing research and policy documentation, unmet needs questionnaires and consultation with partners and stakeholders.

1.5 Local Developments

1.5.1 The Council's Corporate Plan 2006 – 2007 sets out the Council's priorities, which are shown in alphabetical order below:-

- Healthy Communities
- Housing to Meet Local Needs
- Prosperous Communities
- Safer, Greener, Cleaner and Stronger Communities

1.5.2 The Council has been working in partnership with Cumbria Sub-Regional Housing Group to develop the first Cumbrian Housing Strategy, which

now contains the priorities for older people. The vision is:-

"... that Cumbria will have balanced housing markets supporting the social and economic changes that our county will undergo over the next 20 years."

The Strategy recognises that an ageing population means increasing demand for suitable housing and housing services designed for older people. Older people's issues identified within this Strategy are contained primarily within the following priorities:-

Affordable Housing – which includes the following aim:-

- To tackle the shortages of affordable housing in areas of Cumbria where need and demand for additional housing is high, where this impacts adversely on social inclusion and balanced communities.

Creating Decent Homes – includes the following aims:-

- To work towards ensuring that all residents have a home which meets the statutory minimum standard for housing.
- That all houses should provide a reasonable degree of thermal comfort.
- To carry out stock condition surveys across a common methodology to provide baseline data.
- Helping vulnerable owner-occupiers to continue to live independently.
- To improve standards of property maintenance and management in the privately rented sector.
- To encourage homeowners to invest in maintaining and improving their own homes.

Homes with Support or Additional Facilities – includes the following aim:-

- Our aim is to provide homes and housing services for people who most need help and support to be able to live as independently as possible within the Community.

1.5.3 The Council's Vision for older people, contained within the Older Persons' Housing Strategy remains unchanged and is:-

We wish to create a service for older people and their carers that we are proud of and would wish to use ourselves.

Key elements include:

- *Enabling older people to remain in their own homes, supported by appropriate services for as long as they are able;*
- *Promotion and maximising quality of life/choice/independence/social inclusion*
- *Clear, and quick access to services*
- *Responsive and flexible services that are outcome focused*
- *Whole system working together so as to eliminate organisational boundaries that get in the way.*
- *Quality services, provided at the right time, in the right way, in the right location.*

1.5.4 The Strategy contained following key priorities:-

- Increase choice in accommodation and support options
- Housing Condition, Accessibility, Design and Safety
- Provision of Advice and Information
- Affordability
- Working in Partnership

And within each of these priority areas, a number of key tasks were identified that are reported within this Update.

1.6 Links to other Strategies

This Strategy links with the following regional and local strategies:-

- North West Regional Housing Strategy 2006 – Priority 4 – meeting the needs of

communities and providing support for those who need it (by 2021 the region will be home to more people over fifty and fewer children and young adults) & Priority 3 – delivering decent homes in thriving neighbourhoods (212,700 (47%) vulnerable households may live in non-decent homes.

- Cumbria Housing Strategy 2006-2011
- South Lakes Housing – Housing Revenue Account Business Plan 2005
- Cumbria Homelessness Strategy 2003
- Cumbria Supporting People Strategy 2005-2010
- South Lakeland Crime and Disorder Reduction Strategy
- South Lakeland Commissioning Strategy for Community Care Services for Older People and their Carers
- Cumbria Social Services Plan 2004-2007
- NHS Local Delivery Plan
- Joint Investment Plan and National Service Framework
- Implementation Plan for Older People and Older People with Mental Health Problems 2001-2004
- Cumbria Home Improvement Agency Strategy
- Fuel Poverty Strategy

2.0 Needs Analysis

2.1 Since the 2003 Older Persons' Housing Strategy was produced a range of new analysis has been undertaken, the results of which are reported in this Section:-

- South Lakeland Housing Needs and Market Assessment 2006
- Cumbria Extra Care/Very Sheltered Housing Needs Analysis 2005
- South Lakeland Community Capacity Plan for Adult Services 2005

2.2 Demographic Change

The largest projected growth for all households over the next 15 years are those headed by people aged 55 or over (Housing Corporation: 2004). Over the next 15 years and beyond there are also expected to be:-

- Increasing numbers of people aged 85 and over
- Increasing numbers of older black and minority ethnic (BME) people
- Increasing numbers of older people who live alone.

2.3 South Lakeland Housing Needs and Market Assessment 2006

The Assessment gave important information about the housing, care and support needs of older people in six market areas (Appendix 1) :-

- Central Lakes
- Kendal
- Rural Kendal
- Cartmel Peninsula
- Ulverston and Furness
- Dales

Key findings from the 2006 Assessment are as follows:-

2.3.1 Walking difficulties

- 6,438 residents stated that they had a walking difficulty (6.1% of residents);
- 767 residents used a wheelchair (0.7% of all residents);
- 469 residents used a motorised scooter (0.4% of all residents);
- The vast majority of people with walking difficulties were owner-occupiers 73.8% (56.8% outright owners and 16.9% mortgaged owners); a further 16.9% were social renters and 9.3% private renters;
- 22.2% of all 60-74 year olds and 51.2% of all 75+ year olds reported walking difficulties; and
- People with walking difficulties accounted for 8% of all residents in Grange-over-Sands, 7.3% in Cartmel Peninsula Rural and 7.0% in Ambleside.

2.3.3 Other forms of assistance

The household survey provides useful information on the need for other forms of assistance, such as assistance with cleaning, other practical tasks etc. Obviously, there will be a strong correlation with the need for assistance by age, which is demonstrated in the data tabulations. The table below summarises the types of assistance required by households either now or over the next 5 years broken down to the Housing Market Areas and Key Service Centres. This provides valuable evidence to support interventions such as Home Improvement Agencies, assistance through the Supporting People initiative and South Lakeland's Handyperson scheme.

Assistance required

| Market Area | Key Service Centre | Annual Affordable Housing Requirement | | | | |
|-----------------------|-------------------------|---------------------------------------|-------------|--------------------|-----------------|------------------|
| | | General | | Older Persons | | Annual Shortfall |
| | | Smaller 0-2Beds | Larger (3+) | Smaller (0/1 Beds) | Larger (2 Beds) | |
| Central Lakes | Ambleside | 57 | 7 | 1 | 1 | 66 |
| | Windermere | 30 | 0 | 0 | 0 | 30 |
| | Central Lakes Rural | 71 | 26 | 7 | 6 | 110 |
| Kendal | Kendal | 68 | 0 | 10 | 13 | 91 |
| Rural Kendal | Milnthorpe | 6 | 3 | 1 | 1 | 11 |
| | Kirkby Lonsdale | 10 | 2 | 1 | 1 | 14 |
| | Rural Kendal | 164 | 20 | 2 | 8 | 194 |
| Ulverston and Furness | Ulverston | 46 | 8 | 3 | 3 | 60 |
| | Furness Rural | 16 | 3 | 1 | 1 | 21 |
| Dales | Sedbergh | 10 | 2 | 3 | 1 | 16 |
| Cartmel Peninsula | Grange over Sands | 10 | 3 | 1 | 1 | 15 |
| | Cartmel Peninsula Rural | 33 | 14 | 5 | 5 | 57 |
| District | (gross shortfall) | 521 | 88 | 35 | 41 | 685 |

| Market Area | Key Service Area | Annual Affordable Housing Requirement: INTERMEDIATE | | | | | Annual Shortfall |
|-----------------------|-------------------------|---|-------------|--------------------|-----------------|-----|------------------|
| | | General | | Older Persons | | | |
| | | Smaller 0-2Beds | Larger (3+) | Smaller (0/1 Beds) | Larger (2 Beds) | | |
| Central Lakes | Ambleside | 17 | 2 | 0 | 0 | 19 | |
| | Windermere | 21 | 0 | 0 | 0 | 21 | |
| | Central Lakes Rural | 32 | 12 | 3 | 3 | 50 | |
| Kendal | Kendal | 25 | 0 | 4 | 5 | 34 | |
| Rural Kendal | Milnthorpe | 4 | 2 | 1 | 1 | 8 | |
| | Kirkby Lonsdale | 4 | 1 | 0 | 0 | 5 | |
| | Rural Kendal | 72 | 9 | 1 | 4 | 86 | |
| Ulverston and Furness | Ulverston | 17 | 3 | 1 | 1 | 22 | |
| | Furness Rural | 8 | 1 | 0 | 0 | 9 | |
| Dales | Sedbergh | 6 | 1 | 2 | 1 | 10 | |
| Cartmel Peninsula | Grange over Sands | 6 | 2 | 1 | 1 | 10 | |
| | Cartmel Peninsula Rural | 12 | 5 | 2 | 2 | 21 | |
| District | (gross shortfall) | 224 | 38 | 15 | 18 | 295 | |

| Market Area | Key Service Area | Annual Affordable Housing Requirement: SOCIAL RENTED | | | | | Annual Shortfall |
|-----------------------|-------------------------|--|-------------|--------------------|-----------------|-----|------------------|
| | | General | | Older Persons | | | |
| | | Smaller 0-2Beds | Larger (3+) | Smaller (0/1 Beds) | Larger (2 Beds) | | |
| Central Lakes | Ambleside | 40 | 5 | 1 | 1 | 47 | |
| | Windermere | 9 | 0 | 0 | 0 | 9 | |
| | Central Lakes Rural | 39 | 14 | 4 | 3 | 60 | |
| Kendal | Kendal | 43 | 0 | 6 | 8 | 57 | |
| Rural Kendal | Milnthorpe | 2 | 1 | 0 | 0 | 3 | |
| | Kirkby Lonsdale | 6 | 1 | 1 | 1 | 9 | |
| | Rural Kendal | 92 | 11 | 1 | 4 | 108 | |
| Ulverston and Furness | Ulverston | 29 | 5 | 2 | 2 | 38 | |
| | Furness Rural | 8 | 2 | 1 | 1 | 12 | |
| Dales | Sedbergh | 4 | 1 | 1 | 0 | 6 | |
| Cartmel Peninsula | Grange over Sands | 4 | 1 | 0 | 0 | 5 | |
| | Cartmel Peninsula Rural | 21 | 9 | 3 | 3 | 36 | |
| District | (gross shortfall) | 297 | 50 | 20 | 23 | 390 | |

2.3.4 Support and Future Housing Requirements

There has been a significant shift in household tenure with owner-occupation now the preferred tenure for the majority of older people. This can be seen in the findings of the 2006 Assessment in 2.3.4. In 1991 41% of older people were owner-occupiers, compared to 2001 with over 70% of older people being owner-occupiers. Around 90% of older people live in general housing stock and 5% live in residential or nursing care, and 5% live in sheltered housing stock. There is currently around £367 billion in un-mortgaged equity available to UK pensioners (50/50 Vision GONW: 2005).

ODPM population projections indicate that in 2006, around 30,600 residents in South Lakeland will be aged 60 or over, representing 30.6% of the population. This is set to increase to:

- 34,900 by 2011 (33.9% of population);
- 41,300 by 2021 (39.3% of the population); and dramatically increasing to
- 46,800 by 2028 (43.9%).

The household survey indicates that most residents aged 60 or over are owner-occupiers (88.3%). Of residents aged 75 and over 85.5% are owner-occupiers, mostly outright owners. There are considerable policy implications resulting from the number of older people living in the private sector. They are increasingly going to require a wide range of support at home. Evidence from the household survey clearly demonstrates the need for support across South Lakeland, which includes help with home improvements and domestic tasks.

Research into the needs and aspirations of older people provides a valuable insight into key factors, which need to be considered in relation to the requirements of older people:

- Most older people do not require specialist accommodation;
- Movement within general housing stock is highly likely and not just moves into sheltered stock;
- A need for space does not necessarily decrease with age;
- Older people however need better access to transport and amenities; and
- A feeling of safety in the home is important.

Crucial to a review of older persons housing needs is a recognition that the aspirations and preferences of older people need to be carefully considered in policy responses. A range of options and solutions to address the needs of older people are available in addition to traditional sheltered accommodation, for instance apartments specifically marketed at older people. The table below shows the housing options that were being considered by older people in South Lakeland in the next five years. Similar consideration is being given to new forms of older persons' accommodation, for instance older persons' apartments, compared with the more traditional sheltered accommodation.

Older Persons options considered relevant now or in the next five years

| Housing option | %* |
|--|--------|
| Continue to live in current home with support | 80.5 |
| Sheltered accommodation | 20.9 |
| Residential Care Home / Extra Care Scheme | 7.9 |
| Buying an apartment in a specific development for older people | 19.9 |
| Buying a property in a Retirement/ Care Village | 17.7 |
| Total responses | 22,988 |
| Base (weighted no. of respondents stating option) | 15,640 |

**Percentages don't add up to 100 as more than one option was considered*

2.3.5 Affordable Housing Requirements

A breakdown of future housing requirements for each Housing Market Area and Key Service Centre is shown below and this details the split between general needs accommodation and older persons' accommodation. The figures shown represent the annual requirement of affordable housing, i.e. for social rented accommodation and intermediate tenures (including discounted sale, shared ownership and shared equity).

| Type of Assistance | | Market and Key Service Centre | | | | | | | | |
|--|------------|-------------------------------|-------------|---------------------|-------------|-------------|--------------|-----------------|--------------|-------------|
| | | Central Lakes | | | | Kendal | Rural Kendal | | | |
| | | Ambleside | Windermere | Central Lakes Rural | Total | Kendal | Milnthorpe | Kirkby Lonsdale | Rural Kendal | Total |
| Total households | | 1749 | 4143 | 3673 | 9565 | 12912 | 973 | 930 | 9027 | 10930 |
| Help with repair and maintenance of home | Total Need | 295 | 541 | 431 | 1267 | 1608 | 139 | 165 | 1124 | 1428 |
| | % H'hs | 16.9 | 13.1 | 11.7 | 13.2 | 12.5 | 14.3 | 17.7 | 12.5 | 13.1 |
| Help with gardening | Total Need | 285 | 549 | 548 | 1382 | 1314 | 139 | 160 | 1683 | 1982 |
| | % H'hs | 16.3 | 13.2 | 14.9 | 14.4 | 10.2 | 14.3 | 17.2 | 18.6 | 18.1 |
| Help with cleaning home | Total Need | 231 | 409 | 347 | 986 | 1204 | 95 | 126 | 1185 | 1405 |
| | % H'hs | 13.2 | 9.9 | 9.4 | 10.3 | 9.3 | 9.8 | 13.5 | 13.1 | 12.9 |
| Help with other practical tasks (e.g. changing lightbulbs, collecting) | Total Need | 144 | 222 | 266 | 632 | 765 | 57 | 70 | 587 | 713 |
| | % H'hs | 8.2 | 5.4 | 7.2 | 6.6 | 5.9 | 5.8 | 7.5 | 6.5 | 6.5 |
| Help with personal care | Total Need | 114 | 175 | 209 | 498 | 438 | 37 | 38 | 364 | 439 |
| | % H'hs | 6.5 | 4.2 | 5.7 | 5.2 | 3.4 | 3.8 | 4.1 | 4.0 | 4.0 |
| Want company / friendship | Total Need | 54 | 82 | 127 | 264 | 399 | 39 | 17 | 383 | 439 |
| | % H'hs | 3.1 | 2.0 | 3.5 | 2.8 | 3.1 | 4.0 | 1.8 | 4.2 | 4.0 |
| Want a Social Alarm (call for help alarm) | Total Need | 112 | 164 | 186 | 461 | 747 | 34 | 46 | 495 | 575 |
| | % H'hs | 6.4 | 4.0 | 5.1 | 4.8 | 5.8 | 3.5 | 5.0 | 5.5 | 5.3 |

A more detailed tenure breakdown for intermediate and social rented housing is shown below:-

| Type of Assistance | | Market and Key Service Centre | | | | | | | |
|--|------------|-------------------------------|---------------------------|-------------|-------------|-------------------|-------------------------|-------------|----------------|
| | | Ulverston and Furness | | | Dales | Cartmel Peninsula | | | South Lakeland |
| | | Ulverston | Ulverston & Furness Rural | Total | Sedburgh | Grange over Sands | Cartmel Peninsula Rural | Total | |
| Total households | | 5471 | 3900 | 9371 | 1656 | 2592 | 2218 | 4810 | 49244 |
| Help with repair and maintenance of home | Total Need | 761 | 521 | 1282 | 197 | 461 | 416 | 877 | 6659 |
| | % H'hs | 13.9 | 13.4 | 13.7 | 11.9 | 17.8 | 18.8 | 18.2 | 13.5 |
| Help with gardening | Total Need | 594 | 526 | 1120 | 176 | 566 | 426 | 992 | 6966 |
| | % H'hs | 10.8 | 13.5 | 11.9 | 10.6 | 21.9 | 19.2 | 20.6 | 14.1 |
| Help with cleaning home | Total Need | 550 | 334 | 884 | 151 | 473 | 331 | 804 | 5434 |
| | % H'hs | 10.1 | 8.6 | 9.4 | 9.1 | 18.2 | 14.9 | 16.7 | 11.0 |
| Help with other practical tasks (e.g. changing lightbulbs, collecting prescriptions) | Total Need | 292 | 201 | 493 | 89 | 298 | 153 | 451 | 3143 |
| | % H'hs | 5.3 | 5.2 | 5.3 | 5.4 | 11.5 | 6.9 | 9.4 | 6.4 |
| Help with personal care | Total Need | 216 | 141 | 358 | 52 | 229 | 106 | 334 | 2119 |
| | % H'hs | 4.0 | 3.6 | 3.8 | 3.2 | 8.8 | 4.8 | 7.0 | 4.3 |
| Want company / friendship | Total Need | 101 | 124 | 225 | 44 | 81 | 77 | 159 | 1530 |
| | % H'hs | 1.8 | 3.2 | 2.4 | 2.7 | 3.1 | 3.5 | 3.3 | 3.1 |
| Want a Social Alarm (call for help alarm) | Total Need | 239 | 176 | 415 | 48 | 208 | 110 | 318 | 2564 |
| | % H'hs | 4.4 | 4.5 | 4.4 | 2.9 | 8.0 | 5.0 | 6.6 | 5.2 |

2.4 Cumbria Extra Care/Very Sheltered Housing Needs Analysis 2005

Cumbria County Council carried out a revised analysis of very sheltered housing needs across Cumbria identifying priority areas and produced the following plan for Extra Care Housing Developments from 2005 -2010.

| Location | Number of VSH Units | Target Year |
|------------------------|-----------------------|-------------|
| Kendal (Rydal Road) | 20 units (37 overall) | 2007-08 |
| Grange over Sands | 18 units | 2009 |
| Arnside | 15 units | 2009 |
| Ulverston | 28 units | 2010 |
| Kendal (second scheme) | 20 units | 2010 |

This plan is subject to funding and is likely to be further affected by a county-wide review of Residential Care Homes. A multi-agency working party in each district will carry out the review and report in 2007.

New schemes contain a mix of extra care/very sheltered and sheltered units so as to maintain a balanced community between those that are frailer older people and the non-frail elderly. Therefore, the total scheme numbers will be higher.

2.5 Housing Register

There are currently 803 applicants over the age of 55 on the Council's Housing Register representing 28.5% of all applicants. There are currently 167 transfer applicants over the age of 55, representing 32.9% of the total number of transfer applicants.

2.6 Homelessness Statistics

Table 1: Homelessness Applications and Acceptances 2005-2006

| | 2005/2006 | % of Total Applications |
|--------------------------------------|-----------|-------------------------|
| Total Applications | 333 | 100% |
| Total Acceptances | 142 | 43% |
| Older Person Applications (aged 55+) | 24 | 7% |
| Older Person Acceptances (aged 55+) | 8 | 2% |

2.7 South Lakeland Community Capacity Plan for Services for Older People and their Carers 2003-2011

The October 2005 update contains the following key priorities that are consistent with the priorities contained within this Strategy Update:-

- Increase number of people supported at home with intensive support (including very sheltered housing schemes)
- Develop proposals for new telecare systems and wider prevention services

- Develop a more community based model for falls service in South Lakeland

2.8 Views of Older People

The Housing and Older People Development Group was established in 2001 by the then Department for Environment, Transport and the Regions (DETR), with the Department of Health (DH). It is a body charged with advising Government on matters relating to housing and older people. Its members include older people, housing providers, voluntary organisations, local authorities, and other experts on

housing and older people. The Government's focus on the promotion of independence for older people and good quality of life has been influenced by the views of older people who have identified a number of factors that act as barriers to a good quality of life:-

- Living in inappropriate or inadequate (non decent) housing
- Lack of housing-related services
- Low incomes
- Lack of access to leisure facilities
- Lack of accessible transport
- Fear of crime
- Age discrimination

Age Concern in South Lakeland has carried out some consultation with older people in some of the rural communities in 2005 to discuss the issues of concern. This has flagged up the following issues, some of which relate to the issues identified nationally:-

- Lack of accessible transport – infrequent and sometimes inaccessible
- Inaccessibility of some shops and banks
- Difficulty in maintaining social contacts, or attending social events, made worse by poor access to some venues
- Concerns about asking for help, and reliance on the good will of people, can discourage participation in the community
- Accommodation that is located away from local facilities, resulting in a tendency towards social isolation
- Concerns about the future of the active and supportive village communities, because of rising house prices
- Access to effective out of hours health services
- The maintenance levels of rural roads appears to be very poor

3.0 Update on Key Priorities

This Section outlines key developments on each of the five priorities contained within the Older Persons' Housing Strategy 2003-2006, together with achievements against key tasks and new tasks. A revised Action Plan for 2006-2008 is contained within Appendix 2 of this document. This contains the priorities within the Cumbria Housing Strategy together with The Older Persons' Housing Strategy Update 2006-2008.

3.1 Priority 1 - Increase choice in accommodation and support options

3.1.1 Extra Care/Very Sheltered Housing

Two extra care/very sheltered housing schemes have now been developed at Rowan Court in Ambleside, providing a total of 18 units for rent (10 of which are extra care/very sheltered) and Birthwaite in Windermere providing a total of 46 units for rent (20 of which are extra care/very sheltered). A further scheme is planned in 2007-2008 in Kendal at Rydal Road that will provide a total of 37 units for rent (20 of which will be extra care/very sheltered). Funding has now been secured to develop this scheme (due to commence in March 2007 and complete in March 2008).

Further schemes are planned in Ulverston, Grange over Sands, Kendal and Arnside in accordance with the phased development plan outlined in 2.4 above. These schemes are likely to be either new-build or a re-designation of existing schemes. Existing schemes have all been for rent, however, there is a need to consider mixed tenure schemes and schemes for sale. Therefore, the second Kendal scheme will be either a mixed tenure scheme or entirely for sale.

A new model has been developed in partnership with Health and Social Care called the 'Virtual Care Village' incorporating the use of very sheltered housing services that can be available both within a very sheltered housing scheme and the wider community. Home Care services will in the future be zoned so that a Home Care Team will look after a designated area from a base, which could be a sheltered housing scheme. This model also incorporates the use of Smart technology, known as 'Telecare' in order to provide a range of sensors that manage risks such as fire, flood, wandering, and

falls. However, there will still need to be the identification of suitable flats within existing schemes that would be suitable for extra care services and allocations will need to be monitored to ensure an appropriate mix of sheltered and extra care tenants are maintained to be provide a balanced community.

3.1.2 Sheltered Housing

Traditional sheltered housing has seen a distinct drop in demand, partially due to the standards of accommodation provided and in particular space standards and growing customer expectations. Many older sheltered schemes contain bedsit accommodation – no longer a popular choice for potential applicants. The Council has in partnership with South Lakes Housing been undertaking options appraisals in response to the Best Value Review of Sheltered Housing carried out in 2001. This has resulted in some remodelling and re-designation as very sheltered housing, in schemes such as Rowan Court, West Ing, and Birthwaite in Windermere. An options appraisal has been undertaken at Gowan Lea, Burneside and funding has been secured from the Housing Corporation to remodel the Scheme into 24 one and two bedroom flats, and to provide 5 new bungalows (restricted to older people) within the grounds. This is due to be completed in March 2008. Investigations are also ongoing into upgrading the remaining low demand sheltered housing scheme at School Knott, Windermere. This comprises 2 bungalows, 8 one-bed flats, 1 three bed flat and 16 bed-sits. The bed-sits in particular are proving difficult to let.

There are a number of private sheltered housing schemes in South Lakeland, including schemes in Grange over Sands, Kendal and Ulverston. The main developer is McCarthy and Stone.

The average age of tenants being housed in sheltered housing schemes, out of lettings made in 2005/2006, was 76. An increasing number of new lets are made to tenants in their late 70s, 80s and 90s. Over half of the above lettings were made to people aged 76 and over. South Lakes Housing advises that with exception of School Knott, Windermere, vacancies are normally let relatively quickly due to demand from the Housing Register. Given the age range of new tenants in existing schemes, there is a pressing need for extracare/very sheltered housing that contains a mix of ordinary sheltered units and extra care/very sheltered units. This will take account of frailer tenants and the

growing needs of existing sheltered tenants as they get older.

3.1.3 Other Older Person's Housing

As South Lakeland is experiencing issues around affordability, this limits the choices available for those households on lower incomes. The South Lakeland Housing Needs and Market Assessment 2006 identifies the specific need for affordable housing for older people, shown in 2.3.5 across each Housing Market Area and at Key Service Centre level. The Survey identifies that demand exceeds supply, particularly for bungalow accommodation across most areas.

3.1.4 Support Options

Within the general market, the household survey undertaken for the District Wide Housing Needs and Market Assessment, identified that the majority of those aged 60 and over are owner-occupiers (88.3%). Of those aged 75 and over 85.5% are owner occupiers, mainly with no mortgage. Given that most people want to remain in their own homes there is a pressing need for support as indicated in 2.3.4. The type of support that can be developed includes Telecare and floating support. However, Section 3.2 describes the services of the Home Improvement Agency and Handyperson service that can also help people to remain in their own home.

- **Telecare**

Telecare has been described by the Department of Health as:-

“Care provided at a distance using information and communication technology (ICT) – and is the continuous, automatic and remote monitoring of real time emergencies and lifestyle changes over time in order to manage the risks associated with independent living” (DH: 2004)

This can incorporate community alarm services, additional sensors and response services.

The Council took part in a small pilot project, called the Safe Homes Project to install Telecare into the homes of people with dementia. An appraisal of the Project found that:-

- The use of the equipment not only helped to manage the risks but helped people to

remain in their own homes, rather than being admitted into hospital or residential care.

- In some cases this enabled a managed approach to eventual residential care or nursing home provision.
- Responders, normally friends, neighbours of family members found that the equipment gave reassurance in supporting the client and 50% of responders had indicated that the telecare service had reduced the stress of providing support
- The service helped to manage the risks such as, fire, flood, falls and wandering allowing clients to continue to use appliances such as a gas fire, or cooker
- In some cases the level of night time care services reduced
- Reports from the control centre gave information on which sensors had been triggers allowing for a review of the client's care needs.
- 70% of responders said that the sensors had improved the quality of life of the service user, with 100% of responders stating that the sensors had helped to maintain the service user's independence.

The Council is working in partnership with Cumbria County Council Social Services, Morecambe Bay PCT, Age Concern and other agencies to expand the use of Telecare in South Lakeland using funding from the Department of Health, which should result in around 100 Telecare users in South Lakeland in 2006-2007. The work is being developed in partnership with older people and their carers who make up 50% membership of a Core Group in South Lakeland.

Cumbria County Council in partnership with Supporting People and District Councils, will be undertaken a strategic review of community alarm services in the next year that could lead to improved performance and greater value for money in the provision of services throughout Cumbria.

- **Floating Support**

A priority from the 2003 Strategy was to develop a floating support service for older

people. Unfortunately, the service could not continue to be funded, though the Supporting People Strategy 2005-2010 recognises that there is a need for a scheme in South Lakeland. A strategic review of floating support services across Cumbria has been undertaken by Supporting People in late 2006, in partnership with statutory and voluntary agencies and this could lead to the re-provision of services that may meet some of the need in South Lakeland.

3.1.5 Achievements against Key Tasks 2003-2006 Strategy

The following key achievements have been made against Actions contained in 2003-2006 Strategy:-

- Sheltered Housing Investment programme developed
- Remodelling of low-demand sheltered housing bed-sits to self contained very sheltered/extra care units at Ambleside and Windermere
- Work commenced on remodelling of low-demand sheltered housing bed-sits to self-contained units at Gowan Lea, Burneside
- Expansion of community alarm technology
- Development of a Telecare pilot project – Safe Homes that is being used to develop a mainstream Telecare service across Cumbria

3.1.6 Key Actions (2007-2011)

The following are Key Actions within the revised Action Plan:-

- Revise sheltered housing investment strategy
- Reconfigure Floating Support services in light of the countywide strategic review
- Complete Remodelling of the Gowan Lea Sheltered Housing Scheme into 20 one and two bed self-contained flats and 5 new bungalows
- Complete investigation of the proposal to upgrade the School Knott sheltered housing scheme in Windermere

- Complete the new build extra care scheme at Rydal Road, Kendal
- Implement the Extra Care/Very Sheltered Housing development plan (as per 2.4)
- Develop the Disabled Facilities Grant framework across Cumbria
- Develop at least 50 new affordable homes for older people across the District
- Expand the use of Telecare

3.2 Priority 2 - Housing Condition, Accessibility, Design and Safety

3.2.1 Housing Condition

Since the 2003 Strategy, the Council has established an Arms Length Management Organisation, South

Lakes Housing, to manage the Council's housing stock and ensure that all Council properties meet the Government's Decent Homes standard by 2010. Works to be undertaken in sheltered housing schemes are detailed in the Council's Sheltered Housing Investment Programme, available on the Council's web-site at www.southlakeland.gov.uk.

The Government has introduced a target for private housing that states that the proportion of vulnerable persons living in decent homes is to be more than 70% by 2010 -11. The term 'vulnerable' is applied to those people in receipt of state benefits. The 2006 South Lakeland Housing Needs and Market Assessment identifies for each Housing Market area the percentage of private housing providing homes for vulnerable people currently meeting the Decent Homes Standard. This has been calculated using ODPM 'ready reckoner' taking into account the age profile of private sector stock and District index of multiple deprivation score. The results are shown in the table below.

| Housing Market Area | % of vulnerable people who currently live in homes which meet the Decent Homes Standard |
|--|---|
| Central Lakes (Ambleside, Windermere, Rural Area) | 49.9% |
| Kendal | 62.1% |
| Rural Kendal (Milnthorpe, Kirkby Lonsdale, Rural Area) | 56.2% |
| Ulverston and Furness | 53% |
| Dales (Sedbergh) | 48.7% |
| Cartmel Peninsula (Grange over Sands, Rural Area) | 55% |

Therefore, at the present time, none of the Housing Market Areas meets the 70% target.

The Government classes a home as decent if it:

- Is above the current statutory minimum standards for housing (the fitness standard)
- Is in a reasonable state of repair
- Has reasonably modern facilities
- Provides a reasonable degree of thermal comfort

The Government through the Housing Act 2004 has now introduced the Housing, Health and Energy Rating System (HHSRS), that provides a link between housing standards and health, identifying potential hazards in the home and the potential risk involved. The legislation came into force on 6 April 2006 and replaces the Housing Fitness Standard, which was set out in the Housing Act 1985. The HHSRS affects all owners and landlords, including social landlords such as registered social landlords. To be decent homes should be free of Category 1 hazards (serious hazards) and the Council will need to take account of

the HHSRS when undertaking the next District Wide Stock Condition Survey.

Many older people, particular single person households tend to be equity rich and income poor. The 2006 South Lakeland Housing Needs and Market Assessment reveals that 76% of single person households aged 60 and over had an income of less than 300 per week. For couples with at least one person aged 60 and over, 37% had an income of less than 300 per week. This compares to 55% of single person households aged under 60 and 21% of couples aged under 60. In terms of home ownership, 50.4% of older person households (single person and couples) own their own homes outright compared to 29.6% of single person and households and couples under 60. Therefore, the Council will need to look at equity release products to provide home improvements for those households who have significant equity in their homes and low incomes and this is reflected as a Key Action.

3.2.2 Home Improvement Agency

A Home Improvement Agency (HIA) and Handyperson service was established in 2005 through Anchor Staying Put. This provides services, such as small repairs for older people in their own home irrespective of tenure. A Handyperson service is now available through the HIA to anyone aged over 60, or anyone who has a disability or is being discharged or recently discharged from hospital.

The sort of services available through the HIA and Handyperson Scheme are:-

- Fitting of security measures such as spy holes and door/window locks
- Changing light bulbs
- Unblock sinks
- Putting up curtain rails
- Fixing down hazardous carpets, trailing wires

- Moving furniture (requiring one person)
- Replacing toilet seats, small areas of tiling, sealant around sinks/baths
- Fitting plugs/fuses
- Initial help following hospital discharge (e.g. re-setting heating controls)
- Minor repairs to gates, fences, paths (to eliminate tripping hazards)
- Replacing washers

An accident prevention form was devised for use by the Home Improvement Agency in order to assess risks within the home and undertake measures to help prevent accidents and falls. However, this needs to be more closely linked to the single assessment process being developed through the Modernising of Services for Adults (MOSA) group through Health and Social Care. This was highlighted through the consultation process in order to update the Community Capacity Plan.

3.2.2 Adaptations

The Council through the Housing Strategy, set a target to increase the budget for adaptations. For Council housing the Disabled Facility Grants budget has been increased each year from £160,000 in 2002/03 to £259,000 in 2005/06. Projections show annual increases in future years culminating in £300,000 in 2009/10. However, for the private sector a bid to increase the Capital Programme from £150,000 to £300,000 was unsuccessful

The household survey provides evidence on the need for particular adaptations by area, tenure and household type. Better heating/insulation, adaptations to bathroom and kitchen are the most mentioned adaptations required by households. The table below summarises the range of adaptations required by households either now or over the next 5 years.

Property adaptations required

| Adaptation Required | When required Now | Likely to need in next 5 years | Total requirement | As % of all Households (49,244) |
|---|-------------------|--------------------------------|-------------------|---------------------------------|
| Better heating / insulation | 6,351 | 5,388 | 11,739 | 23.8 |
| Kitchen | 2,492 | 3,969 | 6,461 | 13.1 |
| Bathroom | 2,651 | 4,933 | 7,584 | 15.4 |
| Internal handrails | 624 | 1,908 | 2,531 | 5.1 |
| Downstairs WC | 956 | 1,455 | 2,411 | 4.9 |
| Stairlift | 253 | 1,360 | 1,613 | 3.3 |
| Internal door widening | 153 | 424 | 577 | 1.2 |
| External ramp | 342 | 829 | 1,171 | 2.4 |
| External handrails | 355 | 1,122 | 1,478 | 3.0 |
| Security alarm | 1,862 | 2,121 | 3,983 | 8.1 |
| Increase in size of property e.g. extension | 1,917 | 2,594 | 4,511 | 9.2 |

3.2.3 Fuel Poverty and Energy Efficiency

The Council has been undertaking a programme of energy efficiency measures in order to combat fuel poverty and contribute towards national energy savings targets. In total 2636 properties (as at 1/4/06) have benefited from energy efficiency measures including:-

- Loft Insulation
- Cavity wall insulation
- Central heating/new heater installation
- Hot water cylinder jackets
- Boiler replacement
- Draft proofing
- Free low energy light bulbs

A number of road shows have been held across the District to promote energy efficiency and the availability of the above measures.

The Housing Renewal Section will shortly launch the Warmcard scheme which is funded from a £2000 award as regional winners of a competition organised by National Energy Action and DEFRA. The Warmcard scheme will help to target hard-to-reach groups in rural locations. Frontline staff in agencies including Health, Age Concern, and C.A.B will help to distribute pre-paid reply cards for eligible people to apply for energy efficiency grants.

3.2.4 Accessibility

The Disability Discrimination Act 1995 and 2005 requires that 'reasonable' adjustments are made in order to make services more accessible. Access audits are normally undertaken by organisations and the Council has made a number of changes to ensure that buildings are more accessible, e.g. disabled toilet facilities, wheelchair lifts, hearing loop.

The location of new developments is a key factor. Planning requires new development to be in sustainable communities, and for older people in particular, it is important that new schemes are

situated near to local facilities such as shops, the Post Office and public transport facilities – an issue highlighted by the consultation exercise carried out by Age Concern. This needs to be taken into account when determining where new very sheltered housing schemes are to be provided. However this has to be balanced against the difficulties of obtaining suitable developments in an area like South Lakeland where sites are in short supply. The Rydal Road Very Sheltered Housing Scheme has certain design features that allow for services to be delivered within the scheme as well as being close to public transport routes, the Post Office and shop. The Scheme design includes a hairdressing facility and a multi-function room that can use a computer suite so that services can become more accessible to people living within the Scheme. The community at large can also benefit from being able to use the room and interact with residents.

3.2.5 Design

The Council has recently produced Design guidance for anyone wishing to develop housing for older people. The Design Guide is available on the Council's web-site at www.southlakeland.gov.uk.

3.2.6 Achievements against Key Tasks 2003-2006 Strategy

The following key achievements have been made against Actions contained in 2003-2006 Strategy:-

- Design Guide produced
- Home Improvement Agency established
- Handyperson Scheme established
- Energy conservation measures carried out in 2636 properties as at 1 April 2006, over 90% for older people

3.2.7 Key Actions

The following are Key Actions within the revised Action Plan:-

- Expand the use and role of the Home Improvement Agency –including an increase in the capacity of Handyperson Scheme by 50% from 2005-6 and developing the accident prevention role linked to the HHSRS.

- Improve targeting of vulnerable clients requiring home improvements through joint working with Health / Social Services, including use of the Warm Card scheme to improve uptake of insulation measures.
- Consider the use of loans and equity release products
- Roll out South Lakeland Energy Efficiency Scheme across District

3.3. Priority 3 - Provision of Information and Advice

The Council has developed a range of advice leaflets in order to help older people make informed choices about services available. Leaflets ranging from advice on housing options, homelessness, welfare benefits, the handyperson scheme, energy efficiency are all available and circulated to appropriate agencies, such as Age Concern and Citizens' Advice Bureaux as well as being available on the Council's web-site at www.southlakeland.gov.uk. The Council's Housing Advice Team can provide housing advice irrespective of tenure on the range of housing and support available. A mobile rural housing advice service has been developed in Ambleside and Windermere.

Unfortunately a bid to to the Department of Health's Partnerships for Older People Programme (POPP) was unsuccessful. This aimed to enhance services in rural areas through a one-stop shop approach to providing advice services and through developing capacity within communities to help support older people. This is particularly important if Telecare services are to develop across the District as the service is only as good as the response that can be provided.

However Age Concern does have several services which can provide information and advice to older people about issues related to housing. The Promoting Independence Partnership Project employs 3 workers who can do assessments and offer advice to help with accessing appropriate support, adaptations and benefits suited to an individual's needs.

The Community Development, which has initially operated in the Grange, Ambleside and Windermere, will eventually cover the whole district. It provides a

database of public sector service providers, community groups and independent providers who can assist with lower level needs such as gardening, cleaning and practical tasks.

An Information and Advice worker is also employed who provides advice surgeries and personal appointments in rural areas.

There remains a need to continue to develop high quality advice services through effective partnership working between the agencies concerned in delivering services to older people.

3.3.1 Achievements against Key Tasks 2003-2006 Strategy

The following key achievements have been made against Actions contained in 2003-2006 Strategy:-

- Enhanced SLDC housing advice service developed post Arms Length Management Organisation (ALMO)
- Options investigated for providing a mobile rural housing advice service and advice service now delivered in Ambleside and Windermere
- Range of advice leaflets developed and available on the Council's web-site

3.3.2 Key Actions

The following are Key Actions within the revised Action Plan:-

- Investigate ways to promote higher standards of information sharing and joint working between SLDC's housing services, Adult Social Care, Cumbria PCT and Age Concern to support high quality and integrated advice services.

3.4 Priority 4 - Affordability

Affordability was highlighted in the 2003 Strategy as an area of concern in terms of:-

- Service/support charges
- Fuel poverty
- Income

It is important that older people are aware of the potential benefits that they may be entitled to maximise income as the following figures demonstrate.

- In 2002-2003, 69% of pensioners depended on state benefits for at least 50% of their income (Department of Work and Pensions: 2004).
- Single pensioners in 2002-2003 received on average £177 net income per week. Pensioner couples received £327 per week on average (DWP: 2004).
- In September 2004, 3.18 million older people received Pension Credit due to their low income equating to 2.62 million households. However, the DWP has estimated that a total of 3.75 million pensioner households are eligible for the benefit (DWP: 2004).

The Council has developed an advice leaflet on welfare benefit contacts for older people and housing advice services are available to anyone, no matter what tenure. The Home Improvement Agency has now developed a benefit advice role as part of their range of services.

3.4.1 Achievements against Key Tasks 2003-2006 Strategy

The following key achievements have been made against Actions contained in 2003-2006 Strategy:-

- Council sheltered housing charge reviewed
- Advice leaflets available on welfare benefits
- Benefit advice available through Home Improvement Agency

3.5 Priority 5 – Working in Partnership

The Council is continuing to work to implement the Older Persons' Housing Strategy through the following partnerships:-

- South Lakeland Strategic Partnership – Health and Well-being and Affordable Housing Task Groups
- Modernising of Services for Adults (formerly the Modernising Older Persons' Services Group)

- Telecare Implementation Group Alliance (TIGA)
- Supporting People (Core Strategy Development Group and Commissioning Body)
- South Cumbria Housing Forum
- South Lakeland Crime and Disorder Reduction Partnership
- Cumbria Homelessness Forum
- Warm Homes Forum

Appendix 1

| Sub Regional Housing Strategy Market Areas | Key Service Centres | No of Wards | Related Wards |
|--|---------------------|-------------|--|
| Central Lakes | Ambleside | 1 | Lakes Ambleside |
| | Windermere | 4 | Applethwaite, Bowness North, Bowness South and Town |
| | Rural sub area | 4 | Lakes Grasmere, Coniston, Hawkshead, Staveley in Westmorland |
| Kendal | Kendal | 14 | Castle, Far Cross, Fell, Glebelands, Heron Hill, Highgate, Kirkland, Mintsfeet, Nether, Oxenholme, Parks, Stonecross, Strickland, Underley |
| Rural Kendal | Milnthorpe | 1 | Milnthorpe |
| | Kirkby Lonsdale | 1 | Kirkby Lonsdale |
| | Rural sub area | 8 | Burneside, Burton and Holme, Crooklands, Arnside and Beetham, Levens, Whinfall, Natland, Lyth Valley |
| Ulverston and Furness | Ulverston | 6 | Central, East, North, South, Town, West |
| | Rural sub area | 3 | Low Furness and Swarthmoor, Broughton, Crake Valley |
| Dales | Sedbergh | 1 | Sedbergh |
| Cartmel Peninsula | Grange over Sands | 1 | Grange over Sands |
| | Rural sub area | 13 | Staveley in Cartmel, Cartmel, Holker |

South Lakeland Older Person's Housing Strategy revised action plan 2007 - 2011

| Priority No & Cumbria Housing Strategy Policy No. | Task No | Task | Lead Officer | Lead Agency | Target | Milestones | Resource | Output | Outcome |
|---|---------|--|--------------|-------------------|----------|--|--|--|--|
| 1S1 | 1 | Revise sheltered housing investment strategy | SSO | SLDC | Dec 2007 | | Staff time | Transparent and prioritised strategy | Managed approach to demands on financial resource |
| 1S1 | 2 | Implement very sheltered housing development plan | SSO | SLDC/CCC | 2011 | See development plan | Capital - Housing Corporation funding, CCC, SP, staff time | 6 very sheltered housing schemes containing 123 very sheltered units | Reduction in delayed transfers of care. Promotion of independence for frail elderly Improved choice of housing options available. |
| 1S5 | 3 | Reconfigure floating support services in light of countywide review | SSO | Supporting People | Apr 2008 | | Staff time | Re-provision of floating support services in Cumbria | Expand floating support in South Lakeland |
| 1S1 | 4 | Progress existing plans for remodelling sheltered housing and review provision at other schemes where low demand / poor standard of accommodation requires | SSO | SLDC/SLH | Mar 2008 | Complete Gowan Lea remodelling by March 2008 Complete investigation to upgrade School Knott Sept 2007 | Staff time Housing Corporation funding k,Capital Programme | Remodelled low demand sheltered schemes where appropriate | Increase choice in accommodation and support options |

KEY CHM - Community & Housing Manager PHA - Principal Housing Manager SSO - Senior Strategy Officer PSO - Principal Strategy Officer PHRO - Principal Housing Renewal Officer

| Priority No & Cumbria Housing Strategy Policy No. | Task No | Task | Lead Officer | Lead Agency | Target | Milestones | Resource | Output | Outcome |
|--|---------|--|--------------|---------------------------|----------|---|---|--|--|
| 1 S1 | 5 | Expand use of Telecare using the 'Virtual Care Village' model | SSO | CCC | Dec 2008 | Number of clients receiving Telecare packages | Staff time DH Prevention Technology Grant | Increase in range of technology readily available | Increase in numbers supported at home. |
| 1 S4 | 6 | Enable development of at least 50 new affordable homes (general needs) which meets the requirements of older people | PSO | SLDC | Mar 2011 | Monitor annually | Staff time. Capital | Increased availability of affordable homes which specifically meet the needs of older people | Increase options for older people in unsuitable housing to relocate to appropriate accommodation |
| 2 S6 | 7 | Develop disabled facilities grant framework developed across Cumbria | PHRO | SLDC | 2007 | Common action plan developed | Staff time | To complete in agreement with Decent Homes Sub-Group of CSRHG | A consistent approach across Cumbria to supporting people to stay in their own homes for longer by providing an enabling physical environment. |
| 2 D2 | 8 | Target resources for renovation of properties in disrepair on vulnerable people. Use joint working (Health / care agencies) to identify such cases | PHRO | Decent Homes Group, CSRHG | 2010 | Common methodology agreed by 2008 | Staff time Capital Programme | To complete in agreement with Decent Homes Sub-Group of CSRHG | Ensure people are able to remain in their homes for as long as possible |
| <p>KEY CHM – Community & Housing Manager PHA – Principal Housing Manager SSO – Senior Strategy Officer PHRO – Principal Housing Renewal Officer</p> | | | | | | | | | |

| Priority No & Cumbria Housing Strategy Policy No. | Task No | Task | Lead Officer | Lead Agency | Target | Milestones | Resource | Output | Outcome |
|---|---------|---|--------------|---------------------------|------------|--|--------------------------------------|--|---|
| 2D2 | 9 | Consider the use of loans and equity release products | PHRO | Decent HomesGiro up,CSRHG | April 2008 | Identify of options by Dec 2007 | Staff time | To progress in association with CSRHG Decent homes sub-group which is to investigate this. | Ensure people are able to remain in their homes for as long as possible |
| 2D6 | 10 | Roll out South Lakeland Energy Efficiency Scheme across District. Target grants on vulnerable people. | PHRO | SLDC | 2007-2008 | Annual target | Staff timeRevenueAward from NEA/DEFR | Improved energy efficiency in private sector dwellings | Combat fuel poverty. Contribute towards national carbon reduction targets. |
| 2D2 | 11 | Increase capacity of Handyman Scheme | PHRO | SLDC | 2008 | 50% increase in capacity compared to 2005-06 | Staff time | Greater availability of the Handyman service | Increased numbers assisted to remain successfully in their own homes and reduced fear of crime. |
| 3S1 | 12 | Identify ways to improve information sharing and joint working between SLDC, ASD, Age Concern in order to ensure high quality and integrated advice services. | SSO | SLDC | 2008 | | | Established procedures for regular contact between relevant staff of each service. | Improve access to and quality of information and advice available. |
| <p>KEY CHM – Community & Housing Manager PHA – Principal Housing Manager SSO – Senior Strategy Officer PSO – Principal Strategy Officer PHRO – Principal Housing Renewal Officer</p> | | | | | | | | | |



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