

South Lakeland District Council and Eden District Council Older Person's Housing Strategy 2018 to 2025

A Housing Strategy for Older People in South Lakeland and Eden (those aged 65 and over)

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Foreward: South Lakeland District Council

South Lakeland has a super-aging population. This means our population is aging faster than most other areas of the country.

This presents significant challenges to us as a District Council, due to rising levels of need, both in our role as a strategic housing enabler and in respect of our statutory duties to provide Disabled Facility Grants.

The Council recognises that services need to be in place that help older people stay at home for longer, where it is still practical for them to do so.

We also recognise that some older people may be living in accommodation that is too big and is difficult to maintain and heat. This can negatively impact their health and wellbeing.

It is important therefore, that there is suitable alternative local housing to help older people to make the move to downsize, should they wish to do so. Housing that is more adaptable and accessible and extra care housing, where there are additional support needs, will also help to meet the needs of our older population.

This Strategy sets a target to deliver 300 extra care housing units by 2025, working alongside our partners. This Council is seeking to require all new housing, in the South Lakeland District Planning Authority area, to meet adaptable and accessible standards, so it meets residents' needs over time.

We also want to ensure that older people are aware of what housing services are available, such as our handyperson service for example. This is why we will work to promote these services with our partners. We want to make sure that older people are aware of options to downsize and can be supported in what can be a difficult transition in moving from a home that has been lived in for many years and holds special memories, to starting a new life in a new home that is more suitable.

This Strategy recognises the many challenges. We have set some ambitious targets. We recognise that these challenges will not be met without excellent partnership working across the statutory and voluntary sectors. We therefore look to this strategy to underpin our efforts to work with our partners to deliver the best quality services for our residents over the coming years.

Councillor Jonathan Brook, Deputy Leader and Housing and Innovation Portfolio Holder,
South Lakeland District Council

Foreward: Eden District Council

Eden District Council recognises the challenge of supporting an ageing population, particularly in a remote rural area. The provision of good quality, affordable and appropriate housing is key to meeting the needs of our older people across the District. The same is also true of vital services; which enable people to remain in their own homes for as long as possible, and prevent a crisis from occurring.

All older people deserve to have a home which meets their long term wishes and enables them to maintain their independence; whatever their changing health or support needs.

Our priority is to support our older people to live independently for as long as possible and whilst the older population continues to grow and people's needs and aspirations change, we recognise the challenges of this vision.

We intend that this Strategy will enable us to build upon previous work undertaken, including work with our key partners which has helped to develop key areas for action; ensuring older people are aware of local housing and support services available, accessing and making best use of the knowledge and experience of older people, making best use of existing homes, assisting those who wish to downsize, increasing the supply of suitable housing for older people, and further developing partnership working to help meet shared outcomes.

The Council sees the delivery of this Strategy as an opportunity to identify the true extent of housing and support needs of older people throughout Eden. We aim to develop our data, improve the quality, and increase the supply of housing across all tenures, and encourage the further expansion of partnership working.

We look forward to working with all of our local partners to ensure its success.

Cllr Lesley Grisedale

Portfolio Holder for Housing and Health

Executive summary

The South Lakeland District Council and Eden District Council's Older Persons' Housing Strategy seeks to address the housing needs for our ageing population which in turn supports the delivery of the Council Plans and Housing Strategies for both Districts. The South Lakeland Council Plan seeks to provide homes to meet need and the South Lakeland District Housing Strategy seeks to address the need for older persons' accommodation and services due to a rapidly ageing population, as well as addressing fuel poverty and poor energy efficiency standards in the private housing stock. Within Eden, the Council Plan identifies a corporate priority of providing Decent Homes for All, whilst the Eden Housing and Health Portfolio Plan aims to identify and support projects to meet local housing needs, particularly for the young and elderly. In addition, it aims to support the delivery of housing of differing tenures, improve housing conditions and affordable warmth and promote healthy living.

Key issues that the Strategy aims to address are:

- There is a lack of awareness of what services are currently available for older people and who provides these services.
- Tackling fuel poverty and poor housing conditions in homes occupied by older people.
- The need for housing that is suitable for the needs of older people.
- The need for extra care housing across the District.
- The need for good quality advice on housing options and help to assist older people to downsize if they need to.

The Older Persons' Housing Strategy will address five key priorities which are (in no particular order):

1. The promotion of existing services
2. Making best use of existing homes
3. Assisting those who wish to downsize to do so
4. Increasing the supply of housing suitable for older people
5. Partnership working (cross cutting theme)

Priority five is a cross cutting theme, as achieving the other four priorities will not be possible without working in partnership with key stakeholders in the statutory and voluntary sector.

The targets that will be used to measure our success are:

South Lakeland District Council

1. To enable the completion of 300 new extra care housing homes in the period 2016 to 2025 (target jointly agreed with Cumbria County Council).
2. To reduce the % of private sector homes with category 1 hazard (those most serious to the health of inhabitants) from 21.8% to less than 15% by 2025.
3. To reduce the percentage of homes in the lowest energy performance certificate (EPC) bands (F and G) from 16.4% to less than 10% by 2025 (in terms of rented homes to reduce to 0% by 2020)
4. A minimum of 500 Handyperson jobs completed annually
5. A minimum of 60 Disabled Facility Grants (DFGs) including under £5k jobs completed annually (of which 10 energy efficiency/central heating schemes completed).
6. All new homes in the South Lakeland District Council Planning Authority area to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard, subject to the adoption of this policy in the Development Management Policies Local Plan document (unless there are exceptional circumstances that would prevent this as outlined within draft Development Management Policy DM11).
7. 5% of homes in the South Lakeland District Council Planning Authority area on sites over 40 dwellings to be built to wheelchair adaptable homes meeting the M4 (3) Category (draft Development Management Policy DM11) subject to the adoption of this policy in the Development Management Policies Local Plan document.

Eden District Council

1. To enable the delivery of at least 2 new extra care housing schemes in the district over the next 5 years.
2. To help people remain living safely in their own homes where this is practical and the preference of the resident. This will be achieved through:
 - a. The efficient delivery of Disabled Facilities Grants
 - b. Supporting the work of the local 'Handyman' service
 - c. The identification and removal of hazards in the home
3. Understand the level of housing need of older people through delivery of a district wide housing needs survey in 2018
4. Aim to increase the delivery of affordable housing suitable for older people by working with private housebuilders and housing associations to prioritise the building of bungalows
5. To work with Energy Companies to deliver energy efficiency measures aimed at reducing the number of cold homes and levels of fuel poverty
6. Complete a minimum of 100 handy person jobs annually

This Strategy is focussed on actions that both South Lakeland District Council and Eden District Council need to carry out in their role as housing and planning authorities. Both

Councils will continue to actively work in partnership with other statutory and voluntary agencies to support the health and wellbeing of older people in each District.

Section 1 Introduction and Purpose of the Strategy

1.1

The South Lakeland District Council and Eden District Council Older Persons' Housing Strategy has been in place since 2013, recognising the aging demography of both Districts and providing focus to meet the housing needs of older people. The 2014 based population projections show that there will be a significant increase in both the numbers and proportion of the population aged 65 and over. In South Lakeland the total number of people aged 65 and over is expected to increase by 33% over the 20 year period from 2016 to 2036. However, the numbers of older people aged 85+ is due to increase by 108.3% and the numbers of older people aged 75 to 84 is due to increase in South Lakeland by 41.3%. In Eden 2012 based population projections show that by 2037 there will be approximately over 5,000 more people aged over 65 than at present. The percentage of people aged 65 and over in Eden will have increased from around 26% to 35%.

There will be a significant increase in the number of older people living alone, the number of people unable to manage at least one task on their own, and the number of older people with limiting long term illnesses that limit their day to day activities. All of these factors directly relate to South Lakeland's and Eden's ageing population and all point to the need for an increase in the number of homes that are accessible and can be adapted to meet their occupiers' changing needs over time.

This Strategy will build upon the work of the previous Strategy and address key priorities that have been identified during the Strategy's development period shown under 1.3 below. The Key Measures that will be addressed throughout the life of the Strategy are set out in 2.

Key Fact: South Lakeland is in the top 5% of local authorities in terms of the proportion of its population aged 65 and over.

1.2 Our Priorities

Promotion of existing services

The need for older people and stakeholders to be aware of existing services that could be of benefit to them.

Making best use of existing homes

Through the provision of services such as the Handy Person, use of Disabled Facilities Grants, fuel efficiency measures to address fuel poverty.

Assisting those who wish to downsize to do so

Where older people are occupying a home that is too large for their needs to ensure that there are alternatives and advice available.

Increasing the supply of housing suitable for older people

The need for new housing to be easily accessible/adaptable, the need for bungalow provision and such specialist housing such as extra care schemes.

Partnership working

All the above priorities are set within a cross-cutting theme of partnership working as little can be achieved without collaborative work with key stakeholders in the private, public and third sector.

1.3 Development of South Lakeland District Council and Eden District Council 2018 to 2015 Older Persons' Housing Strategy

A desktop review highlighted successes from the previous 2013 Older Persons' Strategy, together with work that is either no longer relevant, or work that needs to be taken forward into the current Strategy. Some research using secondary sources of data was undertaken such as data from the Housing Register, POPPI (Projecting Older People Population Information) and PANSI (Projecting Adult Needs and Service Information), Office of National Statistics and internal records.

An Overview and Scrutiny Task and Finish Group was established by SLDC to play a key role in the development of the Strategy. Officers from both local authorities were involved; working with elected members and as part of this work, some initial stakeholder consultation was undertaken; the key findings of which can be found at Appendix 1. A workshop was then held with stakeholders in July 2017 to consider the findings from the consultation and to discuss the identified priorities. Further consideration was given at the workshop on the work that should be undertaken during the life of the Older Persons' Housing Strategy 2017 – 2025. This has been reflected within the Strategy and resultant actions arising from the five identified priorities.

1.4 The Action Plan

In order to implement this Strategy a detailed Action Plan has been developed which sets out key actions that will be undertaken to deliver the five priorities. The Action Plan will be reviewed annually through South Lakeland's Housing Advisory Group.

1.5 Successes since 2013

Successes gained via services offered by local authority

Local authority	Number of Handy Person Service jobs completed: 2014 to 2015	Number of Handy Person Service jobs completed 2015 to 2016	Number of homes benefited from the Draught Buster Scheme over a 2 year period	Number of older people who have benefitted from the Central Heating Fund scheme	Number of Disabled Facilities Grants completed for older people: 2015 to 2016	Number of Disabled Facilities Grants completed for older people: 2016 to 2017
SLDC	555	623	48	41 of which 18 (44%) aged 70 and over	34 (2015/16)	22 (2016/17)
EDC	83	132	N/A	24	34 (2014/15)	24 (2015/16)

Successes gained via older peoples' new build housing: affordable housing

South Lakeland District Council

Location of Development	Number of Units	Tenure	Property Type	Housing Association/ Developer
Kendal Parks Farm, Kendal	4	Low Cost Home Ownership	Bungalow	N/A
Nobles Rest, Kendal	8	Rent	Bungalow	Impact Housing Association
Fir Tree Rise, Kendal	1	Rent	Bungalow	Two Castles Housing Association
Guldrey Lane, Sedbergh	3	Rent	Bungalow	Two Castles Housing Association
Staveley	2	Rent	Bungalow	Two Castles Housing Association

Total number of unit (not including the Extra Care Schemes) = 18

Eden District Council

Location of Development	Number of Units	Tenure	Property Type	Housing Association/ Developer
High Hesket	4	Rent	Bungalow	Eden Housing Association
Greystoke	3	Rent	Bungalow	Eden Housing Association
Penrith	8	Rent	Bungalow	Eden Housing Association

Total number of units = 15

Successes gained via older peoples' new build housing – open market

Local Authority	Location of development	Number of units	Tenure	Property type	Housing Association/ Developer
SLDC	Over Sands View, Grange Over Sands	3	Purchase	Bungalow	Russell Armer
SLDC	Wainwright Court, Kendal	60	Purchase (70+ Assisted Living)	Apartments	McCarthy & Stone
EDC	Pele Court, Penrith	48	Purchase	Retirement Apartments	McCarthy & Stone

Additionally, in South Lakeland three potential extra care schemes have received an allocation of funding from the Homes and Communities Agency. (Some new build flats are likely to be suitable for older people, especially ground floor flats)

1.6 National, regional and local context

1.6.1 National context

An ageing population (as shown in the table below) means that there will be an increased need for sheltered and extra care housing in the future. National organisations such as Age UK, strongly support the need for affordable extra care housing options for older people on lower incomes.

The National Planning Policy Framework states that local plans should meet full objectively assessed housing needs, which includes homes for older people. The Housing Strategy for England cites that 'good housing for older people can enable older individuals to live, healthy, independent lives'. In turn, this reduces the pressure on working family members in caring for their older relatives and limits the costs to the NHS and Social Care. The Housing Strategy for England highlights that without action to build suitable homes for older people, they will not have the choice of accommodation with the support that they need.

The Housing and Ageing Alliance (HAA) comprises people from local and national organisations who work together to meet one single objective: *to bring about improvements*

to the housing and living conditions for older people. The HAA believe that homes, communities and housing related services should be planned and designed to enable choice, control, inclusion and independence in later life.

The HAA's manifesto states the organisation's aims are to:

- Raise the profile of the housing and housing related care and support needs and aspirations of an ageing population
- To make representations to Government, policy makers and decision making bodies concerning the above
- Create homes, neighbourhoods and services that enable older people to live healthy, independent lives, involved with families, friends & neighbours and contributing to their communities.

1.6.2 Cumbria

Key Statistics

The projected change in population of older persons over the period 2016 – 2036 in South Lakeland is shown in the Table. As can be seen, the number of older people aged 85+ is set to increase over this period by 108.3% and the number of people aged 65-74 is set to increase by 41.3% in South Lakeland. This broadly follows the National projections for this age group.

Future Change in the Population of Older Persons (South Lakeland compared to Cumbria, North West and England)

Area	Under 65	65 to74	75 to 84	85+	Total	Total 65+
South Lakeland	-12.40%	9.00%	41.30%	108.30%	0.30%	33.20%
Cumbria	-12.30%	11.80%	41.10%	113.60%	-1.40%	34.30%
North West	-1.20%	22.60%	46.50%	108.70%	6.60%	41.20%
England	5.30%	29.30%	54.20%	113.10%	13.00%	48.50%

Source: Office of National Statistics, subnational population projections (2014 based)

The number of people aged 65 and over predicted to live alone is set to increase significantly by 2035 in South Lakeland and Eden, particularly for those aged 75 and over.

People aged 65 and over living alone, by age and gender, projected to 2035

Area and age	2017	2020	2025	2030	2035	% increase from 2017 to 2035
Cumbria: Total population aged 65 to 74 predicted to live alone	16,300	16,370	16,010	17,440	18,120	10%
Cumbria: Total population aged 75+ predicted to live alone	26,398	28,597	34,060	37,134	40,479	35%
Eden: Total population aged 65 to 74 predicted to live alone	1,870	1,900	1,850	1,950	2,080	10%
Eden: Total population aged 75+ predicted to live alone	3,053	3,372	4,098	4,573	4,980	39%
South Lakeland: Total population aged 65 to 74 predicted to live alone	3,940	3,940	3,740	4,090	4,270	8%
South Lakeland: Total population aged 75+ predicted to live alone	6,608	7,212	8,644	9,336	10,157	35%

Source: POPPI

The total population across Cumbria, Eden and South Lakeland living with a limiting long-term illness is also set to increase significantly as shown in the Table below:

People aged 65 and over with a limiting long-term illness, by age, projected to 2035

Area and long term limiting illness	2017	2020	2025	2030	2035	% increase from 2017 to 2035
Cumbria: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a little	30,160	31,666	34,832	37,878	40,199	25%
Cumbria: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a lot	27,237	28,757	32,258	35,608	38,933	30%
Eden: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a little	3,383	3,645	3,996	4,398	4,676	28%
Eden: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a lot	2,604	2,830	3,191	3,582	3,948	34%
South Lakeland: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a little	7,149	7,551	8,351	9,063	9,680	26%
South Lakeland: Total population aged 65+ with a limiting long term illness whose day-to-day activities are limited a lot	5,153	5,480	6,191	6,854	7,601	32%

The total population aged 65 and over living in a care home (with or without nursing care) is projected to rise considerably. This is higher in South Lakeland and Eden than the rest of Cumbria as depicted on the Table below:

People aged 65 and over living in a care home with or without nursing projected to 2035

Area	2017	2020	2025	2030	2035	% Change from 2017 to 2035
Cumbria: Total population aged 65+ living in a care home with or without nursing	3,874	4,152	4,916	5,674	6,720	42%
Eden: Total population aged 65+ living in a care home with or without nursing	403	447	539	636	763	47%
South Lakeland: Total population aged 65+ living in a care home with or without nursing	921	991	1,165	1,356	1,635	46%

Source: POPPI

1.6.3 Cumbria Strategic Priorities

The Cumbria Housing Group is a sub-regional partnership with a shared vision for housing contained within Cumbria Housing Statement 2017:

“Working together to drive housing and economic growth, regenerate poor housing and help people to live independently.”

One of the priorities, particularly to this Strategy is:

“Supporting Independent Living”.

Cumbria Housing Group want to deliver:

- A programme of new extra care housing
- Better designed housing that can be more easily adapted over the lifetime of the occupier
- Greater efficiency and value for money in delivering Disabled Facilities Grants

Cumbria County Council's Commissioning Strategy for Care and Support delivered by Adult Social Care (2016 to 20) highlights the following strategic actions.

- Increasing the supply of Extra Care and other supported housing.
- Increasing the use of 'support at home' services for older people with lower-level eligible needs.

- Reduction in the overall number of placements of older people in residential and nursing care, with priority given to people with high-level needs.

Cumbria County Council's Extra Care and Supported Living Strategy 2016 to 2025 identifies a shortfall of 500 extra care units across South Lakeland District and 195 extra care units across Eden District. Further work was undertaken by Cumbria County Council and the District Councils to break the figure down by Housing Market Area to give a general indication of where the need is. It is recognised that where a scheme is developed in a Key Service Centre that some of the need from an adjoining Housing Market Area may be met within the scheme. This is detailed in the tables below.

South Lakeland District: Summary Extra Care Housing Demand

Key:

HMA – Housing Market Area

ECH – Extra Care Housing

HMA	Key Service Centre (KSC)	Includes towns/villages	Average Demand for ECH by 2025	Current ECH Supply (2017)	Average Shortfall for ECH by 2025
Central Lakes	Ambleside, Windermere	Ambleside, Windermere, Hawkshead, Conistone	122	63	59
Kendal Rural	Kirkby Lonsdale, Milnthorpe	Burneside, Burton & Holme, Crooklands, Levens, Arnsdale & Beetham, Helsington, Brigsteer Milnthorpe, Natland, Lyth Valley, Whinfell, Kirkby Lonsdale, Staveley-in-Westmorland	170	0	170
Kendal	Kendal	Kendal, Oxenholme,	164	137	27
Cartmel Peninsula	Grange	Cartmel, Grange, Holker, Staveley-in-Cartmel	93	0	93
Ulverston & Furness	Ulverston	Broughton, Crake Valley, Low Furness, Ulverston	128	0	128
Dales	Sedbergh	Sedbergh, Dent, Garsdale	23	0	23

Total average demand for Extra Care Housing by 2025 = 700

Total current Extra Care Housing supply = 200

Total average shortfall for Extra Care Housing by 2025 = 500

Eden District: Summary Extra Care Housing Demand

Key Service Centre	Includes Wards	Average Demand for ECH by 2025	Current ECH Supply (2017)	Average Shortfall for ECH by 2025
Alston	Alston Moor	12	0	12
Appleby	Appley (Appleby), Appleby (Bongate)	24	19	5
Kirkby Stephen	Kirkby Stephen	20	19	1
Penrith	Penrith Carleton, Penrith East, Penrith North, Penrith Pategill, Penrith South, Penrith West	98	87	11
Eden Outside Key Service Centre	Askham, Brough Crosby Ravensworth, Dacre Eamont, Greystoke, Hartside, Hesket, Kirkby Thore, Kirkoswald, Langwathby, Lazonby, Long Marton, Morland, Orton with Tebay, Ravenstonedale, Shap, Skelton	166	0	166

Total average demand for Extra Care Housing by 2025 = 320

Total current Extra Care Housing supply = 125

Total average shortfall for Extra Care Housing by 2025 = 195

1.6.4 Local Context

South Lakeland

South Lakeland covers a 600 square mile area with large parts of the District falling within two national parks, the Lake District and Yorkshire Dales National Park. The District is predominantly rural and the housing market is dominated by issues of affordability. South Lakeland is a very popular holiday area with some villages dominated with second and holiday homes. South Lakeland is a popular retirement destination and the resident population is aging considerably as detailed in Section 1.1.

This Strategy sits within the wider context of the South Lakeland District Council Plan and the South Lakeland District Council's Housing Strategy and in particular; Priority B – Providing specialist housing and services to improve the health and well-being of older, young and vulnerable people, and Priority C - Improving housing standards, especially around energy efficiency, to improve the health and well-being of all residents.

Eden

Eden district covers 833 square miles and covers large parts of the Lake District National Park and the Yorkshire Dales National Park. More than half (55.8%) of Eden's population live in small villages and hamlets scattered across the district, with only four main market towns. Many of the villages are not on mains gas and homes are hard to heat due to solid

wall construction. Fuel costs are disproportionate to income for many households and this particularly impacts on older people.

Eden is also affected by second homes and holiday homes; pushing local housing out of reach for those on lower incomes, and the ageing population is placing more demands upon housing, care and support services.

The Council Plan 2015 to 2019 identifies several priorities in order to tackle local housing issues; including supporting developments for older people who require supported housing, having a clear understanding of the housing needs of older people so that gaps in provision can be identified, and improving housing conditions to enable independent living and affordable warmth.

Section 2 What we are looking to achieve and how we will do this

Section 2 sets out how we will achieve our five identified priorities, the key targets that we will look to meet and key actions that will be undertaken during the life of the Strategy.

2.1 Promotion of existing services

It was evident through the consultation and workshop that there is a lack of awareness of what existing services are available to older people. Without this knowledge, older people may not be accessing services that could help them remain independent and in their own home for longer, or older people may not be able to access suitable alternative accommodation where their home is no longer suitable for them. There needs to be effective partnership working with housing, health and social care and better linkages with the Health and Wellbeing agenda. This Strategy seeks to ensure that:

- Any older person or agency representing or giving advice to older people will be aware of what housing related services are available and where to access them.
- Specialist advice will be available on the qualifying criteria to access services.
- Media will be used to publicise the available services.
- Information will be available at key locations accessed by older people, e.g. Council Offices (including Parish Council venues), GP Surgeries, Hospitals, Housing Association Offices, Age UK, Supermarkets.

2.1.2 Measures of our success

South Lakeland District and Eden District

Key Actions

- 1a) Produce a directory of services for older people in partnership with statutory and voluntary agencies. This would be available in key locations such as supermarkets, GP surgeries, Councillor Surgeries, Council offices (including Parish Council venues), Village Halls, farming offices, Housing Association offices, and Age UK.
- 1b) Work with The Gateway and The Compass one-stop shop websites for older people's services to ensure that housing services are represented in partnership with statutory and voluntary agencies.
- 1c) Hold regular 'open days'/'drop ins' for older people and their carers to advise of services available in partnership with housing providers, Age UK, Cumbria County Council.
- 1d) Develop a media campaign to raise awareness.

2.2 Making the best use of existing homes

Consultation with older people carried out in 2009 by Cumbria County Council and the NHS (Shaping our Lives) reveals that the majority of older people would rather stay in their own home if it is practicable and reasonable to do so. This was further evidenced in the South Lakeland District Council 2014 Strategic Housing Market Assessment which evidenced that 73.5% of older people wished to remain at home. However, in order to maintain independence within the home and prevent hazards which can lead to falls and subsequent hospital admissions, housing services such as DFGs and the handyperson scheme can provide a much needed lifeline. This can then prevent early admissions to residential care or nursing home provision. Recent analysis from the Building Research Establishment in 2017 shows that, installing home adaptations and undertaking home repairs in order to reduce falls on stairs, can lead to savings of £1.62 for every £1 spent, and a payback period of less than eight months. It reveals that installing minor home adaptations and making improvements to housing can lead to overall savings of at least £500 million each year to the NHS and social care services in the UK through a 26% reduction in falls, which account for over four million hospital bed days each year in England alone.

The most popular DFGs are level access showers, stair lifts and minor adaptations such as grab rails. Home Improvement Agencies offer information, advice and support to enable older people to remain in their own home if this is appropriate. Services provided can prevent hospital admission and delayed discharge. A Home Improvement Agency could play a key role in the delivery of Priority 1 – Promotion of Existing Services set out under

2.1. South Lakeland District Council intends to become an accredited Home Improvement Agency to provide these services.

Districts have statutory responsibility to deliver Disabled Facilities Grants under the terms of the Housing Grants, Construction and Regeneration Act 1996. The monies for this are provided through the Better Care Fund administered by Cumbria County Council. Districts can also, if they choose to do so, provide discretionary DFGs for jobs up to £5000. This is something that South Lakeland District Council now offers. South Lakeland District Council also has an additional £30,000 for discretionary DFGs which are means tested, and usually apply in paediatric cases.

Fuel poverty is a real issue for older people who are often on a low income and further work needs to be undertaken to identify locations where fuel poverty is particularly prevalent. The last South Lakeland Private Sector Stock Condition Survey undertaken in 2012 identified that 9,948 (24.9%) of households in the private sector were in fuel poverty which is above the national average of 21%. A new South Lakeland Private Sector Stock Condition Survey will be carried out in 2018. Resources can then be targeted appropriately. The earlier consultation for the Older Persons' Housing Strategy highlighted the need for advice and information on reducing the costs of the home. This is particularly relevant in relation to fuel poverty and it could be something that the Home Improvement Agency could assist with.

2.2.1 Measures of success

South Lakeland District

Key Targets

- A minimum of 500 Handyperson jobs completed annually
- A minimum of 60 DFGs including under £5k jobs completed annually (of which 10 energy efficiency/central heating schemes completed).

Key Actions

- 2a) Use discretionary non-means tested DFGs for falls prevention.
- 2b) Become an accredited Home Improvement Agency in 2018 in South Lakeland.
- 2c) Make referrals to the Safe and Well service to carry out home safety checks in partnership with the Fire Service and Ambulance Service.
- 2d) Undertake a new Private Sector Stock Condition Survey in 2018. (SLDC & EDC)
- 2e) Following completion of the Private Sector Stock Condition Survey, target worst affected areas for fuel poverty with central heating schemes/energy efficiency measures (subject to funding availability).

2f) Undertake a review of the procurement and application process for DFGs. (SLDC & EDC)

2g) Complete the procurement of a new contract for the Handy Person Scheme in South Lakeland in 2018 (SLDC)

2h) Develop a system for DFG Officers to liaise with hospital staff regarding planned discharge of patients where a DFG can assist.

Eden District

Key Targets

- Ensure that all DFG applications are dealt with promptly and at least according to government guidance
- To continue financially supporting the work of the local handyman service or other project that is aimed at enabling older people to remain living in their own homes.
- Through the work of the Environmental Health Officer for Housing help to ensure the removal of hazards in people's homes to help keep people living safely at home.
- Complete a minimum of 100 handy person jobs annually.

Key Actions

2a) Undertake a new Private Sector Stock Condition Survey in 2018. (SLDC & EDC)

2b) Undertake a review of the procurement and application process for DFGs. (SLDC & EDC)

2c) Commission a district wide Housing Needs Survey early in 2018.

2d) To work with private landlords to decrease the number of homes let that have the poorest EPC ratings.

2e) To enable and encourage the delivery of ECO schemes delivered in the district that are aimed at increasing EPC ratings.

2f) Develop a system for DFG Officers to liaise with hospital staff regarding planned discharge of patients where a DFG can assist.

2.3 Assisting those who wish to downsize to do so

Consultation and workshop exercises held with a variety of partner agencies, professionals and elected members highlighted the need to look at existing properties within both districts, and see how we can make better use of the housing that is available, as well as supplementing this with specialist new build properties.

It is accepted that a proportion of older people do not wish to leave their family home; which may hold many happy memories and where they have well established links with friends and neighbours and often family support. However, equally some older people struggle physically and financially in older, less well-insulated or more rurally isolated properties, and are keen to move. However, faced with organising removals, removal costs and reconnection charges there can be difficulties, particularly in the private sector, for older people who need to downsize, that ultimately results in the older person staying in unsuitable accommodation. In cases where older people have been assessed for DFGs but their current accommodation is not appropriate for a DFG and it cannot go ahead, alternative accommodation needs to be considered. However, this can be a real upheaval for an older person who would struggle to organise the move themselves. Money from the DFG budget could be used to assist in these cases to provide support with removal costs and connection charges. Many older people are not aware of what housing options are available and so appropriate advice needs to be available.

In order to address the housing needs in a rural district, there needs to be an appropriate range of options in terms of price, location, tenure and house types. Mixed tenure schemes which include properties for rent and for sale are a good option to address the needs of a wider cross section of the population. Properties should range in size to take into account single people and couples, and whether there may be a need for a spare bedroom for family or a carer to stay over. Consideration also needs to be given to the location of any properties, as there needs to be access to other services such as a GP surgery, local shop, public transport etc.

Partner agencies report that many older people whom they support have a misconception that they won't qualify for social housing. A further area of development is the promotion of the Cumbria Choice Based Lettings (CBL) Scheme linking back to Section 2.1. Older persons accommodation advertised via the CBL scheme in Cumbria is available to people over the age of 55 in most cases.

Further ideas for consideration were the use of co-operatives and possible mergers of church buildings or land, which could be made available for the development of new properties. It was suggested that landlord grants could be offered in exchange for nomination rights, particularly in the town centre locations. This could ensure that both Councils are addressing the needs of their older residents in return for grants offered.

Both local authorities are keen to develop Planning Policies which encourage developers to include smaller older persons housing units on new build schemes, and both Councils are keen to encourage the Extra Care Housing model. This type of accommodation ensures that older people won't need to move again if their health deteriorates or their support needs increase, but instead the level of care and support can be increased accordingly. Both Councils have data available via the Strategic Housing Market Assessment (SHMA) documents in relation to local demographics and population profiles. Consideration also needs to be given to the demand for Dementia Friendly design properties.

A further recommendation from the workshop was the use of community resources such as village halls, the local church and community centres to take services to older people. It was suggested that the meals on wheels model or Library van model could be used to deliver services in the more remote parts of both South Lakeland and Eden. A food train model has been established in Scotland and further work could be undertaken to see if this model could work in Eden and South Lakeland.

Colleagues and representatives from both districts acknowledge the number of empty properties across the areas. It was suggested that Local Authority grants could be focussed on bringing suitable empty properties back in to use where there is an identified need for older person's accommodation, and use this targeted model to increase supply. A further action could be to increase the Council Tax due in order to provide a disincentive to empty properties.

Finally, the Group acknowledged the very important role that carers play and the underfunded pressures of the job – travel time, lack of time to spend with client, work hours spread over day (could be 0700 – 2300)

Section 2.4 details the targets and actions that will be used to increase the available housing for older people who wish to downsize.

Cumbria County Council run a Home Share scheme in South Lakeland and Eden and further work could be undertaken to promote this service.

Key fact: Shelter estimates that if 20% of under occupying older owner occupiers moved, this would release 840,000 family sized homes into the market nationally.

2.3.1 Measure of success

South Lakeland District and Eden District

Key Actions

3a) Establish a scheme to facilitate older people in the private sector to downsize targeting households where a DFG would be inappropriate, or where there are Category 1 Hazards in the home.

3b) Provide downsizing advice through the Home Improvement Agency when established (SLDC).

3c) Monitor Registered Providers operating downsizing schemes on an annual basis the number of older tenants assisted to downsize to more appropriate accommodation, and encourage new schemes where they do not presently exist.

3d) Undertake regular promotion of Cumbria Choice through websites, statutory and voluntary agencies.

3e) Promote the Home Share scheme in South Lakeland and Eden through targeted publicity and social media.

2.4 Increasing the supply of housing suitable for older people

In particular, there is a need for additional extra care housing across both Districts. Any such schemes need to adopt dementia friendly design and the general design principles set out within the Government commissioned HAPPI reports, together with energy efficient designs. This could be via new build extra care schemes (on allocated sites, Council owned land or land owned by other bodies such as churches, health service etc could be considered), or the remodelling of existing sheltered housing or residential care homes where appropriate. Particular thought needs to be given to the housing needs of older residents in rural areas and models that could potentially provide an extra care scheme or service to these areas. Cumbria County Council have produced a breakdown of the need to Housing Market Area level set out under 1.6.2

Empty properties, such as commercial premises, that could be converted to housing suitable for older people by using affordable housing grants could be considered where appropriate.

Key Fact: There is an evidenced need for 500 extra care units by 2025 in South Lakeland and 195 in Eden.

New Homes need to be more easily adaptable and accessible to ensure that resident(s)' long term needs are taken into account. Evidence from the South Lakeland Strategic Housing Market Assessment shows that there is a justification for new housing developments to provide homes up to the M4(2) Category 2: Accessible and Adaptable Dwelling Standard. There is further evidence for a proportion of new dwellings to be built to wheelchair accessible standards. The location of new developments with homes suitable for older people should reflect evidence of need from the Housing Register and the Strategic Housing Market Assessment, as well as any local parish housing needs surveys where they exist. The Joint Strategic Needs Assessment could be used to provide evidence of need. The Local Plan Development Briefs identify larger sites in Key Service Centres that may be appropriate for extra care housing.

Key Fact: There is a current unmet need for wheelchair adaptable dwellings equivalent to 3.5 per 1,000 households in South Lakeland. This indicates a potential need for 243 to 355 wheelchair adapted homes in South Lakeland over the period 2016 to 2036.

2.4.1 Measures of success

South Lakeland DC

Key Targets

- All new homes in the South Lakeland District Council Planning Authority area to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard subject to the adoption of this policy in the Development Management Policies Local Plan document (unless there are exceptional circumstances that would prevent this as outlined within draft Development Management Policy DM11).
- 5% of homes in the South Lakeland District Council Planning Authority area on sites over 40 dwellings to be built to wheelchair adaptable homes meeting the M4 (3) Category (draft Development Management Policy DM11) subject to the adoption of this policy in the Development Management Policies Local Plan document.
- 300 extra care units developed in South Lakeland to 2025.

Key Actions

4a) Work in partnership with Cumbria County Council and Registered Providers to enable extra care schemes to be developed in line with evidenced need. (SLDC & EDC)

4b) Consider viability assessment evidence to consider impact of bungalow provision on suitable development sites.

4c) Update Development Management Policy to require all new homes to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard, and 5% of homes on sites over 40 dwellings to be built to M4(3) Wheelchair Adaptable Standard.

4d) Assist Cumbria County Council in identifying options for extra care provision in rural areas.

4e) Use affordable housing renovation grants to convert non-residential premises where available and appropriate to provide housing suitable for older people.

Eden DC

Key Targets

- 80 extra care units developed in Eden up to 2025.
- The delivery of at least 2 new extra care housing schemes in the district by 2022.
- 195 extra care units developed in Eden to 2025.

Key Actions

- 4a) To increase the number of affordable bungalows built as a proportion of the total number of affordable homes delivered in the district.

2.5 Partnership working

It is recognised that the key actions will be undertaken in partnership with others in the voluntary, statutory and private sector. Additionally, within the provisions of the Care Act, housing plays a more pivotal role recognising the importance of suitable housing on the health and wellbeing of residents. Housing needs to play an important role on Health and Wellbeing Boards, and in particular, the Locality Groups. This will support statutory agencies to carry out their functions and alleviate pressure on their targets through the provision of suitable housing and housing related services that can reduce spend in health and social care.

Key Actions, South Lakeland and Eden Districts

- 5a) Develop links with the Health and Wellbeing Board Locality Groups.
- 5b) Review Hospital Discharge Protocol, working with Integrated Care Commission and Care Navigator.

Section 3 Implementing the Strategy

3.1 Funding

Funding for DFGs is provided through the Better Care Fund, held by Cumbria County Council. This funding is distributed to District Councils who have a statutory responsibility under the Housing Grants, Construction and Regeneration Act 1996. A key action within this Strategy will be the development of a Home Improvement Agency which will add value to the delivery of DFGs and open up other sources of funding.

Capital funding can be sourced for extra care housing schemes through Homes for England, and Cumbria County Council have recently commissioned a framework for providers of extra care housing. This will assist in the delivery of affordable extra care schemes across Cumbria. Revenue funding for the care team would be provided by Cumbria County Council and a small pot of capital funding is available subject to a prioritisation process. The District Councils as housing enablers can release suitable council owned land where available for extra care housing, although sites in South Lakeland are very scarce. Planning negotiations that lead to the provision of a commuted sum could be utilised to help fund extra care housing scheme where there is a shortfall of capital finance.

South Lakeland District Council provides funding for the Handyperson Scheme to enable up to 600 jobs annually in line with the target outlined in 2.2.1.

3.2 Monitoring and review

The Strategy will be reviewed in 2019 and the Action Plan will be monitored and reviewed on an annual basis by the Housing Advisory Group in South Lakeland.

Glossary

Affordable housing: social rented, affordable rented and intermediate housing, provided to eligible households whose needs are not met by the market. Eligibility is determined with regard to local incomes and local house prices. Affordable housing should include provisions to remain at an affordable price for future eligible households or for the subsidy to be recycled for alternative affordable housing provision.

Category 1 Hazard: introduced under the Housing Act 2004 and applies to residential properties in England and Wales. The Housing Health and Safety Rating System (HHSRS) assesses 29 categories of housing hazard. Each hazard has a weighting which will help determine whether the property is rated as having category 1 (serious) or category 2 (other).

Disabled Facilities Grants (DFG): a means tested grant that enables the home of disabled homeowners and private tenants to be adapted to meet their needs, with for example, a walk-in shower.

Extra Care Housing: Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site. People who live in Extra Care Housing have their own self-contained homes, their own front doors and a legal right to occupy the property. Extra Care Housing is also known as very sheltered housing, assisted living, or simply as 'housing with care'. It comes in many built forms, including blocks of flats, bungalow estates and retirement villages.

Fuel poverty: households that spend more than 10% of their total income on fuel use, which not only includes heating the home but also providing hot water, lighting and the use of appliances. However this doesn't take into account the actual amount spent on fuel or the amount available to spend on fuel.

Home Improvement Agency (HIA): not for profit organisations funded and supported by local and central government. They can also be accredited local authority run in-house. They provide advice, support and assistance to elderly, disabled and vulnerable people who own and live in their own property. They help people to repair, improve, maintain and adapt their home to meet their changing needs.

Nursing Care Home: a place of residence for people who require continual nursing care and have significant difficulty coping with the required activities of daily living.

Residential Care Home: a residential setting where a number of older people live, usually in single rooms, and have access to on-site care services. A home registered simply as a care home will provide personal care only - help with washing, dressing and giving medication.

Strategic Housing Market Assessment (SHMA): an approach to assessing housing need and demand which can inform the development of local plans and housing policies.

Appendix 1 Initial Stakeholder Consultation Feedback

Members and Parish Councils

Rural Issues

- Lack of transport and difficulty accessing services in rural areas were cited as common issues for older people
- Lack of suitable housing for older people in rural areas was raised as a concern by more than one respondent
- 1no. Respondent raised a concern that there is a risk to older/frailer residents 'being forgotten'; 'Most of our frail residents have no access to specialist housing to meet their needs in their home community. In our rural area with no public transport older vulnerable people can get forgotten by authorities'

Health

- Mobile Services (such as opticians, chiropodists) were suggested to enable more 'face to face' interaction

Adaptations

- 'Accessibility issues around homes' was found to be the most common housing related problem/issue older constituents seek help with for (41%)

Home Care

- Home Care Agencies, GP Practices and Cumbria County Council were all cited more than once as additional services Local Authorities should work with
- 63% of respondents rated 'Assistance with day to day household tasks' as 'Very Important'
- More 'practical home care' was a frequent point raised. With examples such as mobile health services (such as chiropodists, Meals on Wheels) suggested

Fuel Poverty

- 80% of respondents (29) felt Advice/Information on reducing the costs of the home is either 'Very Important' or 'Important' in assisting residents to stay in their homes longer

Housing Specifically for Older People

- The majority of respondents (44%) felt that the facilitation of an increase of older people's housing schemes is required

Services Provided by Local Authorities

- The majority of respondents (44%) felt the services the local authorities (LA) provide are not very effective
- 44% respondents were unsure whether the services offered by the LA's helped individuals to remain in their homes for longer
- Better promotion of the schemes services available was reflected in the comments and responses (25% felt that the Promotion of schemes/services aimed at older people would be beneficial). This is again reinforced by 77% of respondents stating that 'Advice and information on accessing available support' is 'very important' in assisting residents to stay in their homes as they grow older
- Age UK and Housing Associations were commonly referenced as other agencies LA's should/could be working with

Internal Staff Members

Rural Issues

- The requirement of a wide range of services available in rural areas was identified (due to transport issues)

Health

- 1 respondent stated it is important to determine how budgets with health services can be combined in order to pursue the Health and Wellbeing Agenda

Adaptions

- 'Accessibility issues around homes' was found to be the most common housing related problem/issue older customers seek help with for (43%)
- The creation of a Home Improvement Agency was stated twice as an additional service that the Council could offer

Home Care

- Providing a range of different property types and offering more support scheme/services were some of the main examples given of extra services that could be provided by the Local Authorities

- 81% of respondents stated that 'Assistance with day to day household tasks' is 'Very Important' in assisting residents to stay in their homes as they grow older

Fuel Poverty

- All respondents (16) felt 'Advice/Information on reducing the costs of the home' is either 'Very Important' or 'Important' in assisting residents to stay in their homes longer

Housing Specifically for Older People

- 81% of respondents felt that there are additional services the Council could offer to help people stay in their homes longer
- Facilitating an increased level of older peoples' housing schemes was the most commonly selected option when identifying the main priority for local authorities when trying to meet the housing needs of older residents (43%)

Services Provided by Local Authority

- Time taken to process requests for the current services was raised as a concern
- 43% of respondents feel the services offered by the LA's are effective (however one respondent felt more services are required)
- 8 respondents do not feel the services currently provided are utilised to the maximum (7 'Don't Know'). This could link with increased promotion as identified through the Members responses
- 93% of respondents felt that there are additional agencies that we should be working with. The most common examples given were: Age UK, GPs, The NHS and Cumbria County Council

Registered Providers

Responses received from 6 Housing Associations;

- South Lakes Housing
- Progress Housing Group
- Two Castles
- Riverside
- Home Group
- Eden Housing Association

Health

- The majority of the responses stated that a low proportion of their older residents have had to move to alternative accommodation due to changing age related needs

Adaptions

- 1 respondent suggested that adaptions to existing properties would be beneficial

Home Care

- All of the respondents identified Assistance with day to day household tasks as either 'Very Important' or 'Important'

Fuel Poverty

- 83% (5) of respondents identified 'Advice/Information on reducing the costs of the home' as 'Important' in assisting residents to stay in their homes longer
- 1 respondent identified 'Advice/Information on reducing the costs of the home' is of 'Little Importance' in assisting residents to stay in their homes longer

Housing Specifically for Older People

- 'Lack of suitable housing' was most commonly selected as the greatest housing challenge for older tenants
- The inability to offer a varied range of housing options was most commonly selected as the greatest housing challenge the respondents face when providing accommodation for elderly residents
- The majority of respondents (83%) were unsure as to whether their current housing stock will meet the needs of their tenants as they grow older

Services Provided by Local Authority

- The majority of respondents (66%) felt that there are not any additional services that the Council could offer to help people stay in their homes longer

Service Providers

Responses were received from 4 Service Providers;

- Age UK Carlisle and Eden
- Eden Independent Living
- CCG
- CPFT

Rural Issues

- Transport to social activities was identified as an additional service that the Council could provide

Home Care

- All respondents stated that 'Assistance with day to day household tasks' was either 'Very Important' or 'Important' when assisting residents to stay in their homes as they grow older

Fuel Poverty

- 1 respondent stated that 'Advice/ Information on reducing the costs of the home' was 'Of Little Importance' when assisting residents to stay in their homes as they grow older

Housing Specifically for Older People

- 50% of the respondents stated that 'Facilitating an increased level of older peoples' housing schemes' is the LA's main priority to meet the housing needs of older residents

Services Provided by the Local Authority

- The majority of respondents identified 'Access to services' as the most common problem/issue their older customers seek help with/for
- 50% of respondents stated that the 'promotion of schemes/services that are aimed at older people' is the LA's main priority to meet the housing needs of older residents
- 50% of respondents stated that they felt the current services offered by the LA's are 'Not Very Effective'

Common themes from ALL Participants

- Accessibility issues to services was identified as the most common housing related problem/issue older residents seek help with for;

What is the most common housing related problem/issue your older customers/constituents seek help with/for?

Issue	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Repairs or Maintenance of Homes	1	0	N/A	2	3
Accessibility issues (around homes)	7	N/A	N/A	4	11
Accessibility issues (to services)	2	3	N/A	15	20
Housing Options Advice	2	N/A	N/A	3	5
Other	4	1	N/A	10	15
Question Skipped	0	0	N/A	2	2
Total	16	4	N/A	36	56

- 61% of all respondents asked if 'there are any other services that you feel the council could offer to help people stay in their homes longer answered 'yes'
- Facilitating an increased level of older people's housing schemes and the promotion of schemes/services that are aimed at older people, were identified as the main priorities for Local Authorities;

Priority	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Facilitating an increased level of Older Peoples' Housing Schemes	7	2	N/A	16	25
Holding regular consultations to determine the changing needs of older residents	2	0	N/A	4	6
Promotion of schemes/services that are aimed at older people	6	2	N/A	9	17
Other	0	0	N/A	5	5
All	0	0	N/A	1	1
Question Skipped	1	0	N/A	1	2
Total	16	4	N/A	36	56

- 80% of the respondents asked if they felt the Local Authority could work with additional agencies answered 'yes.'
- The following additional services or agencies were mentioned more than once across all participants;

Public Transport: 8
 GPs/NHS: 12
 Age UK/Age Concern: 14
 Housing Associations: 10

- 39% of all respondents asked the question 'How effective are the services that the Council offers/provides for older residents' stated they are 'Not Very Effective';

Response	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Very Effective	3	1	N/A	0	4
Effective	7	1	N/A	5	13
Not Very Effective	4	2	N/A	16	22
Not Effective At All	0	0	N/A	3	3
Unable to Answer	2	0	N/A	9	11
Question Skipped	0	0	N/A	3	3
Total	16	4	N/A	36	56

- The following tables show the full break down of the ratings given to the below measures that might assist residents to stay in their homes longer as they grow older;

Very important measures

Measure	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Assistance with day to day household tasks	13	3	3	23	42
Advice/information on reducing costs of the home	7	3	0	13	23
Advice/information on accessing available support	14	3	1	28	46
Practical help with repairs	10	2	3	17	32

Important measures

Measure	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Assistance with day to day household tasks	3	1	3	8	15
Advice/information on reducing costs of the home	9	0	5	16	30
Advice/information on accessing available support	2	1	4	6	13
Practical help with repairs	5	2	3	16	26

Of little importance

Measure	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Assistance with day to day household tasks	0	0	0	1	1
Advice/information on reducing costs of the home	0	1	1	4	6
Advice/information on accessing available support	0	0	0	0	0
Practical help with repairs	0	0	0	2	2

Unimportant

Measure	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Assistance with day to day household tasks	0	0	0	0	0
Advice/information on reducing costs of the home	0	0	0	1	1
Advice/information on accessing available support	0	0	0	1	1
Practical help with repairs	0	0	0	0	0

Did not rate

Measure	Internal Staff Members	Service Providers	RPs	Members and Parish Councils	Total
Assistance with day to day household tasks	0	0	0	3	3
Advice/information on reducing costs of the home	0	0	0	2	2
Advice/information on accessing available support	0	0	1	1	2
Practical help with repairs	1	0	0	1	2

Appendix 2 Older Persons' Housing Strategy 2018 to 2025 Action Plan

Key Priorities

- 1 Promotion of existing services.
- 2 Making best use of existing homes.
- 3 Assisting those who wish to downsize to do so
- 4 Increasing the supply of housing suitable for older people
5. Cross Cutting – Partnership Working

Key:

SLDC: South Lakeland District Council
PHStraO: Principal Housing Strategy Officer
PHStanO: Principal Housing Standards Officer
AHO: Affordable Housing Officer
HAG: Housing Advisory Group
HOM: Housing Options Manager

EDC: Eden District Council
HDO: Housing Development Officer
HN&PO: Housing Needs & Policy Officer
H&HM: Housing & Health Manager
EHO: Environmental Health Officer
H&WBO: Health & Wellbeing Officer
HRO: Housing Research Officer
EIL: Eden Independent Living

1 Promotion of existing services

Action	Milestones	Timescale	Target	Lead Officer	Resources
1a) Produce a directory of services for older people in partnership with statutory and voluntary agencies.	<p>Production of a directory of services available to older people and statutory and voluntary agencies that support older people.</p> <p>Distribute to key locations such as supermarkets, GP surgeries, Council offices (including Parish Council venues), Village Halls, farming offices, Housing Association offices, and Age UK.</p>	December 2018	N/A	<p>AHO/ PHStraO H&WBO HN&PO</p> <p>Eden H&WBO</p>	Within existing resources.
1b) Work with The Gateway and The Compass one-stop shop websites for older people's services to ensure that housing services are represented.	Work with The Gateway and The Compass one-stop shop websites for older people's services in partnership with statutory and voluntary agencies and other bodies such as private sector housing providers, housing associations, advice agencies and Parish Councils. This will ensure that housing services are correctly represented.	2018 to 19	N/A	H&WBO AHO	Within existing resources
1c) Hold regular open days/drop ins for older people and their carers to advise of services available in partnership with housing providers, Age UK, Cumbria County Council.	Organise regular open days and/or drop ins for older people and their carers to find out more about services available and specific housing such as sheltered and extra care in partnership with housing organisations, Age UK, Cumbria County Council and other agencies.	2018 to 25	Hold 4 sessions per LA area per annum	<p>Health & Wellbeing Officer</p> <p>Eden H&WBO</p>	Within existing resources

Action	Milestones	Timescale	Target	Lead Officer	Resources
1d) Develop a media campaign to raise awareness.	Publicity of existing services by using social and local media to raise awareness.	Ongoing though out the life of the Strategy	N/A	LA comm's teams/ Housing portfolio holders/ H&WBO Eden: H&WBO	Within existing resources

2 Making best use of existing homes

Action	Milestones	Timescale	Target	Lead Officer	Resources
2a) Use discretionary non-means tested DFGs for falls prevention (SLDC)	<p>Use of discretionary non-means tested DFGs under £5000 to prevent falls such as level access showers, stair lifts and ramps in South Lakeland.</p> <p>In Eden, currently there is full spend of Better Care Funding on statutory provision of means tested DFGs, and as such the matter will be reviewed on a year by year basis following identification of any potential available funding.</p>	Ongoing though out the life of the strategy	A minimum of 60 Disabled Facility Grants (DFGs) including under £5k jobs completed annually (of which 10 energy efficiency/central heating schemes completed).	PHStanO (SLDC) EDC to follow	DFG Budget (SLDC)
2b) Become an accredited Home Improvement Agency in 2018 in South Lakeland. (SLDC)	Establish a Home Improvement Agency in 2018 in South Lakeland Eden will undertake a review of the needs/benefits of establishing a Home Improvement Agency within Eden.	July 2018	N/A	PHStanO (SLDC) Eden EHO	Within existing resources.

Action	Milestones	Timescale	Target	Lead Officer	Resources
2c) Make referrals to the Safe and Well service to carry out home safety checks in partnership with the Fire Service and Ambulance Service. (SLDC & EDC)	<p>Establish links between SLDC & EDC Handy Person Scheme and the Fire Service 'Safe and Well' service in conjunction with the Ambulance Service.</p> <p>Monitor number of home safety checks carried out.</p> <p>Set up a referral process in order to refer older and vulnerable people for home safety checks to prevent slips and falls, etc. (EDC)</p>	Ongoing though out the life of the Strategy	N/A	EIL (EDC) PHStanO (SLDC)	Within existing resources.
2d) Undertake a new Private Sector Stock Condition Survey in 2018. (SLDC & EDC)	<p>New Private Sector Stock Condition Survey to be commissioned and completed in 2018 to evidence locations with higher fuel poverty.</p> <p>Eden to undertake a review of undertaking Private Sector Stock Survey and to identify and approve required resources: 2018</p>	2018	N/A	PHStanO EHO/H&H M EDC: to be confirmed by Portfolio Holder at March meeting.	Growth bid made and included in draft budget (SLDC)
2e) Following completion of the Private Sector Stock Condition Survey, target worst affected areas for fuel poverty with central heating schemes/ energy efficiency measures (subject to funding availability).	<p>Identify the worst affected areas for fuel poverty and property condition arising from the Private Sector Stock Condition Survey.</p> <p>Target these locations to provide central heating schemes/energy efficiency measures and other works.</p> <p>Provide annual reports to the Housing Advisory Group (HAG) (SLDC) and Portfolio/Health and Wellbeing Forum (EDC)</p>	2018 to 25	To reduce the percentage of homes in the lowest energy performance certificate (EPC) bands (F and G) from 16.4% to less than 10% by 2025 (in terms of rented homes to reduce to 0% by 2020	PHStanO (SLDC) H&HM/DF GO EDC)	Bids to be made to external sources of funding.

Action	Milestones	Timescale	Target	Lead Officer	Resources
2f) Undertake a review of the procurement and application process for DFGs. (SLDC & EDC)	Work in partnership with Cumbria County Council, Health, housing providers, and other District Councils to streamline the procurement and application process for DFGs.	2018 to 19	N/A	PHStanO (SLDC) EHO/H&H M	Within existing resources
2g) Complete the procurement of a new contract for the Handy Person Scheme in South Lakeland in 2018 (SLDC) Continue to support the Handy person service in Eden in 2018 (EDC).	Complete Brief and undertake procurement process. Develop contract with Eden Independent Living for the ongoing delivery of the Handyperson service.	April 2018 April 2018	A minimum of 500 Handyperson jobs completed annually Monitor take up of services and complete a minimum of 100 handy person jobs annually	PHStanO EHO/DFG O	New Homes Bonus monies. Existing resources (EDC)
2h) Commission a district wide Housing Needs Survey early in 2018. (EDC)	Eden undergoing procurement of district wide Housing Needs Survey to be implemented early 2018	March 2019	Completion and publication of district wide Housing Needs Survey	HRO	Existing resources
2i) To work with private landlords to decrease the number of homes let that have the poorest EPC ratings. (EDC)	Eden to undertake engagement and information programme with Letting Agents and Private Landlords to advise on requirements of the Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015	December 2018	To reduce the percentage of homes in the lowest energy performance certificate (EPC) bands (F and G) from 16.4% to less than 10% by 2025 (in terms of rented homes to reduce to 0% by 2020	EHO	Existing resources.

Action	Milestones	Timescale	Target	Lead Officer	Resources
2j) To enable and encourage the delivery of ECO schemes delivered in the district that are aimed at increasing EPC ratings. (EDC)	To engage with partners and other organisations to encourage uptake of schemes delivered through the ECO schemes	Ongoing throughout the life of the Strategy	To reduce the percentage of homes in the lowest energy performance certificate (EPC) bands (F and G) from 16.4% to less than 10% by 2025 (in terms of rented homes to reduce to 0% by 2020	H&WBO	Existing resources.
2k) Develop a system for DFG Officers to liaise with hospital staff regarding planned discharge of patients where a DFG can assist.	Set up system with hospital staff in conjunction with Hospital Discharge Protocol. Continue to review DFG spend annually against budget, and identify potential funding sources.	2018 to 19	A minimum of 60 Disabled Facility Grants (DFGs) including under £5k jobs completed annually (of which 10 energy efficiency/central heating schemes completed).	PHStanO HDO/ H&WBO	Within existing resources and use of DFG Budget.

3 Assist those who wish to downsize do so

Action	Milestones	Timescale	Target	Lead Officer	Resources
3a) Establish a scheme to facilitate older people in the private sector to downsize targeting households where a DFG would be inappropriate, or where there are Category 1 Hazards in the home. (SLDC)	Set up a scheme using non-means tested DFGs in South Lakeland to assist older people with removals and connections. Work in partnership with Cumbria Choice Based Lettings partners to assist older people with housing applications for social rented housing. Provide statistical information to Planning colleagues to influence the development of additional smaller units in both districts.	2018 to 25	N/A	HN&PO/ HRO PHStanO	DFG Budget.
3b) Provide downsizing advice through the Home Improvement Agency when established (SLDC).	Set up Home Improvement Agency and provide downsizing advice. Eden to undertake a review of the needs/benefits of establishing a Home Improvement Agency within Eden (EDC).	2018 and ongoing though out the life of the Strategy	N/A	PHStanO EHO	Within existing resources.
3c) Monitor Registered Providers operating downsizing schemes on an annual basis the number of older tenants assisted to downsize to more appropriate accommodation, and encourage new schemes where they do not presently exist.	Set up monitoring system to collect data from Registered Providers and report to the Housing Advisory Group annually.	2018 and ongoing though out the life of the Strategy	N/A	PHStraO HRO	Within existing resources.

Action	Milestones	Timescale	Target	Lead Officer	Resources
3d) Undertake regular promotion of Cumbria Choice through websites, statutory and voluntary agencies.	Provide information and materials to statutory and voluntary agencies. Provide training where necessary.	Ongoing though out the life of the Strategy	N/A	Cumbria Choice Co-Ordinator	Cumbria Choice Budget.
3e) Promote the Home Share scheme in South Lakeland and Eden through targeted publicity and social media.	Provide publicity materials and links to the website to statutory and voluntary agencies. Promote through local newsletter.	Ongoing though out the life of the Strategy	N/A	PHStanO & PHStraO (SLDC) HN&PO (Eden)	Within existing resources.

4 Increase the supply of housing suitable for older people

Action	Milestones	Timescale	Target	Lead Officer	Resources
4a) Work in partnership with Cumbria County Council and Registered Providers to enable extra care schemes to be developed in line with evidenced need. (SLDC & EDC)	Work in partnership with Cumbria County Council and Registered Providers to enable extra care schemes to be developed in line with evidenced need. Consider suitable sites including sites that have been identified through Neighbourhood Plans.	2018 to 25	300 extra care units developed in South Lakeland by 2025 (SLDC). 80 extra care units developed in Eden by 2025	PHStraO HDO	Within existing resources Homes and Communities Agency funding, Cumbria County Council capital and revenue funding. Cumbria County Council capital and revenue funding.
4b) Complete viability assessment to increase bungalow provision in suitable development sites (EDC). Consider viability assessment evidence to consider impact of bungalow provision on suitable development sites (SLDC).	<p>Commission and complete a viability assessment to increase bungalow provision in suitable development sites.</p> <p>Consider viability evidence from the Viability Study undertaken for SLDC in relation to bungalows on development sites.</p> <p>Encourage development of more bungalows or suitable alternatives where appropriate on development sites.</p>	2018	Increased bungalow provision	AHO HDO (EDC) AHO (SLDC)	Within existing resources.

Action	Milestones	Timescale	Target	Lead Officer	Resources
4c) Update Development Management Policy to require all new homes in the South Lakeland District Council Planning Authority area to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard and a percentage to be built to M4(3) category wheelchair adaptable standard (SLDC).	<p>All new homes in the South Lakeland District Council Planning Authority area to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard subject to the adoption of this policy in the Development Management Policies Local Plan document (unless there are exceptional circumstances that would prevent this as outlined within draft Development Management Policy DM11) (SLDC).</p> <p>5% of homes in the South Lakeland District Council Planning Authority area on sites over 40 dwellings to be built to wheelchair adaptable homes meeting the M4 (3) Category (draft Development Management Policy DM11) subject to the adoption of this policy in the Development Management Policies Local Plan document (SLDC).</p>	2018	<p>All new homes in the South Lakeland District Council Planning Authority area to be built to M4(2) Category 2: Accessible and Adaptable Dwellings standard subject to the adoption of this policy in the Development Management Policies Local Plan document (draft Development Management Policy DM11).</p> <p>5% of homes on sites over 40 dwellings in the South Lakeland District Council Planning Authority area to be built to wheelchair adaptable homes meeting the M4 (3) Category (draft Development Management Policy DM11) subject to the adoption of this policy in the Development Management Policies Local Plan document.</p>	Development Strategy	Within existing resources.

Action	Milestones	Timescale	Target	Lead Officer	Resources
4d) Assist Cumbria County Council in identifying options for extra care provision in rural areas.	Consider appropriate options for extra care provision in rural areas where there is evidenced need, working with partners at Cumbria County Council, SLDC Planning Authority and the National Park Authorities.	2018 to 19	To enable the completion of 300 new extra care housing homes in the period 2016 to 2025 (target jointly agreed with Cumbria County Council).	PHStraO (SLDC) HDO/HRO (EDC)	Within existing resources.
4e) Use affordable housing renovation grants to convert non-residential premises where available and appropriate to provide housing suitable for older people.	Use of affordable housing renovation grants in former commercial premises to enable housing suitable for older people.	Ongoing though out the life of the Strategy	N/A	PHStanO (SLDC) EHO (EDC)	Affordable Housing Renovation Grants budget.
4f) To increase the number of affordable bungalows built as a proportion of the total number of affordable homes delivered in the district. (EDC)	To work with Planning Section on the development of a new Housing Supplementary Planning Document for Housing following adoption of Local Plan and to work with Planning on individual Section106 agreements	Ongoing throughout the life of the Strategy	Increased bungalow provision	HDO	Existing resources.

5 Partnership working

Action	Milestones	Timescale	Target	Lead Officer	Resources
5a) Develop links with the Health and Wellbeing Board Locality Groups.	Ensure that Housing is represented on Locality Groups in Eden and South Lakeland.	2018 to 19	N/A	Health & Wellbeing Officers	Within existing resources.
5b) Review Hospital Discharge Protocol, working with the Integrated Care Commission and Care Navigators.	Review current Hospital Discharge Protocol to ensure that older people's issues are covered.	2018 to 19	N/A	HOM (SLDC) H&WBO (EDC)	Within existing resources.