

Sheltered Housing Strategic Review – Interim Report April 2007

(Confidential)

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Section 1 - Introduction

This report presents interim findings in relation to the strategic review of sheltered housing in the Borough. The need for a fundamental review of specialist housing and housing related support for older people was set out in the Older Persons Housing Study 2005. This study highlighted the demographic changes expected in relation to the numbers of older people, the changing aspirations of older people in relation to their housing and desire to maintain their independence for longer. It recognised that, in this context, the current sheltered housing service in the borough would not meet the needs of older people in the longer term and that diversification was required to meet a range of needs and aspirations.

The review has aimed to establish objectives and high level outcomes for the future of services. In establishing these the review recognised that as well as aiming to meet the local needs highlighted during the review, it must consider the wider national agendas, such as Our Health Our Care Our say, the Supporting People Strategy and establish how services can best contribute to these.

The review has examined a range of good practice and guidance on the provision of housing and housing related support for older people, including the Supporting People Value Improvement Projects and examples from the Housing Learning Improvement Network (LIN). The members of the review group have a wealth of expertise in providing services for older people and all recognised the value of sheltered housing in maintaining independence and promoting safe and healthy lifestyles and felt that outcomes for any future services should focus on these issues, however, the group also recognised that there was a need challenge current assumptions about how services are provided and explore the alternatives being promoted nationally – such as the separation of housing provision from the support element and the move to floating support in some areas. They recognised that many issues could be contentious and may not be suitable for Wigan, however, exploration of the merits of alternative approaches was needed. In view of the new Supporting People Procurement Policy, there is also a need to “test the market” for support services in the Borough.

• **Section 2 – Strategic Review Aims and Objectives**

The Strategic Review Group has established the main objectives to be;

- Choice, flexibility and value for money – provision of a range of types to meet differing circumstances and needs. There should not be one model of provision across the whole borough.
- Rationalisation of existing sheltered provision – in order to provide in new areas there will need to be some disinvestment of SP funds in existing scheme. Need to identify likely schemes.
- Diversification – considering the demographics of borough, need a hub and spoke of provision on an area basis, providing a network of services accessible to a wide range of residents on basis of need.

An outcomes framework has been agreed that will be used to appraise existing services and to examine alternative models of provision. This has been based on the national outcome framework for the Supporting People Strategy and Our Health Our Care Our Say. The framework consists of nine core outcomes that are the essential outcomes that all housing related support for older people must meet, these are

- Economic wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Making a positive contribution
- Improved quality of life
- Exercise choice and control
- Personal dignity and respect
- Freedom from discrimination and harassment

Below each core outcome are a range of secondary outcomes that will contribute to the core outcomes and will assist us in assessing the appropriateness of each service model to meeting a range of needs of older people. A full outcomes matrix is contained in appendix 3.

Aims of strategic review

- To define the role of extra care sheltered housing and sheltered housing within the Borough of Wigan (including any linkages with residential care)
- To identify the approximate number of units (for each type of accommodation) required within the Borough in the next 3 years 5 years and 10 years
- To identify and describe the preferred models of service (after considering examples of best practice)
- To describe the level of need/dependency of service users accessing the different types of accommodation
- To define the care pathways between the different types of accommodation
- To determine the most appropriate arrangements for accessing services
- To determine, in terms of general approach, the linkages which should take place between residential care/extra care sheltered housing and sheltered housing and the local communities (eg local people accessing social activities or equipment within the scheme)

- To set out a framework for the involvement service users/potential service users in the future planning/design of services
- To promote partnership working
- To define a process for the ongoing review of the strategy which will consider the effectiveness of specific actions identified within the Strategy changing need and changing financial context plus arrangements for being able to take advantage of opportunities which may arise for funding etc
- To ensure that the work of the Strategic Review of Sheltered Housing/ Extra Care sheltered housing dovetails with the work of the Assistive Technology Strategy Group

Section 3 – Methodology

A work plan was produced setting out the main stages of the review (see appendix 2)

- Define objectives and high level outcomes
- Identify any key constraints
- Map current Provision
- Map need by township (ward)
- Map demand by township
- Research models of provision
- Develop options
- Review initial objectives/ outcome measures with all stakeholder
- Select preferred options through enabling all stakeholders to assess models against objectives/ outcome measures
- Develop an implementation plan

A “Sheltered Housing Strategic Review Group” was established, this is made up of representatives from Wigan Council’s Housing Strategy, Supporting People and Adult Services (Older People) teams as well as current providers of sheltered accommodation. The group has met regularly to progress the review in line with the work plan.

The work of this group has fed into the “Older Persons Housing Group” which has a wider remit in relation to the Older Persons Housing Study and all housing and housing related services for older people.

Section 4 – Strategic Context

Older Persons Housing Study 2005

The study examined the changing demographics and aspirations within the current and future population of older residents of the borough.

Key issues identified were

- Wigan’s population is aging and by 2021 the over 65’s population is forecast to increased by over one third, more importantly there will be a much greater increase in the 85+ population over the same period (37% increase)
- Older people in Wigan are more disadvantaged than the overall population of the borough. They tend to live in the older inner areas of the borough and suffer the problems of these areas such as lower demand for housing, older housing stock, fear of crime etc.
- Many older people wish to remain in their own home and services are needed to enable them to do so for longer. The provision of low level support can prolong independent living and ease reliance on acute services.
- The current stock of sheltered accommodation in the borough is unlikely to meet the needs of a new generation of older people, especially the increasing numbers of older owner occupiers.
- Overall quality of life for older people is effected by much more than housing. A “whole systems” approach is needed, including health, community safety, transport and support services as well as decent, affordable housing.

The study set three main objectives

- **Enabling people to stay in their own home**
- **Providing a choice of home for those who wish to move**
- **Co-ordination of all agencies on the provision of housing, housing support services and advice for older people**

The actions planned included reviewing the current provision of sheltered accommodation for older people in the borough with a view to establishing a service which better meets the aspirations of older people and to promote greater diversity in the provision of housing for older people.

In developing a “whole systems” approach to the provision of services for older people the review has been conducted in the context of the current national context for health and social care, such as “Our Health, Our Care, Our Say” and in particular the Supporting People framework.

Supporting People Strategy 20085-10

Locally, the **Supporting People Strategy 2005-10** sets the aim of

“a community where the quality of life of vulnerable people is continuously improved through the provision of effective housing related support services, which offer choice and maximise the potential for independence and social inclusion”

Within the strategy the housing and support needs of older people are analysed in detail (Appendix D of the SP Strategy).

Older people are the largest client group receiving Supporting People funded services, with 71% of units and a budget of over £1.5 million.

In terms of the priority given to older people's support for future allocation of resources older people with support needs and frail older people are in band 2 and older people with mental health problems are placed in the lowest band – Band 3.

The new Supporting People Procurement Policy sets out how support services will be procured in future. In a bid to promote value for money and increase quality of services, it proposes appraisal of services with a view to tendering contracts unless it is found that there is a compelling reason not to do so. Under the timetable proposed, older persons support would be reviewed in 2010.

Adult Services

Adult Services **Commissioning Needs Analysis 2006** also recognises the impact of increases in the older population on provision of community and primary care, of particular concern is the potential increase in the number of older people requiring support for dementia, estimated to be almost 6,000 by 2020. Rates of elderly population, long term debilitating illness and life expectancy vary across the borough, services do not always meet needs in the required locations.

Since the introduction of Fair Access to Care only those assessed as critical or substantial have been eligible for Adult Services funding and there is evidence of growing unmet need, particularly at a lower level. Both the Partnership for Older Persons Project (POPP) and the Preventative Technology Grant have proved successful at meeting a range of lower level needs but both are only funded until April 2008.

The report highlights that currently the borough has high rates of residential placements compared to comparator authorities and that the provision of extra care is lower.

Adult services main priorities are

- To increase the numbers of older people helped to live at home
- To direct resources to the areas of greatest need
- To increase choice and control eg Direct Payments
- To improve service standards eg. satisfaction levels, waiting times

Section 5 - Current provision of supported housing and support to older people

Table 1: current provision of specialist accommodation and floating support services

Name of Provider	Supported Housing Projects			Floating Support
	Number of projects as at 31.3.03	Number of units as at 31.3.03	Location	Number of units
Wigan & Leigh Housing	48	1331	Most areas	0
RSLs Sheltered Housing	20	663	As above	0
RSLs Extra Care	4	119		
RSL (alarm only)	9	110	various	0
Age Concern	0	0	0	26

Figures, supplied by the department of Communities and Local Government, shows that the level of provision is below average and the level of grant is average for older people with support needs. In relation to frail older people, the figures show that Wigan is below average which is in contrast to the picture in 2003 which showed that the number of units in the Borough was above average.

Table 2: Regional and national comparison (*currently being updated*)

		Wigan		Region		National	
		Accommodation Based	Floating	Accommodation Based	Floating	Accommodation Based	Floating
Units per 1,000 population	Older people with support needs	6.86	0.09	13.11	0.42	10.98	1.01
	Frail older people	0.32	0	0.24	0.01	0.25	0.03
	Older people with mental health needs	0.08	0	0.01	0.00	0.01	0.01
Grant per 1,000 population	Older people with support needs	76.80	4.86	340.98	11.05	185.00	18.19
	Frail older people	4.34	0	7.42	0.16	9.28	0.45
	Older people with mental health needs	8.14	0	1.50	0.32	1.82	1.07
Unit costs	Older people with support needs	16.05	56.09	26.0	26.50	16.85	18.02
	Frail older people	16.28	0	30.35	18.16	36.75	15.77
	Older people with mental health needs	101.72	0	0	0	0	0

In addition to the housing related support there are a range of other projects offering low level support and preventative services to older people within their homes including Careline, assistive technology and the Partnership for Older People Project (POPP).

POPP

In response to issues highlighted during consultation with older people regarding low level support, such as help with gardening and home maintenance, Wigan council has secured £1.8 million of central Government funding to run the Partnership for Older People Project from April 2006 to March 2008. The partnership draws together 12 agencies that offer a range of low level support services for the over 50s that can be targeted according to needs, in order to prevent or delay reliance on more intensive and expensive services, such as admission to hospital.

Individual projects include

- Time limited contact and support service – providing short term support during a period of change, for example on leaving hospital or moving home

- Gardening and handyperson scheme – offering help with basic tasks in the home and garden
- Crime prevention awareness and support – including a “Lock and Stop” campaign providing assessments, fitting door and window locks and providing advice on bogus callers and distraction burglary
- Sheltered housing improvements – Improving access to the schemes and provision of a unit of respite accommodation and a community resource facility at The Rowans, Tyldesley

Assistive Technology

A Preventative Technology Grant of over half a million pounds is available to fund a pilot project in 2006 -08 to establish the potential benefits of assistive technology in terms of

- Exploring how the use of sensors and other equipment can be used to help prevent and manage falls
- Exploring how assistive technology can assist medicines management
- Exploring how frail older people, including those with dementia, can be supported via the use of assistive technology
- Identifying the benefits and advantages of assistive technology for family carers
- Assessing the cost effectiveness of assistive technology in terms of preventing or delaying admissions to residential homes or hospital and reliance on other support services, such as home care.

The pilot will link in to POPPs and the wider prevention agenda and a full evaluation of the impact of POPPs and the Preventative Technology Pilot will be undertaken

Adult Services funded services

According to Adult Services Commissioning Needs Analysis 2006, there are a total of 7,809 older people known to access at least one service provided by Adult Services in Wigan, approximately 17.5% of the population.

Access to Services	No
community Services	5,497
Residential Care	1,342
Nursing Care	1,069
Total	7,809

Homecare	2,793
Daycare	638
Meals on Wheels	1,626
Professional support	287
Aids and adaptations	1,873

Around 6% of the older population receive homecare, around 3% receive residential care and 2.3% nursing care. Wigan’s rates of residential placements are high compared to neighbouring authorities, equally, rates of extra care provision are low. Wigan’s performance in helping people to live at home (79 per 1,000 population) is lower than comparators (90 per 1,000 population).

Admissions to residential care (per 10,000 population)	2004/05
St Helens	87
Lancashire	90
Bolton	91
Liverpool	92
Knowsley	96
Sefton	103
Salford	104
Wigan	120
Wirral	121
Tameside	124
Manchester	125

Provision of Extra Care Housing (per 1,000 population)	
St Helens	8.1
Bolton	7.9
Salford	5.2
Liverpool	4.4
Lancashire	3.6
Wirral	2.8
Tameside	2.3
Knowsley	2.1
Sefton	2
Wigan	1.9
Manchester	1

Section 6 – Findings of the stock survey of sheltered housing in Wigan

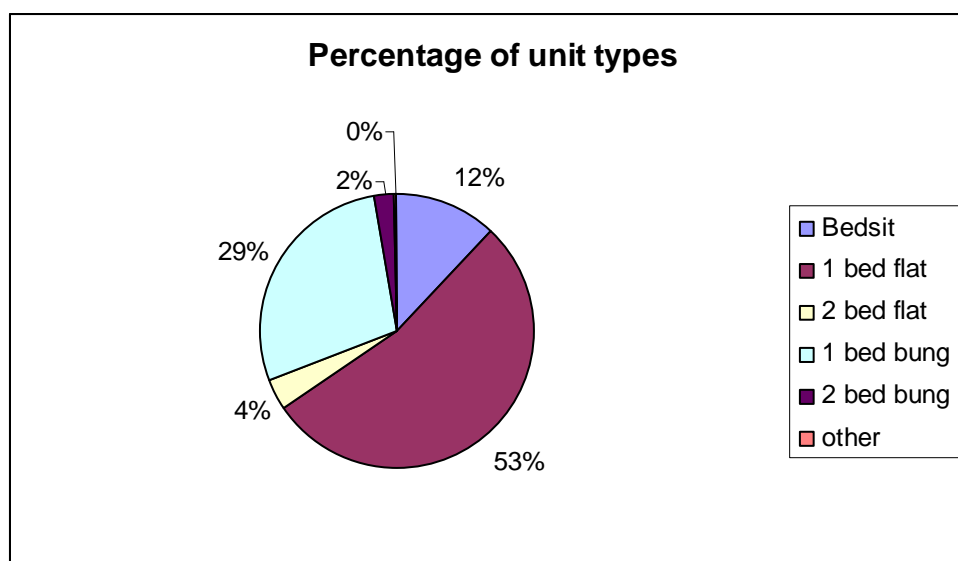
There are a total of 72 schemes and 2133 individual units of sheltered accommodation in Wigan. Of these 4 are classed as extra care schemes (119 units). These are Wickham Hall (Adactus), Eliot Gardens (Adactus), Elmridge Court (Hanover) and Leigh Abbeyfield. 71 schemes are rented, with only one leasehold scheme, Mountfield Court, Orrell (Adactus).

The review group was aware of a number of issues relating to the future viability of existing schemes such as the large number of bedsits in some schemes, access problems due to the age and design of schemes and problems with safety and security. This led to the decision to undertake a full survey of all sheltered schemes (RSLs and W&LH) in the Borough during autumn 2006 in order to provide us with a clear baseline picture. A questionnaire was sent to all providers asking for information in relation to:

- Location and type of scheme
- Size, age and unit types within the scheme
- Staffing
- Condition of property
- Facilities
- Disability Discrimination Act compliance
- Safety and security
- Alarm system
- Turnover and long term void rates
- Particular problems relating to the scheme

Analysis of the returns has found the following

- The majority of sheltered schemes are over 20 years old, with an average age of 31 years. For RSL stock this is 25 years and Wigan and Leigh Housing 37 years. Recent provision has been for extra care schemes. The size of schemes varies from 10 to 95 units, the average size of scheme is 30 units.



- Over half of the sheltered units in the borough are one bedroom flats (53%). Two bedroom units make up only 6% of the accommodation and the majority of these are the leasehold properties. RSL stock is overwhelmingly flats, with only 2 bungalows in the RSL sector. 12% of units are bedsits.
- There are nine providers of sheltered accommodation within the borough. Wigan and Leigh Housing, who manage all Council owned accommodation, are by far the largest provider of sheltered accommodation in the borough with 63% of provision.
- There is considerable variation in the distribution of sheltered accommodation across the borough. Wards with the greatest numbers of sheltered accommodation are Leigh West (182 units), Hindley (176) and Golborne and Lowton West (154). Ashton and Winstanley wards have no provision.
- The average rate of provision of ordinary sheltered accommodation is one unit per 21.5 over 65s resident in the borough. For extra care this is one unit per 364.5 over 65s resident in the borough.
- Generally, the physical condition of most of the sheltered stock is good, despite its age. Many schemes have had substantial improvements and a total of 66 schemes meet the Decent Homes Standard. There is only one scheme which is considered poor and has had little investment, this is The Poplars, Golborne.
- The three new extra care schemes are fully compliant with the Disability Discrimination act. However, provision for disabled residents is poor in many ordinary sheltered schemes. Most are not DDA compliant and many have not undertaken assessments. There are few fully adapted units of ordinary sheltered housing (29) and few communal assisted bathing/ level access showers.
- 60 schemes report that residents feel safe in their homes. However, only 11 schemes have been assessed by a crime reduction officer and not all of these have implemented their recommendations. Many schemes indicated that extra security features were required, most frequent were CCTV (16) and video door entry system (14).
- Long term void rate varies – overall 2.7% - 7.25% for bedsits.

All providers	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	19	36	2	57	35	191	45	271
	rate				rate			
	7.25%	2.98%	0.30%	2.67%	13.36%	15.80%	6.84%	12.71%

Section 7 – Main findings of demand mapping

Data from CORE lettings returns for 2003/04, 2004/05 and 2005/06 RSL lettings of sheltered accommodation was analysed along with Wigan and Leigh sheltered lettings data for 2005/06 to establish the main characteristics of those currently accessing sheltered accommodation

- Trends over three years 2003/04 – 2005/06 (CORE lettings data) show that the age range of those accessing RSL sheltered housing has expanded. In 2003/04 there were no new residents under the age of 65, in 2004/05 this was 27.1% and in 2005/06 was 19.1% of new residents.

	Under 65	85+ %
2003/04	0	30.8
2004/05	27.1	20.8
2005/06	19.1	20.2

- The proportion of males accessing RSL sheltered housing is also increasing from 23% in 2003/04 to 45% in 2005/06.

	Male %	female
2003/04	23	77
2004/05	33	67
2005/06	45	55

- Changes in the tenure of those accessing sheltered housing indicates that local authority tenants are now less likely to move into RSL sheltered accommodation and owner occupiers more likely than they were in 2003/04.
- In 2005/06 there were 133 lettings of WALH sheltered accommodation and 94 lettings of RSL sheltered accommodation. Lettings were overwhelmingly to white British applicants, 98.9% RSL and 85.8% WALH, the ethnic origin of other new residents was not given.
- The average age of residents is given below

	Male	Female
WALH	70.2	75.8
RSL	70.9	77.1

- Only 13.7% of lettings were to couples.
- 33% of those moving into RSL sheltered accommodation and 20.6% of those moving into WALH sheltered accommodation stated that they suffered from a long term illness or disability.
- 23% of those accessing RSL accommodation and 16% of those accessing WALH accommodation were previous owner occupiers. 26% of those

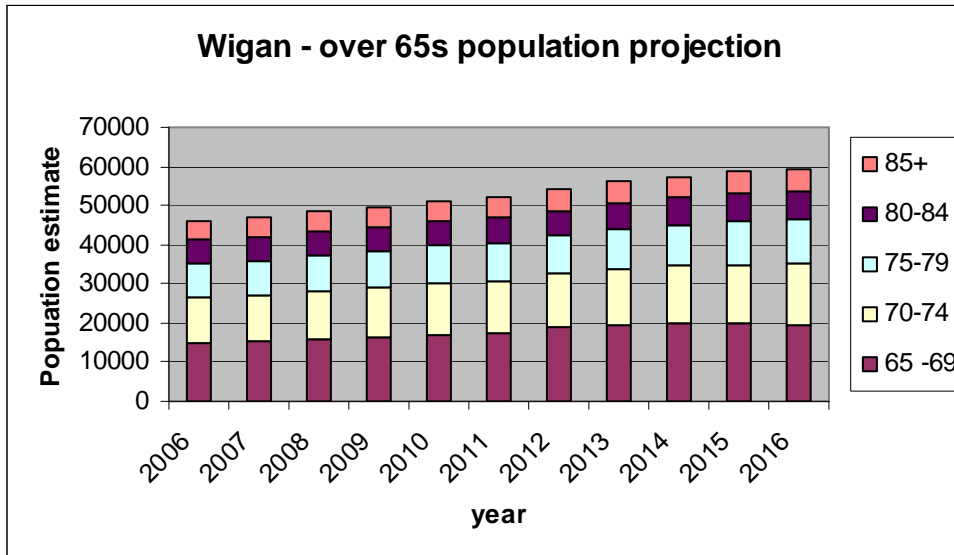
accessing WALH and 14% of those accessing RSLs were previous LA tenants.

- 85% of those accessing RSL sheltered accommodation were previously resident in the borough, 7% in neighbouring authorities and 8% from further a field.
- Where new residents of RSL sheltered accommodation in 2005/06 stated their weekly income (35 cases) the average was £156.34. 12 stated that they had savings, the average amount was £7,487. 48% stated that they were eligible for housing benefit.
- 74% of Wigan and Leigh Housing sheltered residents are eligible for housing benefit.

Section 8 – Main findings of needs mapping

Taken from Census 2001 data and Adult Services figures

- Over 65s population will increase by almost 30% by 2016. over 85s by almost 19%



- There are more older females than males but life expectancy for males is increasing faster than females so likely to be less of an imbalance in future
- Census 2001 figures show that there is a relatively low black and minority ethnic population within Wigan, with 97.6% reported White British as their ethnic origin.

Ethnic origin	%
White, British	97.6
White, Irish	0.6
White, Other	0.5
Mixed	0.4
Asian or Asian British	0.4
Black or Black British	0.2
Chinese or other	0.3

- Areas of the borough with greatest numbers of older people currently (Census 2001) Wigan Central, Pemberton, Orrell, Leigh South and Atherton
- Increases likely to be in other areas – Shevington with Lower Ground, Atherton, Aspull, new Springs and Whelley according to Census figures.
- Tenure profile will change as more older people in areas with higher owner occupation and generation more likely to own home. Number of social rented residents will decline correspondingly.

- Life expectancy in Wigan is 2 -6 years below the national average. Life expectancy is longer for females than males, although life expectancy for males is increasing. Males also experience longer years of poor health than females – 11.6 years compared to 8.7 years for females.
- Rates of debilitating long term illnesses are forecast to increase in Wigan.

	2006	2010	2016	2020
Over 65s population	46,200	50,900	59,500	62,500
Limiting long term illness	27,500	28,900	33,600	39,200
Depression	7,300	7,700	8,900	9,500
Dementia	4,300	4,700	5,500	5,800
Heart Attack	3,400	3,500	4,100	4,400
Stroke	1,200	1,200	1,400	1,600
Bronchitis/ Emphysema	1,000	1,100	1,200	1,400
Falls, A&E attendance	2,800	2,900	3,400	3,800
Visual Impairment	4,000	4,100	4,800	5,700
Mobility	7,000	7,400	8,600	9,600

estimates

POPPI figures rounded to nearest 100

- 6% of the older population currently receive homecare, 3% are in residential care, 2.5% in nursing care. Rates for residential care are higher than comparators.

Section 9 – Main findings of the dependency profile of residents of sheltered housing

The review group was concerned that due to the nature of the current sheltered stock, the service may not target the people most in need of support and that it may not be used to its full potential to support older people to maintain independence and prevent reliance on other acute services. In order to understand the characteristics of those currently receiving sheltered housing services a profile was produced from a questionnaire sent out to all scheme managers in Winter 2007. The questionnaire asked the scheme managers to identify the main characteristics of their residents and to determine their dependency levels.

The questionnaire aimed to establish the

- Age, gender and ethnicity of residents
- Long term debilitating illness and disability
- Behaviour causing concern
- Support and services received
- Gaps in service
- Dependency level (see appendix 8 for the criteria used)

It is to be noted that the results are based only on the scheme managers perceptions of their residents needs.

- The gender profile of both ordinary sheltered and extra housing is predominantly female, however, there is a slightly greater proportion of males in extra care housing, 37% compared to 32% males in ordinary sheltered housing.
- 1 in 5 tenancies in ordinary sheltered housing are couples but the number of couples in extra care is significantly fewer, with only 5% of tenancies being couples.

All		Ordinary		Extra Care	
No	%	No	%	no	%
404	19	398	20	6	5

- Over 99% of residents are classed as White, British. Very few other ethnic groups are represented amongst residents.
- Both ordinary sheltered and extra care cater for residents with a wide variation in ages. The average age of males in ordinary sheltered housing is 74 years, compared to 76 years in extra care. For women this is 78 years compared to 81 years in extra care housing.

Gender	All	Ordinary	Extra care
Male	74	74	76
Female	79	78	81
All	77	77	80

- The age profile of residents in ordinary sheltered housing shows a distinct difference between male and female. Whereas the numbers of male residents peaks in the 70-74 age range, the number of female residents continues to rise with age, with 350 aged 85 or over.
- The age profile of extra care residents shows an evener distribution of male and female residents up to the 85+ age range, where the number of females rises dramatically.
- Over 40% of residents have been classed as independent. See appendix 8 for a description of the dependency levels.

Dependency Level	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Independent	892	42.8	872	44.5	20	16.4
Low	647	31.1	619	31.6	28	23.0
Medium	339	16.3	303	15.5	36	29.5
High	181	8.7	146	7.5	35	28.7
Maximum	24	1.2	21	1.1	3	2.5

- The most common disabilities and illnesses amongst residents are heart, asthma and respiratory illnesses (40.4%) mobility problems (37.5%) and visual/ hearing impairment (36.1%). 19% of residents suffer from both mobility and respiratory illnesses and 19.5% suffer from both a mobility problem and a sensory impairment.

Disability and Illness	All		Ordinary		Extra Care	
	No	%	No	%	no	%
wheelchair user inside	91	4.4	71	3.6	20	16.4
wheelchair user outside	312	15.0	268	13.7	44	36.1
mobility problem	783	37.5	724	36.9	58	47.5
learning disability	69	3.3	56	2.9	13	10.7
Mental health problem	171	8.2	136	6.9	35	28.7
visual / hearing impairment	752	36.1	707	36.1	45	36.9
heart/ asthma/ respiratory	842	40.4	802	40.9	40	32.8
other physical disability	519	24.9	509	26.0	10	8.2

- Residents of extra care housing display greater behaviours causing concern overall. Whereas rates of wandering and confusion and depression, anxiety and isolation are substantially lower in ordinary sheltered, the incidence of falls is slightly higher, (15.8% compared to 14.8% in extra care housing).
- Rates of alcohol and substance misuse are relatively low throughout, although this is often combined with other behaviours, particularly depression anxiety and isolation, with around half of those reported as suffering alcohol and substance misuse also suffering from depression, anxiety and isolation.

	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Wandering, confusion	195	9.4	166	8.5	29	23.8
Depression, anxiety & isolation	348	16.7	320	16.3	28	23.0
Falls	327	15.7	309	15.8	18	14.8
Alcohol, substance misuse	67	3.2	62	3.2	5	4.1

- Overall need for services and support is substantially greater in extra care housing than ordinary sheltered housing. The only service not present in extra care was meals on wheels, as meals are provided within the schemes.

Service	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Homecare (SS funded)	305	14.6	231	11.8	74	60.7
Homecare (self funded)	103	4.9	80	4.1	23	18.9
Practical services	644	30.9	528	26.9	116	95.1
Planned night time support	35	1.7	31	1.6	4	3.3
District nursing	194	9.3	171	8.7	23	18.9
Day care	103	4.9	82	4.2	21	17.2
Respite care	39	1.9	33	1.7	6	4.9
Meals on wheels	167	8.0	167	8.5	0	0.0
Family care & support	1532	73.6	1441	73.5	91	74.6
Unplanned emergency care	939	45.1	852	43.5	87	71.3
Intensive warden care and support	234	11.2	171	8.7	63	51.6

- Rates of family care and support are high in both ordinary sheltered and extra care, 73.6% overall. There is little evidence to indicate that family care and support replaces many other services, particularly in ordinary sheltered housing.
- 11.8% of ordinary sheltered residents are funded by Adult Services and receiving homecare, very few self fund homecare. Within extra care 60.7% are funded by Adult Services and 18.9% self fund. Rates vary greatly between schemes. Rates appear to be higher than the homecare rate for all older residents (6%).
- Rates of unplanned emergency support are high, 43.5% in ordinary sheltered and 71.3% in extra care, this varies greatly between schemes.
- 203 (10%) residents have gaps in service (only ordinary sheltered), services required varied and were not stated in 165 cases. Of the 38 cases where details were given 18 required aids and adaptations, 13 of these required level access showers.

Section 10 – Gap analysis

The analysis of current provision indicates that overall there is adequate provision of specialist accommodation for older people in the borough and although demand is variable, most schemes are popular with residents and well utilised (SP utilisation level 96.9% 2005/06).

However, considering our aim of providing services which offer choice, flexibility and value for money to older people there are many concerns regarding current provision which must be addressed in order to provide a service which is sustainable in the future.

Quality of Provision

- *Most schemes are old and may have a limited lifespan*

The majority of schemes are over 25 years old and although there has been investment, particularly by WALH, in relation to achieving the Decent Homes Standard, there are issues over the viability of some accommodation in the medium to long term. There is a need to establish where investment in current schemes will provide value for money and estimate the future life span of accommodation where this is limited.

- *Schemes do not offer adequate facilities for those with mobility and other impairments*

Many schemes do not meet DDA requirements and have not been assessed so the level of investment required is unknown. If accommodation is to offer flexibility to residents and to be a home for life then it must offer a good quality environment for those with illness and poor mobility. Currently many residents are lacking facilities such as level access showers and as rates of illness and disability are forecast to increase in coming years the demand for adaptations will increase. Upgrading of disabled facilities along with community alarms and other assistive technology needs further investigation.

- *Safety and security in certain schemes needs improving*

This is one of the main reasons why older people chose sheltered housing and although most scheme managers believe that their residents feel safe in their homes there are issues regarding this at some schemes. Over 60 schemes have not been assessed by a Crime Reduction Officer and improvements such as fencing, lighting and CCTV may be required.

- *Accommodation does not meet the aspirations of many older people*

The majority of provision is one bedroom and over half is flats. There is virtually no provision of leasehold and no low cost ownership options. Much of the accommodation is undesirable to potential applicants and there are high void rates for some schemes. Although some bedsits have been converted into larger units there are still 262 bedsits, 19 of which are long term void. Demand for some one bedroom accommodation is now falling. Research from the Older Persons Housing Study indicated that most older people now desire 2 bedroom accommodation and there is a shortage of this size accommodation throughout the borough. Older owner occupiers currently do not have the choice to retain their equity through purchase of

specialist older persons housing in the borough and must either rent or move to other boroughs in order to purchase in such a scheme.

Gaps or pressure points in the provision of services

- *There is little provision of extra care housing in the borough*

Compared to other authorities, Wigan has high rates of residential placements and few extra care placements. Adult services performance in maintaining independence is low (PAF indicator - 78.2 residents per 1,000 in 2005/06) and they are currently exploring alternatives to residential care. Although there are many ordinary sheltered schemes and services such as homecare can be arranged, the need for specialist supported housing for more frail older people needs to be established in partnership with Adult Services. Due to the lack of facilities for the disabled, current schemes do not offer a home for life to some residents.

- *There is currently a lack of diversity amongst the residents of sheltered accommodation*

Residents of schemes tend to be older, white females, although this reflects the traditional profile of Wigan's population of older people, this is changing. Services need to attract all sectors of the community, increasing males and couples resident as well as BME groups. Although the numbers of owner occupiers accessing sheltered schemes is increasing, their needs and aspirations need to be considered.

- *Current accommodation based support may not be accessed by those most in need of it*

There are 2014 units of accommodation based support and only 26 floating support units for older people with support needs, a rate of 0.09/1,000 population, this is very low by comparison to other boroughs. Over 40% of current residents of sheltered accommodation have been assessed as independent by the scheme managers and may not be in need of support currently. The support service offered in all sheltered schemes is standard and there is no flexibility to redirect support to those in most need of it and little flexibility to alter the amount of support given to an individual as needs change. Research for the Older Persons Housing Study indicated that most older people preferred to receive help to maintain their independence in their current home rather than moving into specialist accommodation to receive support, POPP has offered low level support to older people in their own homes and has been a great success but the future of the projects after April 2008 has yet to be secured, the potential for redirecting resources into floating support projects should be explored in order to better meet these needs.

- *The areas where the older population are forecast to increase most are areas with the least sheltered accommodation*

Current provision tends to be concentrated in the inner areas of the borough, such as Wigan, Leigh, Atherton and Hindley. Areas such as Shevington, Aspull, Orrell and Ashton have low or no provision and demand for accommodation for older people is likely to increase most in these areas in future.

- *Cost of service*

There are concerns regarding the revenue costs of some schemes which will need to be addressed.

Overlap or lack of co-ordination

- *There are nine providers of sheltered accommodation, most offer a very similar model of provision*

Other than the four extra care schemes, the ordinary sheltered accommodation tends to offer a similar service. Although Wigan and Leigh Housing are the dominant provider there is little to distinguish between providers or individual schemes eg communal facilities and activities. Although potential applicants will have a choice of provider and location in certain areas of the borough there is less choice of the service they receive. In some areas where there is a lot of provision and/ or demand is poor this could increase competition between providers.

- *In areas where there are a number of schemes or providers there is little evidence that the schemes join together and offer a complementary service to residents and the wider community*

Schemes appear to operate independently and in isolation, residents may not be aware of facilities and events offered in neighbouring schemes or feel able to attend. Although the communal areas of most schemes are available to non-residents, this is limited, for example to coffee mornings and parties. Many of the communal areas could be put to better use by community groups and voluntary agencies offering services to residents and the wider community. A good example is the new facility at The Rowans, which offers a respite unit and rooms for use by local groups, health practitioners, churches etc.

- *There is limited joint working with other agencies offering services to older people, such as Adult Services*

Schemes are not currently utilised as a resource by other agencies, both as a base from which to work and as a means of accessing older people in the community. The possibility of locating homecare, daycentres, district nurses etc within schemes should be explored. Where a need for new provision is established, joint commissioning of services should be considered, for example extra care provision.

Areas of oversupply or potential decommissioning

- *Accommodation based support*

There are few options available for those who wish to remain in their own homes. Options for provision of floating support as an alternative (perhaps linked) to accommodation based services should be explored.

- *Sheltered accommodation for rent*

There is no choice of tenure offered to applicants currently, the lack of home ownership options will become crucial as the numbers of older owner occupiers desiring to retain equity increases. Options for diversification of tenure, including new provision, should be considered in suitable locations.

- *Unpopular schemes or accommodation types*

The potential for conversion of the remaining bedsits needs to be established, where this is not physically possible or cost effective, or where the whole scheme is low demand, decommissioning should be considered

- *Poor quality accommodation where the lifespan is known to be limited*

Where the cost of improvements to a scheme to achieve Decent Homes Standard and/or DDA compliance is not cost effective then decommissioning should be considered.

- *Geographical areas where there is an oversupply of sheltered accommodation*

The imbalance in the distribution of sheltered accommodation in relation to the population of older people should be redressed. Unpopular or poor quality schemes in areas such as Leigh, Atherton, Hindley and Wigan South (Worsley Mesnes and Pemberton) should be prioritised for decisions for disinvestment and resources directed at other areas where an increase of provision is required.

Section 11 – Next Steps

KEY OBJECTIVES

- Choice, flexibility and value for money – provision of a range of types to meet differing circumstances and needs. There should not be one model of provision across the whole borough.
- Rationalisation of existing sheltered provision – in order to provide in new areas there will need to be some disinvestment of SP funds in existing scheme. Need to identify likely schemes.
- Diversification – considering the demographics of borough, need a hub and spoke of provision on an area basis, providing a network of services accessible to a wide range of residents on basis of need.

The following steps have been identified in order to assist us to the above key objectives:

- Consultation on outcomes framework

An outcomes framework has been developed as an appraisal tool for future models of provision (see appendix). Before evaluating models we need to ensure that both partners and service users are happy that the outcomes are relevant and achievable.
- Establish an outline brief for enabling us to plan and deliver services which offer choice, flexibility and value for money by using the information collated to develop clear plans in relation to
 - Types and mix of accommodation and support services required
 - Target locations
 - Levels of provision
 - Timescales
 - Partners, both in commissioning and provision
 - Resource implications
- Work with providers to identify schemes which are sustainable and those that will not be viable in the medium/ long term through using the data collected
- Carry out option appraisals for identified schemes
- Financial scoping exercise
- Produce recommendations and preferred options
- Consultation on preferred options
- Produce Implementation Plan

Appendix 1 – Definition of terms

There are many definitions relating to the range of specialist accommodation available for older people, it is difficult to arrive at one definition that encompasses all variations.

Bellow are descriptions from a number of sources

Sheltered Housing

Elderly Accommodation Counsel

“Sheltered housing is often called retirement housing. Sheltered housing is housing designed to meet the needs of older people. Most sheltered and retirement housing schemes have a scheme manager or warden and an emergency alarm service. There are often communal facilities such as a lounge, laundry, guest flat and garden. Meals are not normally provided but a few schemes include a restaurant or can arrange a hot meal.

There are many different types of sheltered or retirement housing to rent and to buy. Schemes usually consist of between 15 and 60 dwellings which may be bedsitters, self-contained flats, bungalows or luxury apartments.

There is a minimum age, usually 60, sometimes 55 or even 50. Sheltered or retirement housing appeals to people who like living independently but want the reassurance of knowing that assistance is on hand if there is an emergency, or who expect to be away from home for long periods and need to know their home is safe.”

Imogen Parry & Lyn Thompson - “Sheltered and Retirement Housing – A Good Practice Guide”

“ this term is used to describe a wide range of housing for rent that is aimed at older and/ or disabled or (increasingly) other vulnerable people. It includes grouped housing with resident or visiting scheme manager, flats or bungalows that may be built in a block, or on one site, or dispersed.

Accommodation is self-contained and easy to manage. Categories that were formerly used to describe this wide range of provision are no longer officially used. Instead Supporting People Commissioning Bodies are encouraged to consider the purpose of individual sheltered schemes and the benefits and services available to residents to enable them to live independently.”

Housing with Care

Elderly Accommodation Counsel

“This category of housing for older people provides services in excess of those available in standard retirement housing. Although the range of the services on offer can vary, they generally cover personal care needs and do not extend to the services found in a care home providing nursing care.”

Extra Care Housing (or Very Sheltered or Assisted Living)

Elderly Accommodation Counsel

“Extra Care Housing is housing to rent or to buy, 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. It is a popular choice among older people because it can sometimes provide an alternative to a care home.

In addition to the communal facilities often found in sheltered housing (residents' lounge, guest suite, laundry), Extra Care often includes a restaurant or dining room, health & fitness facilities, hobby rooms and even computer rooms. Domestic support and personal care are available, usually provided by on-site staff. Properties can be rented, owned or part owned/part rented. There is a limited amount of Extra Care Housing in most areas and some providers are likely to set eligibility criteria which prospective residents have to meet.

If you are considering a move to Extra Care Housing you should check what care services are available, whether they meet your needs, how they are paid for, how they are organized and whether you are eligible for financial help. You are advised to seek professional advice before signing any lease or tenancy agreement."

Imogen Parry & Lyn Thompson - "Sheltered and Retirement Housing – A Good Practice Guide"

"An extra care sheltered housing scheme provides housing for older people, in which either

- In addition to scheme based support staff (traditionally called scheme manager or warden) a domiciliary care service is also available (normally based on site), or
- Where a team providing care and support offers a sheltered housing style model of service delivery, including key "support" tasks, traditionally defined as "warden type" service, alongside the personal care element.

Such schemes are normally purpose built or have been rehabilitated for this purpose, aiming to provide a barrier free environment which facilitates mobility and access. Extra care schemes may be rented or leasehold. Some Extra care schemes offer special facilities for those suffering from mental frailty and dementia"

Care Services Improvement Partnership (CSIP) – Extra Care Housing Toolkit

"Put simply Extra Care is "purpose built accommodation in which varying amounts of care and support can be offered and where some services and facilities are shared".....What is gradually emerging is that whilst this form of housing may take a number of different formats and designs it does have a number of defining features:

- It is first and foremost a type of housing. It is a person's individual home. It is not a care home or hospital and this is reflected in the nature of its occupancy through ownership, lease or tenancy.
- It is accommodation that has been specially designed, built or adapted to facilitate the care and support needs that its owners/ tenants may have.
- That access to care and support is available 24 hours per day either on site or by call."

Close Care

Elderly Accommodation Counsel

"A 'Close care' scheme or development means housing for older people adjacent to a care home which will deliver personal care services to the residents and/or will facilitate a possible transition to the care home if needed. This form of housing, be it sheltered, retirement or extra care, may be a preferred choice for couples with different care needs, or a person with a degenerative health condition."

Retirement Villages

Elderly Accommodation Counsel

“An increasingly popular concept, covering anything from an estate to a full blown village-sized development of bungalows, flats or houses, intended for occupation by older people. Many such retirement complexes will include a care home and thus offer the advantages of close care (see above).”

Intermediate Care

Imogen Parry & Lyn Thompson - “Sheltered and Retirement Housing – A Good Practice Guide”

“Intermediate care is the term used for the range of short-term, patient focused services designed to promote and maintain the independence of older people otherwise facing inappropriate admissions to hospital, long-term care or prolonged stays in hospital. Methods of achieving this aim include: supported discharge, rapid response and day rehabilitation.”

Retirement Housing

Imogen Parry & Lyn Thompson - “Sheltered and Retirement Housing – A Good Practice Guide”

“this term is used to describe leasehold housing schemes (where it is necessary to distinguish between this and rented sheltered housing in the text) frequently known as “private retirement housing”, it comprises smaller, easy to manage homes which meet the needs of older owner-occupiers, specifically built for sale to this client group. Accommodation is sold on long leases.”

When describing supported housing for older people the Housing Corporation does not use the above terminology but rather the following set out in its Regulatory Circular 03/04

“There are three types of housing for older people:

- Housing for older people (all special design features)
- Housing for older people (some special design features)
- Designated supported housing for older people”

Occupiers of the first two types of housing must have access to support services that enable them to live in the property for the rest of their lives. The circular also sets out what the basic design features and special design features of housing for older people are.

See circular 03/04 for full details.

Appendix 2 – Work Plan

NB – Updated version needs to be inserted – some of the timescales are wrong

STRATEGIC REVIEW OF SHELTERED HOUSING

	TASK	ACTION	BY WHEN	BY WHOM	PROGRESS
1	Define objectives and high level outcome measures				
	National SP Performance measures	Identify appropriate measures and targets	30.9.06	SarahMcCarthy	Agreed to use Our Health, Our Care, Our Say and national SP Pls
	NW SP measures	Identify appropriate measures and targets	30.9.06	SarahMcCarthy	
	PAF	Identify appropriate measures and targets	30.9.06	Liv Birchall	
	Older Peoples Housing Strategy Objectives/Outcomes	Identify appropriate measures and targets	30.9.06	Sarah McCarthy	
	Others	Identify appropriate measures and targets	30.9.06	All	
2	Identify any key constraints				
	Political	Identify at what stage key councillors should be involved	30.10.06	Peter Layland/Sarah McCarthy	Once baseline analysis completed and key outcomes have been refined but prior to any wider consultation
	Financial	Identify key financial constraints		Sarah McCarthy/Liv Birchall/Peter Layland	Ongoing analysis
	Legal	Clarify implications of splitting landlord role from role of support provider	30.10.06	Sarah McCarthy	Completd
	Markets	Identify any issues relating to markets	30.10.06	Sarah McCarthy/Liv Birchall/Peter Layland	Ongoing analysis

3	Map current provision				
	(incl. location, date built, type of building, design, condition, facilities, staffing, planned improvements)	Develop questionnaire/spreadsheet	11.9.06	Angela Durkin	Completed
		Collate responses	14.11.06	Angela Durkin	Completed
4	Map need by township				
	Population projections	Obtain census data	30.9.06	Angela Durkin	Completed
	Housing needs survey	Extract information from Older Peoples Housing Strategy	30.9.06	Angela Durkin	Completed
	Number and location of people receiving home care who are living in sheltered accommodation	Obtain details once data has been transferred to Swift	30.10.06	Sarah McCarthy	Completed
	Number of people living in residential care whose needs could be met by Extra care sheltered housing	Develop methodology for assessing	30.10.06	Liv Birchall	System set up through resource panel
5	Map demand by township				
	Utilisation levels	Collate data	30.9.06	Sarah McCarthy	Completed
	Number of units relet in 2005/6	via supply survey	14.11.06	(via supply survey)	Completed
	Number of units currently vacant long term	via supply survey	14.11.06	(via supply survey)	Completed
	Number of people applying for accommodation/waiting list	Agree methodology	14.09.06	Strategic Review Group	
	Reasons/housing circumstances of people moving to sheltered housing	Obtain data from Wigan & Leigh Housing/CORE	30.10.06	Angela Durkin	Completed
	Reasons/housing circumstances of people leaving sheltered housing	Supporting People know destination/further analysis?	30.11.06	Sarah McCarthy	Completed

6	Research models of provision/good practice				
	LIN	Identify models	30.10.06	Angela Durkin	Completed
	EROSH	Identify models	30.10.06	Angela Durkin	Completed
	CSHS	Identify models	30.10.06	Angela Durkin	Completed
	Providers (via Housing Strategy network)	Identify models	30.10.06	Angela Durkin	Completed
	Providers (via SP networks)	Identify models	30.10.06	S McCarthy	Completed
7	Develop options				
	Define models which include a description of levels of need, care pathways/links between types of accommodation, access)	Using supply/needs mapping and examples of good practice develop a range of options	31.12.06	Strategic Review Group	
8	Review initial objectives/outcome measures with all stakeholders				
	Statutory Agencies	?Questionnaire/Event (see 1.9)	30.09.07	Strategic Review Group	
	Providers	?Questionnaire/Event (see 1.9)	30.09.07	Strategic Review Group	
	Service Users	?Questionnaire/Event (see 1.9)	30.09.07	Strategic Review Group	
	Potential service users/voluntary groups	?Questionnaire/Event (see 1.9)	30.09.07	Strategic Review Group	
9	Select preferred options through enabling all stakeholders to assess options against objectives/outcomes				
	Statutory Agencies	?Event	30.09.07	Strategic Review Group	
	Providers	?Event	30.09.07	Strategic Review Group	
	Service Users	?Event	30.09.07	Strategic Review Group	
	Potential service users/voluntary groups	?Event	30.09.07	Strategic Review Group	
10.00	Develop implementation plan				
	Once vision/preferred options agreed, develop implementation plan		30.4.07	Strategic Review Group	

Appendix 3 - Sheltered Housing Strategic Review Outcomes Matrix

Core Outcomes

These are the essential outcomes that must be met by any model adopted

Score as - inadequate, adequate, good or excellent

Core Standard	Core Outcome	Score	Evidence/ notes
1. Economic Wellbeing	Service users and their cares are not financially disadvantaged and are supported in maintaining their financial independence.		
2. Enjoy and Achieve	Service users are able to participate in activities which develop their skills and independence and which cater for diverse cultural needs.		
3. Be Healthy	Service users are encouraged to develop a healthy lifestyle. They are able to access suitable services that facilitate health and emotional well-being.		
4. Stay Safe	Service users have access to decent, safe accommodation that meets their needs. They are supported in maintaining their accommodation and are able to move in a planned way should they need to.		
5. Making a Positive Contribution	Service users and carers are involved in shaping the delivery of and improvements to the service. Their views are encouraged and listened to. The service promotes social inclusion.		

6. Improved Quality of Life	Service users are supported to live independently and are encouraged to reach their full potential.		
7. Exercise Choice and Control	Service users have a choice and control of the services they receive. Available services are responsive to individual needs and aspirations.		
8. Personal Dignity and Respect	Service users are treated with dignity and respect.		
9. Freedom from Discrimination and Harassment	Service users can be assured of fair treatment and the services provided are sensitive to the needs of the vulnerable and minority groups.		

Secondary Outcomes

These outcomes sit below the core outcomes and will contribute to varying degrees in achieving the core standards.

Score as - inadequate, adequate, good or excellent

Contributes to Core standard	Outcome	Score	Evidence/ Notes
1,6	The model offers advice and support to enable service users to maximise their income, to manage their budget and any debt.		
1	The model supports cares effectively in order that they can continue or return to their employment.		
1	The model targets those most at risk of financial exclusion.		
2	The model promotes and supports training and education opportunities.		
2,6	The model offers opportunities for service users to participate in leisure activities such as clubs, hobbies and sports and supports service users to participate in these		
2,8	The model offers activities which relate to culture and identity, eg. religion, gender, sexuality, disability.		
2	The model promotes lifelong learning.		
2	The model supports service users to participate in work like activities, such as volunteering or work placements.		

3	The model supports service users to access primary healthcare which meets their needs, including GPs, Dentist and Chiropodists.		
3	The model supports service users to access mental health services which meet their needs.		
3,8	The model promotes and supports healthy lifestyles amongst service users, eg. exercise, diet, smoking, alcohol use etc.		
3	The model provides access to aids and adaptations.		
3	The model facilitates the use of assistive technology.		
3	The model reduces hospital admissions.		
3	The model supports early discharge from hospital.		
3	The model reduces admission to residential care.		
3	The model contributes to falls prevention amongst service users.		
4,6	The model supports service users to maintain their accommodation, particularly those who are vulnerable to homelessness or tenancy breakdown.		
4	The model supports service users to move in a planned		

	way.		
4	The model provides homes that meet the Decent Homes Standard.		
4,8,9	The model provides safe homes and communities.		
3,4,6,8,9	The model provides an environment that is suitable for those with disabilities (DDA compliant or other)		
5	The model involves service users and carers in service development and planning at both an operational and strategic level.		
5,8	The model encourages service users and carers to express their views.		
5,8	The model communicates and shares information with service users and carers in a way that suits them.		
2,5,6,8	The model empowers service users and equips them with necessary life skills.		
2,5,9	The model promotes social inclusion and diversity, linking with the wider community.		
6,8	The model actively promotes independence, identifying barriers and supporting service users to overcome them.		
6,9	The model offers a range of support packages that meet all levels of need.		

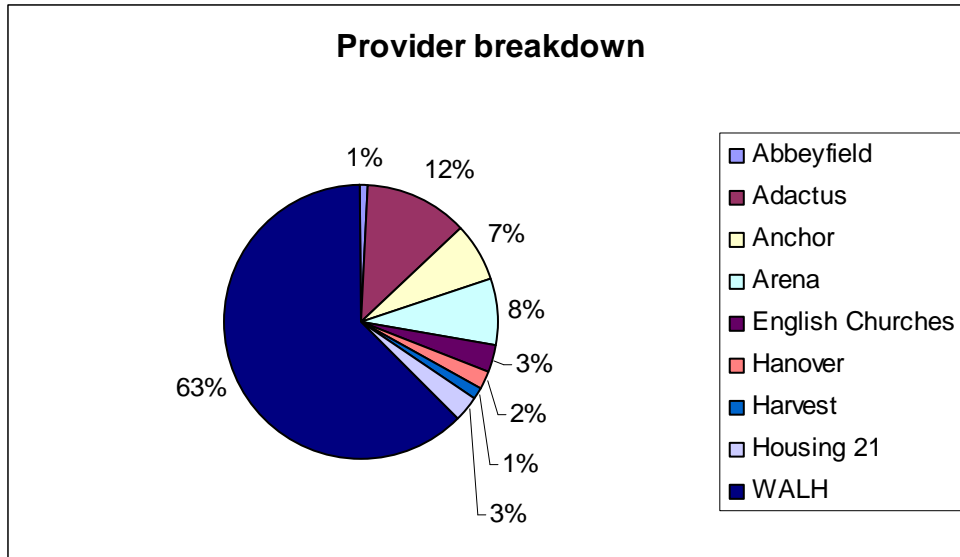
3,6	The model offers preventative services which directly contribute to reducing the need for higher level support.		
6,9	The model facilitates access to specialist support where it is required.		
7	The model offers choice to the service user in terms of location, time, tenure, size, facilities available etc.		
1,7	The model offers service users financial choice and control eg individualised budgets.		
7	The model offers the service user control of the level of service they receive.		
7,9	The model offers an assessment process that is robust and clear, putting customer needs first.		
8,9	The model maintains privacy and confidentiality.		
6,8	The model regularly reviews the outcome for service users to ensure that services adapt to changing needs.		
5,8,9	The model offers fair access to services and takes action to increase take up by under represented groups.		
5,9	The model identifies and engages with those most at risk of social exclusion.		

Commissioning and Procurement Issues

	Score	Evidence/ notes
The model supports joint working between health and other partners		
The model is flexible and sustainable in the long term		
The model offers value for money		
The model complements other commissioned services to provide a continuous pathway of care		
The model offers a high standard of service		
The model has a robust complaints procedure		
The model publishes clear information on service standards		
The model adheres to the protection of vulnerable adults protocol		
The model monitors effectiveness and contributes to strategic planning of future services		
The model employs skilled, well trained staff		
The model has clear codes of conduct, policies and procedures		

Appendix 4 – Data Tables and charts, stock survey

4.1 – Percentage accommodation by provider



4.2 – Breakdown by Provider

Provider	No of schemes	bedsit	1 bed flat	2 bed flat	1 bed bungalow	2 bed bungalow	other	total
Abbeyfield	1	17	2	0	0	0	0	19
Adactus	8	0	201	59	0	2	0	262
Anchor	4	96	47	3	0	0	1	147
Arena	5	0	166	1	0	0	0	167
ECHG	2	0	67	0	0	0	0	67
Hanover	1	0	36	5	0	0	0	41
Harvest	1	0	29	0	0	0	0	29
Housing 21	2	10	60	0	0	0	0	70
WALH	48	139	524	9	611	45	3	1331
total	72	262	1132	77	611	47	4	2133

4.3 – Age of schemes

Age	0 - 4 yr	5 -9yr	10-14yr	15-19yr	20-49yr	50+ yr	Average
Extra care		3				1	
Sheltered				8	59	1	31

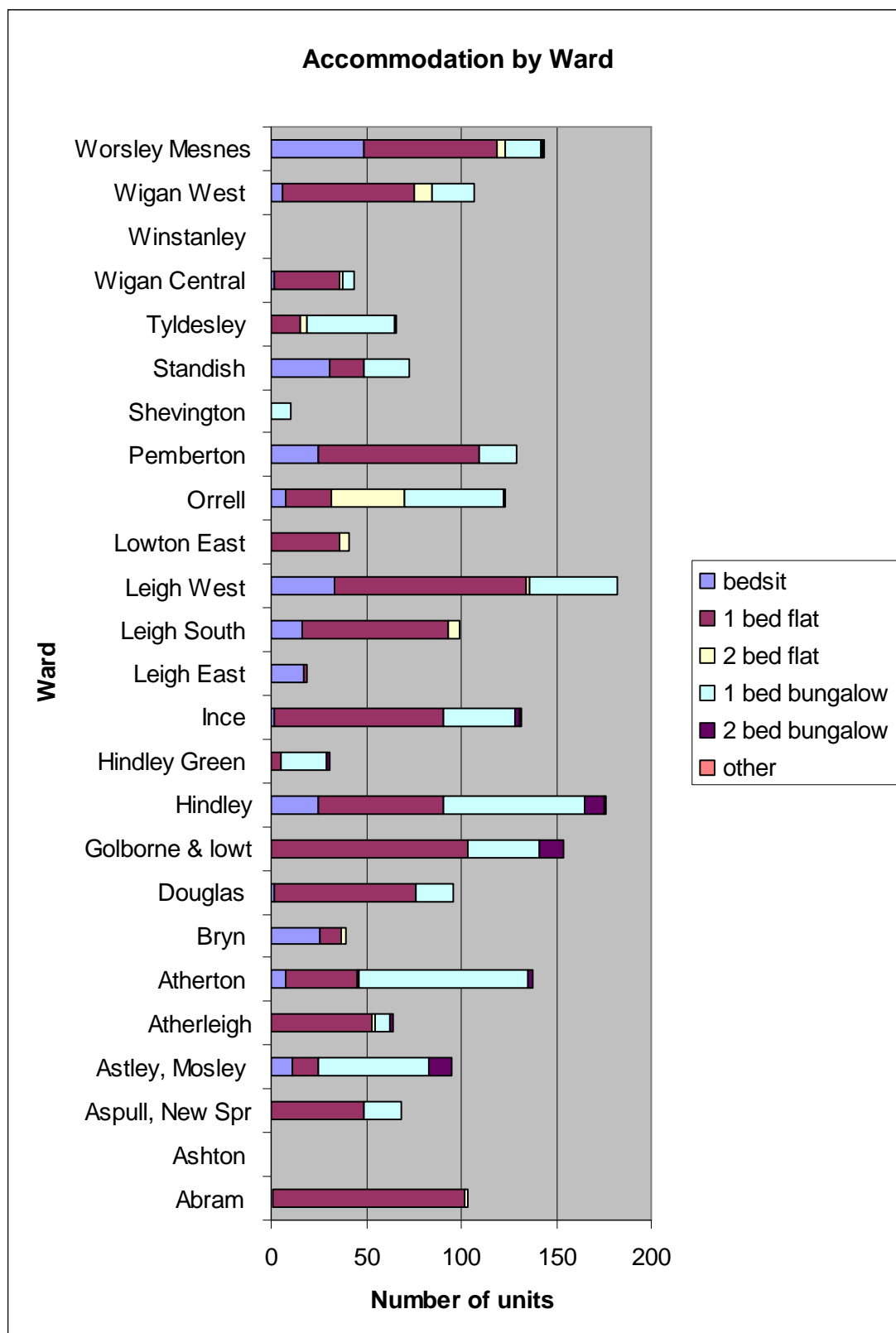
4.4 Sheltered Accommodation breakdown by Ward

Ward	no of schemes	No of providers	bedsit	1 bed flat	2 bed flat	1 bed bungalow	2 bed bungalow	other	Over 65s Population	Sheltered	Pop/ unit	Extra Care	Pop/ unit
Abram	4	2	1	101	1	0	0	0	1639	103	15.9		
Ashton	0	0	0	0	0	0	0	0	1384				
Aspull, New Spr	3	1	0	49	0	19	0	0	1773	68	26.1		
Astley, Mosley	1	1	11	14	0	58	12	0	1286	95	13.5		
Atherleigh	2	2	0	53	2	7	2	0	1633	64	25.5		
Atherton	6	1	8	37	1	89	3	0	2056	138	14.9		
Bryn	2	1	26	11	2	0	0	0	1833	39	47.0		
Douglas	3	3	2	74	0	20	0	0	1798	96	18.7		
Golborne & lowt	5	3	0	103	0	38	13	0	1677	154	10.9		
Hindley	5	3	25	66	0	74	10	1	1933	176	11.0		
Hindley Green	1	1	0	5	0	24	2	0	1199	31	38.7		
Ince	4	2	2	89	0	37	3	1	1828	132	13.8		
Leigh East	1	1	17	2	0	0	0	0	1722	0	0.0	19	90.6
Leigh South	3	2	16	77	6	0	0	0	2202	99	22.2		
Leigh West	6	3	33	101	2	46	0	0	1896	182	10.4		
Lowton East	1	1	0	36	5	0	0	0	1601			41	39.0
Orrell	4	2	8	24	38	52	1	0	2023	123	16.4		
Pemberton	5	2	25	84	0	20	0	0	2115	129	16.4		
Shevington	1	1	0	0	0	10	0	0	1601	10	160.1		
Standish	2	2	31	18	0	24	0	0	1804	73	24.7		
Tyldesley	3	2	0	15	4	46	0	1	1677	66	25.4		
Wigan Central	2	1	2	34	2	6	0	0	2467	44	56.1		
Winstanley	0	0	0	0	0	0	0	0	1937	72	26.9	35	55.3
Wigan West	3	2	6	69	10	22	0	0	792				
Worsley Mesnes	5	3	49	70	4	19	1	1	1509	120	12.6	24	62.9
Total	72		262	1132	77	611	47	4	43385	2014	21.5	119	364.5

4.5 – Wards ranked above or below borough average rate of provision of ordinary sheltered housing (over 65s resident per unit of accommodation)

Ashton	-
Leigh East*	-
Lowton East*	-
Winstanley	-
Shevington	160.1
Wigan Central	56.1
Bryn	47
Hindley Green	38.7
Wigan West*	26.9
Aspull, New Spr	26.1
Atherleigh	25.5
Tyldesley	25.4
Standish	24.7
Leigh South	22.2
Douglas	18.7
Orrell	16.4
Pemberton	16.4
Abram	15.9
Atherton	14.9
Ince	13.8
Astley, Mosley	13.5
Worsley Mesnes*	12.6
Hindley	11
Golborne & lowt	10.9
Leigh West	10.4
* Extra Care also	

4.6 - Property profile by Ward



4.7 – Condition of property

Condition of property	Total	Ordinary	Extra Care
Good	66	62	4
Satisfactory	5	5	
Poor	1	1	
Meets Decent Homes standard	66	63	3

4.8 – Improvements made

Improvements	Total	Ordinary	Extra Care
boiler, heating	7	7	0
double glazing	5	5	0
insulation	39	39	0
kitchens	53	53	0
other	6	6	0
Planned maintenance, external	38	37	1
rewiring - communal areas	8	8	0
roof	15	14	1
rewiring - individual properties	40	40	0
Door entry system	4	4	0
Alarm system	18	18	0
Bathroom	1	0	1

4.9 – Improvements due

Improvements due	Total	Ordinary	Extra Care
boiler, heating	1	1	0
double glazing	2	2	0
kitchens	3	3	0
other	2	1	1
Planned maintenance, external	9	9	0
rewiring - communal areas	8	8	0
DDA work	27	27	0
Internal decs	26	26	0
Bathroom	1	1	0

4.10 – Disability Discrimination Act Assessment

Disability Discrimination Act	total			Ordinary sheltered			Extra Care		
	yes	no	don't know	yes	no	don't know	yes	no	don't know
DDA assessment completed	46	21	5	46	17	5		3	1
DDA compliant	9	49	14	6	49	13	3		1
If not compliant, capable of being DDA compliant	43	6	11	43	6	13			1

4.11 – Disabled facilities

Disabled Facilities	total	Ordinary sheltered	Extra Care
Level access to internal communal areas	56	53	3
Level access to external communal areas	51	47	4
Communal level access shower	28	25	3
Communal assisted bathing	15	11	4
No of units with level access showers	194	94	100
No of units fully adapted for disabled use	129	29	100
Adequate storage for scooters	9	6	3
Tenants assessed and waiting for adaptations	11	11	0
Tenants assessed and waiting for aids for more than 7 days	22	22	0

4.12 – Use of assistive technology

Assistive technology	Total			Ordinary sheltered			Extra care		
	Yes	No	Don't know	yes	no	don't know	yes	no	don't know
Can accommodate pendants for all residents	63	4	5	60	3	5	3	1	0
AT currently Used	4	66	2	4	62	2	0	4	0
Can accommodate AT	0	7	65	0	5	63	0	2	2

4.13 – Assessment by Crime Reduction Officer

Safety and Security	total	Ordinary sheltered	Extra Care
Scheme assessed by Crime Reduction Officer	11	9	2
Have all their recommendations been implemented	9	7	2
Do residents feel safe in their home	60	56	4

4.14 – Safety and security measures

Security	Total			Ordinary sheltered			Extra care		
	Yes	No, required	No, not required	Yes	No, required	No, not required	Yes	No, required	No, not required
Extra lighting	31	10	31	29	10	29	2	0	2
CCTV	22	16	34	22	15	31	0	1	3
Door intercom	37	2	33	34	1	33	3	1	0
Video door entry system	10	14	48	9	14	45	1	0	3
Fencing	40	8	24	38	7	23	2	1	1

4.15 – Demand by provider

All providers	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	19	36	2	57	35	191	45	271
	rate				rate			
7.25%	2.98%	0.30%	2.67%	13.36%	15.80%	6.84%	12.71%	
Abbeyfield	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	2	0	0	2
	rate				rate			
-	-	-	-	11.76%	-	-	10.53%	
Adactus	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	9	0	9	0	39	1	40
	rate				rate			
-	3.46%	-	3.44%	-	15%	50%	15.27%	
Anchor	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	10	0	0	10
	rate				rate			
-	-	-	-	10.42%	-	-	6.80%	
Arena	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	2	0	2	0	46	0	46
	rate				rate			
-	1.20%	-	1.20%	-	27.54%	-	27.54%	
ECHG	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	1	0	1	0	9	0	9
	rate				rate			
-	1.49%	-	1.49%	-	13.43%	-	13.43%	
Hanover	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	11	0	11
	rate				rate			
-	-	-	-	-	2.44%	-	2.44%	
Harvest	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	14	0	14	0	0	0	0
	rate				rate			
-	48.28%	-	48.28%	-	-	-	-	
Housing 21	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	4	21	0	25
	rate				rate			
-	-	-	-	40%	35%	-	35.71%	
WALH	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	19	10	2	31	19	65	44	128
	rate				rate			
13.66%	1.88%	0.30%	2.33%	13.66%	12.20%	6.70%	9.62%	

4.16 – Demand by Ward

All wards	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	19	36	2	57	35	191	45	271
	rate				rate			
7.25%	2.98%	0.30%	2.67%	13.36%	15.80%	6.84%	12.71%	
Abram	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	1	4	0	5	0	29	0	29
	rate				rate			
100%	3.92%		5.15%		28.43%		28.16%	
Aspull, New Springs and	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	5	0	5
	rate				rate			
					10.20%		10.20%	
Astley, Mosely Common	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	2	3	6	11
	rate				rate			
				18.18%	21.43%	6.57%	11.57%	
Atherleigh	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	7	1	8
	rate				rate			
					12.73%	11.11%	12.50%	
Atherton	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	1	1	2	7	10	19
	rate				rate			
		1.09%	1.72%	25.00%	12.72%	10.86%	7.25%	
Bryn	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	4	0	0	4	5	1	0	6
	rate				rate			
15.38%			10.26%	19.23%	7.69%		15.38%	
Douglas	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	2	30	0	32
	rate				rate			
				100.00%	40.54%		33.33%	
Golborne, Lowton West	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	15	0	15	0	8	3	11
	rate				rate			
	14.56%		9.74%		7.77%	5.88%	7.14%	
Hindley	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	4	4	4	12
	rate				rate			
				16.00%	6.06%	4.76%	6.86%	
Hindley Green	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	0	2	2
	rate				rate			
						7.69%	7.69%	
Ince	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	14	0	14
	rate				rate			

						15.73%		10.77%
Leigh East	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	2	0	0	2
	rate				rate			
				11.76%			10.53%	
Leigh South	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	3	5	0	8
	rate				rate			
				18.75%	6.02%		8.08%	
Leigh West	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	10	10	0	20	5	18	3	26
	rate				rate			
	30.30%	9.71%		10.99%	15.15%	17.48%	6.52%	14.29%
Lowton East	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	11	0	11
	rate				rate			
					26.83%		26.83%	
Orrell	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	5	2	7
	rate				rate			
					8.06%	3.77%	5.69%	
Pemberton	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	16	1	17
	rate				rate			
					19.95%	5.00%	13.18%	
Shevington Lower Ground	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	0	0	0
	rate				rate			
Standish with Langtree	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	5	2	1	8
	rate				rate			
				16.13%	11.11%	4.17%	10.96%	
Tyldesley	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	0	0	0	0	3	3	6
	rate				rate			
					15.79%	6.52%	10.90%	
Wigan Central	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	1	0	0	1	0	5	1	6
	rate				rate			
	50.00%			2.27%		13.89%	2.17%	16.67%
Wigan West	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	0	1	0	1	1	11	1	13
	rate				rate			
	1.27%		0.93%	16.67%	13.92%	3.13%	12.15%	
Worsley Mesnes	long term voids (current)				relet properties 2005/06			
	bedsit	flat	bungalow	All	bedsit	flat	bungalow	All
	3	5	0	8	4	7	2	13
	rate				rate			
	6.12%	6.76%		5.56%	8.16%	9.46%	10.00%	9.03%

4.17 – Wards ranked above or below the borough average long term void rate (2.67%)

Leigh West	10.99
Bryn	10.26
Golborne & lowt	9.74
Worsley	
Mesnes	5.56
Abram	5.15
Wigan Central	2.27
Atherton	1.72
Wigan West	0.93
Ashton	
Aspull, New Spr	0
Astley, Mosley	0
Atherleigh	0
Douglas	0
Hindley	0
Hindley Green	0
Ince	0
Leigh East	0
Leigh South	0
Lowton East	0
Orrell	0
Pemberton	0
Shevington	0
Standish	0
Tyldesley	0
Winstanley	

4.18 – Wards ranked above or below the borough average relet rate (12.71%)

Douglas	33.33
Abram	28.16
Lowton East	26.83
Wigan Central	16.67
Bryn	15.38
Leigh West	14.29
Pemberton	13.18
Atherleigh	12.5
Wigan West	12.15
Astley, Mosley	11.57
Standish	10.96
Tyldesley	10.9
Ince	10.77
Leigh East	10.53
Aspull, New Spr	10.2
Worsley	
Mesnes	9.03
Leigh South	8.08
Hindley Green	7.69
Atherton	7.25
Golborne & lowt	7.14
Hindley	6.86
Orrell	5.69
Shevington	0
Winstanley	
Ashton	

Appendix 5 – Data tables and charts, demand mapping

5.1 – Age profile of those accessing RSL sheltered housing

Age profile	Under 60	60-64	65-69	70-74	75-79	80-84	85+
2003/04	0	0	2	5	6	5	8
2004/05	6	7	8	3	6	8	10
2005/06	5	13	14	17	15	11	19

(CORE lettings data)

5.2 – Percentage of under 65s and over 85s accessing RSL sheltered housing

	Under 65	85+ %
2003/04	0	30.8
2004/05	27.1	20.8
2005/06	19.1	20.2

(CORE lettings data)

5.3 – Gender profile of those accessing RSL sheltered housing

	Male %	female
2003/04	23	77
2004/05	33	67
2005/06	45	55

(CORE lettings data)

5.4 – Percentage of Local Authority tenants, RSL tenants and owner occupiers accessing RSL sheltered housing

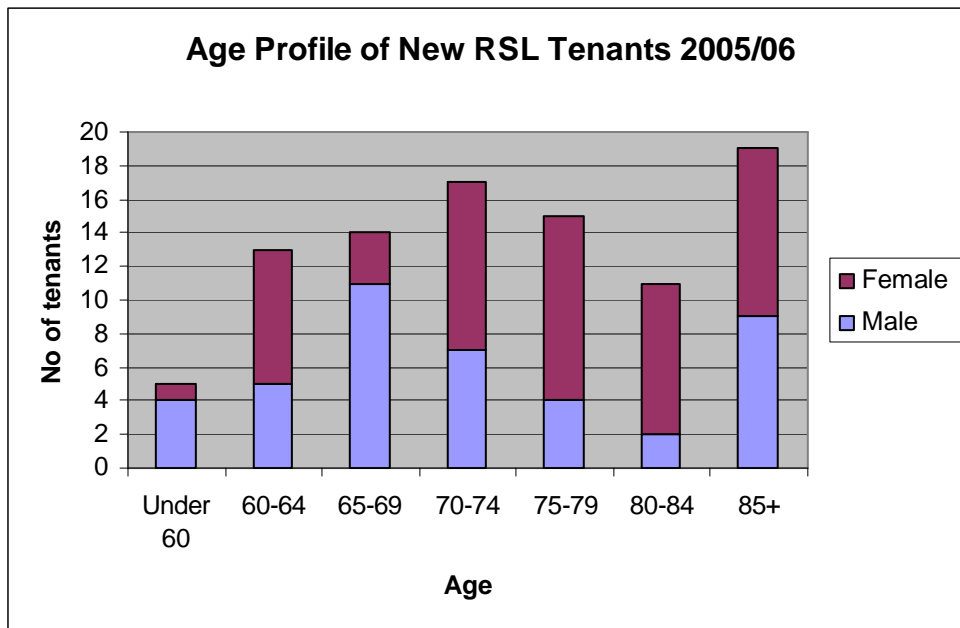
	LA	HA	O/O %
2003/04	34	8	8
2004/05	46	2	11
2005/06	14	13	23

(CORE lettings data)

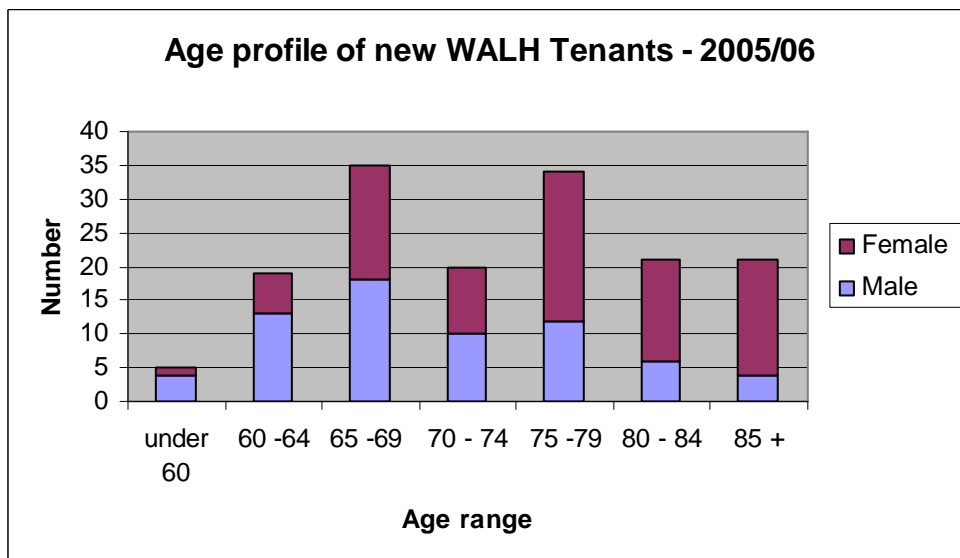
5.5 – Average age of new residents 2005/06

	Male	Female
WALH	70.2	75.8
RSL	70.9	77.1

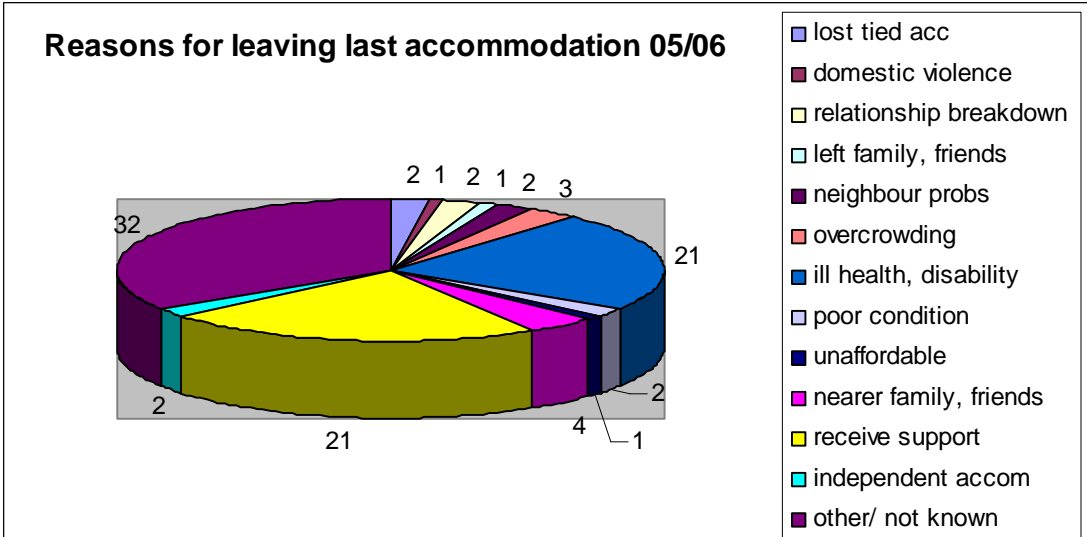
5.6 – Age profile of new RSL tenants 2005/06



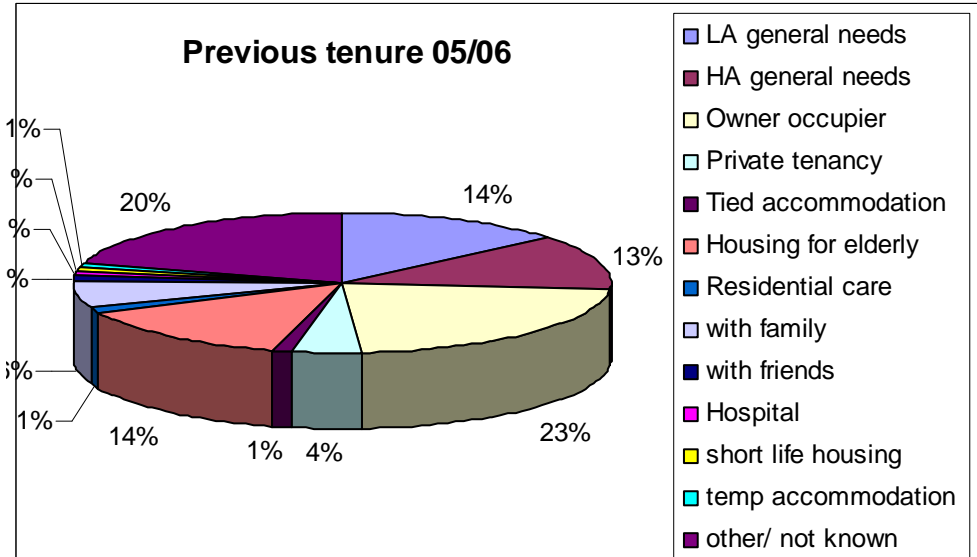
5.7 – Age profile of new WALH tenants 2005/06



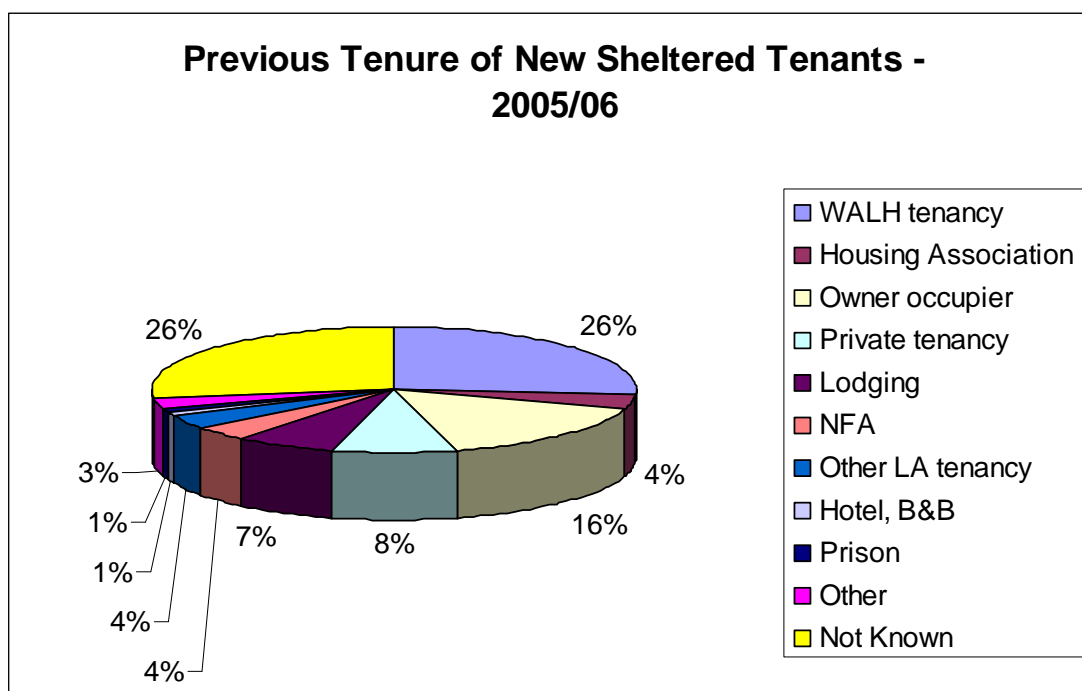
5.8 – Reasons for leaving last accommodation RSL sheltered lettings 2005/06



5.9 – Previous tenure RSL sheltered lettings 2005/06



5.10 – Previous tenure WALH sheltered lettings 2005/06



5.11 – Source of income of those accessing RSL sheltered housing

	All State Benefits	Part Benefits	No State Benefit/Pension	Don't Know %
2004/05	63	27	2	8
2005/06	33	20	3	44

(CORE lettings data)

5.12 – Savings of those accessing RSL sheltered housing

	No	%	Ave sum
2003/04	8	31	£1,330
2004/05	5	10	£4,320
2005/06	12	13	£7,488

(CORE lettings data)

5.13 – Receipt of occupational pension of those accessing RSL sheltered housing

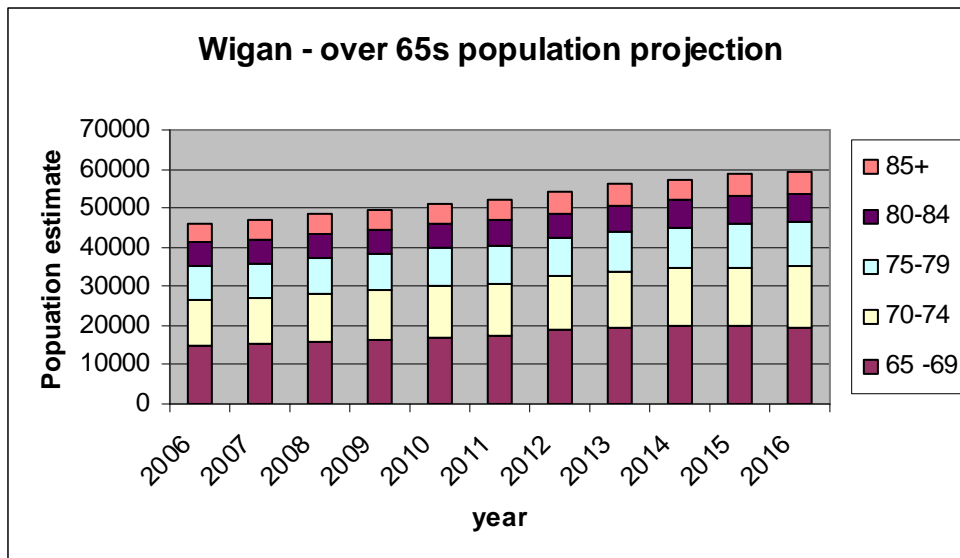
	Yes	No	DK %
2003/04	23	65	12
2004/05	21	62	17
2005/06	14	42	44

5.14 – Housing Benefit eligibility of those accessing RSL sheltered housing

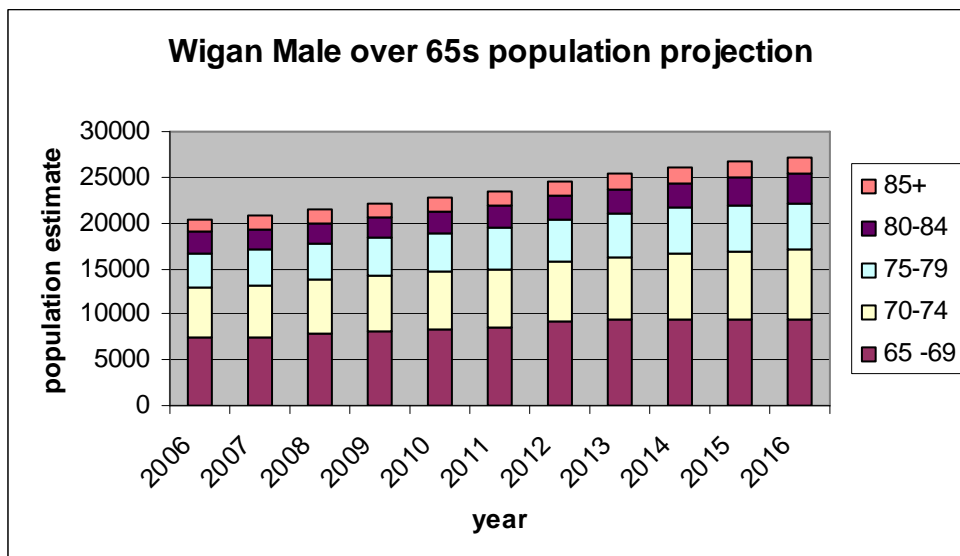
	Yes	No	DK %
2003/04	23	4	73
2004/05	68	19	13
2005/06	48	15	37

Appendix 6 – Data tables and charts, needs mapping

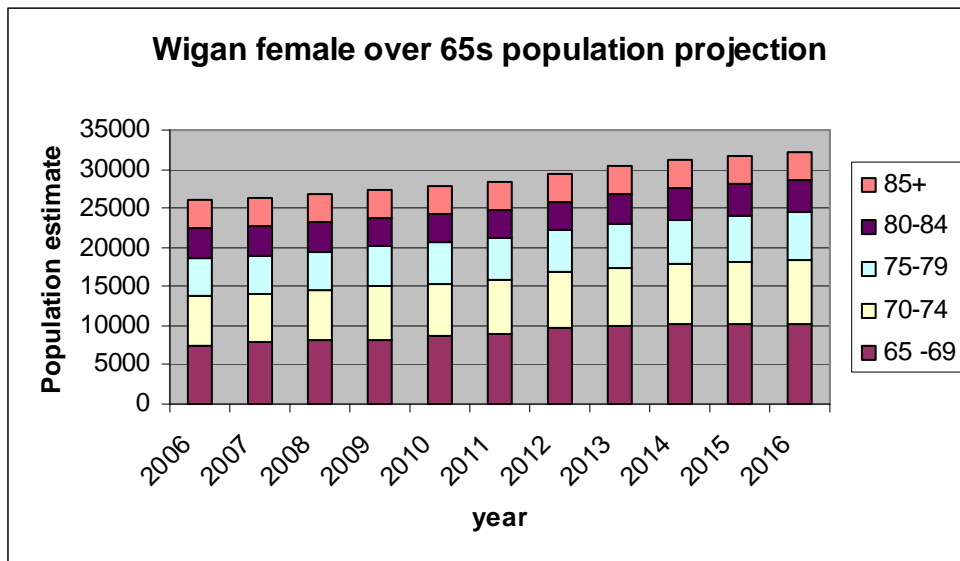
6.1 – Over 65s population projection to 2016



6.2 – Males over 65 population projection to 2016



6.3 – Females over 65 population projection to 2016

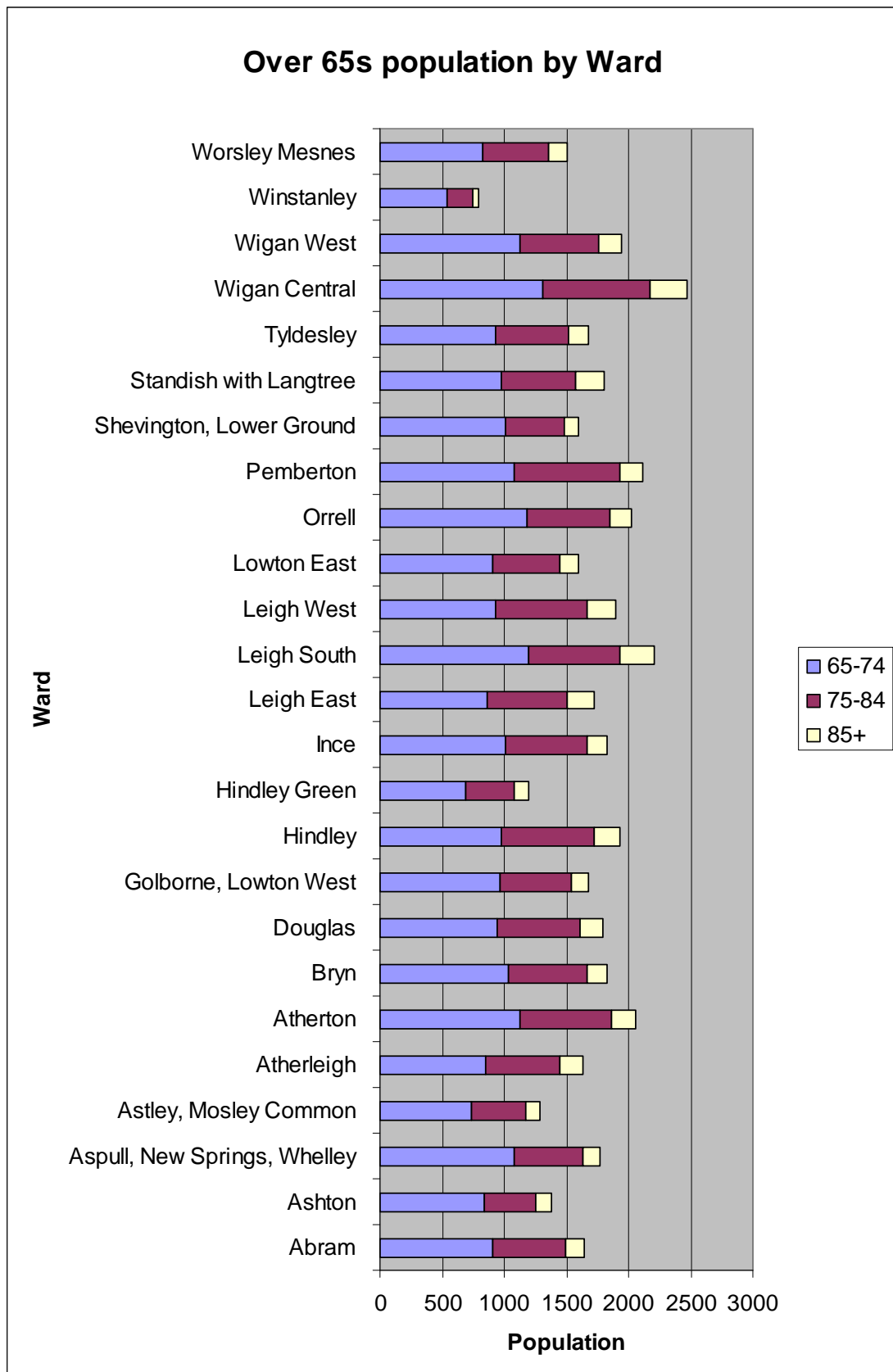


6.4 – Ethnic origin of Wigan residents

Ethnic origin	%
White, British	97.6
White, Irish	0.6
White, Other	0.5
Mixed	0.4
Asian or Asian British	0.4
Black or Black British	0.2
Chinese or other	0.3

(Census 2001)

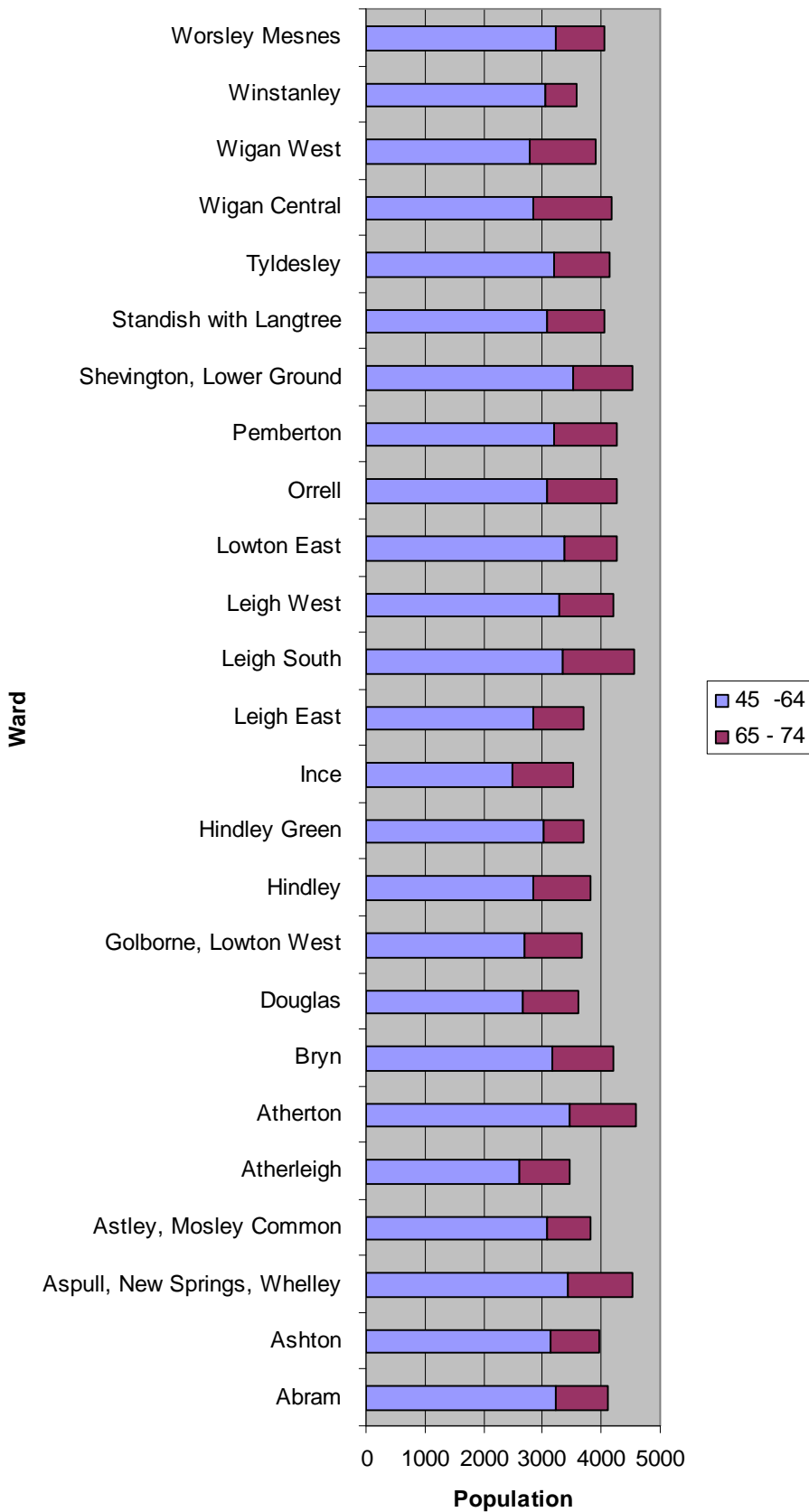
6.5 – Over 65s population by ward



(Census 2001)

6.6 – 45 -74 age range population distribution

Population 45 -74 years by Ward



6.7 – Tenure profile

Ward	O/O %	LA	HA	Private rent
Abram	65.7	20.1	4.4	9.8
Ashton	86.4	6.7	0.5	6.5
Aspull, New Springs, Whelley	77.6	15	1.7	5.7
Astley, Mosley Common	83.3	10.7	0.6	5.3
Atherleigh	70.9	18.4	3.4	7.3
Atherton	60.3	30.7	1.1	7.9
Bryn	71.9	20.7	0.3	7.2
Douglas	57.4	27.5	3.2	11.9
Golborne, Lowton West	70.5	19	2.7	7.8
Hindley	65.1	23.7	2	9.1
Hindley Green	88.4	6.1	1	4.5
Ince	47.8	33.5	5.5	13.3
Leigh East	73.2	15.5	2.6	8.7
Leigh South	68.3	20.6	3.2	7.9
Leigh West	64.6	17.6	4.5	13.3
Lowton East	86.2	7.2	1.4	5.2
Orrell	84.8	9.7	0.2	5.4
Pemberton	50	38.2	1.9	9.9
Shevington, Lower Ground	86.5	7.1	1	5.5
Standish with Langtree	83.8	9.5	1.5	5.2
Tyldesley	73.6	17.4	1.5	7.5
Wigan Central	69.3	16.7	2.5	11.6
Wigan West	73.2	14.6	2	10.1
Winstanley	97.6	0.4	0.3	1.8
Worsley Mesnes	68.6	20.1	4.5	6.8
Borough wide	72.7	17.7	2.2	7.9

Appendix 7 – Data tables and charts, dependency profile

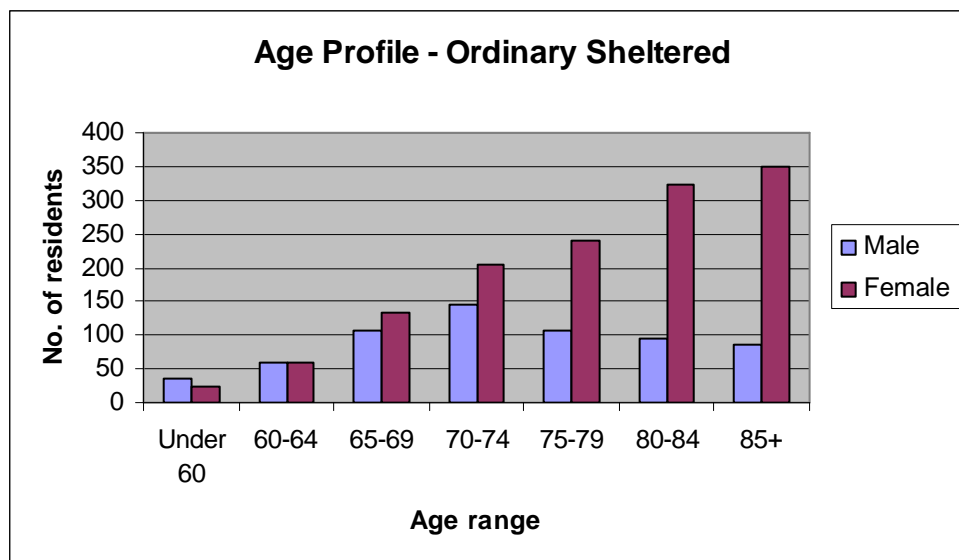
7.1 – Gender profile of ordinary sheltered and extra care housing

Gender	All		Ordinary		Extra Care	
	no	%	no	%	no	%
Male	674	32	629	32	45	37
Female	1409	68	1332	68	77	63
All	2083	100	1961	100	122	100

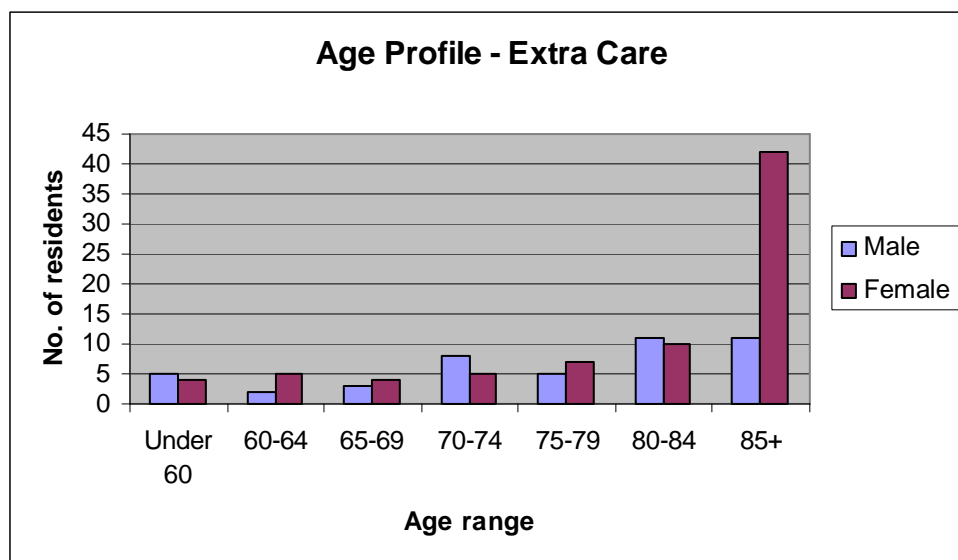
7.2 – Average age of residents of ordinary sheltered and extra care housing

Gender	All	Ordinary	Extra care
Male	74	74	76
Female	79	78	81
All	77	77	80

7.3 – Ordinary sheltered housing age profile



7.4 – Extra care housing age profile



7.5 – Ethnic origin of residents of ordinary sheltered and extra care housing

Ethnic Origin	All		Ordinary		Extra Care	
	No	%	No	%	no	%
White, British	2064	99.04	1943	99.03	121	99.18
White, Irish	11	0.53	11	0.56	0	0
White, Other	4	0.19	4	0.2	0	0
Black, Caribbean	1	0.05	1	0.05	0	0
Other	1	0.05	0	0	1	0.82
Unknown	2	0.1	2	0.1	0	0

7.6 – Disability and illness rates

Disability and Illness	All		Ordinary		Extra Care	
	No	%	No	%	no	%
wheelchair user inside	91	4.4	71	3.6	20	16.4
wheelchair user outside	312	15.0	268	13.7	44	36.1
mobility problem	783	37.5	724	36.9	58	47.5
learning disability	69	3.3	56	2.9	13	10.7
Mental health problem	171	8.2	136	6.9	35	28.7
visual / hearing impairment	752	36.1	707	36.1	45	36.9
heart/ asthma/ respiratory	842	40.4	802	40.9	40	32.8
other physical disability	519	24.9	509	26.0	10	8.2

7.7 – Behaviour causing concern

	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Wandering, confusion	195	9.4	166	8.5	29	23.8
Depression, anxiety & isolation	348	16.7	320	16.3	28	23.0
Falls	327	15.7	309	15.8	18	14.8
Alcohol, substance misuse	67	3.2	62	3.2	5	4.1

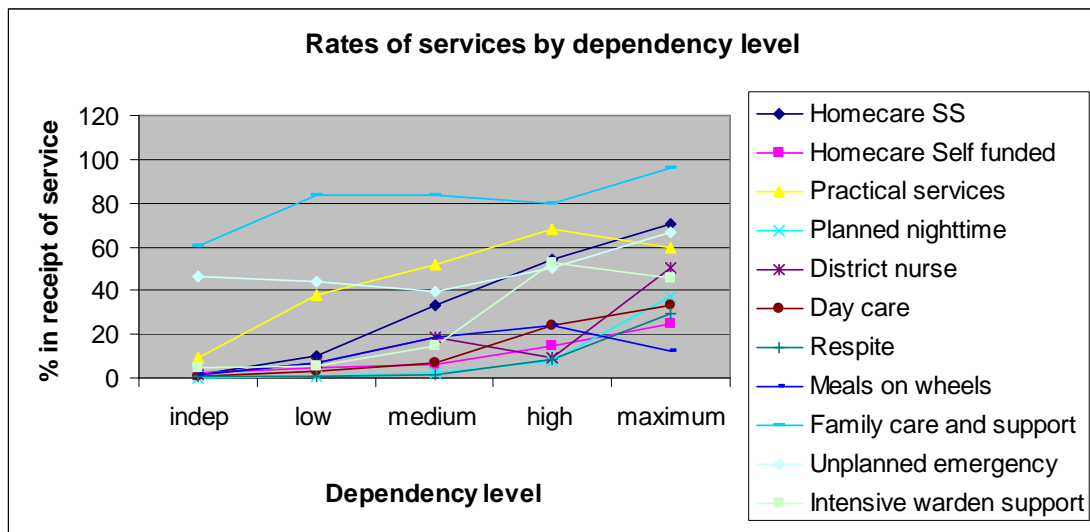
7.8 – Services and support rates

Service	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Homecare (SS funded)	305	14.6	231	11.8	74	60.7
Homecare (self funded)	103	4.9	80	4.1	23	18.9
Practical services	644	30.9	528	26.9	116	95.1
planned nighttime support	35	1.7	31	1.6	4	3.3
District nursing	194	9.3	171	8.7	23	18.9
Day care	103	4.9	82	4.2	21	17.2
Respite care	39	1.9	33	1.7	6	4.9
Meals on wheels	167	8.0	167	8.5	0	0.0
Family care & support	1532	73.6	1441	73.5	91	74.6
Unplanned emergency care	939	45.1	852	43.5	87	71.3
intensive warden support	234	11.2	171	8.7	63	51.6

7.9 – Dependency levels

Dependency Level	All		Ordinary		Extra Care	
	No	%	No	%	no	%
Independent	892	42.8	872	44.5	20	16.4
Low	647	31.1	619	31.6	28	23.0
Medium	339	16.3	303	15.5	36	29.5
High	181	8.7	146	7.5	35	28.7
Maximum	24	1.2	21	1.1	3	2.5

7.10 – Rates of service by dependency level



7.11 – Maximum or high dependency by scheme

Maximum or High dependency rates (%)		
Saddle Court	44.1	EC ave 31.1
Eliot Gardens	37.5	
Leigh Abbeyfield	36.7	
Atherton House	36.1	
Frodsham Close	28.5	Ordinary 8.5
Wickham Hall	27.8	
Hindley House	27.3	
Clifton House	25.9	
Elmridge Court	25	
Egerton Court	22.2	
Withington Grange	21.1	
Alexandra House	19	
Samwoods House	16.7	
Brookdale Court	16	
Dean Court	15.8	
Station Avenue	15	
Ingleside	14.3	
Langton Court	14.3	
Pool Street	13.6	
Walkden House	13.6	
Greenwood Road	12.5	
Millervale House	12.5	
Clarrington Place	10.2	
Acton House	9.5	
Winster House	9.5	
Brackley House	9.4	
St Clements Court	7.7	
Northfield Court	7.5	
Avril Court	7.1	
Cherry Tree Court	7.1	
Clayton House	7.1	
Furness Crescent	7.1	
Roadside Court	6.9	
Greenfields	6.8	
The Poplars	6.7	
Gantley Avenue	6.4	
Moss Bank Court	6	
Greenbank Court	5.7	
Hesketh Manor	5.4	
Selby Court	5.3	
Prodesse Court	5	
Regency Court	4.2	
Ambergate	3	
The Rowans & Lindale	2.9	
Kildare Grange	2.7	
Cherry Tree Grove	2.6	
Westwood Grange	2.4	
Brown Court	2.3	
Blakeborough House	0	
Corbett Court	0	
Devonshire Place	0	
Dunoon Road	0	
Grosvenor Court	0	
Hollydene	0	
Leigh Court	0	
Leonard Court	0	
Linden Court	0	
Lunedale	0	
Manor Court	0	
Marshdale	0	
Mealhouse Court	0	
Oakland Court	0	
Pagefield House	0	
Pennington House	0	
Peter Street	0	
The Hollins	0	
Thornburn House	0	
Westfield Road	0	
Windleshaw House	0	

Quartile 1	0
2	6.7
3	14.3

7.11 – Independence rates by scheme

Independent (%)		
Westwood Grange	95.1	
The Hollins	87.8	
Millervale House	87.5	
The Rowans & Lindale	79.6	
Dunoon Road	76.2	
Corbett Court	74.2	
Mealhouse Court	74.2	
Peter Street	73.9	
Lunedale	72.7	
Westfield Road	70.6	
Ambergate	69.7	
Manor Court	66.7	
Dean Court	65.8	
Roadside Court	65.5	
Prodesse Court	65	
Oakland Court	63.2	
Avril Court	59.5	
Cherry Tree Grove	59	
Regency Court	58.3	
Gantley Avenue	55.3	
Pennington House	53.7	
Langton Court	52.4	
Winstler House	52.4	
Brackley House	50	
Greenwood Road	50	
Marshdale	50	
Pool Street	50	
Samwoods House	50	
Brown Court	47.7	
Clarrington Place	47	Ordinary
St Clements Court	46.2	44.5
Hesketh Manor	43.2	
Withington Grange	42.4	
Cherry Tree Court	40.5	
Brookdale Court	40	
Furness Crescent	38.1	
Frodsham Close	35.7	
Acton House	33.3	
Ingleside	33.3	
Selby Court	31.5	
Station Avenue	30	
Egerton Court	29.6	
Eliot Gardens	29.2	
Greenfields	27.3	
The Poplars	26.6	
Alexandra House	23.8	
Leonard Court	22.7	
Leigh Abbeyfield	22.2	
Clifton House	18.5	
Walkden House	18.2	
Saddle Court	17.6	EC ave
Greenbank Court	17.1	16.4
Hollydene	12.5	
Pagefield House	12.5	
Elmridge Court	11.4	
Wickham Hall	11.1	
Atherton House	9.1	
Hindley House	9.1	
Kildare Grange	5.4	
Blakeborough House	0	
Clayton House	0	
Devonshire Place	0	
Grosvenor Court	0	
Leigh Court	0	
Linden Court	0	
Moss Bank Court	0	
Northfield Court	0	
Thornburn House	0	
Windleshaw House	0	

quartile 1	17.1
2	40
3	59

7.12 – Homecare (AS funded) by scheme

Scheme	Homecare AS (%)	
Wickham Hall	89.6%	EC
Elmridge Court	76.4%	60.7%
Atherton House	52.0%	
The Poplars	33.2%	
St Clements Court	30.2%	
Egerton Court	29.4%	
Hindley House	28.9%	
Leigh Abbeyfield	28.7%	
Winster House	28.4%	
Cherry Tree Grove	27.6%	
Samwoods House	26.2%	
Clayton House	26.1%	
Kildare Grange	25.8%	
Millervale House	24.2%	
Grosvenor Court	23.4%	
Dean Court	22.6%	
Ingleside	21.3%	
Hollydene	21.2%	
Langton Court	20.1%	
Brackley House	19.5%	
Clarington Place	19.1%	
Roadside Court	18.6%	
Leigh Court	18.3%	
Furness Crescent	18.0%	
Alexandra House	17.8%	
Devonshire Place	15.6%	
Greenwood Road	15.4%	
Walkden House	14.5%	
The Rowans & Lindale	14.5%	
Avril Court	13.4%	
Pennington House	12.9%	
Brookdale Court	12.9%	
Prodesse Court	12.8%	Ordinary
Windleshaw House	12.6%	11.8%
Eliot Gardens	11.5%	
Clifton House	11.4%	
Hesketh Manor	11.3%	
Acton House	10.7%	
Cherry Tree Court	10.3%	
The Hollins	9.8%	
Peter Street	9.8%	
Pagefield House	9.7%	
Oakland Court	8.8%	
Blakeborough House	8.5%	
Brown Court	7.2%	
Manor Court	7.1%	
Ambergate	6.6%	
Saddle Court	5.8%	
Greenbank Court	5.8%	
Pool Street	5.1%	
Westfield Road	5.0%	
Gantley Avenue	4.9%	
Greenfields	4.8%	
Leonard Court	4.5%	
Moss Bank Court	4.1%	
Corbett Court	3.7%	
Westwood Grange	2.7%	
Northfield Court	2.5%	
Dunoon Road	0.0%	
Frodsham Close	0.0%	
Linden Court	0.0%	
Lunedale	0.0%	
Marshdale	0.0%	
Mealhouse Court	0.0%	
Regency Court	0.0%	
Selby Court	0.0%	
Station Avenue	0.0%	
Thornburn House	0.0%	
Withington Grange	0.0%	

Quartile 1	4.9%
Quartile 2	11.5%
Quartile 3	21.2%

Appendix 8 – Dependency profile definitions

Disability and limiting long-term illness – Identify any resident who have any of the disabilities or illnesses listed.

Behaviour causing concern – Identify where residents display any of the behaviour listed and where this is having an effect on the ability of the resident to manage daily tasks, is putting themselves or others at risk or where it is having an effect on their relationship with other residents/ family.

Services received – Identify all residents in receipt of any of the services listed.

Intensive Warden care and support - means that the Warden/Scheme Manager is attending the resident repeatedly on a daily basis, spending longer periods of time with them or undertaking tasks that they cannot provide to other residents as a matter of course.

Gaps in services – Identify where a resident has a particular need that is unable to be met currently. This may be because a service is not available or that they are unable to access a service.

Dependency Level – Considering the needs of each resident classify them according to the levels below

- **Independent** – The resident can carry out daily tasks and manage personal needs without assistance
- **Low** – The resident needs periodic or ongoing assistance with regard to a single need eg, shopping or cleaning. Assistance is focused on self-help.
- **Medium** - The resident requires assistance with personal care or assistance outside the home , rehabilitation or aids and adaptations.
- **High** – The resident needs frequent assistance with a number of tasks eg, preparing meals, dressing and medication. OR they require a high degree of supervision to eliminate risk to self or others.
- **Maximum** – The resident requires frequent or constant help with self care tasks such as feeding , dressing, going to bed, attendance during the night. OR they require constant care and supervision to prevent serious neglect or harm.