

# Older Persons Housing Action Plan Review April 2010

## 1.0 Performance

### 1.1 Main achievements in 2010

- New DFG pilot scheme introduced seeking efficiencies in procuring stair lifts and showers.
- Successful Health and Wellbeing Co-ordinator pilot scheme extended with Wigan and Leigh Housing.
- New Healthy Communities commissioning for older people's projects in sheltered schemes and community.
- Re-ablement model of social care assessments introduced.
- New support model developed for sheltered accommodation to be rolled out in 2010.
- 52 new units suitable for older people under construction at Kay Close, Scholes, Etherstone Street, Leigh, Durham Street, Whelley and 4 planned at The Orchards, Leigh.
- New care provision and 26 extra care units at Belong Atherton and 54 extra care units at Belong Wigan under construction, including 4 affordable units.
- Older Persons on line directory launched.
- Affordable Warmth Strategy and AWARM referral scheme launched to tackle fuel poverty amongst vulnerable households.

### 1.2 Key Performance Indicators

#### 1.2.1

Theme 2 Quality		2008/09	2009/10		2010/11	
Indicator		Outturn	target		target	
NI158 SHI3	Percentage of non decent council homes	5%	3%	3%	2%	
LAA Local	Number of non decent homes belonging to vulnerable owner occupiers made decent	80	80	70	80	
SHI4	Percentage of private sector stock having Cat 1 hazard under HHSRS	n/a	n/a	n/a	Target to be set following the stock condition survey	
SHI5	Average SAP rating of private sector housing	60	62	60	64	
NI187	Percentage of households on income related benefits in fuel poverty	5.11%	5.05%	3.80%	5.00%	
Theme 3 People						
NI141	Percentage of vulnerable people achieving independent living	84.1%	79.0%	84.5%	83.6%	

NI142	Percentage of vulnerable people who are supported to maintain independent living	98.2%	98.7%	97.7%	98.8%	
SHI7	Net additional housing support services provided	202	700	452	495	

### 1.3 Contribution to other strategies & priorities

Local Area Agreement headline outcome - Living longer with a better quality of life: addressing inequality

Priority	National Indicator	Performance 2008/09	Performance 2009/10
Reduce early deaths and disability due to CHD, stroke and cancer	120 123	120 – latest data available 12/08 = male = 804, female = 577  123 – 1093.19	120 – latest data available 12/08 = male = 804, female = 577  123 – 1427.66
Safeguarding, respect and dignity for vulnerable adults	127	N/A	N/A
Provide care close to home for people with long term conditions	124	N/A – Proxy could be NI 134 – Emergency bed days per head of population	
Reduce social exclusion for older people and other vulnerable adults	138	83% (31/12/09)	N/A
Increase people's and the community's perception of control over their own lives and where they live	7 130	7- 16.6% 130- 393	130- 16.3%
To better meet the needs of vulnerable and homeless people by investing in better prevention and support services	156	59	22

### 1.4 Barriers to delivery

- 1.4.1 Difficulty in progressing new extra care schemes due to lack of available sites and funding.
- 1.4.2 Delayed implementation of the new service model and contracts for sheltered services due to changing political and financial context.
- 1.4.3 Take up of the expanded Community Alarm service has been slower than envisaged. Evidence shows that demand and satisfaction is high but more needs to be done to promote the service

amongst older people to increase referrals.

## **1.5 Challenges for 2010/11**

- 1.5.1 The new Single Commissioning Agency for health and social care will come into effect from 1<sup>st</sup> April 2010. New commissioning priorities identified to meet needs will need to be pursued, specifically those identified for housing options for people with support needs and dementia, domiciliary care services, advice and information and assistive technology.
- 1.5.2 The roll out of the new service model within sheltered housing needs to be completed.
- 1.5.3 Further progress needs to be made in the delivery of extra care accommodation, particularly the identification of funding opportunities and feasibility studies.
- 1.5.4 Extra care strategy needs to be completed or an updated Older Persons Housing Strategy produced.
- 1.5.5 Improved marketing and promotion of sheltered accommodation across the borough.
- 1.5.6 Future of the Home Improvement Agency needs to be secured.
- 1.5.7 Embedding addressing health issues in the work of frontline staff working with older people. Thorough training key frontline staff in Health Chats using a Train the Trainer approach. The focus will be on increasing the confidence of staff to raise lifestyle issues with clients. The Single Commissioning Agency to explore how to build this into Provider contracts.
- 1.5.8 Implementing the Affordable Warmth Strategy to reduce fuel poverty amongst the most vulnerable.

## **2.0 Impacts (of achievements so far)**

### **2.1 Equality & Diversity**

- 2.1.1 The number of older people in the borough is set to increase in coming years and our research indicates that the range of accommodation and support services available will not meet the needs and aspirations of older people in the future. There are some issues regarding the diversity of those living in sheltered accommodation and accessing other services for older people eg ethnicity, gender, disability and income. Some older people require more support to remain living independently in their home for longer.
- 2.1.2 One of the main issues identified during the review of sheltered accommodation was that support services for older people were overwhelmingly tied to social rented tenancies. It was felt that this did not reflect the population of older people in the borough and excluded many older people from receiving housing related support. New commissioning of support services for older people has been tenure neutral and flexible, to offer choice and address a wider range of needs amongst the older population of the borough, for example the Health and Wellbeing Co-ordinator and the enhanced housing related support service.
- 2.1.3 We have ensured that accommodation suited to older residents has been included in all new affordable housing developments by the Council, ALMO and RSLs. This includes 2 bedroom bungalows and 42 modern and secure 2 bedroom apartments for the over 50s at Kay Close Scholes.

### **2.2 Sustainability & Health**

- 2.2.1 The new re-ablement model for social care assessments focuses on improved health and wellbeing outcomes, reduced dependence on the state and personalisation of services. It is hoped that this will result in services that are more responsive and sustainable in the long term.

- 2.2.2 The links between improved housing and improved health outcomes has been well documented and we have continued to improve the housing conditions of many older vulnerable people through the work of the Home Improvement Agency, Handyman service and through Disabled Facilities Grant funding, thus improving the safety and health of vulnerable occupiers.
- 2.2.3 Wigan has achieved outstanding performance in regards to tackling fuel poverty and is a high performer regionally and nationally. Investment in achieving decency in the Council stock has made it some of the best quality in the country and investment in energy efficiency measures in the private sector, through Warmfront grants, has totalled over £4m in the last year, helping over 3,000 vulnerable households. The AWARM referral system is a multi-agency scheme that aims to identify those at most risk of fuel poverty. It offers a one stop shop for quick and easy referrals into a range of advice and support services. Many front line staff working with the elderly and vulnerable have been trained to spot indicators of fuel poverty and to make referrals to AWARM
- 2.2.4 We have also seen the health and wellbeing benefits of preventative low level services for older people, such as the assistive technology service, Active Living Team and the Health and Wellbeing Co-ordinator.

### **2.3 Resources & Value for Money**

- 2.3.1 There has been an increase in services for older people commissioned through Supporting People funding (how much?). Already the capacity of the Community Alarm service has been increase to 1200 service users by 2011. Tendering for a new “Enhanced Support Service” for older people has recently been undertaken and the new provider is due to be appointed and the service scheduled to commence later in 2010/11.
- 2.3.2 In addition, the service provided in the borough’s 70 sheltered schemes has been reviewed and re-modelled to provide better choice and value for money to residents. It is anticipated that overall savings in sheltered services will be re-invested into other services for older people in the next year, including the enhanced support service above, that will be available to sheltered residents as well as those in general needs accommodation.
- 2.3.3 Council funding has been combined with other sources to increase commissioning capacity, for example the Helath Communities commission, jointly funded by the PCT, has resulted in £86,000 funding 6 projects over the next 18 months. These projects focus on improving health outcomes for older residents, for example through offering Wii Fit sessions in sheltered accommodation and distributing packs to keep older people warm in cold weather.
- 2.3.4 The Coalfields Communities Trust funded regular “mini-links” community advice drop ins for older people in a number of locations across the borough in partnership with Pensioners Link.

### **2.4 Learning points and good practice**

- 2.4.1 We have continued to build closer working relationships between scheme managers working for the providers in the borough through the Sheltered Housing Operational Group. The quarterly meetings offer scheme managers an opportunity to network and share good practice. Topics discussed include fire safety, hospital discharges and physical activity programmes for the elderly.
- 2.4.2 Wigan and Leigh’s Health and Wellbeing Co-ordinator pilot in Atherton has proved to be a success. The Co-ordinator has built up good relations with a wide range of local services and groups, such as the Health Trainers, Active Living Team and Churches. She has had 36 referrals to the project as of March 2010 and has organised a range of events and activities for local residents. The pilot scheme has recently been extended to the Ashton area and a second member of staff is currently being recruited.

2.4.3 The AWARM referral system has now been adopted in the borough and referrals are increasing.

## **3.0 Changes in strategic / policy context**

### **3.1 Local**

#### **3.1.1 Housing Strategy**

Wigan's Vision 2026 Housing Strategy was launched in October 2009. Its strategic vision is;

*Wigan is a place with a range of good quality, affordable housing that meets the aspirations of residents and supports sustainable growth. All areas of the borough are attractive places to live with neighbourhoods that are safe, clean and inclusive.*

*People are healthy and active and receive the support they need.*

The strategy recognises that the population of the borough is ageing and that in future homes will need to better meet the needs of older and vulnerable residents. The strategic aims relating to older people include:

*Quantity* - New housing development is well designed and safe, it supports active lifestyles and caters for the needs of vulnerable and minority groups

*Quality* - Homes are safe and healthy and are easily adapted to the needs of the elderly and disabled.

*People* - A choice of specialist housing and support is available to meet the needs of the elderly, disabled and other vulnerable people in order that they can live more independently.

#### **3.1.2 Supporting People**

Support services for older people have been commissioned in line with the Supporting People Commissioning Framework 2008. This set out to transform the range of support services available to older people in the borough by promoting a layered approach to service provision that reaches across all areas of the borough. The beginnings of evolutionary change in the provision of older people services began within current contractual arrangements and through a range of pilot projects and successful bids for Transformation Funding.

3.13 The major challenge is to modernise services and make them available across tenures. This contrasts with the historic provision of sheltered services that are delivered in a single location by a warden who deals with all issues across housing management, housing support, social engagement, etc. The strength of this model is the potential for building a strong community within the service. There are also significant weaknesses around lack of focus, local interpretation of service and poor service continuity processes.

3.1.4 The framework anticipated an overall increase in spend on support services for older people to £2.1m by 2011. To date an additional £387,000 has been committed, increasing the amount of support available by 48% to a total of 3680 units. The services commissioned have begun to redress the balance between accommodation based and floating support services, reducing accommodation based services from 99% to 60% of provision.

#### **3.1.5 Adult Social Care**

There has been a period of transformation within Adult Social care within the borough over the last year as the "Transforming Social Care" agenda is progressed. The new re-enablement model has been adopted and the Single Commissioning Agency for health and social care established from 1<sup>st</sup> April 2010.

3.1.6 Priority areas have been identified by the following criteria

- those strategic areas where redesign and integrated commissioning are likely to

improve outcomes from individual to whole population levels

- strategic areas where investment in preventive and early intervention approaches are likely to improve outcomes and reduce waste and improve individual experiences
- those where Wigan investment in current service models are comparatively high cost against benchmarks, or where the current funding is not thought to be delivering good value for money and significant financial efficiencies could be made
- strategic areas where the market for appropriate services needs to be developed to enable people to access affordable options at the right stage for them
- areas where current contracting arrangements are due to end

#### 3.1.7 Service areas identified include

- Unscheduled care - To reduce unnecessary admissions/long term care & support people to remain in community.
- ICES - To deliver a preventative service that enables people to live at home with appropriate equipment.
- Supported living
  - Separating care and support from accommodation options
  - Developing housing options for older people with support needs and dementia
  - Improving efficiency, quality and outcomes in the residential and care home sector to meet growing needs
- Domiciliary care – Embedding the re-ablement model within the service.
- Advice and information – Develop a universal approach to advice and information
- Day services – Review current provision and develop a range of provision to meet needs
- Assistive Technology and night support – To further develop innovative solutions that prevent falls, A&E and hospital bed blocking.

### **3.2 Regional / Sub-regional**

#### 3.2.1 The new Regional Strategic framework for Housing Support 2009 -2020 sets the vision;

*“For vulnerable and socially excluded people to live happy and healthy lives, with access to the same opportunities as the rest of society through housing support that meets their individual needs, wherever they choose to live”*

The framework highlights the wide ranging contributions that housing related support makes in promoting economic prosperity and social inclusion across the North West. It also emphasises that greater impacts can be achieved through health, social care, housing and other agencies working together.

#### 3.2.2 The Manchester City Region has entered into a new joint agreement, the Local Investment Plan, with the Homes and Communities Agency (HCA) in December 2009. The plan aims to identify the joint priorities across the ten associations of Greater Manchester (AHMA), including Wigan and to inform future investment across the sub-region. Initially, the plan covers investment for 2010/11 but a new plan for 2011 onwards will be finalised in the coming months.

Under the Plan a ringfenced sum of £30m has been allocated for investment in new housing schemes across the sub-region, approximately 10% of the funding will be allocated to supported housing schemes. Expressions of Interest for funding were submitted to the HCA on 1<sup>st</sup> April and an announcement on allocations is expected in June.

### **3.3 National**

#### 3.3.1 No update

### **4.0 Communications, feedback, consultation & involvement**

## **(including hard to reach groups)**

- 4.1 The annual SHIP (Sheltered Housing and Information Partnership) event was held at Formby Hall, Atherton on 3<sup>rd</sup> June 2009. The event was well attended by the public and offered an opportunity for socialising whilst finding out about a wide range of services for older people. The event was organised by a partnership including Housing Strategy, Adult Services and Housing providers.
- 4.2 An event was held on 8<sup>th</sup> October 2009 at St Peter's Pavilion, Hindley celebrating National Older Person's Day. The event was organised by Active Living Team, Adult Services Day Centres, Housing Providers and other agencies working with older people.
- 4.3 A series of consultation events with local residents were held during September and October, organised by Supporting People and Housing Strategy. The events were attended by a number of individuals and groups representing older people, including disabled and BME older people, and the aim of the consultation was to find out what older people think of current services, where they find information on services and what services they would want in the future.
- 4.4 An information leaflet has been produced by Supporting People for sheltered residents explaining the proposals to introduce a new support model across all schemes in the borough. It will shortly be used by providers to consult with their residents on the specific changes proposed to each scheme/ service.
- 4.5 Wigan and Leigh Housing continued to hold their regular Sheltered and Older People's Forum throughout the year. This forum provides an opportunity for older tenants to influence Wigan and Leigh Housing's services for older people.
- 4.6 Borough Life Winter 2009 edition featured an article on preventative services for older people, including the Active Living Team and Anchor Staying Put, the Home Improvement Agency.
- 4.7 The Older Persons On Line Directory was launched on the Council's web site, featuring a range of information on services, groups and events for older people.

## 5.0 Risk Register

	Risk/threat	Consequence	Impact	Probability	Control/mitigation	Reduction in risk
<b>Aim 1: Enabling people to stay in their own home</b>						
5.1	Government's proposed changes to DFG policy not implemented. – pending election will influence the future of this policy	Lack of clear policy guidance on allocation of DFG funding across different tenures	M	H	Lobby at regional level for national policy to be implemented. Negotiate a local voluntary solution with RSLs.	L
5.2	Reduced capital funding for DFGs	Less funding available for clients to benefit from adaptations	M	H	Continue to pursue further efficiency savings and lobby at regional level for increased priority for funding	L
5.3	Proposed withdrawal of Anchor from HIA service	Need to find an alternative provider of services. Possible loss of service.	M	H	Pursue discussions with alternative providers	L
5.4	Re-ablement model of assessment does not achieve the expected outcomes.	Vulnerable people do not get the support and care they need to remain independent. Negative impact on acute services.	H	L	Closely monitor usage and outcomes of services. Identify gaps/ failings and address at an early stage.	L
5.5	Impact and future sustainability of health and wellbeing, and other preventative projects needs to be secured in long term.	Health and wellbeing of older people may not improve and need for acute services continues.	M	L	Detailed monitoring and evaluation of pilot schemes needs to demonstrate outcomes achieved and efficiencies.	L
5.6	Intermediate care provision not meeting needs adequately or offering value for money.	Hospital re-admissions and residential placements continue at high rates.	M	L	Closely monitor usage and outcomes of services. Identify gaps/ failings and address at an early stage.	L
5.7	Removal of Supporting People ring fence.	Reduced funding for housing related support for older people. Impact on wellbeing and increase in acute service usage.	M	L	Demonstrate value for money and outcomes for older people. Seek alternative funding sources where appropriate.	L
5.8	New preventative services do not	Lack of take up of services,	M	L	Consultation with older people	L

	meet the needs and aspirations of older people.	low customer satisfaction. Continued unmet needs of older people.			held prior to commissioning. Develop partnerships with providers. Seek feedback of service users and other stakeholders. Monitor outcomes. Identify and address any gaps/ failings at an early stage.	
<b>Aim 2: Providing a choice of home for those that wish to move</b>						
5.9	Legal challenge under DDA to proposed changes to sheltered support services.	Implementation of changes delayed or abandoned. Reputation of council and providers damaged. Financial impact.	H	M	Monitor progress of the various test cases currently. Ensure that DDA and equality issues are addressed. Consultation with all stakeholders during implementation.	M
5.10	Roll out of new sheltered support service model not achieved by end of year.	Financial impact on council and providers. Reputation damaged. Uncertainty for residents over the services they will receive continues.	M	M	Supporting People and Housing Strategy teams work closely with providers and residents to ensure swift transition to new model. Identify issues and address at early stage.	L
5.11	Site(s) for new provision of extra care not identified/ secured.	Unable to develop proposals for new extra care housing in appropriate locations. Lack of suitable housing choices for older people in the borough.	M	H	Develop strategic and political support for new provision. Establish a working group and undertake feasibility studies. Develop relationship with private developers/ landowners.	M
5.12	Limited public sector capital available for supported housing schemes.	Unable to develop proposals for new extra care housing in appropriate locations. Lack of suitable housing choices for older people in the borough.	M	H	Develop strategic and political support for new provision. Develop funding models and undertake feasibility studies. Develop relationship/ potential of private developers/ landowners/ funders.	M
5.13	New homes do not meet the aspirations of older people, particularly older owner occupiers.	Lack of demand. Increase in new empty homes. Older people remain in unsuitable accommodation.	L	M	Seek customer feedback/ market opinion of new schemes. Work with developers/ architects to increase quality of design across all tenures eg. lifetime	L

				homes standard. Better marketing targeting older people.	
5.14	Lack of interest in the independent living apartments at Belong Wigan and Atherton (inc affordable homes at Belong Atherton).	Increase in new empty homes. Older people remain in unsuitable accommodation.	L	M	Work with Belong to market schemes to older people. Seek feedback and market opinion.
<b>Aim 3: Co-ordination of all agencies in the provision of housing, housing support services and advice for older people</b>					
5.15	Lack of information available on housing options for older people.	Older people are unable to make the best choice in a timely manner. Older people remain in unsuitable homes and without the support they need. Negative financial and health impact for older people.	L	M	Provide accessible housing option information in a range of formats/ locations to suit older people. Better partnership working and awareness raising with front line organisations working with older people and their families/ carers. Ensure that information links made to Adult Services directory. Information events held.
5.16	Limited (joint) marketing and promotion of sheltered housing schemes.	Older people, families and carers unaware of the service on offer in sheltered schemes. Lack of demand in some schemes.	L	M	Sheltered lettings action plan produced and will be actioned in 2010/11.
5.17	Agencies in day-to-day contact not aware of housing and support options.	Agencies unable to advise or signpost effectively when housing/ support issues identified.	L	M	Ensure appropriate materials available to assist agencies discuss housing and support issues with older clients. Build trigger questions into SW/ health assessments. Give talks at team meetings. Information events held.
5.18	Older population not aware of/ accessing the range of activities available within sheltered and extra care housing.	Social isolation of older people in the community. Waste of resource of facilities within schemes.	L	M	Work with providers to promote facilities and activities within community and other agencies. Directory of activities updated and circulated.
5.19	Borough wide advice strategy not in	Un-coordinated and	M	M	Support development of the

5.20	place.	inefficient advice services.			advice strategy.	
	Lack of ongoing funding streams identified for 3 <sup>rd</sup> sector and community projects for older people.	Benefits of projects cannot be sustained. Social isolation of older people.	L	M	Demonstrate value for money and outcomes. Seek alternative funding sources/ partnerships. Look to mainstream projects where benefits can be demonstrated.	L

## 6.0 Updated Action Plan with outcomes for 2009/10

Aim 1: Enabling People to stay in their own home				
LAA Key Indicators NI121 – All age all cause mortality rate NI124 - People with Long Term Conditions supported to be independent and in control NI127- Self reported experience of social care users NI130 – Social care clients receiving self directed support per 10000 population				
What do we need to do?	How is it to be achieved?	Timescale	Responsibility	Progress: April 10
Ensure there is adequate assistance available to older people to make their homes suitable for their needs	Review the DFG funding policy to take account of legislative changes resulting from the Government's national review of DFG policy.	Apr 08 ongoing	Housing Strategy/ Adult Services	Expected Government announcements still not made
	Develop options for assisting owner occupiers who must financially contribute to aids and adaptations or maintenance of home.	Apr 09	Housing Strategy/ Adult Services	Regulatory assistance framework reviewed during the year.
	Explore efficiencies and partnering within procurement of aids and adaptations to achieve greater impact..	Apr 09	Housing Strategy/ Adult Services	Work completed with the NHC re partnering on stairlifts and showers, showing savings. Options also being considered re the future maintenance of stairlifts potentially linked to the NHC re stairlifts for life. The option of temporary PODS is also being explored as a potential cost efficiency. Improved partnering with Wigan and Leigh Housing is also a key recommendation within the OT

				fundamental review completed.
Assist older people to maintain the safety and security of their homes	New contract for Care and Repair service	July 08	Supporting People Commissioning Body	Achieved
	Ensure future sustainability of POPPS services after Apr 08	Apr 08 ongoing	Adult Services/ PCT	Achieved
	Review Care and Repair Service	April 09	Supporting People Commissioning Body	Being revisited as Anchor withdrawing from market. Current service to end March 2011
Ensure access into a range of preventative services that are responsive to individual needs and support older people to remain at home	Ensure future sustainability of POPPS services after Apr 08	Apr 08 ongoing	Adult Services/ PCT	Achieved
	Implement the pilot "hub and spoke" floating support service and following evaluation expand into other areas subject to funding	Apr 08 – Apr 10	Sheltered Housing Strategic Review Group	Pilot "hub" did not deliver level of benefits expected. Alternative approach of Foundation Level and Enhanced Level services being implemented. Other preventative health and wellbeing projects commissioned for older people in sheltered accommodation and in the community.
	Implement falls response project subject to PCT funding	Apr 08	Adult Services/ PCT/ Eldercare	Pilot commenced Sept 2009 linked to AT and domiciliary care support
	Expansion of assistive technology project	Apr 08 ongoing	Adult Services	Achieved
	Evaluate the impact of direct payments and individualised budgets on service provision	April 10	Adult Services	Ongoing
	Review Social Worker assessment process to offer more holistic assessment of needs.	April 09	Adult Services/ SP/ Housing Strategy	Introduction of reablement model with new outcome focused assessment and support planning process in situ. Development of Enhanced Level cross tenure support service for OP to commence 2010
Assist older people to return to their homes following a hospital stay	Review hospital discharge joint protocol	April 09	Housing Strategy/ Hospital Trust/ PCT / Adult	Joint protocol between Wigan Council and Hospital Trust/ PCT/ Five Boroughs agreed Jan 10 and

			Services	to be adopted at GM level from April 10. Awareness raising to be undertaken in coming months.
	Access to intermediate care beds within the community via sheltered and extra care accommodation	June 08	Adult Services	This is to be reviewed as part of the Unscheduled Care Strategy review but will be dependent on cost effectiveness
<b>Aim 2: Providing a choice of home for those that wish to move</b>				
<b>LAA Key Indicators</b>				
<b>NI138 – Satisfaction of over 65s with home and neighbourhood</b>				
<b>NI154 – Net additional homes provided</b>				
<b>N158 – % non decent council homes</b>				
Ensure that existing older persons accommodation is fit for purpose and continues to meet needs	Continue the joint work of the sheltered housing strategic review with all sheltered housing providers to reconfigure and improve services across the borough	Apr 08 – April 10	Sheltered Housing Strategic Review Group	Ongoing – progressing development and introduction of Foundation Level service.
	Implement the pilot “hub and spoke” model and evaluate effectiveness, with the aim of expanding into other areas subject to funding	April 08 – April 10	Sheltered Housing Strategic Review Group	Pilot “hub” did not deliver level of benefits expected. Alternative approach of Foundation Level and Enhanced Level services being implemented
	Review assessment of suitability for sheltered accommodation to ensure it continues to meet needs, particularly levels of support for more complex needs and ethnic minority groups.	April 10	Sheltered Housing Strategic Review Group	Introduction of reablement, development of Enhanced Level OP cross tenure service to commence 2010
	Review Supporting People procurement and contracting arrangements for older peoples services	April 10	Supporting People Team/ Commissioning Body	Ongoing
Planned provision of new older persons accommodation in areas of shortage	Identify potential development sites for mixed tenure extra care provision in priority areas and produce a development plan in	June 08	Housing Strategy / Arena Options	Site short listing exercise undertaken and feasibility studies on a small number of sites to be undertaken before preferred site

	partnership with Arena Options			can be agreed.
	Set targets for additional provision of older persons accommodation based on needs identified in the Housing Needs Survey 2008	June 08	Housing Strategy	Not pursued. (Likely to be developing an Extra Care Strategy in 2010/11)
	Seek funding opportunities with partners for development of new schemes	June 08	Housing Strategy/ Supporting People/ Adult Services/ Housing providers	Ongoing Homes and Communities Agency Bid submitted to fund extension to Eliot Gardens. Future bidding opportunities for potential Arena bid need to be identified.
	Develop proposals for new extra care schemes in priority areas	March 09	Housing Strategy/ Supporting People/ Adult Services/ Arena Options	Ongoing Discussions held regarding a number of sites/ providers. See above re shortlisting of sites.
	Support private development of specialist older persons accommodation in suitable locations including affordable housing provision where required	April 08 ongoing	Housing Strategy	54 extra care units at Belong Wigan and 26 extra care units at Belong Atherton under construction. With 4 affordable units secured at Belong Atherton, expected completion March '11.
Ensure that new housing developments cater for all needs within the community	Ensure that general needs housing developments include homes that are accessible to older people and those with a disability	Ongoing	Housing Strategy	Development proposals include suitable homes. 42 apartments at Kay Close, Whelley. 6 bungalows at Etherstone St, Leigh and 4 apartments at The Orchards, Leigh. 4 bungalows at Durham St, Whelley
	Ensure new social housing developments meet lifetime homes standards	Ongoing	Housing Strategy/ Housing Providers	All HCA bids submitted meet Lifetime Homes Standards
<b>Aim 3: Co-ordination of all agencies in the provision of housing, housing support services and advice for older people</b>				
<b>LAA Key Indicators</b>				
<b>NI004 - % of people who feel they can influence decisions in their locality</b>				
<b>NI007 – Environment for a thriving third sector</b>				

<b>NI175 – Access to services and facilities by public transport, walking and cycling</b>				
Provide easily accessible information on housing options for older people including those from BME groups.	Ensure that basic information on housing options is available in a range of formats and settings within the community	Sept 08	Housing Strategy/ Housing providers	Older Persons Directory launched and contains housing information. Housing options WebPages being rewritten currently to include clear information. Marketing and promotion plan for sheltered housing in place for 2010/11. Pensioners Link community advice sessions hold information on housing options for older people.
	Raise awareness of housing and support services amongst other professionals in regular contact with older people including those working with BME groups.	Sept 08	Housing Strategy/ Housing Providers	Pensioner Link community advice sessions. Greater links between housing providers and Active Living Team established Expansion of WALH health and Wellbeing Co-ordinator promoting links with agencies in local community
	Produce and distribute a sheltered housing scheme directory	Sept 08	Housing Strategy/ Housing Providers	Achieved
	Promote the role of the Housing Options Property Shops as the primary access route into sheltered accommodation	Sept 08	WALH/ Housing Strategy	Included in Marketing and promotion plan.
	Support an advice partnership project Big Lottery bid	Apr 08	Housing Strategy	Not Submitted
	Develop links between housing providers and advice agencies to provide better access to a range of advice	Sept 09	Housing Strategy/ Housing Providers	Pensioners Link Community advice sessions, use of schemes as venue
	Promote networking and sharing of good practice amongst housing and housing related support providers.	Continue the Sheltered Housing Operational Group work with a new action plan for 2008/09	Apr 08 onwards	Housing Strategy/ Housing Providers

Promote facilities and activities available within schemes to older people within surrounding communities	Circulate Social Activities Diary to all schemes and agencies in contact with older people	Jan 08 ongoing	Housing Strategy	Achieved- Updated version circulated May 09
	Develop links within local community and voluntary groups	March 09	Sheltered Housing Strategic Review Group	General Older Persons consultation events held in townships 2009 including a range of individuals and community groups.
Seek more opportunities for customers to influence service provision and development	Develop existing and establish new networks and forums representing older people including those from BME groups.	March 09	Adult Services/ Housing Strategy/ Supporting People/ Providers	The Rainbow Group – a joint initiative between NHS Ashton Leigh and Wigan and the Adult Services team at Wigan Council – was established and has now met for one year. The main aims of the group are to reduce social isolation and provide support, encouraging the uptake of local services and participation in community activities, together with educating and informing BME people over 50 about all the different services that are available within the Wigan Borough.

## Appendices

None