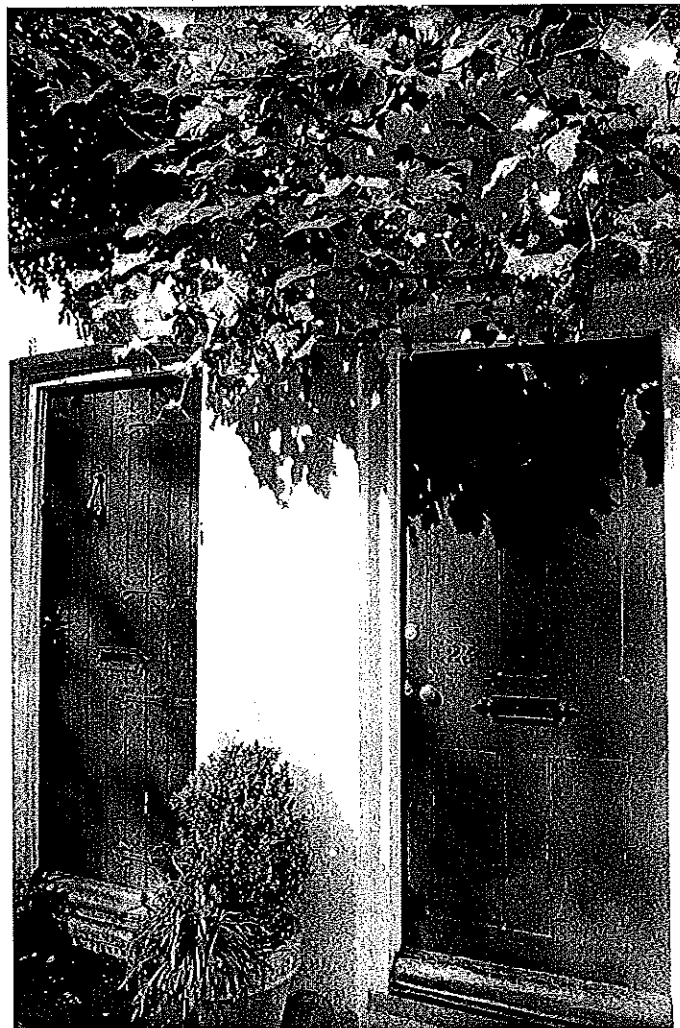


# OLDER PERSONS HOUSING STRATEGY 2009-2012

*Aiming for a choice of good housing, with help when it's needed  
for older people with support needs in Waverley*




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## Part I PORTFOLIO-HOLDER'S INTRODUCTION

We are all growing older and so we all have a vested interest in ensuring that the housing needs of our ageing population are properly addressed. Waverley has a higher proportion of older people living in the area and this brings opportunities and challenges. Older people bring a wealth of experience, talent and time to many of our local voluntary organisations and community life.

Yet, age can bring loss of confidence, frailty and disability. All services, including housing, need to take this into account. The nature of services have to change in response to the fact that people living very much older than ever before, and many of us have much higher expectations than our forebears.

The nature of demand for housing – particularly traditional sheltered housing studio apartments – has changed. It seems counter intuitive that, as there are greater numbers of older people, there is less demand for certain types of sheltered housing traditionally designed for older people.

Waverley has positively responded to the changing needs of older people across our Borough by working in partnership to improve their quality of life. Examples include:

- ✓ Developing 'Extra Care' across two sheltered housing schemes in Farnham in conjunction with Social Services and Supporting People;
- ✓ Decommissioning two low-demand and sub-standard sheltered housing schemes and making these sites available for much needed affordable family housing;
- ✓ Working with Guildford Borough Council to develop a Home Improvement Agency across the two council areas operated by Guildford;
- ✓ Upgrading 'Careline' technology in 527 homes; and
- ✓ Currently (2009) working with Anchor Housing Trust in Elstead to redevelop an outdated sheltered housing scheme with an exemplar development.

This document sets out the direction of travel in respect of housing for older people in Waverley. There is more to do and we shall revisit this subject regularly.

*Councillor Keith Webster*  
Housing Portfolio-Holder



## **Part 2 WAVERLEY'S STRATEGIC APPROACH**

### **WHO ARE OLDER PEOPLE?**

The term 'older people' is ambiguous. For some years the age of 50 has been identified as when people have become 'older people'. Saga, for example, targets this market, as do some insurance companies. The Government, in its 'Better Government for Older People' work (1998-2000) used the age of 50 as when someone is considered to be 'older'; and Surrey County Council has developed a 50+ initiative.

However, being 'older' today is a very different experience than for those people who were 'older' even fifty years ago. Today, in large part, people are living longer, healthier more active lives than ever before. In 1908, when the Government introduced the basic State Pension, most people could only expect their retirement to last for three years. Today, people in the UK can look forward to about 25 to 30 years in retirement.

Generally speaking, for most people aged in their 50s, 60s and 70s, housing tends not to be a problem for most will have a settled home secured over a long period. Most people want to live in 'their own home' for as long as possible. However, it is when age combined with frailty, disability or mental health problems (such as dementia or Alzheimer's) that housing becomes an issue – not being able to manage the garden, climb the stairs, get into the bath, access facilities (shops) easily, or afford or manage major repairs to the home. We must also recognise that some older people suffer crises in their lives – such as a fall and broken hip, which can completely change their ability to cope in their own home over night.

This is an important issue for Waverley as one of the major changes that the area will see over the coming years relates to demography. The Borough already has a population that is older on average compared with the national average or indeed in the county. We need to be addressing how we can meet the needs of an ageing population.

This Older People's Housing Strategy, rather than concentrating on definitions of 'older', is more interested in concentrating on how we address the housing and support needs of people who are over retirement age.

This document covers all housing tenures – affordable; owner-occupied; or private sector; and housing stock, whether general needs or accommodation designated for older people.

## OLDER PEOPLES' HOUSING NEEDS – OUR APPROACH

Waverley's strategic approach is to:

- ✓ Work with statutory and voluntary sector partners to ensure quality services are provided to older people regardless of tenure
- ✓ Promote the Home Improvement Agency (formerly Care and Repair) to elderly home-owners
- ✓ Provide Disabled Facilities Grants to households in the private sector
- ✓ Promote the equity release scheme for elderly home-owners who are 'asset rich, but revenue poor'
- ✓ Monitor supply and demand for accommodation for and by older people
- ✓ Support RSL partners who need to reconfigure or decommission sheltered housing schemes
- ✓ Promote 'Extra Care' sheltered housing provision
- ✓ Review the capital investment needs in the Council's own sheltered housing schemes
- ✓ Provide incentives for single older Council tenants who are occupying family-sized accommodation
- ✓ Work with Surrey County Council Supporting People on the revenue funding challenges for supported housing into the future.

## Part 3 A CHANGING ENVIRONMENT

### *Housing for older people; setting the national scene*

1. **'Lifetime Homes, Lifetime Neighbourhoods'**<sup>1</sup> is the Government's national strategy for housing in an ageing society. It tries to make sure people are not alienated or excluded on the basis of their age or access requirements. To achieve this, all new subsidised affordable housing will be built to 'Lifetime Homes' standards from 2011, with the hope that all new homes will be built to this standard by 2013. In response, the Homes and Communities Agency has published **Investing for Lifetimes**<sup>2</sup>. This encourages housing associations towards thinking differently about their existing sheltered homes to help fit the needs of the next generation of older people.
2. **National Service Framework for Older People**<sup>3</sup> is the Government's ten-year plan to improve health and social care services for older people. The hope is to see more people cared for at home or in community-based settings. This could be through increased use of intermediate care, community equipment, intensive home care and better support for carers<sup>4</sup>. In Waverley, the **South West Surrey Safe at Home Telecare Project** received Preventative Technologies Grant funding through a Surrey County Council Local Area Agreement between 2006-8. This provided Telecare and telemedicine equipment, such as movement sensors, alarms and medication reminder systems which can be set up to make it possible for older people to remain safely in their own home, whilst also supporting their carers. In partnership with SCC, Surrey NHS, GBC and Surrey Heath BC, we aim to build upon this work, so as to continue to develop Telecare options to support people wishing to remain in their own homes.

<sup>1</sup> Department for Communities and Local Government (2008) [Lifetime Homes; Lifetime Neighbourhoods Lifetime Homes](#)

<sup>2</sup> Homes and Communities Agency(2008) [Investing for Lifetimes Housing Corp Investing for Lifetimes](#)

<sup>3</sup> Department of Health (2001) [National Service Framework for Older People www.doh.gov.uk](#)

<sup>4</sup> Department of Health (2006) [Health and Social Care White Paper www.doh.gov.uk](#)

## ***What is happening for older people in Surrey?***

3. Half of all people in Surrey are aged 50 and above. In recognition of this large group, who has a range of needs and skills, a **Surrey 50+ Strategy**<sup>5</sup> has been developed. Work will be delivered through the Surrey Strategic Partnership. The aim of the Partnership is to improve and increase engagement with people over 50 in Surrey and put actions into place to meet identified needs.
4. According to the **Surrey Supporting People Strategy**<sup>6</sup> older people are the largest group receiving Supporting People services. The Supporting People programme aims to support people to live independently. This helps avoid moves to more institutional forms of care.
5. Officers are part of a **South West Surrey Extra Care Sheltered Housing Steering Group**<sup>7</sup>, who have developed and implement a strategy for the area. Officers are also involved with delivering the **Guildford and Waverley Older People's Strategy**. This multi agency document focuses on quality of life and promoting independence.

## ***The Waverley picture***

6. This strategy follows the priorities to **improve lives and work for more subsidised affordable housing to be built** established within Waverley's Corporate Plan. It explores issues identified within the Council's Housing Strategy and feeds into the Housing Enabling Service Plan.

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<sup>5</sup> Surrey 50+ Strategy

<sup>6</sup> Surrey Supporting People Strategy 2004 - 2009

<sup>7</sup> South West Surrey Extra Care Group (2005) Extra Care Housing Strategy for South West Surrey

## Part 4 DEMAND AND SUPPLY

### HOUSING DEMAND AND NEED FROM OLDER PEOPLE

#### 7. More older people

- On average, people in Waverley can expect to live about 81 years of age. This is slightly above the national average of 79 years<sup>8</sup>. Although most older people live in good health, as people live longer more will live with chronic illnesses and disabilities in the future. We should expect levels of long standing conditions such as arthritis, heart disease, strokes, diabetes, incontinence, osteoporosis, dementia, depression and general frailty to increase.<sup>9</sup>
- 7.9% of people aged over 65 in Waverley are thought to have dementia<sup>10</sup>. This level is higher than the Surrey and England average (7.6% and 7.1% respectively). The proportion of people aged 65 and over with dementia is expected to increase 1.3% by 2025, which is a larger increase than either in Surrey (0.6%) or England (0.6%).
- We can also expect the number of older people with learning disabilities to increase.<sup>11</sup>
- According to Census data, 96% of one-person households of pensionable age in Waverley are White British. This is only slightly higher than the borough average for all age groups (94%).<sup>12</sup>
- All of these trends will affect the type and level of support services required by older people, whether living independently or in specialized housing.

<sup>8</sup> GOSE STATS 2004-6

<sup>9</sup> DCLG (2007) Towards Lifetime Neighbourhoods: Designing Sustainable Communities For All  
www.communities.gov.uk

<sup>10</sup> <http://www.poppi.org.uk>

<sup>11</sup> Department for Communities and Local Government (2008) Lifetime Homes; Lifetime Neighbourhoods Lifetime Homes Lifetime Neighbourhoods

<sup>12</sup> Census



## 8. More older people in rural areas

- **The Housing and Support Needs of Older People in Rural Areas**<sup>13</sup>  
found most rural areas have higher levels of older people. 1 in 3 people in rural areas are over 55, as opposed to 1 in 4 people in urban areas<sup>14</sup>. This has implications for the way in which services are delivered to people living in more isolated areas. Those who want to stay in their own home may need renovations, maintenance and improvements to their property to make it possible for them to do so. Older people who want to move may only have limited opportunities to do so within their local area.
- Housing in many of our rural villages has become 'unaffordable' for most local households. The lack of subsidised affordable housing and suitable homes limits choices and also impacts on other sections of the community, which has consequences for older people. For example, problems in recruiting and retaining care staff and the breakdown of informal support networks can affect the resources available to support older people in their own homes who need assistance in maintaining their independence.
- Transport is a crucial issue for many older people with support needs living in our rural settlements. Even with good housing, without access to services, facilities and social networks a person can easily become isolated which can impact on how well they are able to manage at home. In recognition of these issues particularly effecting households in rural areas, Waverley Community Transport provides a door-to-door bus service for people who do not have a car or have difficulty using other kinds of transport. Waverley Community Transport also provides affordable transport for community groups. Free off-peak local bus travel is available to all Waverley residents who are aged over 60 or who are disabled.
- Locally, Waverley's Careline service provides alarm and Telecare services across the rural community providing advice and support to older people and their families.

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<sup>13</sup> Commission for Rural Communities (2006) [The Housing and Support Needs of Older People in Rural Areas](http://www.ruralcommunities.gov.uk)  
[www.ruralcommunities.gov.uk](http://www.ruralcommunities.gov.uk)

<sup>14</sup> Census data (2001)

## 9. Most older people are homeowners

- The level of home ownership among older people is higher than national average for all age groups<sup>15</sup>. In general, people like to remain in their own home for as long as possible<sup>16</sup>, which will place demands on services that help people to live at home.
- Even though almost all households containing older people only contain one or two people, well over half of all older person households live in homes with three or four bedrooms<sup>17</sup>. This suggests that it could be possible to free up larger units for younger families if the older households choose to or had the opportunity to move into suitable smaller units (see table below).

SIZE AND TENURE OF ACCOMMODATION IN OLDER PERSON ONLY HOUSEHOLDS	SIZE OF ACCOMMODATION				
	1 bed	2 bed	3 bed	4+ bed	TOTAL
Owner Occupier (no mortgage)	592	2,541	3,856	2,984	9,974
Owner occupier (with mortgage)	64	351	235	292	942
Council	1,070	596	303	0	1,969
RSL	402	59	0	0	461
Private Rented	118	207	60	45	431
<b>TOTAL</b>	<b>2,246</b>	<b>3,755</b>	<b>4,455</b>	<b>3,321</b>	<b>13,777</b>

Source: Waverley Borough Council Household Survey 2007

- The Council introduced a new 'Allocation Scheme'<sup>18</sup> in January 2007. Under this policy, a high priority is awarded to a housing transfer application from small household under-occupying family sized Council or Housing Association homes. Priority is also given to transfer applications where the home cannot be adapted to allow that householder to stay put. The Council also has a transfer grant scheme, which helps cover the costs of moving. It currently pays a Council tenant £1,000 for moving out of a 2-bedroom family sized property and £1,200 for moving from a 3-bedroom home. Waverley officers will also support elderly under occupiers in bidding for suitable

<sup>15</sup> 2001 Census <http://www.statistics.gov.uk/census2001/census2001.asp>

<sup>16</sup> Department for Communities and Local Government (2008) [Lifetime Homes; Lifetime Neighbourhoods Lifetime Homes Lifetime Neighbourhoods](#)

<sup>17</sup> Fordhams Research (2008) [Draft West Surrey Strategic Housing Market Assessment](#)

<sup>18</sup> [Waverley Allocations Scheme \(2007\)](#)

accommodation to help in the process of managing under-occupation and making best use of the Council's stock.

- For many older people, staying put is a positive choice to enjoy what they have earned and worked hard to make their own. But for others, staying put can become the only option if there are no attractive alternatives available within their community. Some people find downsizing a positive move - releasing equity and achieving a more manageable home.

#### **10 .Asset Rich And Income Poor?**

- Although most older people have already paid off their mortgage and own their home outright, we know that some of these people are 'asset rich but cash poor'. A million older homeowners across the country have more than £100,000 of housing equity, but have an income so low that they qualify for Pension Credit and other means tested benefits<sup>19</sup>.
- In these cases, people may live in poorer conditions than those in social rented accommodation because they cannot afford to maintain their property. As a result, they may be more likely to experience inadequate heating and poor insulation. This can then have implications for the demand for local authority grant, loans and assistance with adaptations and improvement services.

#### **11. Small numbers of older people are living in unsatisfactory conditions**

- Many older people are satisfied with their home, but for some, this view may be as a result of lower expectations. A third of older people in England live in non-decent or hazardous housing. The worst conditions are in the private rented sector<sup>20</sup>.
- The Council's Home Improvement Policy enables people aged 60 years or over to obtain equity release loans, which may assist households who wish to remain in their current home. These can be

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<sup>19</sup> Institute for Public Policy Research (October 2005) Housing-Rich, Income-Poor: The Potential of Housing Wealth in Old Age, by Sonia Sodha

<sup>20</sup> Department for Communities and Local Government (2008) [Lifetime Homes: Lifetime Neighbourhoods Lifetime Homes Lifetime Neighbourhoods](#)

used for major works of repair, major home improvements or to top up a Disabled Facilities Grant. The loans are provided by commercial lenders such as the Home Improvement Trust or Norwich Union, while the Council acts as the point of contact for both parties. The policy has been in operation since July 2003 and although there have been several enquiries; none has resulted in the making of an equity release loan.

## **SUPPLY OF HOUSING AND SUPPORT SERVICES FOR OLDER PEOPLE**

### **12. Building new 'accessible' homes**

- Applications for 15 or more homes (or 5 or more new homes in rural parts of Waverley) or on a piece of land 0.5 hectares and above (or 0.2 hectares and above in rural parts of Waverley) should include an element of affordable housing. This includes applications for housing for older people. The need for affordable housing to be provided on housing schemes for older people is in line with current Governmental guidance (contained in correspondence to all Local Authority Chief Executives, received March 2006) whereby "The Government sees no distinction between proposals for open market sheltered accommodation and any other open market housing in terms of assessing such schemes against affordable housing policies in the development plan. The Government therefore does not regard that development proposals for sheltered or extra care housing to be sold or let on the open market should be exempt from the need to provide an element of affordable housing."
- Future housing should take account of changes in what older people want and need. Developers and providers of new schemes will need to use guidance from **Building Our Futures: Meeting The Housing Needs of An Ageing Population**<sup>21</sup> There is now a greater importance on building all subsidised affordable housing to Lifetime Homes standard from 2011 and on developing larger properties. An extra room means that the needs of frailer older couples requiring separate

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<sup>21</sup> Intergrated Care Network (2007) [Building Our Futures: Meeting The Housing Needs of An Ageing Population](http://www.integratedcarenetwork.gov.uk)  
[www.integratedcarenetwork.gov.uk](http://www.integratedcarenetwork.gov.uk)

bedrooms for health reasons can be met. There is also greater flexibility for people who may require a carer to live with them from time to time. Larger homes make housing more functional for everyone. The Housing Service will continue to provide a view on new applications for housing for older people, in terms of local need, supply and support services.

### **13. Helping people to stay in their own home**

- Many older people live in the same kind of homes as younger people, but some want or need some extra help in the form of specialised care and support services. A range of options is available, to make it possible for people to make choices about where they live and how they are supported.
- Waverley covers 133 square miles and is the largest borough in Surrey. The spread of our towns and villages across such a wide area has implications for the way in which homes and support services are planned for and delivered.
- The Council carried out a review of its private sector Careline customers. We found about a quarter would benefit from extra help. Community alarms and Telecare services can help prevent the need for extra services and provide a valuable safety net. Waverley's Careline service provides alarm and Telecare services to over 2,000 residents throughout the widespread local community.
- Supporting People funds around 1,000 tenants in Waverley in both sheltered housing and in the community. This is relatively high, when compared to other Surrey Local Authorities. The Community Supporting People Service helps people to stay in their own home, rather than moving to sheltered housing. This also delivers savings for the Supporting People programme.
- Waverley's Choice Based Lettings system<sup>22</sup> has been designed to be easy to use. Properties are clearly labelled, so people needing specific adaptations and types of properties can find them quicker and bid for

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<sup>22</sup> Waverley Homechoice

the ones that will best meet their needs. Ways to use the service include telephone bidding, a newsletter, leaflets, through our website and providing extra help for those who need help. Waverley staff will bid on behalf of people who are unable to manage the system.

#### **14. Providing home improvement and repair services**

- The introduction of the Regulatory Reform (Housing Assistance) Order 2002 brought the Renovation Grant Scheme to an end and gives responsibility for maintaining privately owned property to the homeowner. The Act allowed each local authority to introduce its own form of assistance. Waverley Borough Council introduced a new policy targeted towards assisting the elderly, disabled and low-income households<sup>23</sup>.
- The Waverley Home Improvement Agency is planned to merge with Guildford Borough Council's scheme to provide a more efficient and effective service across south-west Surrey. It is a service that helps homeowners make their homes more suitable and comfortable. This is achieved by giving advice and practical help with repairs and improvements and applying for funding to pay for the works. The service is for people who own or privately rent their home and so have responsibility to pay for repairs and improvements, but who would find it difficult to arrange this themselves. The service also helps clients to claim benefits they are entitled to, such as Attendance Allowance.
- The Age Concern Waverley<sup>24</sup> carries out small repairs and minor adaptations for people over 60. The service is prompt, reliable, and affordable. Age Concern Waverley also runs a gardening service that uses approved gardeners. Elderly homeowners and tenants can use this service for a fixed hourly rate.
- Registered Social Landlords will do minor adaptations to their properties (costing under £500) that allow tenants to remain in their homes.

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<sup>23</sup> The policy also takes into account the Home Energy Conservation Act (HECA) Strategy, Local Agenda 21, Crime and Disorder Strategy and Government Guidance on Housing Renewal

<sup>24</sup> [Age Concern](#)

## 15. Adapting existing homes

- A mandatory Disabled Facilities Grant is available to homeowners and tenants<sup>25</sup> to cover the cost of any works required to meet the needs of a disabled person<sup>26</sup>. Discretionary grants (e.g. to provide facilities for employment at home) are no longer available. In 2008/09, 41 Disabled Facilities Grants were provided at a cost of £332,000.
- The Council, as a landlord, spent £687,729 on 455 adaptations on its own properties in 2007/8. In 2008/09, the Council invested £580,799 carrying out 106 major adaptations; 391 minor adaptations; and 2 extensions. These adaptations ranged from grab rails to stair lifts, shower-rooms and extensions. They have been installed to help tenants get in and around their homes. It should be noted that not all of this work related to older people, but many older people, as they become frail, do require aids and adaptations to their homes.

## 16. An Over Supply of traditional sheltered subsidised affordable housing?

- Subsidised affordable sheltered housing in Waverley is owned and managed by Waverley Borough Council, Registered Social Landlords and charitable trusts.
- The expectations of people moving into their older age now are very different from those of the generation before. Many traditional housing schemes built in the 60's, 70's and 80's are in the form of bedsits, which are no longer attractive to older people. Research acknowledges most people want and expect more space in which to live, to store treasured possessions and for carers or relatives to stay.
- The Supporting People and the South West Surrey Extra Care Strategy Group carried out a mapping exercise into the demands placed on sheltered housing stock held in the Borough. This revealed an oversupply of traditional sheltered housing in the area. The Surrey

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<sup>25</sup> Not available to Waverley Borough Council tenants

<sup>26</sup> The eligible works are listed under Section 23 of the Housing Grants, Construction and Regeneration Act 1996 and includes works to provide access to and from the dwelling, to the principal family room, bedroom, bathroom, w.c. and kitchen and to assist in the use of facilities by the disabled person. The maximum cost of works under the grant is £25,000.00 and the grants are means tested

Supporting People Five Year Strategy (2004-2009)<sup>27</sup> will redirect some of the funds, which would have been spent on traditional sheltered housing towards Extra Care services, Telecare services and outreach services. Over the last 3 years, the number of sheltered units for older people in Surrey has decreased by 23%<sup>28</sup>

- o The Council's 'Very Sheltered' Housing Service, aimed at frail elderly people, has always provided a higher level of service than other 'traditional' Sheltered Housing schemes in Surrey. It is worth noting that Waverley's age profile and frailty of residents in sheltered housing is relatively high because of the support provided and the way we can secure care services on site. Waverley intends to keep under regular review its nine sheltered housing schemes in order to monitor that they are meeting local housing needs and can remain viable in both revenue and capital terms.
- o In the last few years, the two sheltered housing schemes owned by the Council, which were the most expensive to run but had the lowest demand have been decommissioned. The sites of both schemes are being used for new affordable housing. All new homes will be for affordable housing with some designated for older people. We are working with our Housing Association partners who are experiencing problems filling vacancies at their sheltered housing schemes. Anchor Housing Trust decommissioned a scheme in summer 2009 and planning to replace with an exemplar sheltered housing scheme fit for the twenty-first century.

#### **17. Private Retirement Housing**

- o Waverley has a number of private retirement schemes, which are provided by commercial companies. The majority of these schemes are purpose built flats, which are sold on the open market (usually on a leasehold basis), although some may be available for rental from a private landlord.

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<sup>27</sup> [Surrey Supporting People Strategy 2004-9](#)

<sup>28</sup> [Surrey Supporting People Team \(2007\) A Strategic Review of Supporting People Services for Older People in Surrey www.surreysp.org.uk](#)



- o These schemes usually provide self-contained accommodation, with some communal facilities, warden assistance and links to an emergency alarm system.

#### **18. Residential and nursing care**

- o Surrey County Council funds Residential Care placements for Waverley residents in the independent sector and in their own in house schemes. For the public purse, the use of residential or nursing homes is a relatively expensive option.
- o 97 Waverley residents are currently funded in the independent sector. 96 Waverley residents are currently funded in Surrey County Council Residential Care Homes at Cobgate (Farnham) and Longfield (Cranleigh). 137 Waverley residents are currently living in nursing care, funded by Surrey County Council. The County Council does not own any Nursing Home schemes.

#### **19. Extra Care**

- o Extra care sheltered housing is very sheltered housing, for frail elderly people and is a national, council and local priority. It is estimated that by 2010, 278 units of extra care will be required in Waverley. This will increase to 294 in 2015 and 312 by 2020<sup>29</sup>
- o Extra Care facilities have been developed at two existing Council sheltered schemes, in order to meet the needs of frail elderly people. 24-hour care is available on site from Surrey County Council staff. The County Council is now moving to expand this approach further into other existing sheltered housing scheme.
- o Extra care can be created through build new homes. The South West Surrey Extra Care Group look at new proposals, in order to assess whether they meet 'extra care' standards and whether new schemes will go towards meeting local need.
- o Extra Care schemes are usually a mix of owner occupation, leasehold and affordable units. It provides housing related support services, to a

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<sup>29</sup> South West Surrey Extra Care Group (2005) Extra Care Housing Strategy for South West Surrey Extra Care Housing Strategy

range of people across incomes and circumstances. Cross subsidizing between open market and affordable units can reduce the amount of grant required.

## 20. Conclusion

- o Demographic changes and different expectations about housing and support services require the Council and our partners to look at our services and whether they still meet needs. As a provider of sheltered housing services, the Council will continue to monitor demand for our schemes and take action when required. We will also continue working to make all of our housing advice and home choice services as accessible as possible. We will go on working with our Registered Social Landlord partners who are looking at their own schemes in Waverley and whether they need to adapt to meet changing needs and expectations.

## Part 5 A PLAN FOR ACTION

Action Point	Action	Service Aim/ Priority	Resources	Monitoring	Lead Officer	Timescale
1	Monitor supply and demand of housing for older people through Choice Based Lettings	Continuing to reduce and prevent homelessness	Within existing staff resources	Monthly Housing Management Team meetings	o Housing Needs Manager	April 2009 April 2010 April 2011
2	Work with our partners in assessing need, demand, capacity and viability for the development of Extra Care Schemes	Working with disadvantaged and vulnerable people	Within existing staff resources	Bi Monthly Project meetings	o Head of Housing Planning Policy and Design Team	Ongoing
3	Improve information and advice about housing and support services for older people	Informed choices enable older people to remain at home with Telecare and support.	Within existing staff resources	Monthly Housing Management Team meetings	o Sheltered Services Manager o Housing Needs Manager	June 2010
4	Requirement for contribution towards subsidised affordable housing to be made on new developments of housing for older people	Good quality, subsidised affordable housing	Within existing staff resources	Monthly housing/ planning meetings	o Principal Planner	Jan 2012
5	Housing provide view on new applications for housing for older people	Working with disadvantaged and vulnerable people	Within existing staff resources	Monthly Housing Management Team meetings	o Housing Strategy and Enabling Manager	Ongoing, upon receipt of new applications
6	Survey older tenants currently under occupying Council properties about what would give them the incentive to move	Good quality, subsidised affordable housing	Within existing staff resources	Monthly Housing Management Team meetings	o Housing Needs Manager	October 2010

Action Point	Action	Service Aim/ Priority	Resources	Monitoring	Lead Officer	Timescale
7	Continue to monitor lettings in WBC sheltered housing stock	Good quality, subsidised affordable housing	Within existing staff resources	Monthly Housing Management Team meetings	<ul style="list-style-type: none"> <li>o Sheltered Services Manager</li> </ul>	April 2009 April 2010 April 2011
8	Undertake scheme by scheme estimate of future investment needs in Council sheltered housing schemes	Managing Council Housing Well and Value for Money	Within existing staff resources	Through Asset Management Team	<ul style="list-style-type: none"> <li>o Asset Manager/ Sheltered Housing Manager</li> </ul>	Jan 2011 - 1 scheme per month
9	Explore development potential of schemes identified as 'at risk' by Sheltered Housing Matrix <sup>30</sup>	Ensuring our activities are customer focussed and provide good value for money	Within existing staff resources	Monthly Strategic Sites meeting with Planning	<ul style="list-style-type: none"> <li>o Head of Housing</li> <li>o Head of Planning</li> <li>o Council's Property Manager</li> </ul>	Monthly meetings.
10	Provide an Extra Care Housing Strategy Group view on new planning applications for extra care housing	Working with disadvantaged and vulnerable people	Within existing staff resources	Monthly Housing Management Team meetings	<ul style="list-style-type: none"> <li>o Sheltered Services Manager</li> <li>o Head of Housing</li> </ul>	Ongoing, upon receipt of new applications
11	Review standards required on new developments, so as to build adaptable 'homes for life'	Meeting Decent Homes Standards for all tenures  Working with disadvantaged and vulnerable people	Within existing staff resources	Quarterly RSL forum	<ul style="list-style-type: none"> <li>o Housing Strategy and Enabling Manager</li> </ul>	All new affordable housing in Waverley built to Lifetime Homes Standard by 2011
12	Work with RSL's who are exploring options for the future of their housing schemes for older people in Waverley	Good quality, subsidised affordable housing	Within existing staff resources	Ongoing liaison	<ul style="list-style-type: none"> <li>o Housing Strategy and Enabling Manager</li> </ul>	April 2011

<sup>30</sup> Contained in Waverley Sheltered Housing Strategy 2008-11