



IPSWICH HOUSING STRATEGY
2019 - 2024 **APPENDIX 7**

OLDER PERSONS HOUSING REVIEW

Summary

The council owns and manages 15 sheltered housing schemes within the Borough, providing 556 units of accommodation. In addition there are 2,575 tenants over the age of 60 years living in our 7,500 general needs properties.

The Older Persons Housing Review (OPHR) examines how we deliver services to older IBC tenants living in sheltered and general needs housing to ensure that we are meeting their needs and making the best use of the housing stock and resources.

The objectives of the OPHR are:

- To undertake a review of the council's sheltered housing, both in terms of asset management and service provision.
- To promote and sustain the independence and health and wellbeing of council tenant households through a range of programmes and measures.
- To improve cohesive service delivery for older council tenants, working in collaboration with health, social care and voluntary sector.

The OPHR will align to the Council Corporate Plan by:

- Working with partners to develop more efficient and effective approaches to independent living for older people, reducing hospital admissions, delayed transfers of care and care requirements;
- Enabling Ipswich to be a Dementia Friendly Town;
- Working in partnership with Ipswich Hospital and the Ipswich and East Suffolk Clinical Commissioning Group (CCG) to identify the health needs and outcomes of tenants.
- Reviewing our sheltered housing provision.

To understand the needs of our IBC older tenants, the OPHR includes an evidence base comprising of data obtained from national, local and IBC sources. Primary evidence has also been collated from a survey sent to all IBC tenants. Key data and the survey responses are included further within this Appendix.

The OPHR is ongoing. The evidence base will continue to evolve and recommendations will be identified. To date the following recommendations have been made:

- Evaluate how successfully the current IBC model of sheltered

housing is meeting the needs of IBC sheltered tenants to assess how the IBC sheltered offer can be developed further

- Explore programmes and measures that will help IBC ageing general needs tenants sustain their independence and health and well being
- Explore the use of Assistive Technology to enable independent living for our ageing tenants in both IBC sheltered housing and general needs accommodation.
- Develop a multi-agency approach for the provision of specialist older persons housing

National Context

High quality accessible housing for older people is known to enable independence, promote good health and reduce costs to the NHS and Social Care. (*Laying the Foundations: A Housing Strategy for England*). Further benefits include:

- Increased mobility of older residents, including releasing family sized under-occupied dwellings
- Reduction in overall costs of residential care
- Prevention of falls and ill health resulting from poor accessibility or unsuitable housing, including mental health and social isolation.
- Reduced demand on adaptation spend on inaccessible and often under-occupied accommodation.

The Government's Green Paper - Housing for Older People 2018; states that like any other age group, older people are diverse and their housing needs and options are similarly varied, reflecting their age, tenure, geographical location, income, equity, health and individual preferences. The Green Paper proposes a national strategy (date to be announced) on housing for older people. The councils housing strategy and the OPHR will place the council in a strong position to respond to the national strategy when published.

The Government has also recognised the need to integrate housing services with health and social care services because of the public health consequences of unsuitable housing. Whilst this has been embraced at a local strategic level through the Suffolk Housing and Health Charter, further progress needs to be achieved at an operational level. The Care Act 2014 requires local authorities to ensure there is a range of providers offering choice of quality care services. Local authorities are expected to integrate care and support functions with those provided by the NHS and other health related services, such as housing.

Drivers

There are a number of national and local drivers for the undertaking of the OPHR at this time:

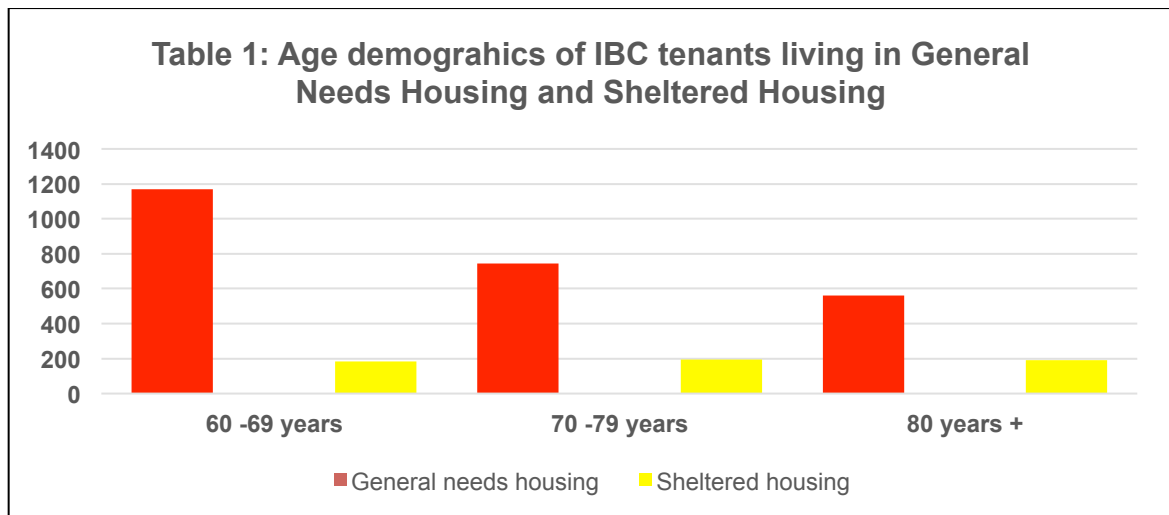
- Increasing older population.
- Lack of suitable smaller general needs housing, resulting in people with no need for sheltered housing moving in because it is their only chance of re- housing. This in turn results in neighbour disputes due to conflicting lifestyles.
- National and local health and social care policy has shifted towards delivering care in peoples own homes. The goal is to support people to live independently for longer and thereby reduce reliance on residential care and nursing homes and minimise hospital admissions.
- Advances in the capability and availability of assistive technology to enable people to remain living in their homes for longer.
- Creating a shared vision for the future provision of older persons housing in Ipswich in collaboration with Suffolk County Council and other providers.
- The need to update the overall IBC service offer in IBC sheltered housing in response to these drivers and good practice guide

Evidence Base

The evidence base includes the following:

The population of Ipswich is 135,000 inhabiting 60,800 homes of which 7,500 (13.2%) are council owned and managed properties, including 556 sheltered housing properties. Within the general needs properties there are 2,575 people over 60 years of age, with 1,153 being over the age of 75.

The age demographics of those living in general needs housing and sheltered housing is illustrated:



- Nationally and locally people are living longer. In Ipswich we are projected to see a 60% increase in those aged 75- 84 years from 2014 -2039 and a 66.7% increase in those over the age of 85 + years in the same period.(Gov.UK: *Household projections by age and district, England 2014- 2039*).
- Whilst there is a demand for sheltered housing at present, with an average occupancy rate of 99.25%, in the medium to long term (5-20 years) data from Ipswich and Waveney Market Areas-Strategic Housing Market Assessment 2017(SHMA) suggests that there may be a surplus of sheltered housing given the changes in patterns of demand and expectations
- Sheltered housing provides an independent living environment for tenants over 60 years of age. Across all tenures there are currently 55 schemes offering older people specialist housing in Ipswich, which includes sheltered housing, very sheltered and housing with care.
- The Council owns and manages 15 sheltered housing schemes, providing 556 dwellings across various locations in the town. The schemes offer a mixture of traditional block flatted schemes, some bungalows, two storey flats and a small number of bedsits, and were built between 1960 and 1992.
- The average age of a tenant living in IBC sheltered housing is 75 years with an average length of tenancy of 8 years.
- Analysis of IBC's sheltered housing data revealed that 30% of tenants require high level support from the scheme manager on a regular basis, due to a range of complex health and or social care issues, often requiring the invention and support from other organisations. A further 41% would require medium level of support and would need constant support should they have an episode of ill health and or hospital admission. The remaining tenants lead fully independent lives, whilst enjoying the security of living in sheltered housing.
- Currently, 5% of IBC sheltered tenants have a diagnosis of dementia, and 4% have signs of early on set dementia and were awaiting assessment/diagnosis. A number of other tenants were considered to be suffering from other forms of mental illness, including depression, anxiety and psychotic conditions. Not all of these tenants would have support from external agencies.

IBC Tenants Housing Survey

Primary research has been undertaken in the form of a survey of general needs tenants aged over 60. The survey was sent to 2,575 tenants in 2018 to

ascertain their housing support needs and information about their current accommodation.

824 surveys were returned with the vast majority via the post, giving an overall response rate of 32%. A very small amount were completed on line. To achieve a confidence level of 10% for a survey of this size, a response of 330 was required. Not all respondents answered all the questions.

The results of the survey reflect the number of respondents' per question rather than the survey overall. In order to try and estimate tenants needs the survey results have been extrapolated to give a projected forecast against the 2,575 surveys sent out.

281(37.1%) responses were received from tenants aged 60 to 69 years, 274 (36.1%) from those aged 70 to 80 years and 202 (26.6%) responses from those aged 80+ years.

The survey asked a range of questions under three main headings;

- *About your accommodation;*
- *About your care and support needs*
- *About You.*

We have been able to analyse the data, to help us to understand the issues tenants' are experiencing with their home/neighbourhood together with how we can meet tenants' needs and how that can help model future services.

About your accommodation

- A large proportion of tenants surveyed (59%) do not wish to move, for a variety of reasons: it is the family home; they do wish to give up their garden; and they have pets.
- 6.2% of tenants would like to move as soon as possible. 2.8%, within a year and 6.8% within the next three years. The reasons given include: current home was too big for their needs and too expensive to run, to move to a safer area, to be part of a better neighbourhood or to be nearer to family.
- The survey tells us that 16% of tenants occupying 3 bedroomed properties or larger 2 bedroomed properties might be interested in moving if help was available with removal costs.
- Those who indicated a desire to move, indicated that the three most popular areas of the borough are; Chantry (11%) Rushmere (8%) and Whitehouse/ Whitton (7%).

- Older people may choose to remain living at home with adaptations and assistive technology products to support their housing and care needs, before seeking alternative support accommodation. Of those who responded to the survey 20.8% wish to continue living independently with adaptations, have care in their own home or remain living at home with the help of assistive technology. Only 11% said that they would consider sheltered housing.
- The survey sought to understand the number of properties that are adapted or require adaptations to suit tenants' needs. 29.3% of tenants have had adaptations to enable better internal and external access. 15.5% stated that their property required adaptations, the majority needing level access to their property, handrails/ grab rails and level access showers. 51% said that their home did not require adaptations.
- When asked '*What facilities do you need in your home?*'- 32% said ramp access to their property and or safe access to garden/ external area, 64% stated they would like some form of bathroom/toilet adaptations, 28% required handrail/ grab rails and 4% said that they would benefit from having an alarm system to summon help.

What facilities do you need in your home?

What facilities do you need in your home?	No of respondents	% of respondents	Extrapolated number
Ramp / access	79	9%	231
Hand / grab rail	65	7%	190
Bathroom / toilet adaptations	147	17%	429
Alarm system	32	4%	93
Total	323		943

About your care and support needs

- 69% of tenants said that they had a long term condition (heart condition, breathing problems, arthritis etc.) Of those, 76% said they received support from a family member whilst a further 16% said they receive support, mainly from a family member of neighbour.
- Social isolation and loneliness can impact on an older person's health and well-being. 32% of tenants said they are able to access leisure and recreational facilities in under 10 minutes from their home and 35% were able to access these between 10- 20 minutes.

- 23% of respondents said they feel socially isolated to some degree whilst 77% said they did not. The survey data highlights a correlation between those who had a long term condition and social isolation. Where the long term condition or disability has an impact on the tenants' mobility or mental health, this may be preclude them in engaging in social activities. In addition 3% said that they would need help in participating in social activities. This is illustrated in Table 6 below.

Do you feel lonely or socially isolated?

Do you feel lonely or socially isolated?	No of respondents	% of respondents	Extrapolated number
Yes	142	16%	415
No	575	65%	1,679
Do you need help to participate in social activities?			
Yes	43	5%	126
Total	760		2,219

- When asked the question '*Where do you go if you need good information or advice regarding support or housing*' 49% said family, 44% the councils housing team and 20% said Age UK Suffolk.

Where do you go if you need good information and advice regarding support or housing?

Where do you go if you need good information and advice regarding support or housing?	No of respondents	% of respondents	Extrapolated number
Family	303	34%	885
IBC housing team	268	30%	782
Age UK Suffolk	124	14%	362
Total	695		2,029

- 231(58%) respondents would not wish to move to sheltered housing. This suggests a negative perception of sheltered housing is and requires further exploration as part of the review of the sheltered housing service.

- The three main reasons why respondents would consider sheltered housing were; to receive have help and support when need it (52); to be with like-minded people (30) and to have smaller accommodation (29).

Housing related support service to general needs housing tenants

Housing related support services help people to live independently or move onto independent living. This can include people receiving support to:

- Set up and maintain their home
- Manage safety and security of their accommodation
- Maintain their health and well being
- Develop their life skills, such as cooking, cleaning and budgeting skills
- Apply for benefits
- Access other services
- Get advice and advocacy in connection with housing and tenancy matters

45 survey respondents' indicated that they would need help and support to live independently and may possibly benefit from receiving a housing related support service. This can be extrapolated out to conclude that 131 tenants living in our general needs housing have this need.

- The survey asked '*If you are not receiving support but need to*, which of the following do you need help with?' The responses are illustrated in the table below.

Areas of tenancy support

Area of Support	Survey Respondents
Claiming benefits or managing finances	15
Having someone to act on your behalf	2
Help with participating in social activities	2
Personal care	3
Establishing personal safety and security	5
Looking after your home	10
Looking after your garden	48
Preparing meals	4
Respite care	4
Help with shopping	11
Establishing personal safety and security	5

- The table demonstrates a variety of support needs. However, 69.7% of respondents said that they would not be prepared to pay for these services.

HEARS Service

The HEARS Service is managed by the Council and offers a monitoring and response service to sheltered housing tenants as well as those living in general needs/private housing within the Borough.

- Although a high a proportion of IBC tenants are aged 70 and over only 2% of all general housing tenants (age neutral) have a HEARS Alarm Unit.
- 33 (5.1%) survey respondents indicated that they have a dispersed alarm unit and 27(5.7%) indicated that they have telehealth products to support their independence and manage their long-term conditions, which in the main were diabetes and chronic obstructive pulmonary disease.
- A further 32 (14.04%) tenants said that they would like to have access to an alarm service.

5. Consultations

As part of the development of the OPHS and in particular the subsequent review of the sheltered housing service, both tenants, staff and partner organisations have been consulted.

Focus groups have been held with approximately 90 sheltered housing tenants', representing 16% of the sheltered housing service. In addition the sheltered housing service improvement panel (SIP) has also been consulted.

Focus groups with the sheltered housing scheme managers have been held to hear their views on the sheltered housing service, in terms of what works well, where the service can improve and how the service can change to respond to wider tenant support needs.

A survey has been undertaken with general needs tenants (2,575) to understand their housing and support needs, and how this may influence how services are modelled to respond to that need.

Consultation has taken place with colleagues from Suffolk County Council, Adult Services, Service Development and Commissioning, Ipswich and East Suffolk Clinical Commissioning Group, Ipswich Hospital NHS Trust and Norfolk and Suffolk NHS Trust.