



Responding to the housing  
and care crisis

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# // IMPROVING PLACES, COMMUNITIES & PEOPLES LIVES



Help reduce energy usage and cost

- Connected home technology
- In home services
- Competitive energy pricing

Improve communities

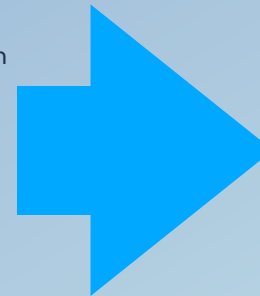
- Alleviate fuel poverty
- Community investment
- Resident engagement and education

Building a sustainable energy future

- 100% renewable electricity and gas
- Sustainable generation

Build localised solutions

- Local generation & supply
- Tailored propositions for each community

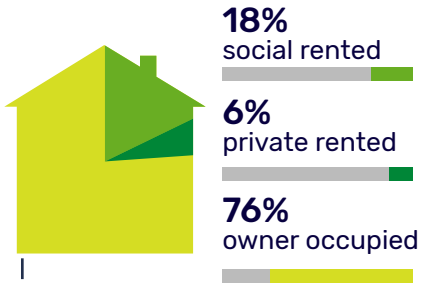


Improving the lives of communities and customers

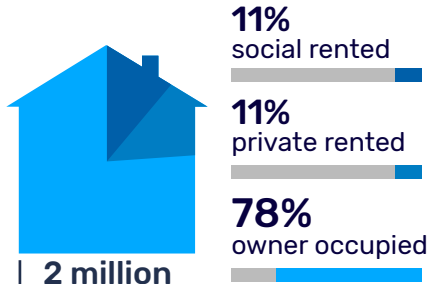


# // THE OLDER PERSONS' HOUSING MARKET

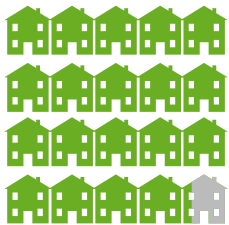
## SUPPLY AND DEMAND



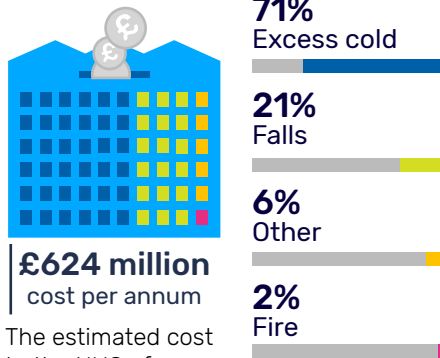
Most older people (55+) are home owners



**2 million**  
Most non-decent homes lived in by older (55+) people are owner occupied



96% of older households live in homes not designed specifically for people as they get older (55+)



**£624 million**  
cost per annum  
The estimated cost to the NHS of poor housing lived in by older (55+) people



One in three homeowners aged 55+ (32.6%) are considering or expect to consider downsizing



This figure rises to nearly one in two of all homeowners aged 55+ (48.2%) when factoring in those who have already downsized (15.6%)

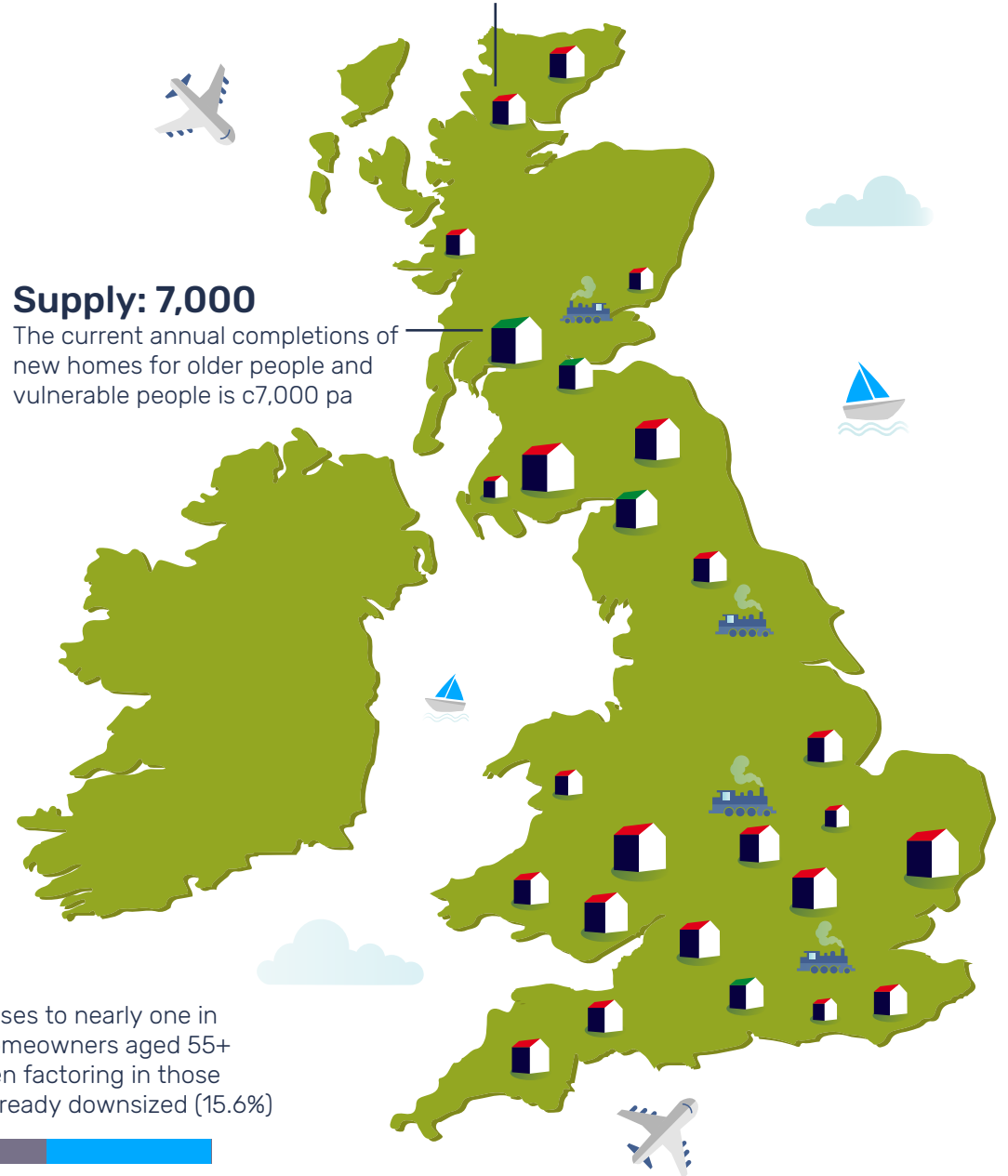


**Supply: 7,000**

The current annual completions of new homes for older people and vulnerable people is c7,000 pa

**Demand: 60,000**

To keep pace with current demand, new completions would need to be c60,000 homes pa



# // THE OLDER PERSONS' HOUSING MARKET

## CUSTOMER INSIGHT

We have gained customer insight from multiple age appropriate facilitated focus groups and analysed the market. We have listened to our audience, taken what they have said on board and implemented these findings.



Security (tenure, home and investment)



Control (lives, home and environment)



Accessibility (home and place)



Access to assistive aids and adaptations (without major upheaval or expense)



Quality engagement with like minded people, the community and professionals



Choice to remain living within their existing social network



To be close to family and friends



To have access to facilities (but not have to pay high cost for this privilege)



Services which can support them (only when they need them)



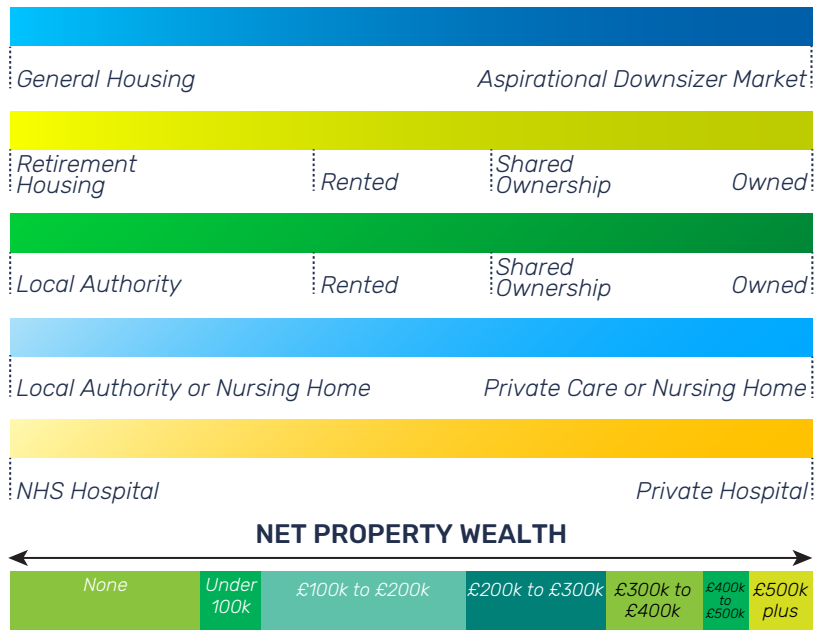
Local amenities on the door step or 5-10 minute journey away



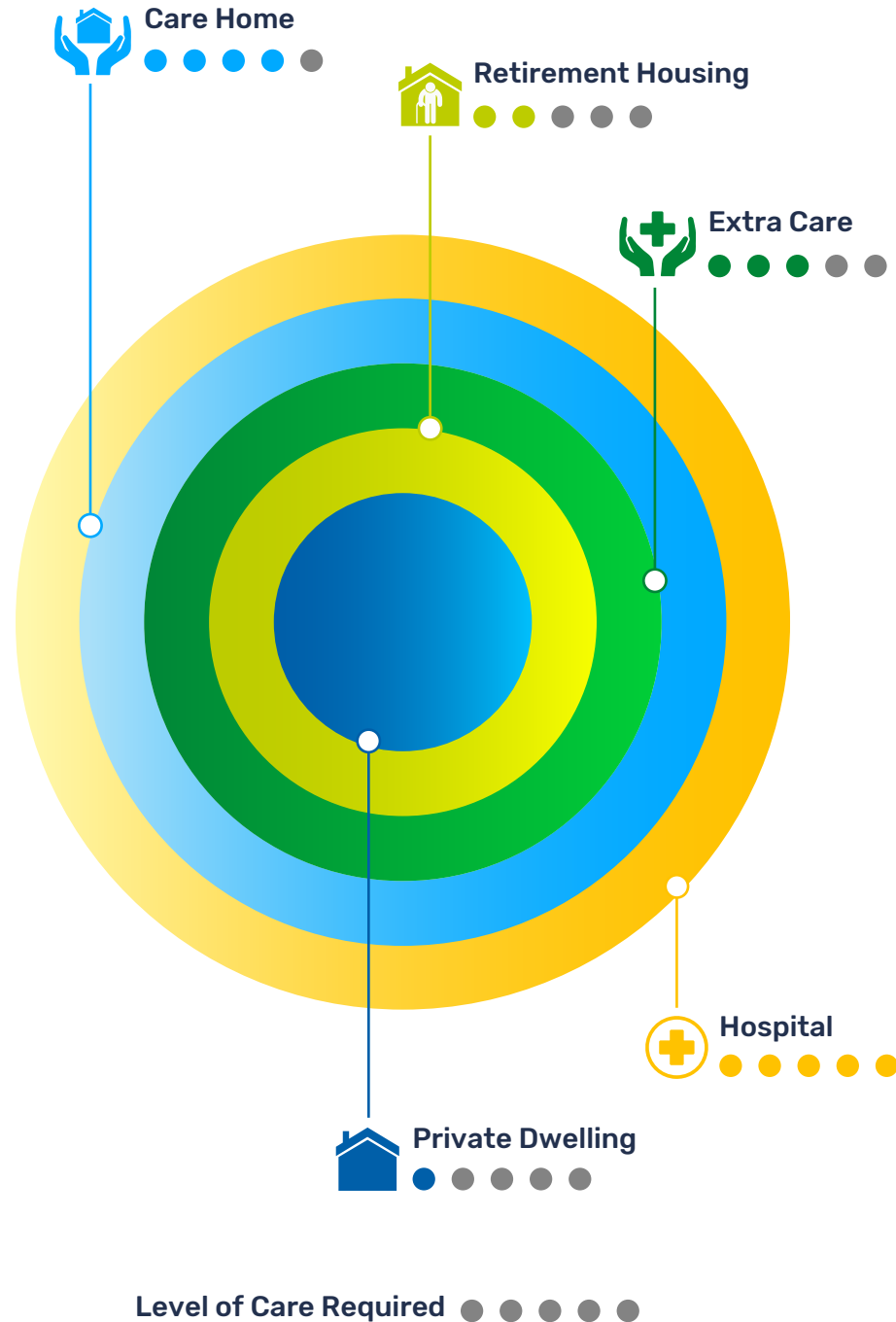
Close to transport links

# // MARKET PROPOSITION

- 01** Our retirement products are not only targeted at filling a gap in the housing market, but are very much focused on assisting to bridge an ever increasing deficit in the National Health and Social Care service, through the provision of homes and services designed and delivered with prevention and well being to the forefront of our core values.
- 02** The services on site focus on supporting people to maintain a safe and appropriately adapted home and an active and enriched life, by assisting where required with daily living tasks, to ensure people maintain their independence for as long as possible.
- 03** The service charges do NOT include any personal care, residents who require personal care will receive appropriate advice to access services to meet their personal need and this care will be delivered direct to the individual.



Engie proposition



# // THE RIGHT HOUSING OFFER FOR OLDER PEOPLE

## PLACES & COMMUNITIES



Providing homes suitable for old age, helping people to stay healthy in their own home and their chosen community, benefits the local economy.



Aspirational housing for over 55's, inspiring people to 'Right size' much sooner, Enabling people to plan for retirement and to live well.



Releasing family homes into the second hand market, promoting all age communities and a sustainable workforce for the future.



# // THE RIGHT HOUSING OFFER FOR OLDER PEOPLE

## HEALTH & SOCIAL CARE EFFICIENCIES

The average cost of an older person experiencing a fall and requiring A&E attendance is £2000.

Preventing such falls through appropriately designed housing and restricted occupation leading to incidents and ill health, could:

**save the NHS up to £10.98m per year.**

*(Source The social value of Sheltered housing Demos 2017) (Source: The economics of housing and health: the role of housing associations. The Kings Fund & New NHS Alliance (Buck, Simpson & Ross) 2016)*

The average cost of an older person having a delayed hospital discharge is £1,065.

Reducing bed blocking through appropriate housing, with on site support service to return home quickly and safely. Could:

**save the NHS up to £300m per year.**

*(Source The social value of Sheltered housing Demos 2017) (Source: The economics of housing and health: the role of housing associations. The Kings Fund & New NHS Alliance (Buck, Simpson & Ross) 2016)*

The average cost of postponing entry in to residential care by one full year is £28,020 per person.

Delaying or even negating the need for a person to move in to Institutional care homes, through the provision of accessible housing, support services and an environment that supports well being and aging well could:

**Save the NHS £28,020 per person annually, who would avoid the requirement of institutionalised care home access.**

*(Source: The economics of housing and health: the role of housing associations. The Kings Fund & New NHS Alliance (Buck, Simpson & Ross) 2016)*

Reducing dependency on health and social care services, as a result of older persons leading a healthier, more engaged lifestyle in a supported environment – with a like-minded social network, could:

**save the NHS annually up to £2.6bn**

*(Source: Valuing Retirement Housing. Exploring the Economic Effects of Specialist Housing for Older People. Strategic Society Centre (Lloyd) August 2016)*





# // THE PROPOSITION

## ' CHOICE IN RESPONSE TO CUSTOMER VOICE '

# 01

Our design philosophy is to provide Life Long homes which are designed and delivered with prevention and well being to the forefront of our core values.

# 02

Our Care Ready homes are intelligently designed and built within enabling environments to guarantee owners their home will change easily to meet any increased care need in the future. Creating a platform for a healthy, stress free and socially inclusive living experience in perpetuity.

# 03

The services on site focus on supporting people to maintain a safe and appropriately adapted home, by assisting where required with daily living tasks, to ensure people both maintain their independence and prevent a reliance on health and social care services for as long as possible.

# 04

- We do not charge exit fees
- Our leases are 999 years
- Peppercorn ground rent

We focus on value for money and our service charges cover core neighbourhood and place management services as standard to keep the standard cost low. Residents pay as they go for any additional services as they need them.



# // PURPOSE BUILT COMMUNITIES TO SUPPORT WELL BEING AND A HEALTHY LIFESTYLE



## Intelligent Design

Our flexible living styles, means that you can choose the way you want to live now and in later years.



## Virtual Concierge

Everyone deserves to feel secure so we provide our customers with their very own community concierge service at the touch of a screen.



## Community Hub

Convenience and opportunity to socialise on your doorstep. Each community hub will also respond to local need for health & well being services, shop or even a library.



## Lifestyle Manager

On site Lifestyle manager to ensure the highest level of service to maintain the estate and ensure you receive the right services for you when you need them.



## Digital Innovation

Connected home provides the latest in energy monitoring to support well being and energy efficiency. Touchpoint offers discrete health monitoring if required to prevent hospitalisation.

A service charge will cover the minimum property and estate services and on site facilities to keep cost affordable.

Services focused on supporting customers well being in their own home. Health & personal care services preventing a move into care in later life will be facilitated if the need arises.

Additional support services will be available when required such as:



Gardener



Domestic Services



Dog walking



Handy man



Window cleaning

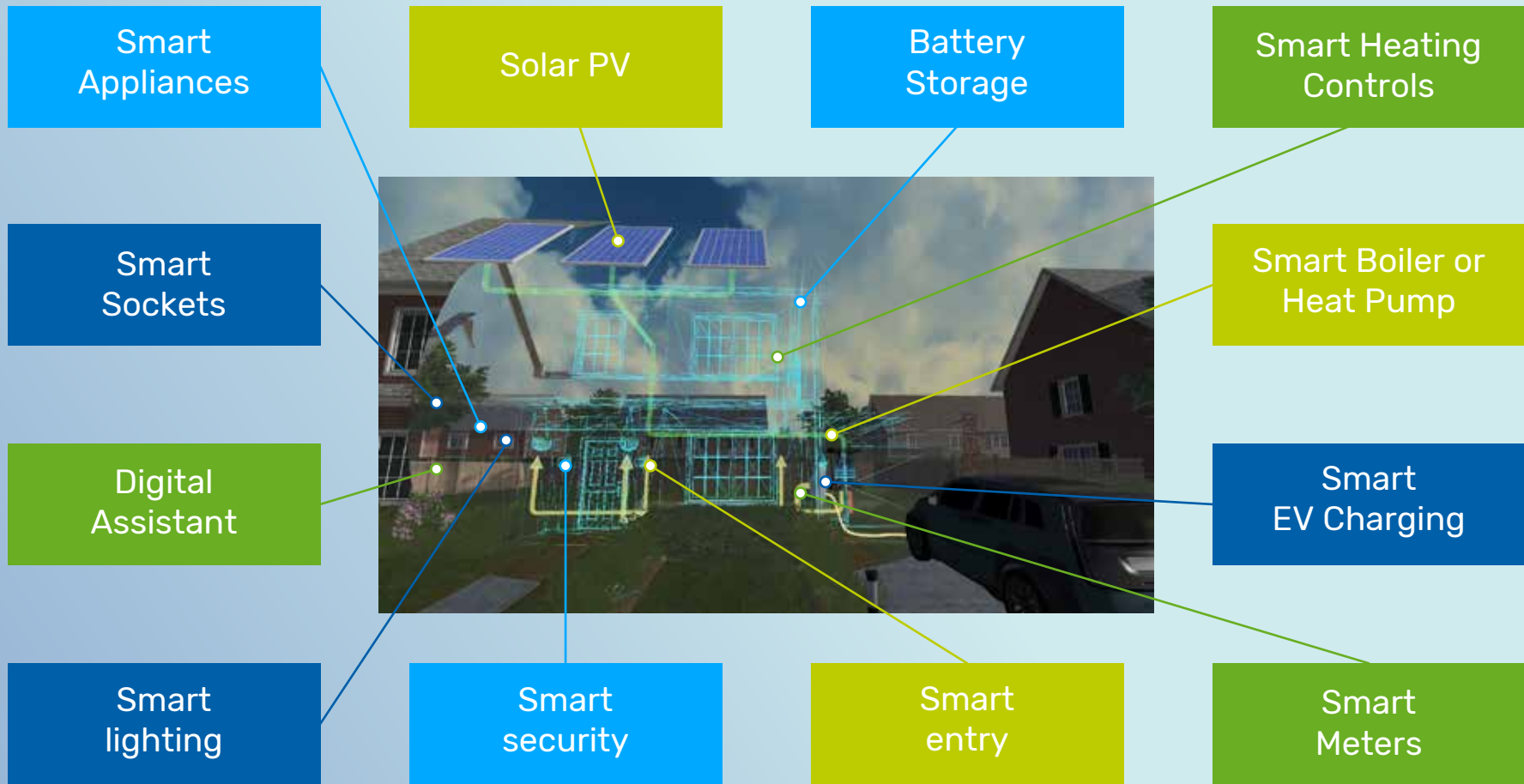


Transport

These additional services will be charged to customers on a "pay as you go" basis to ensure that customers individual needs are catered for and they only pay for services they need.



# // THE CONNECTED HOME



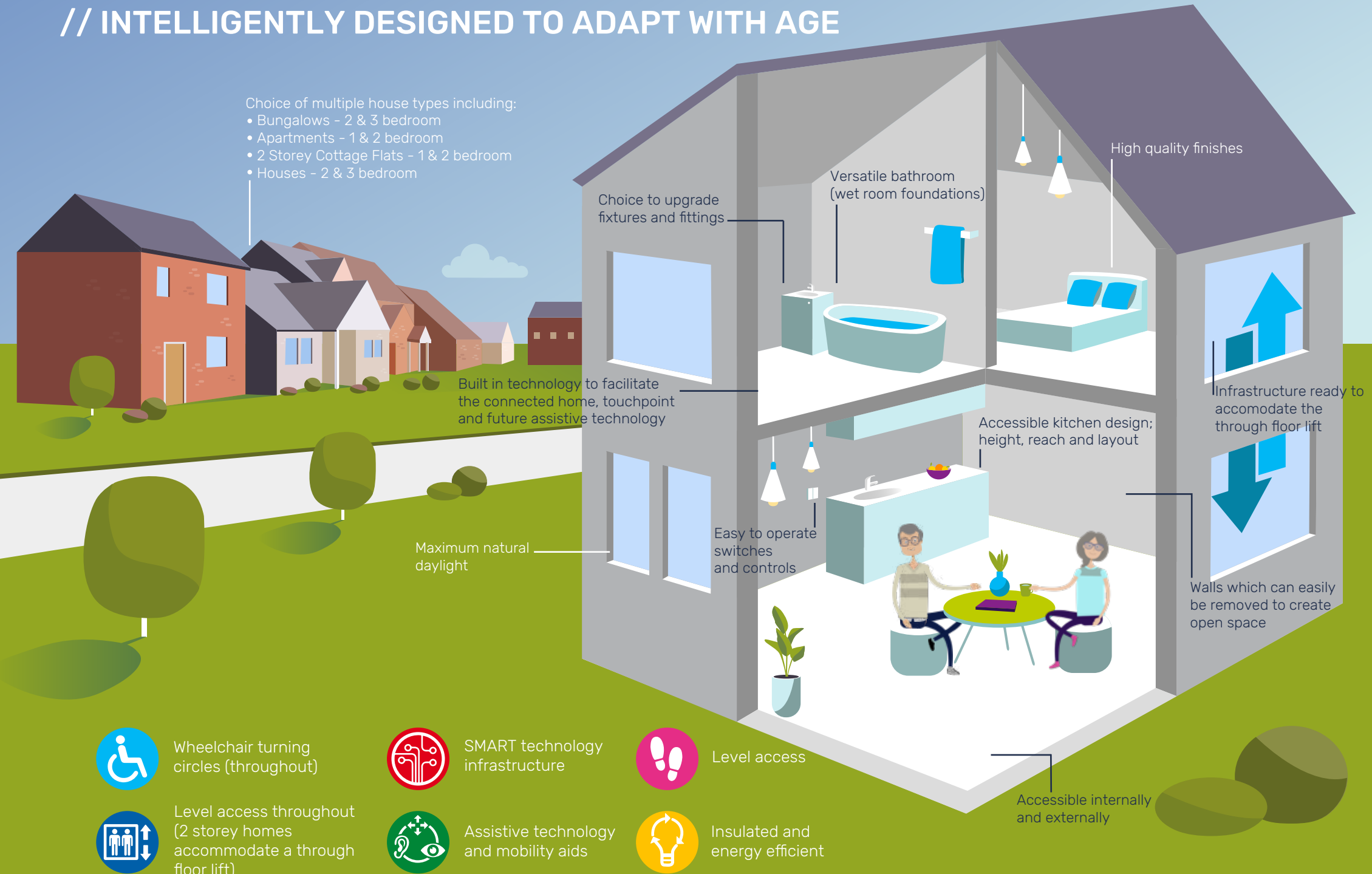
ENGIE is working to address issues such as fuel poverty and pressures on the environment through investment in digital technologies.



# // INTELLIGENTLY DESIGNED TO ADAPT WITH AGE

Choice of multiple house types including:

- Bungalows - 2 & 3 bedroom
- Apartments - 1 & 2 bedroom
- 2 Storey Cottage Flats - 1 & 2 bedroom
- Houses - 2 & 3 bedroom



Choice to upgrade fixtures and fittings

Versatile bathroom (wet room foundations)

High quality finishes

Built in technology to facilitate the connected home, touchpoint and future assistive technology

Infrastructure ready to accommodate the through floor lift

Accessible kitchen design; height, reach and layout

Maximum natural daylight

Easy to operate switches and controls

Walls which can easily be removed to create open space



Wheelchair turning circles (throughout)



SMART technology infrastructure



Level access



Level access throughout (2 storey homes accommodate a through floor lift)



Assistive technology and mobility aids



Insulated and energy efficient

Accessible internally and externally

# // A RANGE OF OPTIONAL EXTRAS

CUSTOMISE ON PURCHASE OR RETROFIT AT A LATER STAGE



## Technology Pack ▶



Electronic and remote door entry, visual and vocal recognition of visitors



Response call system connected to 24hr service via an intercom system



Flood monitor for assisting memory loss, preventing damage or danger



Movement sensors to identify intruders, personal changes in mobility or wandering



Intruder alarm connected to security services if requested when away from home



Assistive technology to support health and wellbeing. Control lights and more. Monitor vital statistics and connect to health services



Echo (Alexa) linked via Wi-Fi to Amazon Prime

Our homes are all built with a range of hidden design features which take care of what the future might bring, so that residents can get on with enjoying life to the full. It is a home they can confidently be assured will grow with them and adapt to their needs.

Our optional features can be easily installed in the future at a reduced cost and disruption or alternatively be part of the home straight away. Our homes are designed and constructed with anchor points and wiring to support future adaptation. Our homes are energy efficient and have built in connected home technology to enable future innovation.

## Accessibility Pack ▶



Wheelchair access to upper floors via a discreet through floor platform lift or stair lift



Hand rails and frames



Adjustable height kitchen units



Replacement toilet appropriate to height



Wet room (via removing the bath)

## Luxury Pack ▶



Choice of upgraded fixtures and fittings i.e. kitchens, bathrooms, carpets and more

## Retrofit Pack ▶



Floor plans showing all anchor points for any accessory adaptations at a later date



# // CUSTOMER PREFERRED LOCATIONS

**Our exclusive homes and communities are designed to fit within both an urban and rural vernacular.**

We have developed a suite of different house types to sit seamlessly into and alongside existing communities of various settings and local economy.

## What we need from a location to invest:

People aged 55 and over living in family homes within a 1 and 10 mile radius



Level topography (on site essential, locally preferred)



Local amenities close by (within a 5-10 min drive)



Public transport (accessible by foot or shuttle bus)



Other amenities (hair salon/dentist etc.) close by



Leisure amenities (accessible to use and close by)



Outdoor lifestyle opportunities close by: dog walks, golf, nature reserve etc.



Doctor/Health Centre close by (in the village/town)



Town/Village Centre (prefer 5 min walk, but drive ok)

Where there are a lack of local amenities including health services or other public services our community hub can provide new facilities which will support the whole community to access well being services.

Our vision is to support a sustainable future in the locations we operate and to provide wider benefit to the local economy.

Our services will be available to people living in the wider community to support people in their own homes



# // OUR FIRST AGE EXCLUSIVE DEVELOPMENT

IN PARTNERSHIP WITH A PRIVATE LANDOWNER AND SUPPORTED BY THE COUNCIL AND HCA



## Waterton Green Walton, Wakefield



129 homes over a 9 acre mix of apartments, houses and bungalows in an attractive landscaped setting alongside a golf course and country park. Start on site; Winter 2017.



The design provides an environment which focuses on maximising resident and visitor well being



Level access and outdoor seating provided throughout the site to support daily exercise



Ease of access to public transport and local amenities



The community Hub located close to the entrance will provide facilities and services to support ageing well across the wider community



Recreational space for enjoying and allotments for the keen garden



Connectivity to the local community and social networks inc; golf club, health club & spa at the hotel providers of independent services

# // PIPELINE

## Being Delivered

 Walton, Wakefield

Multiple sites are being appraised across all our regional operating areas.



Our regional operating units cover England Scotland and Wales. We are looking for opportunities to reach into communities across the whole of the UK over time.





# // COMPLIMENTARY SERVICES



## **Communities**

Complete infrastructure capability including energy, regeneration, facilities and public service management

## **Health Services**

Incorporating community based clinical services and providing efficiencies through extensive design, build, management, energy and finance solutions

## **Extra Care**

Specialist housing with access to 24/7 care and support on site for older and vulnerable people to retain their own front door

## **PRS**

Investment partnerships to provide market rent housing across towns and cities

## **Dementia Care**

Specifically designed and managed accommodation and service to support people living with dementia

## **Digital Technology**

To support people outside of hospital beds to prevent admission or support rehabilitation

# // MEET OUR SPECIALIST TEAM

OUR SPECIALISTS LEADING THIS BUSINESS CAN BE CONTACTED FOR A MORE DETAILED DISCUSSION...



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# // ABOUT ENGIE

ENGIE is focused on three key activities: energy, services and regeneration.

We combine these capabilities for the benefit of individuals, businesses and communities throughout the UK. ENGIE enables customers to embrace a lower carbon, more efficient and increasingly digital world. To do this, we go beyond traditional energy supply and facilities management.

Our customers benefit from our energy efficient and smart building solutions, the provision of effective and innovative services, the transformation of neighbourhoods through regeneration projects, and the supply of reliable, flexible and renewable energy.

As part of our regeneration offer, we have over 25 years' experience in delivering accommodation for older and vulnerable people in partnership with local authorities and registered providers. We provide large scale regeneration through PFI and PPP relationships covering design, new build, refurbishment, structured facilities management and well being services.



**17,000**  
ENGIE employees  
in the UK



**25mm<sup>2</sup>**  
of space  
managed



**1,100**  
homes built pa



**350,000+**  
homes made  
warmer



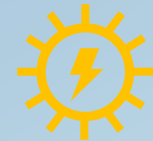
**2,000**  
projects managed  
to each year



**250**  
schools revitalised



**£150m+**  
investment secured  
to tackle fuel  
poverty



**4 GW**  
of power  
generation  
capacity



**£1bn**  
secured order book



**35**  
healthcare sites



**£2.8bn**  
Turnover



**27,000**  
customer sites



# // ENGIE PROVIDES CANVAS LIFESTYLE

Health care, social care, housing and energy all carefully considered - creating a strategy for older people using “joined up thinking”!





