



Living well in the South East planning homes and services for our lifetime

Conference report Spring 2010

In March 2009, the South East Regional Forum on Ageing sponsored a conference entitled *'2015: Creating a Region fit for its Older Population'*. One of the key themes which came out during the course of that day was the importance of housing for older people. Subsequently, both the South East Housing and Regeneration Board and the South East England Partnership Board have considered further policy papers looking at how the region needs to respond to the challenges presented by demographic change. And, most recently a SE Parliamentary Inquiry was held into housing issues in early 2010 publishing its first report in April 2010.

The conference and now this report are very timely and build on past work, highlighting a range of views and issues about housing in the South East that we need to consider and act on. Gathering views was a key aim of this conference, producing the key messages in the report. We hope this will enthuse and encourage people to consider these messages and commit to take action that will help to make a difference in their own lives, through their networks and in organisations.

Since this report was written a new coalition government has taken office and the shape of future policy is just emerging. Proposals include returning decision making powers on housing and planning to local councils and a radical reform of the planning system to give people more ability to shape their neighbourhoods (Conservative Publication: Open Source Planning). However, both nationally and locally, there is a need to address as a high priority the future of housing in the South East and particularly in respect of an ageing population.



Conference Chair
Cllr. Elizabeth Cartwright

About this report

This report is a summary of the South East region housing conference 'Living well in the SE-Planning homes and services for our lifetime', held on 25th March 2010. The conference was an important initiative sponsored by the South East Regional Forum on Ageing (SERFA) with partner organisations. The event brought together representatives of older people's forums and carers groups with a range of professionals involved in housing from across the South East region of England.

Its aim was to build on previous work undertaken in the region by SERFA and the Regional Housing Board (now the Housing and Regeneration Board). The conference offered an opportunity for older people and organisations interested in improving our homes and enabling independence in later life to come together, share ideas and take forward learning from the event that will help to shape the future in our localities and the South East of England.

The report focuses on key messages and highlights improving housing for older people in the region, over the coming years.

What next?

The SE Regional Forum on Ageing (SERFA) has identified housing as one of its action plan priorities. SERFA will be using the outcomes of the day to help inform and influence the debate and planning for the future of housing for older people in the region. We will ensure that this report is widely circulated and brought to the attention of a broad range of stakeholders locally and regionally, to help develop the ideas presented here. Above all, we want the conference and its messages to have an impact and make a difference.



Summary

The population of the South East region is ageing rapidly. Over 1/3rd of people are over 50 (almost 3 million people). It is estimated that 1 million more households will be over 65 by 2031 and over 200,000 people will be over 85.¹

Currently over 90% of people over the age of 65 and about 80% of those people aged over 80 years old live in their own homes.

Good housing enables people to stay connected with their local communities and promotes 'active ageing'. Poor housing for too many older people contributes to loss of independence, poorer quality of life, health problems and excess mortality.

Plan to deliver greater housing choice

We must plan for demographic change. There is both an opportunity and a challenge to develop a wider range of local housing choices for older people, to enable them to remain independent in their own homes and communities.

The older population structure in the region will be more complex than previously, with a wider array of family arrangements and ethnic and cultural mixes which needs to be taken into account by the housing market.

Specialist housing and support

There is need for a wider range of more specialist housing and support options, to enable those with dementia and other long term conditions with care needs to continue to live in their communities or remain in their own homes.

Locality planning for a lifetime

Neighbourhoods need to be designed to create inclusive places to live for all ages. This includes the application of inclusive design standards, 'age friendly' cities and towns, alongside addressing the needs of those living in the many rural areas in the region.

Transport continues to be a major issue impacting on the quality of later life.

Effective involvement

The 'voice' of older people needs to be heard: for those living in residential care settings and those who are harder to reach, as well as those living in their own homes.

Key messages

Improving the Choice of Housing Options in the South East

- A full range of good quality housing should be available in localities across the region to support an ageing population. There should be a wider choice of 'ordinary' housing for rent and sale and more specialist housing to meet the growing needs of older people.
- Development of such housing choice would allow many older people living in 'under-occupied housing' to 'downsize' if they so chose, helping to alleviate some of the wider housing shortages facing the region.
- The housing market should be encouraged to provide a wider range of housing options, with better design and space standards to support a more diverse older population in future.
- Lifetime Homes Standards should be the norm for new build. Where practicable, higher housing standards, energy efficiency improvements and adaptations should be 'retrofitted' into existing homes.

Enabling Informed Choice

- Older people and their families should be able to easily access information, advice (including impartial financial advice) and sources of practical help. The philosophy underpinning information and advice services should encourage people to better plan for changing circumstances in later life, enable housing decisions to be taken at an earlier stage and seek to reduce crisis decision-making.

¹ Office of National Statistics 2008 mid-year estimates.

- More should be done to raise awareness of different housing options; the role of Home Improvement Agencies (HIAs) and other housing providers; as well as access to aids and adaptations, that support independence in the home. Such information services should not rely on the internet as the key communication channel.
- Information and advice services should co-ordinate with good referral arrangements, across local housing departments, social care, the NHS and other related services locally.
- Assistive Technology (including telemedicine and telecare systems): there is a need to promote better awareness, with both professionals and consumers, of the potential role which assistive technology can play to enable people to remain in their own homes. Design and development of assistive technology needs to be encouraged, to improve comfort, style and use by older people. Affordability remains a significant concern, although further spread and technological developments may help to bring down costs.

Addressing the Housing and Support Needs of People with Dementia and other Long Term Conditions

- A better choice and quality of housing and support options for people with dementia is needed, with more attention to enabling people to remaining at home as long as possible. This includes measures to address the needs of carers.
- There is a need to raise awareness about dementia with both the public and professionals. There should be joint training about supporting people with dementia for housing staff with other care providers. Local protocols should be agreed to ensure good communication between different agencies and rapid response when required.
- While the conference focused on living with dementia, it is important to recognise the wide range of other long term physical and mental conditions that should be considered in any comprehensive plans for an ageing population.

Locality Planning for a Lifetime

- Housing exists in neighbourhoods and communities and, as such, community-wide planning of wider infrastructure support and services, including public transport, must take better account of an ageing population, while also promoting mixed communities. The particular issues for those living in rural areas need to be given proper attention.
- Access to general amenities and services are key factors as to whether people can stay in their own homes as they age. Further integrated working between statutory services to sustain local amenities and delivery of services is to be encouraged.
- Statutory services need to be able to better demonstrate that they are taking a joined up approach locally.

Effective Involvement

- Effective involvement should acknowledge and take account of the diversity of individual needs of people in later life, ranging from those 50 plus to 100 plus, and acknowledge the wide ranging contributions older people make rather than focusing on them as a burden.
- There is strong support for more effective involvement by older people and their carers. People asked to see evidence of listening, more attention to feedback and evidence of impact. There is concern that, with increasing financial constraints, there will not be funding to ensure the sustainability of effective approaches to involvement. Firm commitments should be made to protect and develop this work.
- In particular, local planning authorities need to involve older people to ensure their requirements are taken into account, when considering planning and housing issues. Local planning authorities need to develop new approaches to respond more effectively to an ageing population.
- Sustainable Community Strategies and Local Development Frameworks (LDFs) need to recognise and respond to the changing needs of an ageing society and be based upon robust Joint Strategic Needs Assessments (JSNAs) and Strategic Housing Market Assessments (SHMAs).

Introduction

Presented below are summaries of the talks given by the keynote speakers and the main issues and messages which arose on the day from a panel discussion, audience questions and the workshop sessions. The workshops covered seven different themes:

- *Influencing the region*
- *Improving existing homes*
- *Home and place shaping-improving design*
- *Telecare-opportunities and challenges*
- *Putting People First-the role of housing and housing services*
- *Living with dementia-improving support and choices*
- *Engaging older people and developing effective information and advice on housing choices.*

See Annexe 1 for the event programme.

Individual presentations and detailed workshop outputs will be available from the SERFA website, <http://tinyurl.com/SERFA> or available in hard copy on request. See reference section for further details.



Redevelopment in Bishops Green, Newbury replacing 95 homes with 148 mixed tenure homes including 15% to Lifetime Home Standards. Completed September 2009. Courtesy of Sentinel Housing Association

Moat: New homes at Christian Fields in Gravesend, Kent. A regeneration project where 208 old houses are being replaced by 426 high quality, mixed tenure homes for existing and new residents. Courtesy of Moat Housing Association.

Strategy – developing our thinking on housing and ageing together.

Cllr. Elizabeth Cartwright and
Carl Petrokofsky.



By 2031, the current SE population of 8.24m is projected to grow by 19%

Challenges for the region include:

- *The economic situation and 50% shrinkage in private sector housing development*
- *Pressure on the South coast (except Brighton), also in Oxfordshire and Buckinghamshire*
- *Significant growth in people of pensionable age, especially on the coast but including in the north of the region and in-migration from people moving from London*

The current South East Plan has a housing target of 32,700 net additional homes p.a. from 2006-2026. This Plan says nothing specific about the needs of older people. Early planning for a new Regional Strategy for the period from 2011-2031, had started but since the conference the requirement for a Regional Strategy has been abolished by the new government. Other opportunities to consider demographic change should be encouraged and supported.

By 2031 we expect a 70% growth in single person households. Around half of these will be people over 65.

From a public health perspective, Carl described the important influence housing has on health and well-being. This includes physical and mental conditions such as respiratory diseases, infections, accidents, depression and stress.



Adapted from: Lifetime Homes/Lifetime Neighbourhoods - DCLG 2008

There are a wide range of government policies and reports relevant to later life, just a few of these include Building a Society for all Ages, Lifetime Homes, Lifetime Neighbourhoods, the Equalities Bill, the Future of Care, strategies for Carers, Dementia and end of life care and a series of reports from the Audit Commission (see reference section).

There is an ongoing need for more links between housing and health, in terms of planning this includes more housing input into JSNAs (Joint Strategic Needs Assessments) and closer links with health when producing Strategic Housing Market Assessments (SHMAs).

Some regional facts that are relevant to measures to maintain people's independence in later life include:

- 50% of people on low income are owner-occupiers
- 51% people go into a care home after hospitalisation because a return to home is not practical-to do with the condition of the home not just care needs
- There are an estimated 2-3,000 excess winter deaths in the SE region

No matter how many new homes are built over the next 20 years, this will be a relatively small proportion of the existing 3.4m households in the South East. There are an estimated 130,800 unfit dwellings in the SE, although this is fewer than the national average (3.8% of housing stock compared with 5.8% nationally). Probably around a third of older people live in unfit dwellings.

Our challenge is that the vast majority of people over 65 live in their own homes and that is where most people say they want to stay.

What workshop members told us:

Influencing the region

People felt the most important features of well designed homes and neighbourhoods include building to Lifetime Home Standards and ensuring plans for community infrastructure are included from the outset.

Home and place shaping

Well designed homes and neighbourhoods need to promote social engagement and stimulation. The location of housing designed for later life is very important and should be located in the heart of the community, but even this will not prevent isolation.

Transport continues to be identified as a vital component for well-being in later life, along with highway and pavement design and effective maintenance.

A strong message from this and other workshops is the lack of housing choice in later life. There was also a sense of stigma reported about specialist older people's housing that could make this type of housing additionally unattractive.



The Planning system was felt to be key to future improvements, both in terms of planning regulations and the strategic planning of land use at local level. Better involvement by older people on planning issues was also seen to be important.



Improving existing homes

It was felt that there needs to be a more comprehensive policy with the aim of making better use of existing homes. This includes measures to maintain housing conditions, improve homes and to adapt them. The rising costs of Disabled Facilities Grants and the long delays in many areas can be a significant barrier to maintaining independence.

CASE STUDY

Homelink, Woking Borough Council

Home Safety Checks are normally carried out by handypersons or caseworkers as part of the service offered to older or disabled people in their own homes. The service aims to raise awareness of hazards and reduce accidents or injuries in the homes of vulnerable people. The check includes crime prevention, fire safety, falls prevention, winter warmth, medicines management, food safety, gas, electricity and environmental safety. Small works can be attended to at the same time as the visit or referred on to a competent contractor to carry out. Completing the checks as part of the wider service offered by a Home Improvement Agency adds value to any home visit.¹

When thinking about how we plan for the difficult decision of whether to stay put or move on, the lack of good housing choices is a major barrier to change. People wanted to see much better support throughout the process of making a decision and undertaking any move. There was also a strong determination among some people to stay put and a great fear about contemplating any move. However, there was widespread agreement about the need for a cultural change towards planning ahead and considering possible future housing needs as we get older.

There was a widespread feeling that even if people knew about the concept of Home Improvement Agencies, few knew how to contact them or about what they offered. However, there could be opportunities to raise their profile through for example, developing housing health checks, retrofitting and energy efficiency schemes (see case study).

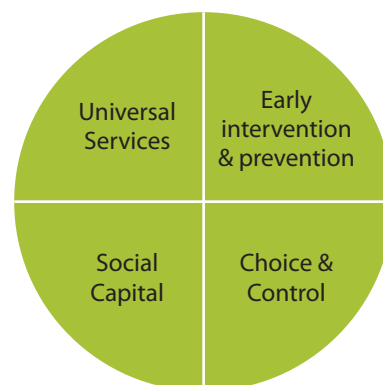
Putting People First-the role of Housing and Housing services.

Sue Hunt.

Transforming adult social care is a high profile policy that has four key elements. The aim is to provide personalised care that is not provided at the point of crisis. It is a cross public sector approach (not wholly the responsibility of social services) and where society also has a vital role to play.

Planning a person's care cannot happen without taking into account how or where they want to live.

4 elements of personalisation



¹ Home Link, Woking Borough Council, Civic Offices, Gloucester Square, Woking GU21 6YL Tel: 01483 743668

People and their carers have both choice and control over the types of services and support they receive. The underlying principle is that people should be able to remain in their own homes. Prevention means not just dealing with symptoms but getting to the root cause of the problem. Universal services are concerned with taking a much more holistic view of the services and support that will deliver what people need.

Transformation cannot be delivered from social care alone. To achieve this sort of transformation will mean working across the boundaries of social care such as housing, benefits, leisure, transport and health.

An important feature is universal access to good quality information and advice i.e. regardless of whether an individual will pay for services or whether they own their own home.

The personalisation agenda recognises the role of social capital and seeks to encourage opportunities for mutual benefit in delivering support and care. This is about social interaction at home and in a wider environment that is accessible and supportive.

The challenges of implementing this policy include breaking down the barriers between services and developing true partnership and offering a range of high quality housing solutions in a period of severe financial constraint.

As part of implementation in the SE, there are a range of specialist accommodation projects across the region looking at delivering high quality alternatives to residential care.

What workshop members told us:

Putting People First-housing and housing related services

While there seemed to be support for the principles behind Putting People First, the workshop highlighted some of the challenges in practice. People reported a lack of comprehensive choice across all tenures in housing and related services or in access to practical advice and help. Rural areas faced particular challenges in this respect and were thought to be unlikely to receive

comparable services due to the lack of economies of scale.



The integration of statutory services was reported to face considerable obstacles, particularly where there are two tier authorities (i.e. separate county and district authorities). In addition health functions are seen as even further distanced from an integrated model.

It was felt that there needs to be much better engagement of people using services and the wider community in developing thinking and implementing this policy. Older People's Forums offered a valuable resource to get information out. There should be less reliance on the internet as a communication channel (which is not an effective approach to communication for many older people).

However, to end on a positive note, the Putting People First policy has resulted in new measures to tackle isolation. Good neighbour types schemes were reported to be particularly valuable.



Developing effective information and advice services

Workshop members felt that one of the main concerns about housing in retirement is about finance – running costs and repairs, the cost of adaptations and care services, plus being able to leave money for children.

There were also concerns about the maintenance charges for retirement housing and about equity release schemes.

“Housing in retirement needs to be housing that is manageable-financially, physically and mentally

- delegate

People wanted to be able to be housed with a partner who had different needs, including residential care facilities for couples. The ability to have pets was also important, as well as efforts to prevent isolation.

Again people reported that retirement homes are too small and there was considerable concern about the housing choices in later life. People felt these choices were especially limited if you owned your own home.

Adapting older properties is likely to limit people's ability to stay put if these homes become unsuitable and cannot be made more suitable.

Looking at planning for the future some felt very strongly that they want to stay put. However, workshop members also felt that our approach should fundamentally change to move away from trying to deal with situations when there are already problems. Planning for later life should be encouraged and supported from an early stage.

People wanted easy access to good information and advice about housing choices and housing related concerns. When asked where they would go for advice most people said their local council closely followed by charitable organisations like Age Concern (now Age UK) or the Citizen's Advice Bureau (CAB) and also friends and family. Specialist sources of advice on housing related issues, such as FirstStop¹ were not well known.

Telecare-opportunities and challenges

People unanimously reported that telecare and telehealth systems were useful or very useful. The benefits include the potential to be available to all, regardless of tenure; particularly for people who are living alone or in rural areas. Workshop

members felt these systems enabled people to be independent, offering reassurance to people using them and their carers. These systems could prevent people moving to residential care, could avoid hospital admission or reduce the risks of discharging frailer or vulnerable people.

However, more could be done to improve awareness about telecare and telehealth and to counter misconceptions. Generally it was felt that many people, especially those not part of existing networks, are not aware of the benefits. Other barriers include anxiety about technology, fears about invasion of privacy and concern about receiving less 'hands-on' care as a result. There was also questions about how effective telecare devices are in practice-whether they are used or, if necessary, worn. In some cases, where people are unable to provide the names of nominated responders the service will not be provided. The most widespread concern, receiving many more comments than any other item, was about the costs involved and whether these would be affordable.

Suggested improvements include enhanced design to improve the aesthetics of the equipment and its comfort when worn, better awareness among professionals including Primary Care Trusts, follow-up contact with people using the equipment, clear and explicit information about costs and particular attention to marketing and promotion.

Living with dementia-improving support and choices.

Nigel and Stephen Appleton.

Dementia is caused by a number of illnesses causing progressive decline in multiple human functions-memory, reasoning, communication and the ability to carry out daily tasks. This can include behavioural and psychological problems. Although terminal, typically people can live for 7-12 years after diagnosis. It is estimated that only a third of people receive a formal diagnosis and often this does not happen at an early stage.

¹ First Stop is a national advice service on care, housing options, finance and rights supported by the Dept. of Communities and Local Government.

An estimated 700,000 people have dementia in the UK. In 30 years this is expected to double.

At present dementia affects approx:

- **one in fifty people aged 65-70**
- **one in twenty people aged 70-80**
- **one in five people aged 80+**

The National Dementia Strategy was published in February 2009, with £150m from the Department of Health to support implementation. From their perspective, Nigel and Stephen felt that it had been difficult to identify how the funding had been used and it had obviously been a challenge for commissioners to prioritise dementia services in the coming year, given that it had not been included as a priority in the NHS Operating Framework ¹.

Currently people with dementia receive a variable service at home and when this doesn't work, hospital and residential care are the most used options. Housing is rarely considered as part of the solution. From their perspective, Nigel and Stephen felt that, the new personalisation agenda should be treated with caution if it is based on funding available instead of need and faces a major challenge to meet the growing demand for care.

One third of people with dementia are in residential care (making up 60% of residents). Research from one Primary Care Trust showed 70-75% people going into hospital with dementia were discharged to residential care.

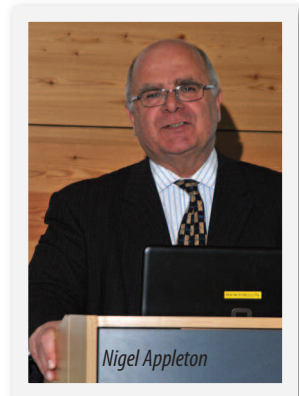
Features of a suitable environment for people with dementia include creating a "knowable environment" and also space. Sufficient space is the key to adaptation and to the ability to receive appropriate care and support.

Sheltered housing is able to support people who develop dementia, in place, but it is not good for people who arrive with more advanced symptoms. It is not considered to be a sufficiently robust model for people with dementia. Extra care is a valuable option but not a panacea for all needs in later life. Registered social landlords (who typically manage sheltered and extra care housing) are very concerned about the prospect of supporting

people with dementia. The quality of residential care needs to be improved, including more space and better engagement with the wider environment.

What workshop members told us:

Living with dementia-improving support and choices



Workshop members felt that there should be a range of housing and support choices that include specialist support in your own home. This should include homes designed to include the needs of carers. Specialist housing along with residential and nursing care options, should also be available. However, there was a mix of views about whether housing schemes should be developed specifically for people with dementia or whether integration into a wider community was more important. Remaining at home as long as possible continued to be very important, along with ensuring that carers could have opportunities for respite.

In order to improve the quality of life for people with dementia and their carers, more needs to be done to raise awareness and challenge prejudice. Acceptance, integration and stimulation for people with dementia are important aspirations to drive future improvement.

"Prejudice about early stage dementia is common and very negative for dementia suffers and their families. We should make sure this is not happening in organisations" - delegate

¹ Since the conference was held, the Chief Executive of the NHS wrote to Strategic Health Authority Chief Executives on 1st April 2010 confirming the priority to be accorded to dementia services improvements.

Other proposals include earlier diagnosis and longer term planning at the point of diagnosis, information about existing support services, adaptations, telecare, personal tracking devices and also support with money management. Workshop members felt training for housing and support providers about dementia was very important including communication skills.

In order to involve people with dementia, their families and carers in developing broader choices people felt this involvement had to be ongoing. Efforts should be made to involve all the family and also to avoid bypassing the person with dementia.

Effective involvement in housing issues:

Workshop members reported examples of good engagement, usually from their involvement in Older People's Forums or membership of strategic planning groups (for example: Dover, East Sussex, Woking and District). However, there were also people who reported poor experiences or no involvement.

Concerns were raised about whether, when involvement did occur, organisations were actually listening. The need for feedback and evidence of having made a difference are very important. Older people need to realise that they can make a contribution and that involving those who are harder to reach is also important.

There was strong support for effective involvement but concerns that there needs to be firm local commitment to ensure sustainability and adequate funding for involvement to be truly effective.



Extension to Rosefield Court, Hartley Wintney, Hampshire providing an additional 16 homes to rent for people over 65. Completed in 2008. Courtesy of Sentinel Housing Association

Conclusions

Both the conference and this report offer a timely and important opportunity to consider the future of housing and housing related services in the South East. These issues are important to deliver homes and services for our lifetime.

Since the event, the House of Commons SE Regional Committee has produced its first report on Housing in the SE. Included in the recommendations is:

"There is some concern that the housing needs of the ageing population in the region are not understood. Local authorities must carry out research into the specific housing needs of an ageing population in their region now, and in the future, and build their findings into local housing strategies."

In measuring our success we should take into account what we have learned from this event and show how we will plan and deliver greater housing choice, specialist housing and support services, inclusive neighbourhoods and effective involvement of a diverse range of people.

Appendices

Living well in the South East

Planning homes and services for our lifetime

Coin Street Neighbourhood Centre, South Bank,

London SE1 9NH

Thursday 25th March 2010

PROGRAMME

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- 10.00 Arrival and refreshments.**
- 10.30 Welcome and introduction by the Chair** – Councillor Elizabeth Cartwright, Chair of the SE Regional Housing Board.
- 10.45 South East Regional Strategy – developing our thinking on housing and ageing together.** Councillor Cartwright and Carl Petrokofsky, GOSE.
- 11.15 Morning Workshop** – 1 of 5 options (see below).
1. Influencing the Region – Carl Petrokofsky, GOSE.
 2. Improving existing homes – Doug Stem, Foundations.
 3. Home and place shaping – improving design – Dagmar Hutt, Planning Aid.
 4. Engaging older people and developing effective information and advice on 'housing choices.' – Sue Terry, FirstStop and Pat Strachan, Care & Repair England.
 5. Telecare – opportunities and challenges – Mike Clark, DH Care networks lead on telecare & telehealth.
- 12.00 Putting People First-the role of housing and housing services.** Sue Hunt, Dept. of Health.
- 12.30 Panel discussion and questions.**
- 13.00 Lunch.**
- 13.45 Living with dementia-improving support and choices.** Nigel and Steve Appleton, Contact Consulting.
- 14.15 Afternoon workshop** – 1 of 5 options (see below).
1. Influencing the Region – Carl Petrokofsky, GOSE
 2. Putting People First-housing and housing related services – Lesley Healey, consultant in housing, support & care.
 3. Living with dementia-improving support and choices – Nigel & Steve Appleton, Contact Consulting.
 4. Improving existing homes – Doug Stem, Foundations.
 5. Engaging older people and developing effective information and advice on 'housing choices.' – Sue Terry, FirstStop and Pat Strachan, Care & Repair England.
- 15.00 Making a difference-what next for SERFA? (South East Regional Forum on Ageing).** Bill Flood and Pat Strachan, SERFA members.
- 15.15 Closing remarks from Chair.** Councillor Elizabeth Cartwright.
- 15.30 Finish.**

Special thanks

With grateful thanks to all those people who contributed to the conference: Nigel and Stephen Appleton (Contact Consulting), Katherine Barbour (DoH SE), Roger Battersby (PRP Architects), Marjory Broughton (SERFA), Cllr. Elizabeth Cartwright (SE Housing and Regeneration Partnership Board/East Hants DC), Mike Clarke (consultant for DoH), Fiona Hague (DoH SE), Lesley Healey (consultant), Nikki Hollett (GOSE), Sue Hunt (DoH SE), Dagmar Hutt (Planning Aid South East), Bill Flood (Sentinel Housing Association), Jane Lawrence (SE Partnership), Marina Mele (DoH SE), Carl Petrokofsky (DoH/GOSE), Catriona Saxton (Care & Repair England), Doug Stem (Foundations), Anne Taylor (GOSE) and Sue Terry (FirstStop). Also to Pat Strachan at Care & Repair England for co-ordinating the conference and the production of this report and to our volunteer photographer Cliff Chester.

References and additional reading

Living Well in the SE-Planning Homes and services for our lifetime.
Documents from the event including presentations, notes and workshop feedback. Available at www.tinyurl.com/SERFA or contact Anne Taylor, SERFA Secretariat at GOSE, Bridge House, Guildford. Tel: 01483 882336 and from Care & Repair England contact Catriona Saxton, Care & Repair England, The Renewal Trust Business Centre, 3 Hawksworth Street, Nottingham. Tel: 0115 950 6500. E-mail: info@careandrepair-england.org.uk
GOSE: SE Current Regional Plan www.go-se.gov.uk
SE England Partnership Board: Think Piece paper 5 Demographic change and an ageing population www.se-partnershipboard.org.uk
SE England Partnership Board: The Future of the SE debates www.se-partnershipboard.org.uk
SE Housing and Regeneration Board: Housing needs and aspirations of older people in SE England
SE Partnership Board: Releasing larger homes in the South East
SE England Partnership Board: Plan for the new Regional Strategy
House of Commons SE Regional Committee: Housing in the South East. First report of session 2009-10 7th April 2010 www.parliament.uk
About the South East Regional Forum on Ageing www.tinyurl.com/SERFA
The SE England Health Strategy 2008 www.gose.gov.uk
Building a Society for all Ages DWP July 2009 and consultation response Feb 2010 www.dwp.gov.uk
Lifetime Homes, Lifetime Neighbourhoods. A National Strategy for Housing in an Ageing Society. Department of Communities and Local Government Feb 2008 www.communities.gov.uk

Personal Care at Home consultation. Department of Health Nov 2009 www.dh.gov.uk
Shaping the Future of Care Together, HM Government July 2009 www.dh.gov.uk
Building the National Care Service. HM Government March 2010 www.dh.gov.uk
Putting People First: Transforming Adult Social Care Oct 2008 www.dh.gov.uk
Caring About Carers: A National Strategy for Carers Jan 1999 www.dh.gov.uk
Living Well with Dementia: A National Dementia Strategy. Department of Health Feb 2009
End of Life Care Strategy: promoting high quality care for all adults at the end of life. July 2008 www.dh.gov.uk
Audit Commission Reports: Strategic Approach to Housing Key Lines of Inquiry July 2009 and updated. Building Better Lives: Getting the best from Strategic Housing Sept. 2009. Under Pressure: Tackling the Financial Challenge for Council's of an Ageing Population Feb 2010. www.audit-commission.gov.uk
Housing Our Ageing Population: Panel for Innovation (HAPPI report) Homes and Communities Agency Aug 2009 www.homesandcommunities.co.uk
Home Improvement Agencies the key to independent living Foundations www.foundations.uk.com
Future HIA a series of 5 reports on the future of HIA services including 'Adapting for a Lifetime' Jan 2010 www.foundations.uk.com
Whole System Demonstrators (WSD): an overview of telecare and telehealth June 2009 www.dh.gov.uk
Building Telecare in England July 2005 www.dh.gov.uk

Organisations represented at the conference

Age UK
Age Concern West Sussex
Bracknell Forest council
Brighton and Hove City Council
Care & Repair England
Celandine Strategic Housing Consultancy
Coin Street Neighbourhood Centre, London
Contact Consulting
Dept. of Health SE
Eastleigh Southern Parishes Older People's Forum (ESPOPF)
East Hants District Council
East Sussex County Council
East Sussex LINK
Foundations
FirstStop
Government Office SE
Hampshire Association of Older People's Forums
Hampshire County Council
House/Pet Visiting Service, Surbiton, Surrey
Housing First, Aylesbury Vale
Housing 21
Kent County Council
Lewes District Seniors Forum
Mansell Partnership Housing
Medway Council
Mid Sussex Older People's Council
Oxfordshire County Council
Portsmouth City Council
PRP Architects
Reading Borough Council
Rother Seniors Forum
Royal British Legion
Royal British Legion Industries
Senior Citizens Forum for the Towns and Villages of Dover District
Sentinel Housing Association
SE Planning Aid
SE Partnership Board
SENPeC
SENS (South East Network of Seniors)
SERFA
University of Oxford
Wokingham Borough Council
Woking Older Persons Forum



Illustration of Life Time Home Standards. Nunhead in South East London, bordering Peckham Rye and Brockley. Courtesy of Habinteg Housing Association.

Every effort has been made to ensure the information in this report is accurate. However SERFA (and Care & Repair England who produced an initial draft document) cannot accept responsibility for errors or omissions.

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