



Care Services Improvement Partnership **CSIP**

**Housing Learning and  
Improvement**  
Network

**Glossary of Terms**  
**Putting Older People  
First in the South West**  
**A regional housing market assessment**  
November 2008



# Glossary of Terms

Assistive Technology	Assistive technology (AT) is any product or service designed to enable independence for disabled and older people.
Choice Based Lettings	Choice based lettings (CBL) schemes are a new way of letting their properties that some local councils and housing associations are using to allow applicants to bid for council and housing association tenancies.
Decent Homes	The Decent Homes Standard is a statutory minimum standard for housing. To be decent, a property must: be in a reasonable state of repair; have reasonably modern facilities and services; and provide a reasonable degree of thermal comfort. The vast majority of social landlords will be expected to ensure all homes are decent by 2010. The Housing Health and Safety Rating System (HHSRS) came into effect on 6 April 2006 and replaces the fitness standard as the statutory element of the Decent Home Standard. However, HHSRS is a risk assessment procedure and does not set a standard.
Direct Payments	Direct payments are cash payments made to care users (following an assessment) to enable them to buy their own care services. Care cannot be bought from the local authority.
Disabled Facilities Grants	Disabled Facilities Grants (DFGs) are funded by Government through local housing authorities to provide and improve adaptations services to disabled people enabling them to continue to stay in their own homes.
Domiciliary Care	Personal and practical care provided to support an individual living in his or her own home, either alone or with a relative or other carer. Can include home care services (eg, meals on wheels) as well as day care (eg, going to a day centre or club).
Equity Release	Plans which help older home owners to turn some of the value of their homes into cash
Extra Care Housing	Extra care housing (ECH) can broadly be defined as housing into which a range of care and support services can be delivered on-site 24 hours a day. Extra care housing is designed to provide full mobility access with residents living in their own flats. Care is tailored to meet the individual needs of residents, and care staff can help with all types of personal and practical care including bathing, dressing, changing beds, cooking and doing laundry. There is no universally accepted definition of extra care housing.
Floating Support	Support provided to tenants and owner-occupiers "attached" to the person, not the property which can follow a service user if they move to another address. It only lasts for as long as the client needs it, then "floats away".
Home Care	Care provided in an individual's home, normally of a personal nature – help with dressing, washing, toileting etc. Can be arranged by Social Services following an assessment of need, or can be arranged privately by the individual themselves, or someone acting for them.
Home Improvement Agencies	Home Improvement Agencies (HIAs) provide independent advice and assistance to older people and other vulnerable groups to help them through the process of repairs, improvements and adaptations to their homes (also known as Staying Put or Care & Repair).

<b>Housing Support</b>	Support specifically aimed at helping people to establish themselves, or stay in, their own homes primarily funded through the Supporting People programme. Examples of housing support include helping people to manage their money, apply for benefits, keep their home secure, access other services.
<b>Individual Budgets</b>	An Individual Budget is designed to provide individuals who currently receive services greater choice and control over their support arrangements. The government is piloting individual budgets with a view to rolling them out nationally. The individual budgets pilot project is a cross government initiative led by the Department of Health working closely with the Department for Work and Pensions and the Department of Communities and Local Government.
<b>Intermediate Care</b>	A short period (normally no longer than six weeks) of intensive rehabilitation and treatment to enable patients to return home following hospitalisation, or to prevent admission to long-term residential care; or intensive care at home to prevent unnecessary hospital admission.
<b>Lifetime Homes</b>	Lifetime Homes is a set of 16 design features that together create a flexible blue print for accessible and adaptable housing in any setting. The Lifetime Homes concept aims to increase choice, independence and longevity of tenure, vital to individual and community well-being.
<b>Local Area Agreements</b>	Local Area Agreements (LAAs) set out how public, voluntary and private sector bodies within an area will work together to improve the quality of life for residents over a three year period. They are at the centre of the new performance framework for local government, as the key delivery contract between central government, local authorities, and their partners setting out priorities and indicators to measure progress. From 2008, upper tier local authorities are under a duty to prepare a local agreement.
<b>Local Strategic Partnership</b>	Local Strategic Partnerships (LSPs) are non-statutory, multi-agency partnerships, which match local authority boundaries. LSPs bring together at a local level the different parts of the public, private, community and voluntary sectors; allowing different initiatives and services to support one another so that they can work together more effectively.
<b>Regional Improvement</b>	The South West Regional Improvement and Efficiency Partnership (RIEP) was developed by authorities in the South West to provide coordination and leadership and act as the hub for sector-led support in the region. Its Regional Improvement and Efficiency Strategy for the South West sets out how SW partners are seeking to support councils in their work to improve quality of life and public services in local areas. It seeks to be actively informed by the key priorities identified by councils themselves in the Local Area Agreements.
<b>Sheltered Housing</b>	Sheltered housing covers a wide range of supported housing for older people, particularly specially designed self-contained housing. Schemes may have communal facilities such as a common room, laundry and guestroom and the provision of warden services. Some have a warden service but no communal facilities. In these schemes the housing may be dispersed. Wardens do not provide personal care but offer low-level support including emergency support often through a linked alarm system. They also help older people to obtain the care and support they need, manage the scheme and organise activities.
<b>Supporting People</b>	The programme of funding for housing-related support services for vulnerable people to improve their quality of life and independence. It is a preventative service providing people with housing-related support services to remain independent or gain independence in their own home. A number of funding streams for these support services were brought together in 2003 and placed into a specified grant paid by Central Government to be administered by local authorities in partnership with NHS bodies and the probation service.
<b>Telecare</b>	Telecare services are sometimes called social or community alarm, lifeline or careline services. Special equipment linked to people's telephone systems enables them to get help quickly, at the touch of a button, even if they are unable to speak.

## Housing Learning and Improvement Network

Care Service Improvement Partnerships

Department of Health

304 Wellington House

133-155 Waterloo Road

London SE1 8UG

[www.networks.csip.org.uk/independentlivingchoices/housing](http://www.networks.csip.org.uk/independentlivingchoices/housing)

tel: 0207 972 1330

We help to improve services and achieve better outcomes for children and families, adults and older people including those with mental health problems, physical or learning disabilities or people in the criminal justice system. We work with and are funded by

