

Older People's Housing Delivery Plan 2013 - 2018

Background Paper



Summary

The ageing population is one of our key demographic challenges which will impact on the type of housing required in the City, challenge us to be an age-friendly City and to make changes to the services we can offer older people to help them remain independent. We need to:

- **Increase the number of units and diversity of specialist housing** – the current stock is concentrated in the social housing sector, with limited options for those who prefer to buy. To provide an alternative to residential care we want to increase the provision of Assisted Living.
- **Help older people to live independently for as long as possible** – housing services help older people remain independent for longer preventing or delaying the need for more costly interventions from social care and health.
- **Make sure older people have the advice and information they need** – there is a lack of comprehensive advice and information in the City for older people to help them and their families plan to meet their future housing care and support needs.

The purpose of this paper is to set out the context in which our priorities for the Older People's Housing Delivery Plan have been developed.

What are the housing, care and support needs of older people in Newcastle?

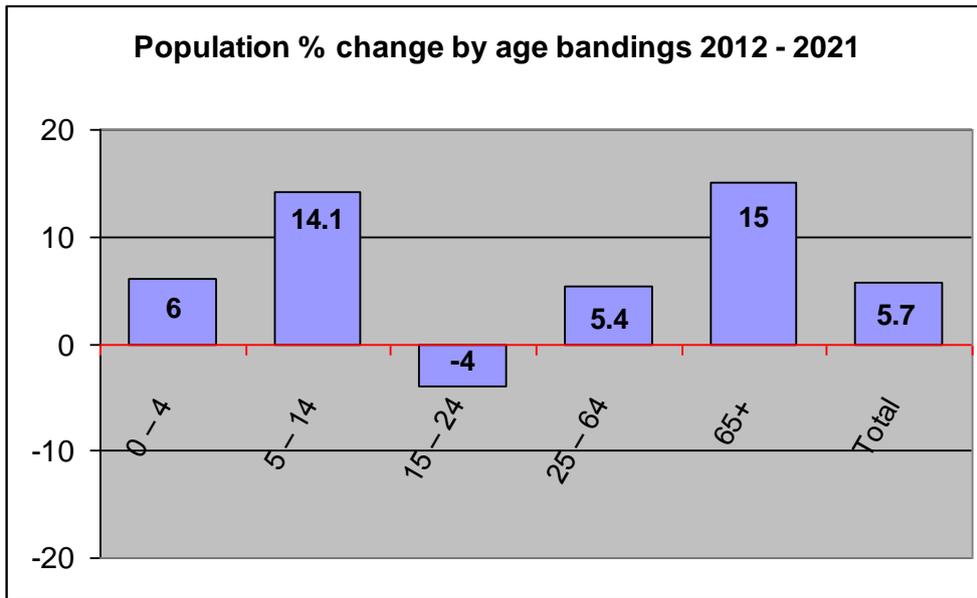
A changing population

Census 2011 suggests there are currently around 38,900 people aged 65 and over living in Newcastle, accounting for 14% of population.

The population projections show that Newcastle has an ageing population with the growth of older people in the 65+ age group projected to rise 6.9% by 2016 and 15% by 2021¹.

¹ Office for National Statistics, Interim 2011 based sub-national population projections

Population change by age banding

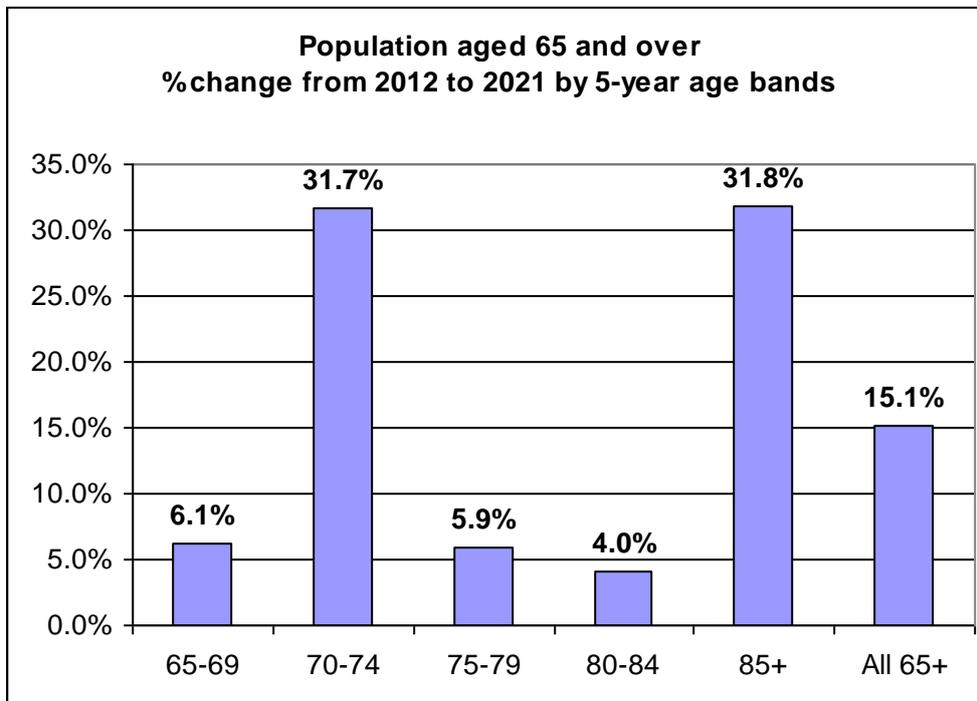


The graph shows overall there is expected to be positive growth across all age bands except for the 15 to 24 age group.

This overall positive growth translates into additional demand for housing, especially for family housing and housing for older people.

Source: ONS 2011-based interim sub-national population projections

The projections for those aged 65 and over highlight a particular growth in the 70-74 age range and 85+ age range. These projections are set out in the graph below.

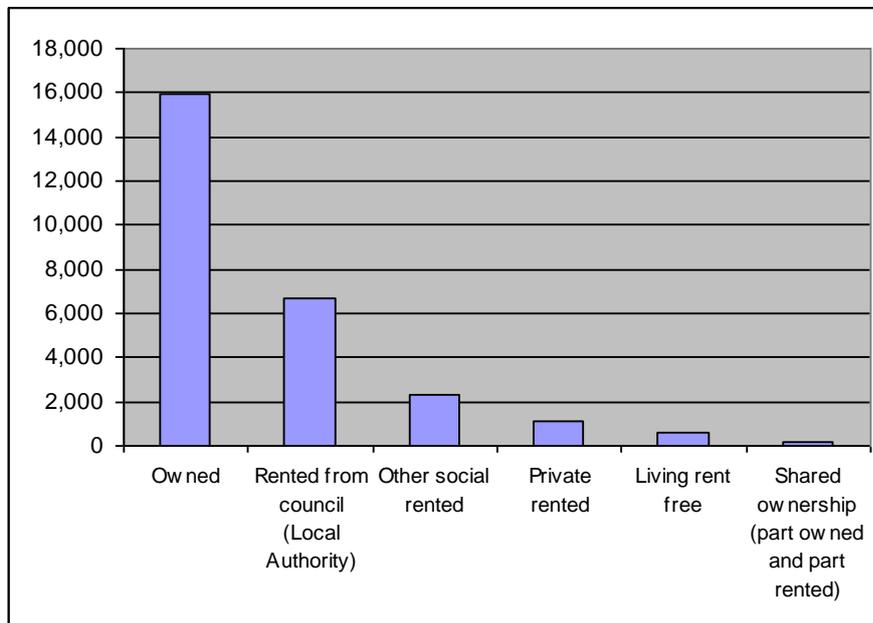


People and households

Of the 117,153 households in Newcastle, 12.6% are one-person, aged 65 and over, households equivalent to 14,705 households. A further 6,910 (5.9%) are one-family households where all occupants are aged 65 and over.

Tenure

Households aged 65 and over by tenure



The graph shows that owner occupation is the most significant tenure for households where the Household Reference Person (HRP) is aged 65 and over².

Source: Census 2011

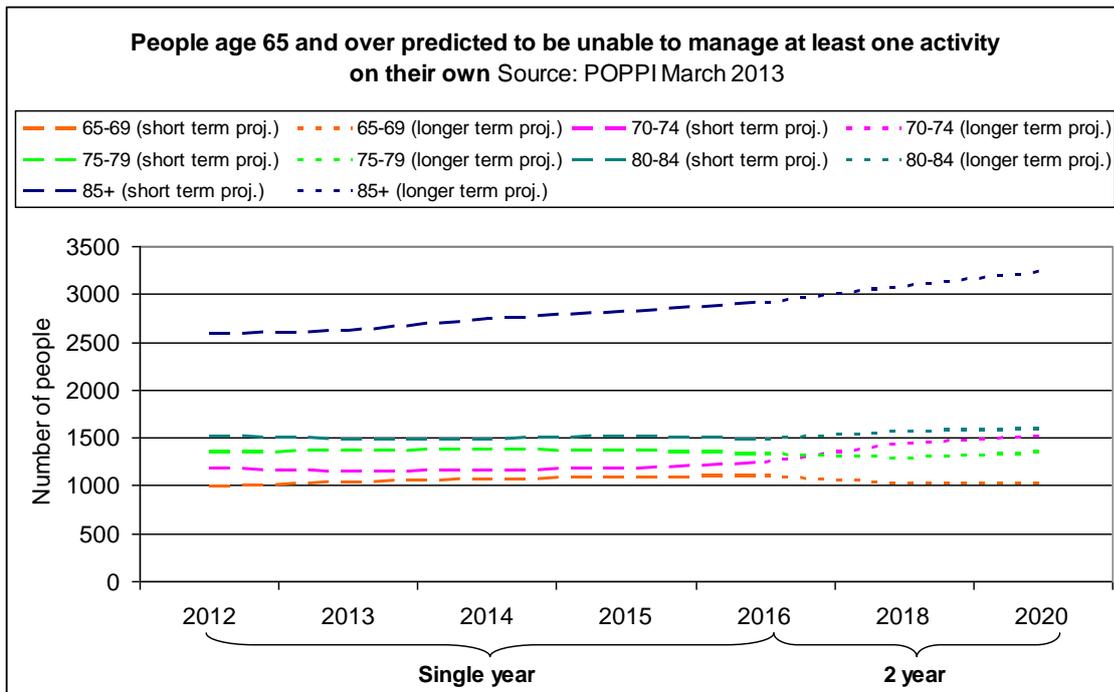
Disability

Physical disability³

The number of people aged 65 and predicted to have a limiting long-term illness in 2012 was around 21,560, increasing to 23,050 by 2016 and to 24,385 by 2020 – an overall increase of 2,830 people aged 65 or over.

² HRPs provide an individual person within a household to act as a reference point for producing further derived statistics and for characterising a whole household according to characteristics of the chosen reference person.

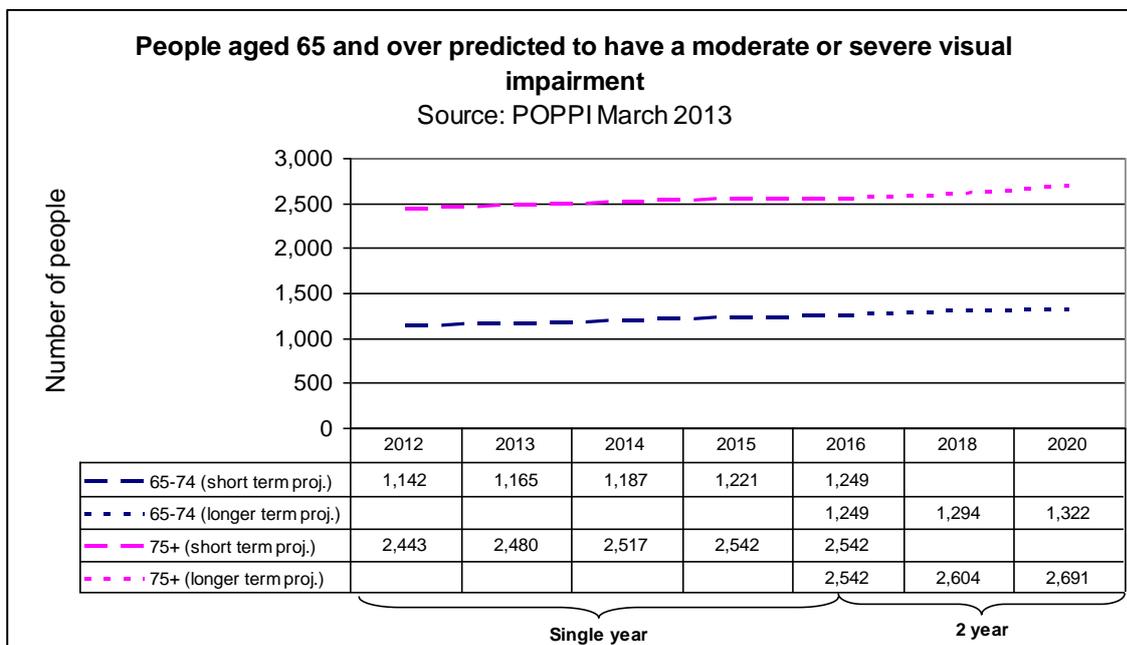
³ There is no trend data specifically for households aged 65 and over with a physical disability. The data in this section therefore uses long-term limiting illness and mobility as a proxy for physical disability.



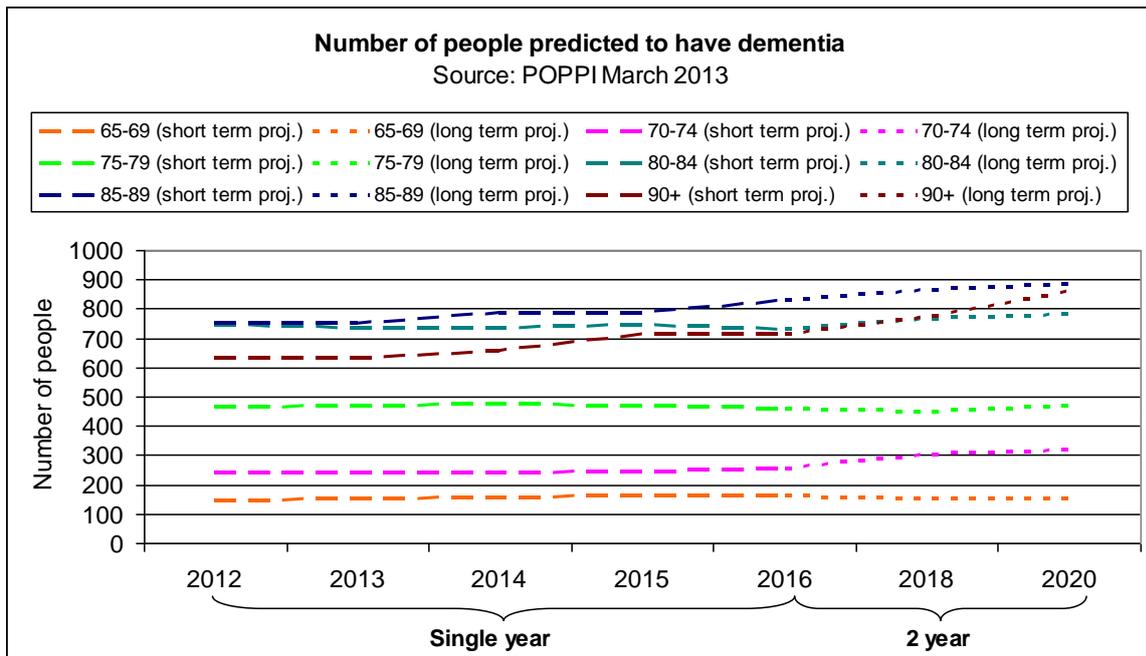
Source: POPPI (using ONS 2011-based interim sub-national population projections)

Visual impairment

The number of people aged 65 and over predicted to have a moderate or severe visual impairment in 2012 was around 3,585. The numbers are expected to increase, by around 200 people, over the short term to 2016, followed by an increase of 220 by 2020. There are twice as many people aged 75 and over who have a moderate or severe visual impairment compared with those aged 65 to 74.



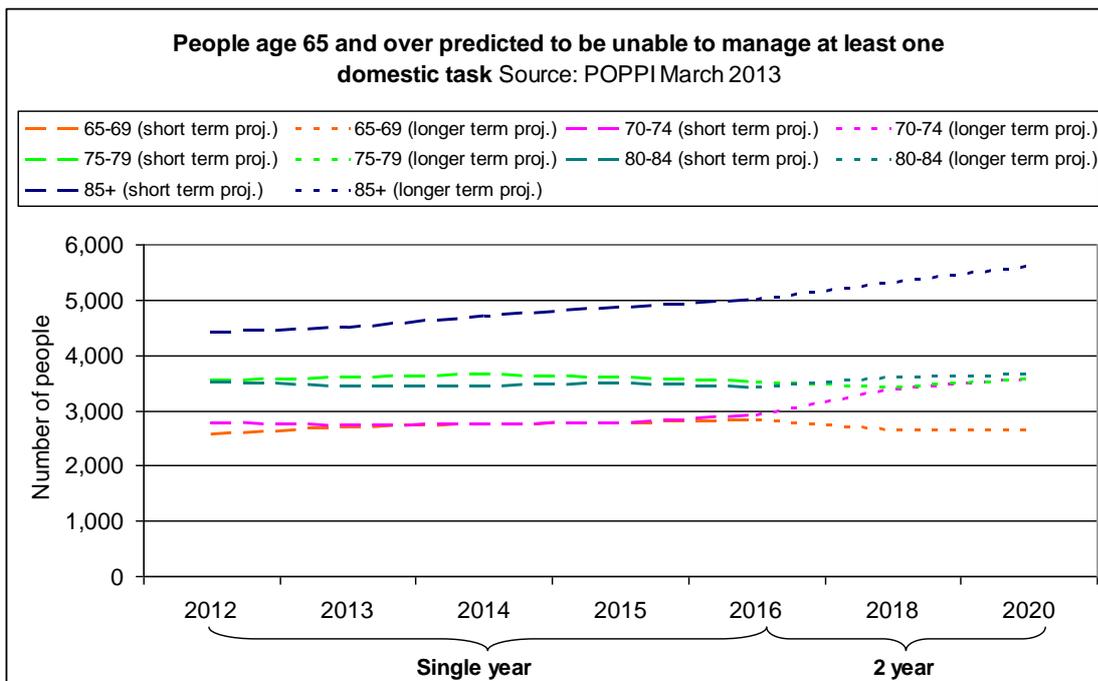
Source: POPPI (using ONS 2011-based interim sub-national population projections)



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Support in the home

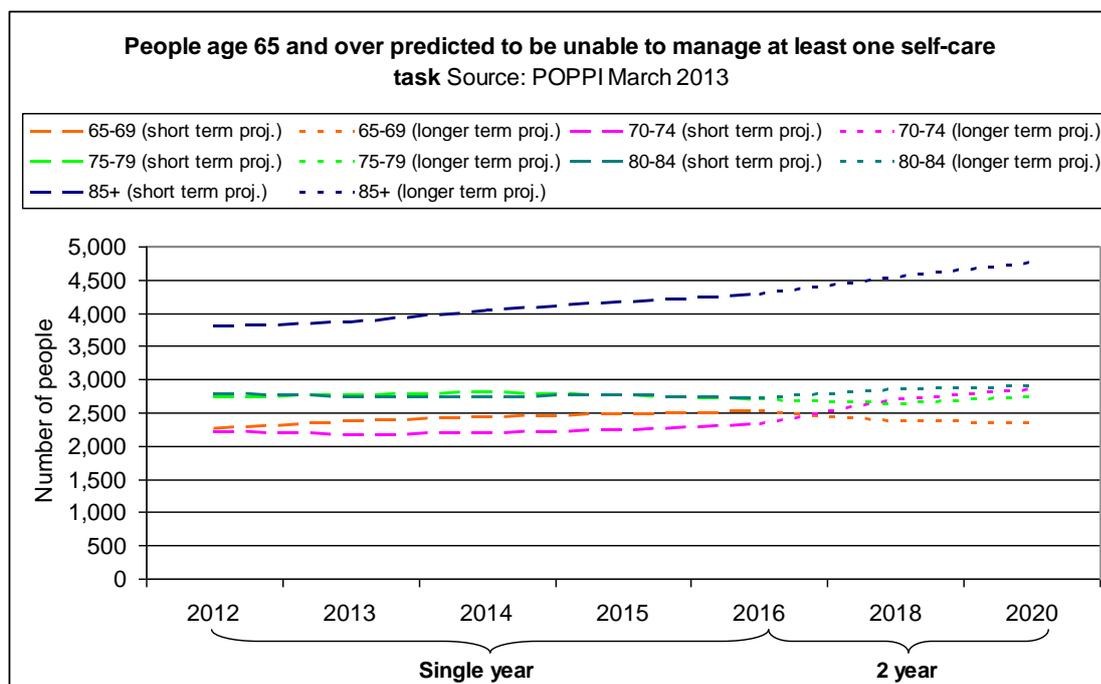
The number of people predicted to be unable to manage at least one domestic task⁵ in 2012 is around 16,800. This is predicted to increase to 17,670 by 2016 and to 19,010 by 2020. Of the 19,010, two thirds are females and one third are males.



Source: POPPI (using ONS 2011-based interim sub-national population projections)

⁵ Tasks include: household shopping, wash and dry dishes, clean windows inside, jobs involving climbing, use a vacuum cleaner to clean floors, wash clothing by hand, open screw tops, deal with personal affairs, do practical activities.

The number of people aged 65 and over predicted to be unable to manage at least one self care task in 2012 was around 13,800. This is expected to increase to around 14,535 by 2016 and increasing to 15,600 by 2020.



Source: POPPI (using ONS 2011-based interim sub-national population projections)

Fuel poverty

This can increase the risk of mortality and impact on the physical and mental health of older people. The three main causes of fuel poverty are high energy prices, low household income and poor energy efficiency.

A survey carried out with 5,000 households for the Older People's Supported and Specialist Housing Impact Assessment 2011 asked about issues associated with heating. 50.5% stated it was too expensive, 33% stated it was not warm enough in very cold weather, 16.3% would prefer an alternative method of heating and 15.5% have difficulty in adjusting central heating controls.

Newcastle Warm Zone scheme was set up in April 2004 to help tackle fuel poverty and improve energy efficiency. Through this scheme around 50,000 insulation measures have been installed in 40,000 homes. We are taking part in the Warm Up North regional partnership which has been established in response to the Government's Green Deal initiative. It will provide a wider range of measures and focus on harder-to-treat insulation. Up front costs of energy efficiency improvements will be repaid through future savings on the consumer's electricity bill. Energy Company Obligations (ECO) will provide extra grant support for more expensive improvements and specific help for the lowest income and vulnerable households. It is expected that 15,000 homes in the north-east will benefit by 2016.

Home maintenance

Although 77.3% of households in the survey were satisfied with the state of repair of their home, 47% stated their dwelling has a repair problem. The top three repair problems were fencing, windows and brick/stonework. When asked about support in the home, help with maintenance tasks were the highest priority.

Top four support tasks

Type of help	65 to 79 (%)	80+ (%)
Decorating	13.1	13.9
Gardening	7.9	11.0
Low-level maintenance	7.8	10.3
Cleaning windows	6.0	9.2

Source: Older People's Supported and Specialist Housing Impact Assessment 2011

Preferences of older households

The household survey carried out for the Older People's Supported and Specialist Housing Impact Assessment found that 72.8% of households intend to stay in their own home over the next five years. For households considering a move current tenure has an influence on tenure preference, although a significant number of owner occupiers expressed an interest in social housing; 35.7% for Council accommodation and 41.8% for Registered Provider accommodation. Two bedroom properties and bungalows are the clear preference, mentioned by 70.8% and 58.7% of households respectively.

Preference for specialist housing

Tenure option would consider	Percentage of those would consider	Percentage of those would consider by current tenure		
		Owner Occupied	Private Rented	Social Rented
Sheltered accommodation – rent	54.0	37.0	76.3	67.8
Sheltered accommodation – buy	15.5	31.6	0.0	1.4
Sheltered accommodation – part rent/buy	6.9	14.6	0.0	0.0
Extra Care Housing – rent	32.8	26.0	23.7	42.5
Extra Care Housing – buy	6.3	13.2	0.0	0.0
Extra Care Housing – part rent/buy	3.2	6.8	0.0	0.0
Residential Care Home	2.7	3.2	0.0	2.8
Co-housing	17.2	23.5	0.0	12.7

As at February 2013 there were 162 households aged 55 and over with a housing need on the Council's housing register. Housing need refers to people on the housing register who have urgent or medium housing needs, for example due to disability and health issues. The preferences of households on the housing register who are aged 55 and over and have low or no housing need are not included. Of the 162 households 108 were living in Council/local authority accommodation and 83 stated that they wanted to move because their property was unsuitable due to ill

health. Area preference is defined using the areas covered by Your Homes Newcastle's Community Housing Offices. The data shows a preference for areas in the North and Outer West of the City.

Preference by Community Housing Office

Community Housing Office	Preferences
Benwell and Scotswood	24
Blakelaw	24
Byker	12
Cruddas Park	14
Fenham	31
Gosforth	35
Newbiggin Hall	38
North Kenton	17
Shieldfield	17
St Anthonys	14
Walker	21
West Denton	30
Westgate	13

Some of the households expressed multiple preferences.

Households in receipt of Local Authority funded care services

Those eligible for funding (either full or partial) have met the Fairer Access to Care Services (FACS) criteria which means they will have critical or substantial care needs. A means test is also applied to this assessment.

Homecare

This offers help with personal care, medication and household tasks in the home. In 2011/12 1,693 people received homecare services provided by the Council and those which we commission with the independent care sector⁶. Given the growth in the 65+ population, particularly those aged 85+, the number of people who require care services is expected to increase and we need to take a targeted approach to ensure they are made aware of the availability of Assisted Living.

Care Homes

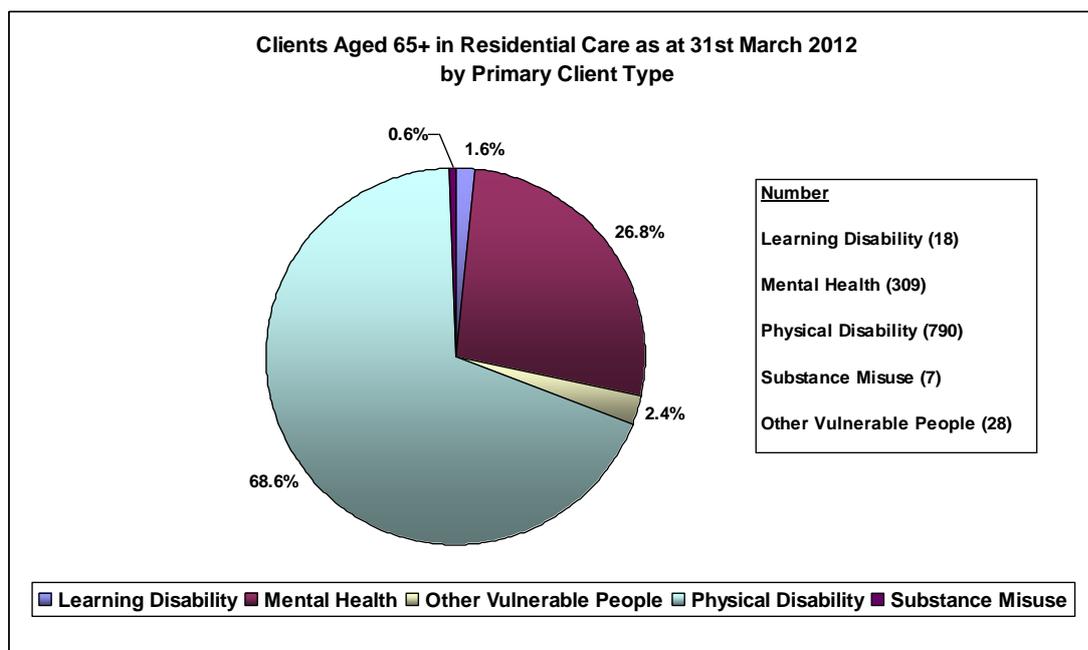
Care Homes offer accommodation, care and meals within a communal setting. They are not a form of housing. In 2011/12 1,112 older people were in residential Care⁷ and around 45% of the adult social care budget is currently spent on residential care for older people.

In 2011/12 mental health was the predominant reason for admission, with 41% comprising admissions to Elderly Mentally Infirm (EMI) units. 50% of admissions

⁶ HORACE data return – level 2 (older people)

⁷ HORACE data return – level 2 (older people)

were from hospital which suggests that admission was triggered by medical crisis/emergency.



How we need to respond

Our information on housing, support and care needs shows that:

- The projected increase in households aged 65 and over will also mean a projected increase in the number of people with disabilities and requiring help with mobility, personal and household tasks. The largest number of people with disabilities, dementia and unable to manage key tasks are in the 85+ age group. Given the projected growth in the 85+ age group a significant increase in the number of people requiring care and support services is likely. Help with maintenance tasks around the home are also important to older people.
- The majority of older people prefer to stay put rather than move into specialist housing which suggests that there will be an increasing demand for care at home services. However, admissions to Care Homes show that staying put is not a suitable option for everybody.
- For those considering alternative accommodation current tenure has a lot of influence on tenure choice. The majority of older households are owner occupiers which suggests that specialist housing to buy will be in most demand. However, older home owners will also consider social housing.
- Housing options advice and information should generally be available for older people so they can plan ahead. This must also be provided when they have their care needs assessed so they are aware of accommodation options such as retirement housing and Assisted Living, and services in the home which enable them to live as independently as possible.

The ageing population is one of our key demographic challenges which will impact on the type of housing required in the City, challenge us to be an age-friendly City and to make changes to the services we can offer older people to help them remain independent. We need to:

- **Increase the number of units and diversity of specialist housing** – the current stock is concentrated in the social housing sector, with limited options for those who prefer to buy. To provide an alternative to residential care we want to increase the provision of Assisted Living.
- **Help older people to live independently for as long as possible** – housing services help older people remain independent for longer preventing or delaying the need for more costly interventions from social care and health.
- **Make sure older people have the advice and information they need** – there is a lack of comprehensive advice and information in the City for older people to help them and their families plan to meet their future housing care and support needs.

Increasing the number of units and diversity of specialist housing

The current position

There are limited options for those who would prefer to buy. The social housing sector makes up a substantial proportion of the retirement housing in the city compared to the private sector. A property survey carried out with providers found that:

- Almost 60% of properties are between 21 – 30 years old, with a further 24% more than 30 years old
- Around a quarter of sheltered housing for rent are bedsits, over 500 units
- Low demand in some parts of the stock is mainly due to the size of accommodation (too small) and/or its location.

Definitions

Designated housing - refers to general housing in the social housing sector which has been designated a minimum age criteria to access it, usually between 55 – 60 years of age. The property types used (bungalows and multi-storey flats) are level access and therefore more suitable for people with mobility issues.

Retirement housing – sometimes called sheltered housing. This is age exclusive housing, usually for those aged over 55. Most schemes have communal facilities; offer an out of hour's emergency call alarm service and access to support from a scheme manager.

Assisted Living - sometimes called Very Sheltered, Extra Care or Housing with Care. Although models can vary all schemes have communal facilities, an on-site housing support service and 24/7 care service.

Mr and Mrs Carter live in a three bedroom house and have paid off their mortgage. They have been retired for 10 years and enjoy an active lifestyle. A new housing development is being built just down the road for people who have retired. Out of interest they took a look around the show home and found the flats to be surprisingly spacious. They also noted that a Scheme Manager was based on site.

They think the flats could be a better option for them as they get older and particularly like the fact they are just down the road. They are currently considering their options and may put an offer in for a two bedroom ground floor flat with garden on the development.

Extra Care housing can provide an alternative to residential care for those who can not be supported at home. There are three schemes in the City compared to over 1,000 bed spaces in the Care and Nursing Home sector. These schemes are relatively new and offer spacious one or two bedroom flats with access to communal facilities, including a resident's lounge and café/restaurant. All schemes provide care and support services to meet a range of needs.

To provide an alternative to residential care we want to pursue the development of Assisted Living schemes of around 45 units with a communal area for residents, and housing support and 24/7 care service. This will include other options such as bungalows or apartments in smaller sites surrounding the scheme which have access to the housing support and care service. Schemes will be located close to existing services and facilities in the neighbourhood, negating the need to provide additional community facilities such as a café/restaurant.

Specialist housing units in Newcastle

Type	Number	Percentage
Retirement housing	2780	96%
• Social sector	2370	82%
• Private sector (leasehold)	359	12%
• Shared ownership (part rent/part buy)	51	2%
Assisted living	125	4%
• Social sector	125	4%
• Private sector (leasehold)	0	-
• Shared ownership (part rent/part buy)	0	-

Source: Older People's Supported and Specialist Housing Impact Assessment 2011.

There are around 1,300 units of designated accommodation, consisting of a combination of 1 and 2 bedroom flats and bungalows. The majority of this stock is owned by the Council and managed by Your Homes Newcastle.

Mr & Mrs Palmer, aged 84 and 79, own a four bedroom detached property in Gosforth. Mr. Palmer's health has been failing for several years; he's a diabetic and suffers from Chronic Obstructive Pulmonary Disease (COPD) causing breathlessness when he walks. He's recently purchased a mobility scooter to help with getting to and from local shops and services. Mr Palmer is relatively fit and well although she suffers from high blood pressure.

They've talked for many years about moving house to somewhere smaller with a smaller garden but have never seen anything that they liked. After receiving an invitation, they attended an Open Day for a new housing development in the area. They looked around the Show Flats and learned more about the on site services which include a restaurant, cleaning and laundry services, guest room and security of a member of staff on the premises at night. They arranged another visit with their daughter to ask questions about what's included in the service charge and if there was any help available to assist with the moving process.

Following discussions with their family and friends and a further visit they've arranged to purchase a large two bedroom flat on the first floor with views over the communal garden. The sale of their house is going through and they're due to move in a few weeks time.

They don't need care services but like the fact that these are provided if needed. They also like the idea of having planned for the future, particularly knowing that their partner will not have the burden of selling a house and moving when the other one dies. Their grand children still visit and they've remained in touch with their friends and involve themselves in the local community and social activities in the scheme.

Dementia

Dementia Care (formerly the Dementia Care Partnership) has pioneered the provision of supported housing for people with dementia in the City. Current provision consists of around 35 units in shared housing. We need to improve our understanding of how we can meet the accommodation requirements of people with dementia in order to maintain their independence for as long as possible and to help support their families. Research shows that specialist accommodation can be designed to be dementia friendly with well trained staff on site. We also need to improve care and support services to people who wish to remain in their home and fund specialist care in the care home sector.

Design standards

We have developed standards to encourage housing developers to build accessible and inclusive housing schemes, which respond to the aspirations of older people. It includes guidance on the Lifetime Homes Standard so that accommodation can be easily adapted to the requirements of people with physical disabilities.

CABE Inclusive Design Principles

- Involve potential service users in building design
- Meet as many people's needs as possible
- Meet the access requirements of all users
- Buildings which can adapt to meet changing needs
- Make environments easy to use through signage, lighting, visual contrast and use of materials

HAPPI principles

- Locations close to services and facilities
- Interesting, stylish and contemporary design
- Feel like a home
- Feel spacious, maximising daylight, ventilation and outside views
- Pleasant communal spaces for people to interact

We have bid for Department of Health Funding to develop a specialist housing scheme that will be HAPPI compliant.

Age-friendly neighbourhoods

Age-friendly neighbourhoods are inclusive to all members of the community, including older people with varying needs and capabilities. For older people key features include an accessible physical environment, good transport links and services and facilities such as shops, post offices and GP surgeries within a 20 minute walk. Social and support networks are also important.

Our design standards encourage developers to build accommodation for older people in locations within a 400 metre walk of key services and facilities.

Helping older people to live independently for as long as possible

The current position

There are services which are provided by the Council's Private Housing Team and the housing providers which aim to help people to live independently. Many of these services have traditionally been offered to Council Tenants and those eligible for grants. However, these are being increasingly offered to those who can afford to buy these and there is a need to make more people aware of this.

Making sure older people have the advice and information they need

The current position

Focus groups with older people undertaken for the Newcastle Gateshead First Stop Exemplar project highlighted the importance of housing advice which is integrated with care and financial advice. For home owners particularly, making informed decisions on their housing choices are bound up with considerations about selling up, releasing equity and paying for care. Mears' Navigator Service is the only dedicated housing options advice service in the City for older people. A case worker provides advice on services in the home and assists people to access these.

The Tyne and Wear Homes, launched in 2012, offers customers the opportunity to apply for social housing and private rented housing in Tyne and Wear. They can also complete a personal housing plan which provides information on what housing options may be suitable; this can be reviewed as people's requirements change.

Mrs Grainger is 86 and lost her husband two years ago. She lives in a three-bedroom semi-detached home, which she owns, and although she receives Mr Grainger's small Occupational Pension and State Retirement Pension the household bills are a worry.

Things came to a head recently when she fell down the stairs and broke her hip. Before she could return home a Social Worker assessed her care needs and found that these were insufficient to qualify for services from the Council. The Reablement Service was provided for 3 weeks which gave her extra support to recover at home.

Mrs Grainger was worried about returning home. Her Social Worker referred her to Your Homes Newcastle's Telecare Service, which she had heard about but thought it was just for Council tenants. She now receives their Gold Service which includes a sensor to detect falls and alerts a 24 hour response centre. She knows that if anything happens there is someone who will get help and contact her daughter. Her Social Worker suggested that she may want to have a look at the Tyne and Wear Homes website with her daughter as it provides information on:

- The Council's Home Improvement service which provides loans or grants to fit adaptations such as stairlifts and level access showers for people with mobility issues
- The Council's Helping Hands service which provides loans and grants to pay for major home improvements
- Mears' handypersons service for small repairs around the home
- The Warm Zone service

Mr and Mrs Anderson have lived in their three bedroom Council home for over 30 years. Mr Anderson has received the Council's Care at Home Service for the last three years, with Mrs Anderson providing additional help. However, as his health has deteriorated he now receives 20 hours per week of care. Mrs Anderson has found it increasingly difficult to cope with his needs, particularly during the night as overnight care is not available. She also finds getting up and down the stairs more difficult.

Their Social Worker advised them of an assisted living scheme to rent about 5 miles away. They went along to meet the Scheme Manager and on-site care staff, and got an opportunity to talk to some of the residents about their experiences of living in the scheme. The Scheme Manager advised them of what services they would have to pay for and what benefits they might be entitled to help with this. Their Social Worker advised them to apply to Tyne and Wear Homes if they were interested in moving to the scheme.

Two months later, after successfully bidding for a two bedroom flat, they have moved in. Mrs Anderson feels happier with their situation knowing that someone is on hand 24/7 and she herself does not have to worry about getting up and down stairs. She also participates in some of the social activities offered in the scheme, including a light exercise class.

Conclusion

The ageing population will mean an increasing demand for accommodation and services for older people. It is important that we offer a range of options so older people can exercise choice as their requirements change, and have access to information and advice so they can make informed decisions.