

Report of the Corporate Director of Health, Housing and Adult Social Care

**Older Persons Accommodation Engagement Results and Future  
Actions.**

**Summary**

1. To be able to better understand the accommodation needs of the city's older residents and to establish what is important to people about how and where they live in their later years, officers have carried out an engagement and consultation programme. This report presents the results of the survey and outlines how the research can shape the future work of the Older Person's Accommodation Programme. Approval is sought to implement the recommendations from the research.

**Background**

2. The Council's Executive received a report on 29 November 2018 setting out the current position in relation to older person's accommodation in the city. Previous assessments of supply and demand, for the different accommodation types have been shaped by national benchmarks, which may not directly reflect the requirements for York. The Executive approved community consultation and engagement to gather local views of where and how our residents want to live in their later years. It was anticipated that this would inform the development of York specific supply targets for each type of accommodation.
3. The Older Person's Accommodation programme appointed a summer intern from the University of York's internship programme, who lead on the research and consultation. The research included an initial analysis of national data and research. With colleagues from across the council and partners from the housing and third sector a consultation programme and questionnaire were developed. Stakeholder groups and developers were contacted and asked what information would be of interest to them to help shape their work in the city. These responses were included in the research. The consultation

included an on line and paper survey, individual interviews and group discussions. The questions were trialled on a group of residents, and refined. The survey was also shared with members and partners at housing scrutiny committee, they made a number of recommendations which were incorporated into the research.

4. The survey was sent to the city's talkabout panel and advertised through social media, a press release, direct emailing to partners and stakeholder groups and was made available in libraries and community hubs (eg St Sampson centre).
5. 406 survey responses were received, some representing the views of more than one resident. The majority of respondents were in the 60-70 age bracket. More in depth responses were received through community and stakeholder discussion groups and individual conversations. Throughout the process we were keen to engage with key stakeholders including Age UK, York Older People's Assembly and the Joseph Rowntree Housing Trust - they helped us to raise awareness of the survey and in some cases gave opinions. This consultation period ran between the 15<sup>th</sup> of July and the 16<sup>th</sup> of August 2019.
6. The full results of the survey are attached at Annex A. The initial results have been shared with key partners and they have been well received. The findings will be presenting to partners over the next few month.
7. The results have already been presented to the Executive Member for Adult Social Care and Health at a public decision session and to Health and adult Social Care Policy and Scrutiny committee. In addition the results have been shared and discussed with an Older Persons' Accommodation Stakeholder Group. Following these meetings work has begun on the development of a York specific directory of accommodation options, and tool kit for assisting with accommodation choices.

## **Results**

8. Local population data suggests that the number of residents aged 75 plus will increase from 18,500 in 2019 to 23,600 by 2030 which is an increase of 5,100 or 21%. The 60 plus population is projected to increase by 19.6%, while the largest increases can be found in the 85 plus age group, this section of the population is projected to increase by 29%.
9. The research identifies that there is a significant demand for age-friendly homes, with 67% of respondents expressing a preference for

some form of smaller, single level and accessible property. Although the most popular option was for people to stay in their own homes.

Housing types	National Recommended rates of provision for residents aged 75+	Residents' preferences for their later years. (up to 3 choices)
Existing home		29%
A smaller home, bungalow or apartment in the general community		22%
A smaller home, bungalow or apartment within a scheme specifically for people aged 65+		22%
An apartment in an independent living scheme with communal lounge and activities	12.5%	14%
An apartment in an independent living scheme with communal lounge and activities with 24 hour care on site (extra care accommodation)	4.5%	9%
A room or a suite in a residential care home, with all care, meals, cleaning and activities included.	11% (this figure includes both residential and nursing care accommodation)	4%
A self-build property within a multi-generational community		12%

10. It is clear that the city's residents are interested in alternative property types and are keen to consider a range of accommodation options. The Executive report in November 2018 highlighted that by 2030 the city is likely to have a significant shortage of both extra care and independent living accommodation. This research indicates that the demand for these properties is likely to be higher than had previously been estimated. These findings also indicate a demand for retirement communities and an increased number of age appropriate properties in the general community.
11. Residents were also unanimous that it was important for them to be able to make the decision on where and when to move home themselves rather than waiting for their family or careers to make choices for them when they are reliant on others.

12. Respondents also highlighted that if they were going to move then they would like to do this at a time when they were still able to enjoy their new home. Having access to outdoor and private space was considered very important.
13. While residents identified a range of barriers to moving, including cost as the most frequently mentioned, the most consistent message from almost all responses and conversations was that people are unaware of the options that are available to them. Many of the types of accommodation people spoke about wanting to see in York already exist in the City. People also spoke about services such as home packing assistance which are also already operating in the City. One of the most significant findings of the research is that our residents are not aware of the different property types, or tenures and that there is not sufficiently accessible information about the rightsizing process and the support available.
14. Respondents were very receptive to the idea of assistive technology in their homes, with 83% saying that they would be comfortable with it. Respondents were particularly interested in automated reminders (for medication, drinks and meals), sensors to show movement and voice activated alarms for assistance. 73% of respondents said that they would be happy for the data from their sensors to be accessible to their family. This would help to give family member assurance that they had information about how their relatives were managing in their homes.
15. We are already responded to the results of the research as we have begun the process of updating the information about independent living schemes and extra care living which are available for residents.
16. There will continue to be a requirement for the provision of nursing care accommodation and specialist dementia care for those who need it. This survey aimed to assess how our residents would choose to live and clearly this is not a choice that people would hope to make.

## **Conclusions.**

14. There is a need for a mixed range of housing types and tenures specifically for older residents. While 81% of the city's residents aged 75+ are home owners there is currently no specific requirement in the city's planning policies which would require developers to provide small, accessible, age appropriate accommodation within their schemes. To meet the demand for these properties and address the significant demand for market sale properties it is recommended that work is done to share these results with developers wanting to build in

the city and work is done to consider how planning policies could be amended to reflect this need.

15. To support and enable independent living for life opportunities to encourage the use of assistive technology should be explored both in new properties and in existing properties.
16. There is a need for more information, advice and assistance to inform people of the accommodation options available to them and their families and to help them make the move.
17. The consultation results report attached at annex A makes a number of detailed recommendations. These recommendations ought to be shared widely with partners and stakeholders across the city.

## Action Plan

18. To address all of the points raised in this consultation the Council, developers and partners will have to work together to provide appropriate accommodation in suitable locations, designed specifically to meet the needs of older people. The Council can play a leading role in this work and the table below sets out how the Council can begin to take action in response to residents' views.

Findings and Recommendation	CYC actions
67% of residents have expressed an interest in living in a small, safe manageable single storey property in their later years.	<ul style="list-style-type: none"> <li>• Consider setting a 10% target of this type of housing in the Council's Housing delivery programme schemes.</li> <li>• Work with Housing and planning policy teams to ensure that the need for older person's accommodation is reflected in our planning policies.</li> <li>• Continue to develop independent living and extra care housing schemes to address the need for these properties.</li> <li>• Recommend York specific benchmarks for each accommodation type.</li> </ul>
There is insufficient information available about the benefits of rightsizing and	<ul style="list-style-type: none"> <li>• Work has now begun to create general information about extra care apartments and how they can meet resident's needs. This will then be</li> </ul>

<p>the opportunities available.</p>	<p>accompanied by individual brochures for the Council's extra care developments and those of our partners.</p> <ul style="list-style-type: none"> <li>• Share the results of the research with stakeholders and partners and encourage them to continue having conversations about accommodation with their members and customers.</li> <li>• Train front line staff about the accommodation opportunities for our older residents and encourage them to share information widely.</li> <li>• Ensure that printed and electronic information is easily accessible and jargon free.</li> </ul>
<p>Residents have expressed an interest in taking advantage of assistive technology to support their independence.</p>	<ul style="list-style-type: none"> <li>• Explore opportunities to promote the use of existing technology to support independence and delay the need to care support.</li> <li>• Consider how accommodation design should be adapted to integrate future technology to support independence.</li> <li>• Work with partners to attract funding and skills to develop technology to meet our residents' needs.</li> <li>• Provide staff training to support the use of everyday modern technology to support independence.</li> </ul>

## Equalities

19. The research was carried out to reach a wide cross section of the city's population. Responses were received from residents of all of the wards in the city. The consultation included questions about whether LGBTQ+ respondents would like to live in a community specifically with others from that community. Only 6% of this groups said yes, but the need for staff training to understand the community was specifically highlighted.
20. Each element of the programme will be accompanied by a best decision making assessment and wide consultation.

## Recommendations

21. The committee is asked to:

- note the contents of the report and the results of the engagement work
- consider how the consultation responses can be used to inform the future of the Older Person's Accommodation Programme.

Reason: To comply with scrutiny processes and procedures.

## Contact Details

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<b>Specialist Implications Officer(s)</b> N/A			
<b>Wards Affected:</b> All			

## Annexes

Annex A - Draft Consultation results report.

## Abbreviations

CYC- City of York Council

LGBTQ- lesbian, gay, bisexual, transgender, transsexual, queer, questioning