



Notice of meeting of

**Executive Members for Housing & Adult Social Services and
Advisory Panel**

To:	Councillors Greenwood (Chair), Sue Galloway (Executive Member for Adult Social Services), Sunderland (Executive Member for Housing), Fairclough, Nimmo, Fraser, Horton, and Hill Mrs Mildred Grundy (Co-opted Non-Statutory Member) Ms Pat Holmes (Co-opted Non-Statutory Member)
Date:	Monday, 17 July 2006
Time:	5.00 pm
Venue:	Guildhall

AGENDA

Notice to Members - Calling In:

Members are reminded that, should they wish to call in any item on this agenda, notice must be given to Democracy Support Group by:

10:00 am on Friday 14th July 2006, if an item is called in *before* a decision is taken, *or*

4:00 pm on Wednesday 19th July 2006, if an item is called in *after* a decision has been taken.

Items called in will be considered by the Scrutiny Management Committee.

1. Declarations of Interest

At this point Members are asked to declare any personal or prejudicial interests they may have in the business on this agenda.

2. Minutes (Pages 1 - 8)

To approve and sign the minutes of the meeting held on 5 June 2006.

3. Public Participation

At this point in the meeting members of the public who have registered their wish to speak regarding an item on the agenda or an issue within the Panel's remit can do so. Anyone who wishes to register or requires further information is requested to contact the Democracy Officer on the contact details listed at the foot of this agenda. The deadline for registering is Friday 14 July 2006 at 10.00am.

BUSINESS FOR THE EXECUTIVE MEMBER FOR HOUSING

ITEMS FOR DECISION

4. Towards an Older People's Housing Strategy 2006/09 (Pages 9 - 40)

This report requests Executive Member's approval of the council's first older people's housing strategy.

**BUSINESS FOR THE EXECUTIVE MEMBER FOR ADULT
SOCIAL SERVICES**

ITEMS FOR DECISION

5. Transfer of the Social Care Welfare Benefits Function from Resources Directorate to Housing and Adult Social Services Directorate (Pages 41 - 46)

This report seeks approval for the transfer of management responsibility for the social care welfare benefits function from the Resources Directorate to the Directorate of Housing & Social Services.

ITEMS FOR INFORMATION

6. Annual Delivery Improvement Statement for Adult Social Services (Pages 47 - 50)

This report draws members' attention to the Delivery Improvement Statement (DIS) that has been submitted by officers to the Commission for Social Care Inspection (CSCI). This forms a significant part of the evidence that leads to the annual rating of adult social services in the Autumn.

7. Any other business which the Chair considers urgent under the Local Government Act 1972

Democracy Officer:

Name: Tracy Johnson

Contact details:

- Telephone – (01904) 551031
- E-mail – tracy.johnson@york.gov.uk

For more information about any of the following please contact the Democracy Officer responsible for servicing this meeting:

- Registering to speak
- Business of the meeting
- Any special arrangements
- Copies of reports

Contact details are set out above.

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City of York Council

Minutes

MEETING	EXECUTIVE MEMBERS FOR HOUSING & ADULT SOCIAL SERVICES AND ADVISORY PANEL
DATE	5 JUNE 2006
PRESENT	COUNCILLORS SUE GALLOWAY (EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES), SUNDERLAND (EXECUTIVE MEMBER FOR HOUSING), FAIRCLOUGH (VICE-CHAIR, IN THE CHAIR), NIMMO, LIVESLEY, FRASER, HORTON, AND HILL MILDRED GRUNDY (CO-OPTED NON-STATUTORY MEMBER) AND PAT HOLMES (CO-OPTED NON-STATUTORY MEMBER)
APOLOGIES	COUNCILLOR GREENWOOD

1. **Declarations of Interest**

Members were invited to declare any personal or prejudicial interests they may have in the business on this agenda.

Cllr Fraser declared a personal and non prejudicial interest in agenda items 5 – Establishment of the Housing Standards and Adaptation Team (minute 5 refers) and 11 – Review of Home Care Purchasing and Commissioning (minute 11 refers), as a member of Unison.

2. **Exclusion of Press and Public**

RESOLVED: That the press and public be excluded from the meeting during consideration of Annex B to agenda item 11 – Review of Home Care Purchasing and Commissioning (minute 11 refers) on the grounds that it contains information relating to the financial affairs of any particular person (including the authority holding that information). This information is classed as exempt under Paragraph 3 of Schedule 12A to Section 100A of the Local Government Act 1972, as amended by the Local Government (Access to Information) (Variation) Order 2006.

3. **Minutes**

RESOLVED: That the minutes of the last meeting of the Executive Member for Housing and Advisory Panel, held on 6 March 2006, be approved and signed as a correct record.

That the minutes of the last meeting of the Executive Member for Social Services & Health and Advisory Panel, held on 9 March 2006, be approved and signed as a correct record.

4. Public Participation

The Chair reported that there had been no registrations to speak at the meeting under the council's public participation scheme.

5. Establishment of the Housing Standards and Adaptation Team

Members considered a report which provided information on the proposed consolidation and restructure of the Grants and Adaptations team (Housing and Adult Social Services) with the Housing Regulation team (Chief Executives). It sought agreement to transfer the Housing Regulation team from Chief Executives and to create the new Housing Standards and Adaptations Team within Housing Services and proposed a new staffing structure.

Members were presented with two options:

Option 1 - To agree the proposals set out in the report.

Option 2 - To reject the proposals and ask officers to present members with alternative proposals.

Advice of the Advisory Panel:

That the Executive Member for Housing be advised to approve:

- (i) That Housing Regulation team from Chief Executive Directorate become part of Housing Services
- (ii) That the new structure, as outlined in option 1, be implemented as the Housing Standards and Adaptations team with immediate effect

Decision of the Executive Member for Housing:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To formalise the current arrangement and provide a flexible team, which could meet the challenges of both existing legislation, and proposed changes, which would ensure that all residents could easily and quickly access the joined up services.

6. Housing Capital Programme – Out turn Report

Members considered a report that presented the out turn position of the 2005/06 Housing Capital Programme and the resources available to support it.

The report advised that the final outturn position of the Housing Capital Programme was £9.957m compared with the previously reported figure of £10.143m. The variation of £186k was due to an underspend £136k, £97k on schemes funded by Capital and £39k on the MRA funded element of the programme, and slippage of £50k which included £32k on Installation and Replacement of Heating Systems and £18k for the Homeless Hostel at Howe Hill.

Advice of the Advisory Panel:

That the Executive Member for Housing be advised to approve the changes to the Capital funded and MRA elements of the Housing Capital Programme as set out in the report.

Decision of the Executive Member for Housing:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To comply with Council Financial Regulations.

7. Housing Revenue Account Service Plan Monitoring – Outturn Report

Members considered a report that provided an overview of progress on the Housing Revenue Account (HRA) Service Plan agreed in April 2005.

The report advised that the latest approved estimated balance carried forward of £2,832k had increased by £2,307k to £5,139k at outturn. £1,510k of the working balance would be required to fund the capital programme in 2006/07 and £19,800 would be required to fund the carry forward requests below leaving a net surplus of £3,609k on the HRA. This was an increase of £42k on the balance of £3,567k forecast in the previous quarterly monitoring report. Members were reminded that this surplus was required in future years to meet the decent homes standard in line with the approved HRA business plan.

The carry forward requests which met the criteria were as follows:-

	£
i) Retendering of jobbing repairs - carry forward to cover any outstanding training or IT issues associated with the establishment of the repairs partnership and work to investigate the procurement of the adaptations contract as a potential addition to the partnership	6,000
ii) To fund a tenant's DVD, procurement of which commenced in 05/06	10,000
iii) To fund follow up work related to the Annual Housing Service Monitor completed in 05/06	3,800

The Executive Member for Housing expressed her thanks to the Tenancy Management Team and the Specialist Income Management Team for their achievements in reducing rent arrears to their lowest figure for 10 years.

Advice of the Advisory Panel:

That the Executive Member for Housing be advised to

- (i) Note the achievements, and progress that was required in specific areas
- (ii) Agree the carry forward requests detailed above and refer them to the Executive

Decision of the Executive Member for Housing:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To inform the Executive Member of objectives that have been met and service plan delivered within the approved budget.

8. Housing General Fund Service Plan - Outturn Report

Members considered a report that provided an overview of progress on the service plan for Housing General Fund.

The report advised that the net draft outturn was £1,160k. The outturn figure was £136k less than the latest approved budget of £1,296k. The reasons for the main variations between the approved budget and the draft revenue outturn were detailed in the report.

Officers reported that the supply of affordable new homes was less than what had been estimated and that the outcome of the two planning enquiries into Germany Beck and Derwenthorpe could have a major impact. Members expressed concern that the target of 200 new affordable homes per year was not being met and that a back log could build up causing further problems.

The Executive Member for Housing expressed her thanks for the hard work and achievements made by all officers.

Advice of the Advisory Panel:

That the Executive Member for Housing be advised to note the achievements and progress made in delivering the Housing General Fund Service Plan.

Decision of the Executive Member for Housing:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To inform the Executive Member of objectives that have been met and service plan delivered within the approved budget.

9. Social Services Capital Programme – Out turn Report

Members considered a report that presented the outturn position of the 2005/06 Social Services Capital programme and the resources available to support it.

The report advised that the final outturn of the 2005/06 Social Services Capital Programme was £964k gross compared to the approved programme of £1062k gross. The variation of £98k from the approved programme was due to slippage of £75k and an overall underspend of £23k.

Advice of the Advisory Panel:

That the Executive Member for Housing be advised to approve the changes to the Social Services Capital Programme as set out in the report.

Decision of the Executive Member for Adult Social Services:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To comply with Council Financial Regulations.

10. Pilot Implementation of the revised Continuing Care Policy

Members considered a report which requested an extension of the six month trial of the North and East Yorkshire and Northern Lincolnshire Strategic Health Authority revised Continuing Health and Social Care Policy and Assessment Tool.

Members were presented with two options. The first was to cease the pilot and revert to the previous policy. The second was to continue the pilot.

Advice of the Advisory Panel:

That the Executive Member for Adult Social Services be advised to

- (i) Support the proposal that the council should extend the revised Continuing Care Policy (including the assessment tool) for a further pilot 6 month period, unless the national position be established or a regional strategic health authority policy be proposed.
- (ii) Receive a report if either of the latter two were achieved within the extension period.

Decision of Executive Member For Adult Social Services:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To ensure that the current policy remained in place until it was superseded by national guidance.

11. Review of Home Care Purchasing and Commissioning

Members considered a report that informed on the progress of the review of the current purchasing and commissioning arrangements for home care services.

The options presented were to proceed to the next stage of the review of home care services or to retain services within the current structures.

In answer to Members questions, Officers provided an update on the consultation process and advised how the move to fixed hours on a more flexible contract would work.

Advice of the Advisory Panel:

That the Executive Member for Adult Social Services be advised to approve

- (i) That the tendering exercise for the independent locality services be undertaken.
- (ii) That consultation with staff on the proposed restructure and contractual changes continued, with a further report to be submitted to Members on the proposals.

Decision of Executive Member For Adult Social Services:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To improve the efficiency and effectiveness of the service.

12. Service Plans – Performance and Financial Monitoring Draft Outturn Report

Members considered a report that provided a summary of the year end outcomes for the Service Plans for social services and corporate services agreed in April 2005.

The report advised that the draft outturn expenditure was £30.872m, which was £793k above the latest approved budget.

Officers informed Members that there were two major issues relating to the overspend, namely that support for people at home had come at a cost, and that cover for staff absence across the department had cost £400k.

Advice of the Advisory Panel:

That the Executive Member for Adult Social Services be advised to

- (i) Note the progress made in delivering Adult Social Services and Corporate Services plans during 2005/06.
- (ii) Note the financial out-turn for the year and the proposed actions to reduce the deficit in 2006/07

Decision of Executive Member For Adult Social Services:

RESOLVED: That the advice of the Advisory Panel as set out above be accepted and endorsed.

REASON: To enable the Executive Member to check that agreed objectives have been met and to agree plans for operating within the approved budget.

CLLR SUE SUNDERLAND
EXECUTIVE MEMBER FOR HOUSING

CLLR SUE GALLOWAY
EXECUTIVE MEMBER FOR ADULT SOCIAL SERVICES

CLLR BILL FAIRCLOUGH
VICE CHAIR (IN CHAIR) OF ADVISORY PANEL

The meeting started at 5.00 pm and finished at 6.20 pm.

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Meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel

17 July 2006

Report of the Director of Housing and Adult Social Services

Towards an Older People's Housing Strategy 2006/09

Summary

1. This report requests Executive Member's approval of the council's first older people's housing strategy.

Background

2. At the December 2005 meeting of Housing EMAP it was agreed that an Older People's Housing Strategy would be written as a separate component of the council's overall Housing Strategy 2006/09.
3. A separate strategy enables a more comprehensive analysis of older people's housing needs than could otherwise have been included as a chapter in the housing strategy. It also acknowledges the importance of planning for older people's housing needs in the context of significant demographic and social trends that will see, for example, the largest projected household growth over the next 15 years as those headed by people aged 55 and over.
4. *Towards an Older People's Housing Strategy 2006/09* (attached at Annex One of this report) signals some key challenges around which future actions should be focussed. Thereafter, it may be more appropriate for the outcome of these actions and for older people's housing issues more generally to be integrated into the wider Older People's Commissioning Strategy, which is currently being developed, by Housing and Adult Social Services. This would bring together housing, health and social care commissioning under one fully integrated strategy.
5. A report detailing progress against the action plan will be brought back to the Executive Member and Advisory Panel after the first year and will include recommendations on either taking forward older people's housing issues as part of the Older People's Commissioning Strategy or through an updated Older People's Housing Strategy.

Consultation

6. The strategy draws on the key issues that have emerged through national and local consultation with older people on housing issues. Local consultation has included drawing together the views expressed by older people through the York Council Residents Opinion Survey, the regular Talkabout Survey and workshops that were held to inform the writing of the council's Housing Strategy. It has also been informed by the consultations carried out by the York and Selby Primary Care Trust for their recently published *Never too Old Strategy for York, Selby and Easingwold* and the 'Shaping the future' workshop held in April 2006 to aid the development of a 10-15 year Commissioning Strategy for Older People. In turn, this strategy will help inform the recommendations of the Housing and Adult Social Services Review of Accommodation and Support that is scheduled to be presented to the September Housing and Adult Social Services EMAP.

Options

7. The Executive Member and Advisory Panel are asked to comment on and approve the attached *Towards an Older People's Housing Strategy* with the recommendation that a progress report on completing the Action Plan is brought back to Housing and Adult Social Services EMAP after one year.

Analysis

8. This first housing strategy contains a lot of information on which to plan services specifically for older people but also highlights five key challenges:
 - a need to strategically plan to meet the needs of a growing population of older people;
 - a need to ensure older peoples housing is a decent standard across all tenures, with appropriate support that promotes independence, well-being and quality of life;
 - a need to ensure older people are able to exercise choice through the provision of accessible and timely information and advice services;
 - a need to ensure more effective links between strategies and approaches relating to older people;
 - A need to improve consultation with older people
9. Appendix 1 of the Older Peoples Housing Strategy prioritises actions designed to address these challenges.
10. The strategy initially covers one year and the Action Plan contains a lot of scoping and mapping of current services as priorities. Some of the actions have already been committed to in the wider Housing Strategy, but have a particular relevance to older people's housing hence their inclusion here.

Corporate Priorities

11. The strategy will contribute towards the corporate priorities of the council including:
 - Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest
 - Improve the quality and availability of decent affordable homes in the city
 - Improve our focus on the needs of customers and residents in designing and providing services
 - Improve the way the council and its partners work together to deliver better services for the people of York.

Implications

12. The following implications have been considered.
 - **Financial:** There are no financial implications
 - **Human Resources (HR):** There are no human resources implications
 - **Equalities:** Equality Impact Assessment has been completed
 - **Legal:** There are no legal implications
 - **Crime and Disorder:** There are no crime and disorder implications
 - **Information Technology (IT):** There are no information technology implications
 - **Property:** There are no property implications
 - **Other:** None

Risk Management

13. In compliance with the councils risk management strategy, there are no risks associated with the recommendations of this report.

Recommendation

14. The Executive Member and Advisory Panel is recommended to comment on and approve the older people's housing strategy attached as Annex One, and to request a further report after approximately 12 months on the progress of the strategy's Action Plan.

Reason: Approval should ensure that the profile of older people's housing is increased and that key actions aimed at improving the range and quality of housing available to older people both now and in the future are delivered.

Contact Details

Author:

Paul Stamp
Housing Strategy Manager
Housing and Adult Social
Services
Tel No.554098

Chief Officer Responsible for the report:

Steve Waddington
Head of Housing Services

Report Approved

Date 28 June 2006

Paul McCabe
Planning and Policy Manager
Housing and Adult Social
Services
Tel No.554527

Specialist Implications Officer(s)

None currently

Wards Affected: *List wards or tick box to indicate all*

All

For further information please contact the author of the report

Background Papers:

'Housing Strategy 2006-2009: Agreeing broad issues and areas of priority' Report to the Executive Member for Housing and Advisory Panel. 5th December 2005

York Housing Strategy 2006-2009.

'Never too Old: A multi-agency older people's strategy covering Selby, York and Easingwold'. Selby and York PCT on behalf of the Older People's Partnership Board

Annexes

Annex One: *'Towards an Older People's Housing Strategy 2006/07'*

City of York Council
Towards an Older People's Housing Strategy
2006/09
DRAFT

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Executive Summary

The City wishes to meet the housing aspirations and needs of older people living in York and is committed to ensuring they have decent homes to live in that enable them to secure and maintain their independence.

Older people are generally taken to be aged 50 or above. As such they are not a homogenous group, but have a range of different life experiences, expectations and needs. Strategies and services for older people need to be flexible enough to meet the different choices older people will increasingly make.

A number of demographic and social trends are influencing the nature of demand for appropriate housing, support, health and care services for older people over the coming decades:

- The number of older people in all age bands over 60 is increasing
- The number of older people who have a physical and/or mental frailty is increasing
- The number of older people who are owner occupiers is increasing
- Most older people want to stay in their own homes longer
- The expectations and aspirations of older people are higher than before

In addition, the issues that concern older people include:

- More independent living opportunities and a choice of types of housing and services
- New homes being designed that take into account the needs of older people
- More help with adaptations and equipment that supports independence
- More flexibility and choice in housing, care and support options and clearer information and advice on what is available

In 2001 the Government published '*Quality and Choice for Older People's Housing: A Strategic Framework*', which set out 5 priorities to improve older peoples housing related services: Providing choices; Working together, Information and advice; Flexible services and Quality.

The Council and its partners now face a number of challenges. They must consider how:

- to strategically plan for the supply of appropriate housing provision that maximises diversity and choice across all sectors
- to ensure older peoples housing is a decent standard across all tenures, with appropriate support that promotes independence, well-being and quality of life.
- to ensure older people are able to exercise choice through provision of accessible and timely information and advice services
- to ensure more effective links between strategies and approaches relating to older people

The Older People's Housing Strategy adopts these challenges as its key priorities and identifies actions designed to address these.

Introduction

Why have an older people's housing strategy?

Demographic changes, general advances in health care, increasing wealth and other improvements in peoples' quality of life means that people in the UK are living longer. Thirty per cent of all households are currently headed by someone aged 60 or over and this is set to increase. As a consequence the number of people who need care and support to enable them to remain independent is rising. And just as importantly, the expectations and aspirations of older people are also increasing.

Despite forming a significant and growing proportion of all households, older people's housing aspirations can all too easily be overlooked. In older age a wide range of housing choices are needed, including appropriate mainstream housing as well as more specialist provision, such as retirement housing or accommodation that enables the most frail older people (such as those with complex and multiple disabilities) to be supported.

The largest projected growth for all households over the next 15 years are those headed by people aged 55 and over. Plans for housing made today will therefore set the scene for housing until at least 2020.

What does this strategy hope to achieve?

This strategy forms part of the wider York Housing Strategy (YHS) 2006/09¹. The YHS sets out plans for the improvement of housing services across York over the next 3 years. This Older People's Housing Strategy (OPHS) aims to raise the profile of older people's housing issues within these broader plans and signals some key challenges around which future actions should be focussed.

Work is currently underway on a York Older People's Commissioning Strategy² covering housing, health and social services. This seeks to predict the aspirations and needs of older people and join up services dedicated to meeting them. The OPHS aims to identify some of the key housing issues for this wider strategy to consider. In doing this, the OPHS consolidates actions from existing strategies and plans where these contribute to addressing identified key challenges.

This document sets out demographic and social trends currently influencing policy debates concerning older people and briefly summarises national policy responses and the Government's overall direction for the development of older people's services. National policy is then set in a local policy context including links to City of York Council's corporate strategy and other strategies that seek change at the local level. Analysis of what older people want draws on both national and local research and consultation.

It is clear that older people are not an homogenous group, but will have had different life experiences, and hold different values, expectations and needs, A key challenge

¹ York Housing Strategy 2006/09. Contact Paul Stamp (see contacts)

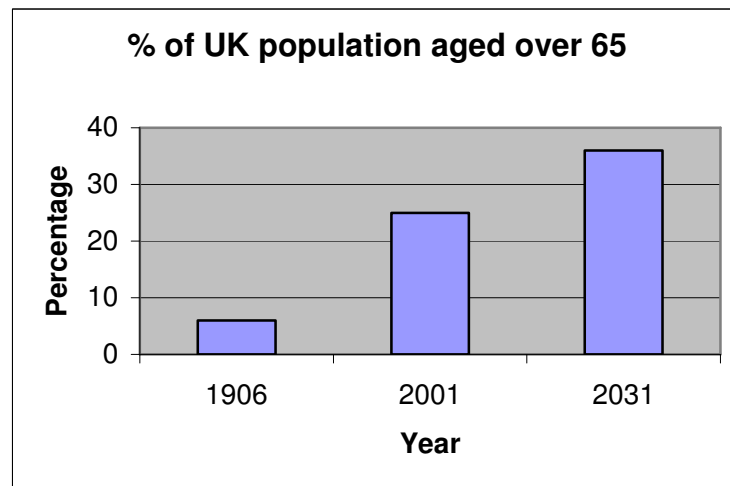
² Older People's Commissioning Strategy – Contact Kathy Clark (see contacts)

therefore is to ensure the OPHS helps develop a framework for services that can meet this range of expectations and needs.

Section 1: Demographic and social trends

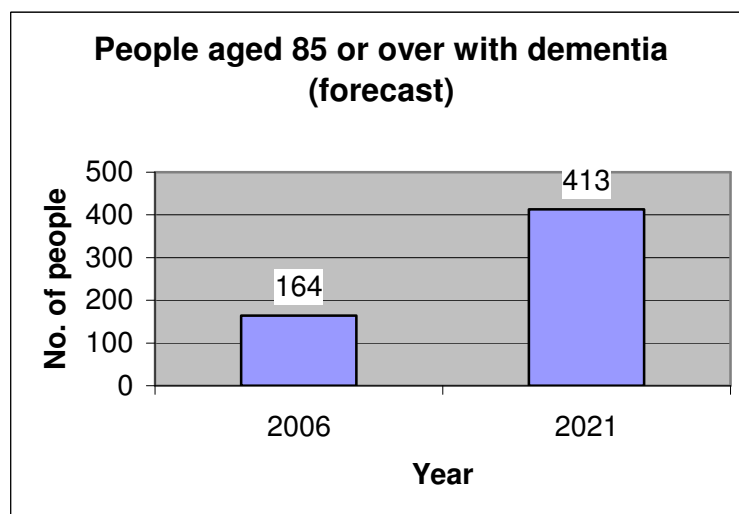
Significant demographic changes and social trends are taking place in relation to older people and their housing needs and aspirations:

- Rising numbers of older people:



- One hundred years ago, just over 6 per cent of the UK's population were aged over 65. By 2001 that proportion had grown to 25 per cent and is projected to keep rising – to 36 per cent by 2031.

- Rising number of people with care needs:



- The Medical Research Centre recently published a study that revealed that currently 1 in 25 of people aged 85+ suffer from dementia, with a

predicted rise to 1 in 15 by 2015. Translating this for York, it suggests the city should be planning for a 152% increase in the number of people with dementia by 2021.

- Rising level of owner occupation amongst older people:
 - Many older people across the country are now owner-occupiers and this is set to increase further. If current trends continue we can assume that by 2011 some 75% of older people aged 75 and above could be homeowners, which could rise to over 80% by 2021.
- Rising under-occupation:
 - Increasing life expectancy and an increase in the number of households is placing pressure on housing. Levels of under occupation are highest among older people.
- Difficult to let properties:
 - Although the older population is increasing evidence suggests demand for some types of older persons accommodation has declined, Local authorities remain a significant provider of sheltered housing but have recently reported it is becoming increasingly difficult to let.
- Inappropriate housing:
 - Much of the existing housing stock (across all tenures) was not designed to adapt to changes in the needs of households as they grow older. Unadapted housing can present difficulties for frailer people who account for 47% of accidental deaths in the home in 1999 whilst representing just 16% of the population. 62% of the deaths were as a result of falls.
 - The York Stock Condition Survey³ found that older people were much more likely to be living in non-decent homes than any other group. More than 40,000 deaths occur nationally each year, which, according to the new Housing Health and Safety rating System can be attributed to the hazard known as excessive cold. The most vulnerable group affected are those over 60 year of age.

Section 2: What older people say

In addition to changing demographics and social trends older peoples expectations and aspirations are changing. Some key issues emerging through national consultation with older people include:

- Increased value on maintaining independence and control over ones life
- More need for flexibility and choice in housing, care and support options and clearer information and advice on what is available
- New homes designed that take into account the needs of older people
- Having information and services that are accessible and joined up

³ Stock Condition Survey. Contact Mark Grandfield (see contacts)

The Housing and Older People Development Group (HOPDEV)⁴ found that older people also value interdependence in terms of good social networks and a sense of support and are concerned about social exclusion, particularly that brought about by low incomes, fear of crime, lack of accessible transport to service and amenities, inappropriate or non decent housing.

Issues identified through more localised consultation⁵ include:

- An increasing preference by older people to stay in their own homes for longer with the help of adaptations and, where needed, other support.
- An increasing preference for two bed properties, to enable a carer or relative to stay when the alternative would be to go into hospital.
- A higher priority placed on facilities for the disabled or infirm and care for the elderly in terms of council spending.
- A greater concern about community safety than the population as a whole, despite being less likely to experience crime.
- A preference for personal contact when accessing information and advice.
- A wish to see older people's requirements increasingly taken into account as part of local authority housing allocations policy⁶.
- A need for greater awareness of the capabilities and benefits of assistive technology / telecare services⁷ and better choices for older people to utilise them⁸.
- Greater availability of independent advice on schemes such as equity release⁹.

Section 3: National and local policy contexts

Demographic change, social trends and the changing views of older people are driving policy shifts at the national and local levels.

The national policy context

In the broadest terms the national policy debate is shifting from a focus on treating ill health and frail older people towards promoting choice, well-being and improved

⁴ HOPDEV was set up in 2001 to advise Government on matters relating to housing and older people.

⁵ The Council gathers resident's views through regular surveys and panels including Residents Opinion Survey and Talkabout, the Annual Housing Services Monitor and hoc consultations. In addition, over 300 individuals and organisations were consulted as part of the development of the York Housing Strategy 2006-2009.

⁶ Never Too Old: A multi agency older people's strategy covering Selby, York and Easingwold (2006). The development of this strategy was led by the Selby and York Primary Care Trust on behalf of the Older Peoples Partnership Board (see Glossary). Following a comprehensive review, on 1 May 2006 York introduced a new way of allocating its housing and nominating to housing association accommodation. Applicants are no longer ranked in order of priority, but instead are placed in one of five bands of differing levels of priority. The new policy allows for the introduction of local lettings policies to encourage community cohesion. This means that some properties be designated to a particular client group, such as older people.

⁷ Assistive technology / telecare: "Assistive Technology (AT) is any product or service designed to enable independence for disabled and older people." (King's Fund Consultation, 14th March 2001)

⁸ Never Too Old: see above

⁹ Never Too Old: see above

quality of life for all. Within this is a shift towards preventative services that enable people to remain independent in their own homes, tackling ageism and recognising older people as valuable citizens of society.

These broad policy shifts are bringing an increasing convergence of housing, health and social care agendas that will necessitate changes in service planning and service delivery at the local level. The recent Government White Paper entitled '*Our Health, Our Care, Our Say; A new direction for community services*¹⁰', sets out what this convergence might mean. These changes will form part of the wider Older People's Commissioning Strategy that is currently under development¹¹.

In 2001 the Government set out its aim to improve the quality and choice of older peoples housing and to promote greater independence in a paper '*Quality and Choice for Older People's Housing: A Strategic Framework*¹²'. The framework, and subsequent guidance on preparing older people's strategies¹³, recognises that demographic and social trends are beginning to influence the types of housing that older people want, and how this must link more closely to their care, support and health needs.

The Government's framework revolves around two main objectives:

- To support older people to make active and informed choices about their circumstances by providing access to appropriate housing and services and by providing advice on suitable services and options
- To ensure older people are able to secure and sustain their independence in a home that is appropriate to their circumstances

A raft of recent housing initiatives and approaches relating to older people support these broad shifts in policy including:

- recognising the role of housing in terms of service modernisation and rebalancing the system away from institutional care towards extra care;
- promoting the role of Home Improvement Agencies¹⁴ and developing services in areas such as improving, safety and security in the home; energy efficiency, reducing delayed transfers of care and reducing emergency admissions;
- £140 million to tackle fuel poverty in the next 3 years (2005/08) and £251 million to end fuel poverty in vulnerable households by 2010;
- the Supporting People¹⁵ framework that was introduced in 2003 as a new way of funding housing related support costs to enable vulnerable people to live

¹⁰ Our health, Our Care, Our Say; A new direction for community services. Available from www.dh.gov.uk.

¹¹ York Older People's Commissioning Strategy. This is due to be finalised Autumn 2006. Contact Kathy Clark (see contacts)

¹² 'Quality and Choice For Older people's Housing; A Strategic Framework'. Department of Transport, Environment and the Regions (DETR) and department of Health (DH) 2001

¹³ 'Preparing Older People's Housing Strategies: Linking housing to health, social care and other council strategies'. Office of the Deputy Prime Minister (ODPM) February 2003.

¹⁴ A Home Improvement Agency is a not for profit organisation that provides advice, support and assistance to elderly, disabled and vulnerable people who privately rent or own and live in their own property.

independently. Previously housing support costs had been met from a number of different budgets including housing benefit and social services.

- introduction of Decent Homes Standard (DHS)¹⁶ for vulnerable people in the private sector;
- improvements to private sector housing conditions, including the introduction of a housing health and safety rating system (HHSRS)¹⁷;
- new requirements in local authorities to look 15 years ahead and make greater reference to housing market information at local and regional levels, and involve local communities much more in planning for new development (HM Treasury, 2005).
- Requirement on councils to address the housing needs of all citizens through the creation of mixed and inclusive communities that offer choice of housing and lifestyle. New homes built in the city and villages must meet a range of needs, including specific groups, such as older people.
- The Government's Respect agenda¹⁸ that aims to tackle anti social behaviour and make neighbourhoods and communities feel safer.

The regional and local policy context

A range of regional, sub-regional and local strategies exist to shape the development of housing policy and services at the local level.

The York Housing Strategy 2006/09 provides a review of regional and sub-regional housing strategies including the Yorkshire and Humber Regional Housing Strategy 2005/20, the Regional Spatial Strategy and the links between them. Whilst these wider strategies say much about affordability and access they are less specific about the housing needs of older people as a distinct group.

More localised strategies contain aims and priorities particularly relevant to older people that echo the wider agenda to promote choice, independence, well-being and improved quality of life:

- The Local Strategic Partnership Community Strategy¹⁹ includes two particularly relevant Strategic Objectives; to make York '*A city where residents enjoy long healthy and independent lives through the promotion of healthy living and with easy access to responsive health and social care service*'; and to '*Ensure all*

¹⁵ Supporting People Strategy 2005-2010. City of York Council, North Yorkshire Probation Service, Selby and York NHS Primary Care Trust. Available from Carl Wain (see contacts)

¹⁶ The HHSRS was introduced under the Housing Act 2004 and will replace the fitness standard that forms a key part of the Decent Homes standard. A Decent Home is one that satisfies all of the following criteria: 1. It meets the current statutory minimum requirement for housing – at present this is the fitness standard; 2. It is in a reasonable state of repair; 3. It has reasonably modern facilities and services; 4. It provides a reasonable degree of thermal comfort. Although 2010 is the stated deadline, the actual date that the Council is required to meet the DHS is 31 March 2011.

¹⁷ The housing health and safety rating system (HHSRS) was introduced as part of the Housing Act 2004 and passed in April 2006.

¹⁸ The Respect agenda relates to a set of Government bills announced in the Queens Speech in May 2005 aimed primarily at tackling crime disorder and anti social behaviour. Further details can be found at www.homeoffice.gov.uk

¹⁹ Without Walls Local Strategy Partnership Community Strategy. Available from Denise Simms (see contacts)

*residents and visitors take part in the life of the city... by 'increasing the availability or affordable 'life standard' housing in balanced communities, increasing accessibility of York's physical environment and listening and responding to the needs expressed by communities.'*²⁰

- The developing Local Area Agreement will have a relevant theme 'block' relating specifically to Healthy Communities and Older People and the OPHS will feed into this.
- The developing Local Development Framework will be a key driver for taking the OPHS forward, laying down as it does spatial and environmental factors influencing and shaping house type, design and location.
- The draft Council Corporate Strategy 2006/09²¹ incorporates a number of relevant aims and priorities, including corporate aims to '*Work with others to improve the health, well being and independence of York residents*'; and '*Improve the quality and availability of affordable homes in the city*'.
- York Local Public Service Agreement²² includes a stretch target aimed at increasing benefit take up for older people (aged 60 or older)
- Never Too Old – A multi agency older peoples strategy 2005/10 for Selby, York and Easingwold lists five strategic aims similar to those on the national policy agenda; equity of service provision, including tackling ageism; choice of services; improved access to services; well-being; communication and information and support for the role of carers.
- The York Housing Strategy 2006/09 takes a comprehensive look at housing across York and seeks to inform and drive policy development and service provision. Its overall aim is to '*to enable everyone to have a decent home at a price that can afford within a safe inclusive and thriving community.*'
- The Private Sector Housing Renewal Policy 2003/06²³. This sets to out the Council's approach to improving the condition of private sector housing in York through grants, loans and equity release policies. Its key objectives include supporting owner-occupiers to maintain and repair their homes and supporting the most vulnerable to remain independent.
- The Best Value Revue of 24 hour Care²⁴ concluded that current services were unsustainable because they would not meet the projected future needs of older people. Two outcomes of the review has been that York now has four 'extra care'²⁵ housing schemes and agreed a major reconfiguration of its home care service both in-house and external

²⁰ Action plans showing how these strategic aims will be delivered are still being finalised but it is clear that planning for older peoples housing and associated support needs will play a key role.

²¹ City of York Council Corporate Strategy 2006-2009. Contact Mike Douglas (see contacts)

²² Local Public Service Agreement 2006-2009. Contact John Gibson (see contacts)

²³ Private Sector Housing Renewal Policy 2003-06. Contact Ruth Abbott (see contacts)

²⁴ Best Value Review of 24 hour Care. Contact Anne Tidd (see contacts)

²⁵ Extra care housing supports independent living and increases choice by providing older people with their own homes together with care and support that meets their individual needs. Schemes can provide 24-hour support, meals, domestic help, leisure and recreation facilities in a secure environment.

Section 4: Key challenges and actions

1. Strategically plan to meet the needs of a growing population of older people.

Changing aspirations and demographic and social trends are shifting demand for older people's housing. Whilst increasing life expectancy and well-being in older life is to be celebrated it presents new challenges for housing, health and social care services. Local authorities need to consider what sort of housing older people will need and this could include adaptation and remodelling of existing stock and looking at other housing options across all tenures. The wider policy agenda for older people encourages a rebalancing of the housing system by decreasing the number of residential or institutional care homes and increasing the housing options for older people.

With greater affluence and the increased purchasing power of older people has come a greater demand for choice across all sectors. The majority of older people in York now have their housing needs met by the private sector and this will continue to be the case.

With the increasing number of older people who are owner-occupiers and either unable or unwilling to consider rented schemes, there is a role for the private sector to offer schemes for sale. However, they will be influenced by the identification of demand, so it is important that local authorities assess the level of aspiration and need and that this is reflected in local housing and supporting people strategies, and planned for in local development frameworks.

There is a need to commission a new (or updated) housing needs survey to inform policy and service development in the future and this should include, if possible, specific reference to the future needs of older people. The needs of black and minority ethnic (BME) groups should also be surveyed as older people from these groups are often more likely to want to live in households made up of more than one generation. Building a strong evidence base on housing needs in the city and linking this to a better understanding of the housing market across all tenures and specific groups such as older people is a prerequisite to more effective long term planning. The York Housing Strategy 2006/09 also proposes the development of a 'key housing statistics' database to directly contribute to a better understanding of housing demand and markets in the City. A key challenge is to ensure the Council and all other stakeholders can shape the local development framework sufficiently so that older people's housing needs are fully taken into account.

<p>ACTION 1.1: Commission (through the Local Development Framework process) a new or updated housing needs survey that makes specific reference to specific groups such as older people and BME elder groups to ensure a strong evidence base to inform future planning.</p>

The local authority can play a key role in shaping future housing choices, including working more closely with private sector providers to ensure housing options for older

people are maximised. There are an increasing number of private sector developers specialising in housing provision for older people and it will become increasingly important for local authorities to gain a much better knowledge of what the private sector is offering and to explore opportunities for partnership working..

ACTION 1.2: Obtain a greater understanding of private sector provision across the city and its likely future direction by hosting a private sector consultation event.

The increasing rise in home ownership clearly has implications for the future demand for older people's rented social housing. Around 20% of the council's 8000 properties are let specifically to older people. Whilst the findings of the 2002 Housing Needs Survey show a healthy need for one bedroom homes across the general needs housing stock, there is evidence that where these homes are specifically for older people (those with warden call for example) they are sometimes becoming less popular. This is especially true for bed-sit accommodation. A key challenge therefore, is for the council to review its older peoples housing stock and to develop an asset management strategy to address any that are becoming unpopular²⁶.

Housing associations also provide a range of homes to meet the needs of older people in the city. Anecdotally we know that some of these schemes are also experiencing a decline in popularity. The local authority needs to work alongside housing association partners more closely to better understand the reasons for this and to plan for the future provision of affordable homes for older people.

ACTION 1.3: Undertake a review of less popular LA stock (including some sheltered accommodation and warden call schemes) as part wider Asset Management Plan and propose recommendations to address.

ACTION 1.4: Consult with housing associations more fully on their plans and approaches for managing demand in the future.

The population of York is forecast to grow significantly over the next 15 years with a significant percentage increase of older people. Several factors are fuelling this increase including people living longer, more single person households and inward migration. This increase places greater pressure on housing in York. This pressure is compounded by the fact that many older people wish to stay in their existing homes and thus contribute to under occupation. This is a key challenge for York. The Council has recently agreed to offer incentives to tackle under occupation within its own housing stock (under the new allocations policy customers willing to move out of an under occupied dwelling will be placed into band A and therefore be given the highest priority to move). The Golden Triangle Partnership²⁷ is soon to research and

²⁶ Less popular homes are considered difficult to let due to type or location, as opposed to issues of over supply.

²⁷ Golden Triangle Partnership is a partnership of local authorities in Leeds, Harrogate and York, the Housing Corporation, Yorkshire Forward, The Government Office, Home Housing Association and Yorkshire Housing. It aims to find solutions to the common problems of affordability in these high value and demand housing areas.

test best practice in minimising the under-occupation of existing council and housing association homes.

More generally greater housing choices for people as they get older will help reduce under occupation thus freeing up some pressure on the general housing market.

ACTION 1.5: Work with the Golden Triangle Partnership to test best practice in minimising under occupation and work more closely with private sector and housing associations to extend housing choice and desirability

2. Ensure older people's housing is a decent standard across all tenures, with appropriate support that promotes independence, well-being and quality of life.

Suitable housing is central to ensuring people can live independently with a good quality of life. Although many older people now prefer their existing accommodation as opposed to residential or institutional care, sometimes their accommodation can be in a very poor condition or it can be difficult to adapt sufficiently to support them.

Significant numbers of older people live in non-decent or poor quality housing. The proportion of older people in non-decent rented social housing is lower than for the wider population, but higher in the private sector. More than 40,000 deaths occur nationally each year, which according to the new Housing Health and Safety rating System can be attributed to the hazard known as excessive cold. The most vulnerable group affected are those over 60 years of age.

Feeling secure in the home and local neighbourhood is also high on older peoples essential criteria for a good quality of life.

Research for the Council's 2003/06 Private Sector Housing Renewal Policy²⁸ suggested that 22% of dwellings failed to reach the Decent Homes Standard. In 2004 the Council completed a stock condition survey of its own homes and found that overall the stock is in a good condition with just 9.26% of homes failing to meet the standard. Government has committed to making all rented social housing decent and increasing to 70% the proportion of vulnerable people in decent private housing by 2010. In York, the Council is on course meet this target for its local authority stock.

The Council works closely with local housing associations in the provision of decent homes but it does not routinely collect information on their management performance, including strategies for meeting the Decent Homes Standard or other ways in which they are improving their stock.

Approximately 83% of housing stock in York is in the private sector. In 2003 the Council published a private sector stock condition survey. Single pensioner households were identified as having amongst the highest incidence of unfitness, disrepair / low energy efficiency and non-decency. The Council provides assistance to

²⁸ Private Sector Housing renewal Policy 2003/06. Available from Ruth Abbott (see contacts)

owner occupiers who cannot afford to undertake works necessary to bring their homes up to the Decent Homes Standard.

There is now a need to commission a new or updated private sector stock condition survey to inform future policy development, strategic decision-making and planning in this area. This could seek to analyse the stock condition of particular groups, such as older people.

ACTION 2.1: Improve our knowledge of stock condition of private sector housing by commissioning a new (or updated) stock condition survey, subject to available resources.

ACTION 2.2: Improve knowledge of housing association performance and strategies towards meeting the Decent Homes Standard

ACTION 2.3: Meet Decent Homes Standard for all council properties and increase to 70% the proportion of vulnerable people in decent private housing by 2010

A focus for the Housing Strategy has been working to ensure older people can remain independent in their own homes. In this context York supports relatively higher numbers of older people to remain at home compared with other unitary authorities²⁹.

Older people, in choosing to stay in the home for longer, can face problems including barriers to mobility (especially stairs and bathrooms), poorly designed or maintained housing and distance from family and local amenities. More older people also means more people with some form of mental frailty such as dementia. Latest figures suggest York should be planning for a 53% increase in the number of over 85 year olds with dementia in the next 15 years.

These trends mean there will be a much greater role for housing adaptations and modifications across all sectors in supporting and sustaining independent living. There is increasing use of assistive technology³⁰ including house alarms, bed sensors, in home touch screen and video link-ups. City of York Council plays an active role in the Home Improvement Agency in giving advice and guidance to those outside of the adaptations and home improvement grants system. However, whilst assistive technology and other technological aids are bringing great benefits some, like the Chartered Institute of Housing, have called for caution in their deployment, as an over-reliance on them could lead to a loss of human interaction and increased care and health needs rather than less.

The role of technological aids needs to be fully explored and explained to ensure there is a range of options for older people to consider. Improvements to the delivery of home adaptations and its links to integrated community equipment services also needs further study.

²⁹ York Housing Strategy 2006/09

³⁰ Assistive Technology Grant (ATG) is a 3 year grant made to councils to enable people to remain safely in their homes for longer by reducing need for hospital or residential care.

There is a need to develop a much better, more coordinated database of information regarding adapted properties across tenures. In particular it would be good to get a much better knowledge of future private sector requirements for adaptations and other grants to allow more strategic planning in this area.

ACTION 2.4: Produce a register of adapted properties and develop a policy to ensure aids and adaptations are re-used where possible if not required by the new tenant.

ACTION 2.5: Raise the awareness of the capabilities and benefits of assistive technology / telecare services and provide older people with a choice to utilise them.

ACTION 2.6: Carry out a full review of grants policy – having regard to Government guidance expected on Disabled Facilities Grants

ACTION 2.7: Move towards a self-assessment approach in relation to minor adaptations and equipment.

The particularly high property values in York can result in some older people being equity rich but cash poor. Despite owning homes low cash income may prevent some from being able to adapt their property to support independent living as they grow older. Consultation has revealed a growing interest in equity release but some confusion and mistrust around what the market is currently offering. The local authority has recently introduced a Home Appreciation Loan Scheme³¹ aimed at addressing this issue.

ACTION 2.8: Help promote greater availability of affordable independent advice on schemes such as equity release

ACTION 2.9: Promote and target the Home Appreciation Loan Scheme as an option for those seeking to realise capital to improve or adapt their home

A major challenge is to ensure future housing provision across all sectors is designed to be as adaptable as possible to meet changing needs as people grow older and to maximise flexibility and choice.

Models of provision have sometimes been designed without sufficient thought to the aspirations of the users, their present needs and how these might alter. Furthermore old age does not always mean frailty and high service usage. For example 78% of those aged 85+ have no cognitive impairment, 70% are able to bathe themselves and 98% can get around the home successfully.

Extra Care housing is often seen as an alternative to residential care. It can be an attractive alternative; its promotion of independence with the convenience of a care team on site, and its provision on self-contained accommodation make it less socially

³¹ The Home Appreciation Loan Scheme. For more details contact Ruth Abbott (see contacts)

exclusive for older people. The opportunities for social interaction may appeal to some who would be more isolated if the care was delivered to them out in the community. However, care should be taken over the design of schemes of over the services delivered, to ensure that it is really extra care with the enabling ethos and that it can be a home for life for those with care needs, rather than it being part of a process leading to residential or nursing care.

Where 'extra care' accommodation is offered this often has just one bedroom, despite older people increasingly saying that two bed properties are more desirable. This view challenges the common the assumption that the need for space reduces with advancing age. A second bedroom provides space for activities and visitors and can be used by carers as needed, thereby reducing the number of hospital admissions. Space standards are becoming increasingly important for older people, reflecting both lifestyle choices and also flexibility in design, ready for changing needs to ensure it can deliver a 'home for life' (adaptable for mobility problems, able to increase telecare facilities etc).

We need to ensure that homes are designed to ensure full adaptability in older age, such as those that are built to 'lifetime homes' standards³². However, designing the right homes for the future population of older people does not just concern the built environment. It also about ensuring homes are located in areas that are seen as safe and desirable, with good access and good links to facilities and services. The environment in terms of quality of the neighbourhood and location will be significant in influencing housing choices in the future.

The local authority can play a key role in influencing future housing provision across all sectors. Plans are already at an advanced stage for older people's housing in Osbaldwick (making the entire development accessible to older people). The council is also negotiating with private developers for dedicated older persons housing to be provided on some private sites in the city.

In addition the council could consider requiring a certain percentage of new homes to be built to lifetime homes standards, it can further influence the location of housing through planning functions and shape the neighbourhood services that serve these sites. And it can work with members of the Housing Liaison Group³³ to agree a minimum specification for affordable homes on private developments.

ACTION 2.10: Discuss with City Strategy team the need and feasibility of requiring a percentage of all new homes to be built to 'lifetime' standards, or similar, irrespective of tenure through the Local Development Framework process.

³² Lifetime Homes. This is a standard that identifies 16 features designed to make homes more flexible and accessible. They include: level access to front and back doors; a car parking space that can be enlarged if necessary; wider interior hallways and doors; enough turning space for a wheelchair; easy-to-open windows with low sills and sockets and switches at heights that are convenient to reach. This specification also ensures that handrails, hoists and lifts can be easily installed if necessary.

³³ Housing Liaison Group. This is a forum for all housing associations working in York to discuss with the council areas of common concern and share good practice. Contact Graham Tissiman (see contacts).

The Government has promised to eliminate fuel poverty amongst older households by 2010. Housing planning has a key role to play in meeting this target and in reflecting on the ways the extremes of heat and cold affect older people in their homes. The primary cause of dwellings failing the Decent Homes standard is through poor levels of thermal comfort. The lowest Standard Assessment Procedure Score – that indicates the level of energy efficiency of a property, are for households containing older people, who also have the highest heating costs of any household group.

Energy efficiency and advice, grant payments and adaptations and a Voluntary Code of Practice for private landlords are all measures currently aimed at tackling these issues. In addition a key challenge is to maximise the resources available to older people so they are able to tackle these issues for themselves. Over the next 3 years the council will be seeking to stretch performance in relation to the amount of housing and council tax benefits claimed by older people, as part of the 2nd generation Local Public Service Agreement.

<p>ACTION 2.11: Continue to promote and support energy efficiency across all sectors and maximise the income of older people by increasing the take up of welfare benefits.</p>
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3. Ensure older people are able to exercise choice through provision of accessible and timely information and advice services

Older people can sometimes face problems accessing suitable housing because of inadequate or poor access to housing advice and information services, including housing support options, adaptations and home maintenance grants. As the number of older people increases, and the scope of housing choices available to them grows, so there is a growing need for easy access to information from a variety of sources.

A key challenge therefore is to provide improved quality and consistency of information about housing and support options that is fully accessible to all older people in York and to the professionals who advise and support them.

A programme to upgrade all council properties to digital television will be completed by 2011. This should bring with it opportunities for residents to access a wide range of interactive broadband services through their televisions. York recently submitted an application to the Government for 'Digital Challenge'³⁴ funding aiming to make digital technology more accessible to older people, to minimise isolation and enable greater levels of communication between older people, their families etc but unfortunately York was not selected to be one of the pilot authorities.

When considering measures or approaches to improve access to information and advice thought should be given to the preferences of older people. Recent consultation has shown older people currently prefer direct contact as opposed to using the telephone or the Internet. However, this preference could shift over the next 15-20 years those more accustomed to information technology fall within the older persons age bracket.

³⁴ Digital Challenge fund. For more information contact Kathy Clarke (see contacts)

Older people are likely to use familiar routes for finding information, which can include national or local voluntary bodies, libraries, information through friends and relatives etc. The important issue is to ensure that there are clear signposts to the wider options available and how older people can access these. Consideration should be given as to how to maximise the opportunity for disseminating information through the usual routes of contact older people have. With increasing age and health issues in the population, contact for many will be through health and care professionals, so this is an important route for information.

York has recently applied for a Department of Health Partnership for Older People's Project (POPP)³⁵ grant that includes setting up a coordinated information service for older people. This will include outreach services to community facilities and doctors surgeries. Older people have often told us that it is difficult to get information at the right time and from one place. The POP grant would help improve access and ensure older people do not have to go to different agencies for different information. The outcome of the grant application should be known by July 2006.

ACTION 3.1: Review existing information and advice offered to older people and ensure this is consistent with current good practice.

ACTION 3.2: Progress with digital upgrades to local authority older peoples housing and complete programme by 2011.

4. Ensure more effective links between strategies and approaches relating to older people

An increasing focus on well-being and quality of life requires strong links to be made between housing strategies, health and social care agendas, planning policies and community plans. These links are essential given that good quality housing is at the heart of achieving quality of life and at the centre of fulfilling health and social care agendas for older people. A key challenge therefore, is to review and improve the integration of services delivered by housing, health, social services and other agencies such as voluntary and private sector organisations, to provide a seamless service that takes into account the views of older people.

The development of a joint commissioning strategy for older people covering these three areas should go some way to address this.

5. Improve consultation

Increased opportunities to hear and respond to the views of a broad range of older people brings two key benefits; it enhances individuals sense of well being, control

³⁵ The Department of Health's Older People and Disability Division is leading a 'Partnerships for Older People Projects' (POPP). The strategic aim of the project is to test and evaluate (through pilots to be established during 2006/07 and 2007/08) innovative approaches that sustain prevention work in order to improve outcomes for older people

and independence and at the same time ensures that communities continue to benefit from the active role played by older citizens locally, regionally and nationally. This strategy has drawn on the views expressed by older people over many months including City of York Council Residents Opinion Survey (RESOP), the Talkabout survey, the Annual Housing Survey and ad hoc workshops organised to inform the development of the York Housing Strategy 2006-2009 and the YSPCT led Never Too Old strategy for York, Selby and Easingwold.

Although there has been significant consultation with older people and older peoples groups in York over recent months there is still scope to refine and improve our approaches. For instance, if we are seeking older peoples views to help shape policy and service delivery over the next 15-20 years should we not be seeking the views of those who will be 50+ in 15 year's time?

Furthermore, local housing assessments will need to include the housing needs of older people, including black and minority ethnic (BME) communities. Part of Local Development Frameworks³⁶, each local planning authority's Statement of Community Involvement³⁷ will set out its consultation issues and explain how the broadest range of views will be sought – including from hard-to-reach groups – as community involvement becomes a crucial part of how planning is managed.

Those undertaking consultation with older people have sometimes been told there is too much consultation, from too many different directions, and that it would be better if consultation was more coordinated and findings shared and used more effectively. A starting point would be to map all recent consultation with older people across all service providers.

<p>ACTION 5.1: Review existing consultation with older people and older peoples groups and ensure service providers are taking a joined up approach.</p>

Section 5: Taking the strategy forward

This strategy signals some of the challenges and actions required to address older peoples housing issues over the next 12 months. Service managers within the Housing Strategy and Enabling Team will periodically review progress against these actions. It is proposed that a formal report is submitted to members, and if required other relevant stakeholders, outlining progress over the year approximately 12-14 months following approval of this strategy and its accompanying table of actions.

With regards to updating the strategy, it is envisaged that many of the issues raised within it will be integrated more fully within the Older People's Commissioning Strategy currently being developed by City of York Council Housing and Adult Services. This is timetabled for publication in Autumn 2006.

³⁶ Local Development Framework is the name for a portfolio of documents that will replace the Local Plan. Together they will provide the framework for delivering the spatial planning strategy for the local authority area. Contact Martin Grainger (see contacts)

³⁷ York's Statement of Community Involvement is currently at the draft stage and is due for submission to the Secretary of State by September 2006. Contact Martin Grainger (see contacts).

Appendices:

Appendix 1: Table of key actions

Appendix 2: Table of contacts

Appendix 3: Glossary of terms

Appendix 1. Table of key actions

Overall aim: Ensure everyone over 50 years of age has a decent home at a price they can afford within a safe, inclusive and thriving community.

Challenges / issues	Action	Strategy links	Lead responsibility	Target met by			Resources	Monitoring arrangements
				2006/07	2007/08	2008/09		
1. Strategically plan to meet the needs of a growing population of older people.	1.1. Commission (through the Local Development Framework process) a new or updated housing needs survey that makes specific reference to specific groups such as older people and BME groups to ensure a strong evidence base to inform future planning. Subject to funding being available.	Housing Strategy 2006/09 Housing Improvement Plan 2006/09	Housing Strategy and Enabling Manager		✓		Subject to funding approval	Review after 6 months followed by formal progress report after 12 months.
	1.2. Obtain a greater understanding of private sector provision across the city and its likely future direction by hosting a private sector consultation event.	Housing Strategy 2006/09	Housing Strategy and Enabling Manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	1.3. Undertake a review of unpopular LA stock (including sheltered accommodation and warden call schemes) as part wider Asset Management Plan and propose recommendations to address.	York Housing Strategy 2006/09 Housing Business Plan 2006/08	Asset Manager, Strategy, Enabling Manager, Service Development manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	1.4. Consult with housing associations more fully on their plans and approaches for managing demand in the future.		Housing Strategy Manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.

Appendix 1. Table of key actions

Challenges / issues	Action	Strategy links	Lead responsibility	Targets			Resources	Monitoring arrangements
				2006/07	2007/08	2008/09		
	1.5. Work with the Golden Triangle Partnership to test best practice in minimising under occupation and work more closely with private sector and housing associations to extend housing choice and desirability		Housing Strategy Manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
2. Ensure older peoples housing is a decent standard across all tenures, with appropriate support that promotes independence, well-being and quality of life	2.1. Improve our knowledge of stock condition of private sector housing by commissioning a new stock condition survey. Subject to funding being available	Housing Strategy 2006/09	Housing Standards and Adaptations Manager		✓		Subject to funding approval	Review after 6 months followed by formal progress report after 12 months.
	2.2. Improve our knowledge of housing association performance and strategies towards meeting the Decent Homes Standard	Housing Strategy 2006/09	Housing Strategy Manager	✓			Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.3. Meet the Decent Homes Standards for all council properties and increase to 70% the proportion of vulnerable people in decent private housing by 2010	Housing Strategy 2006/09	Housing Standards and Adaptations Manager and Asset Manager	✓	✓	✓ to 2010	Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.4. Produce a register of adapted properties and developing a policy to ensure aids and adaptations are re-used where possible if not required by the new tenant.	Housing Business Plan 2006-2008	Housing Standards and Adaptations Manager	✓			Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.

Appendix 1. Table of key actions

Challenges / issues	Action	Strategy links	Lead responsibility	Targets			Resources	Monitoring arrangements
				2006/07	2007/08	2008/09		
	2.5. Explore the feasibility of assistive technology and progress with current digital upgrades to some local authority stock. Raise the awareness of the capabilities and benefits of assistive technology / telecare services and provide older people with a choice to utilise them.	York Housing Strategy 2006-2009 Priority action	Housing Strategy and Enabling Team	✓	✓	✓	Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.6. Carry out a full review of grants policy – having regard to Government guidance expected on Disabled Facilities Grants.		Housing Standards and Adaptations manager	✓			Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.7. Explore feasibility of moving towards some form of self-assessment approach in relation to minor adaptations.		Housing Standards and Adaptations Manager and OT manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.8. Promote greater availability of affordable independent advice on schemes such as equity release.		Housing Standards and Adaptations Manager	✓	✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.9. Promote and target the Home Appreciation Loan Scheme as an option for those seeking to realise capital to improve or adapt their home.		Housing Standards and Adaptations Manager	✓	✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.

Challenges / issues	Action	Strategy links	Lead responsibility	Targets			Resources	Monitoring arrangements
				2006/07	2007/08	2008/09		
	2.10. Discuss with City Strategy team the need and feasibility of requiring a percentage of all new homes to be built to 'lifetime' standards, or similar, irrespective of tenure through the LDF process.	Housing Strategy 2006-2009	Paul Stamp, Housing Strategy Manager	✓			Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	2.11 Continue to promote and support energy efficiency across all sectors and maximise the income of older people by increasing the take up of welfare benefits.	Local Public Service Agreement	Revenue and Benefits Manager	✓	✓	✓	Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
3. Ensure older people are able to exercise choice through provision of accessible and timely information and advice services	3.1. Review existing information and advice offered to older people and ensure this is consistent with current good practice.		Laurence Lennon, Access to Services Manager		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
	3.2. Progress with digital upgrades to local authority older peoples housing and complete programme by 2011.		Tom Brittain, Housing Management Team	✓	✓	✓ to 2011	Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.
5. Improve consultation	5.1. Review consultation with older people and older peoples groups to ensure service providers take a more joined up approach.	Council Strategy 2006-2009,	Marketing and communication		✓		Resourced from existing budgets	Review after 6 months followed by formal progress report after 12 months.

Appendix 2: Table of key contacts

If you have a general enquiry about the older peoples housing strategy please contact:

Paul Stamp
 Housing Strategy Manager
 Community Services
 City of York Council
 10-12 George Hudson Street
 York, YO1 6ZE
 Tel: 01904 554094

<u>Name</u>	<u>Job Title</u>	<u>Telephone (All 01904)</u>	<u>Email</u>
Ruth Abbott	Housing Standards and Adaptations Manager	554092	Ruth.Abbott@york.gov.uk
Andrew Bucklee	Planning Manager – Older People, (Selby and York PCT)	724136	Andrew.bucklee@sypct.nhs.uk
Kathy Clark	Corporate Strategy Manager, Community Services	554143	Kathy.clark@york.gov.uk
Mike Douglas	Improvements Officer,	552018	Mike.Douglas@york.gov.uk
John Gibson	Improvements Officer	551058	John.Gibson@york.gov.uk
Sophie Gibson	Research Officer	551022	Sophie.Gibson@york.gov.uk
Martin Grainger	Development Officer	551317	Martin.grainer@york.gov.uk
Mark Grandfield	Asset manager (Housing)	553733	Mark.grandfield@york.gov.uk
Alison Leach	Service Development Manager	554362	Alison.leech@york.gov.uk
Peter Lowe	Improvements officer,	552057	Peter.lowe@york.gov.uk
Denise Simms	Partnership Support Officer	552027	Denise.simms@york.gov.uk
Paul Stamp	Housing Strategy Manager	554098	Paul.stamp@york.gov.uk
Anne Tidd	Adult Services Group Manager	554155	Anne.tidd@york.gov.uk
Graham Tissiman	Housing Development Coordinator	551715	Graham.tissiman@york.gov.uk
Carl Wain	Supporting People Manager	554595	<u>Paul.wain@york.gov.uk</u>

Appendix 3: Glossary

We have tried to keep to a minimum the use of acronyms and jargon in the writing of this strategy. However, it is inevitable that some terms and phrases will not be familiar to all readers and so this glossary will help towards understanding these. Where an entry also has words or phrases in **bold** it means these can also be found in the glossary.

Affordable Housing. Homes provided at a price level that can be sustained by local people in housing need. It can include subsidised housing for rent, shared ownership, discounted for sale and low cost market housing. Its construction may or may not be publicly subsidised. Sometimes referred to as **social housing**.

Barker Review of Housing Supply. Pressures on housing demand and supply led the Government to Commission a Review of Housing Supply led by the economist Kate Barker. Titled '*Review of Housing Supply: Securing our Future Housing Needs*' the review was published in March 2004. It concludes that the supply of new homes consistently lags behind demand and that the numbers of homes built in Britain needs to increase substantially if house price inflation is to be reduced and the supply of affordable homes increased. For further information see: http://www.hm-treasury.gov.uk/consultations_and_legislation/barker/consult_barker_index.cfm

Black and Minority Ethnic Communities (BME). A term used as the name favoured by the Commission for Racial Equality for minority groups recognised as falling under the Race Relations Act 1976.

Community Plan/Community Strategy. Under the Local Government Act 2000, all local authorities are required to work in partnership with the community, businesses, the voluntary sector and other public sector partners to develop a long-term strategy to promote the social, economic and environmental well being of their local communities. York's Community Strategy is called '*York – A City Making History: York city vision and community strategy 2004-2024*'. For further information see: <http://www.yorkwow.org.uk/>

Council. The central decision making body of the City of York. It sets the budget and strategic policy framework.

Decent Homes Standard. The Government's policy statement 'The Way Forward for Housing' published in 2001 stated that all **social housing** would be made decent by 2010. A Decent Home is one that satisfies the following criteria:

- it meets the current statutory minimum standard for housing
- it is in a reasonable state of repair
- it has reasonably modern facilities and services
- it provides a reasonable degree of thermal comfort.

Dwelling. A self contained unit of accommodation where all the rooms and facilities available for the use of the occupants are behind the front door.

Golden Triangle Partnership. A partnership of local authorities in Leeds, Harrogate and York, the Housing Corporation, Yorkshire Forward, The Government Office, Home Housing Association and Yorkshire Housing. Aims to find solutions to the common problems of affordability in these high value and demand housing areas.

HomeBuy. A low cost home ownership scheme designed to help qualifying households on lower incomes to buy a suitable home on the open market. It enables them to buy a home at 75% of its market value with the remaining 25% being an equity "homebuy" loan. No rent is paid on the equity loan which can be repaid at any time or when the property is re-sold. The repayment is calculated as 25% of the value of the property at the time the loan is repaid.

HomeBuy Plus. A variation on the HomeBuy model but with an equity loan of up to 45% thereby making home ownership affordable for more people. The model was piloted in 2005/06 by the **Golden Triangle Partnership** and is being extended in 2006/07

Home Improvement Agency (HIA): An agency which enables vulnerable people (determined by age, disability or income) to maintain their independence in their chosen home for as long as possible. The homes are predominantly in the private rented, leasehold or owner-occupied

sector. For further information on HIA's see: <http://www-foundations.uk.com/>

Household. One person living alone or a group of people who share common housekeeping or living room.

Housing Association. See **Registered Social Landlord**

Housing Needs Survey (HNS). An assessment of housing need including the extent and pattern of need. The York HNS completed in 2002 covers all tenures and considers the link between housing costs and income levels. It provides robust information at a local level in accordance with **Planning Policy Guidance Note 3**, to guide the location of new housing provision and support **Local Plan** Policies.

Lifetime Homes. Is a standard which identifies 16 features designed to make homes more flexible and accessible. They include: level access to front and back doors; a car parking space that can be enlarged if necessary; wider interior hallways and doors; enough turning space for a wheelchair; easy-to-open windows with low sills and sockets and switches at heights that are convenient to reach. This specification also ensures that handrails, hoists and lifts can be easily installed if necessary.

Local Development Documents (LDDs). the collective term in the Act for Development Plan Documents, Supplementary Planning Documents and the Statement of Community Involvement.

Local Development Framework (LDFs). the name for the portfolio of **Local Development Documents**. It consists of Development Plan Documents, Supplementary Planning Documents, a Statement of Community Involvement, the Local Development Scheme and Annual Monitoring Reports. Together these documents will provide the framework for delivering the spatial planning strategy for a local authority area and may also include development orders and simplified planning zones.

Local Plan. Provides a detailed framework for planning policy and proposals for specific sites over a 10-year period. For further information see: <http://www.york.gov.uk/planning/localplan/>

Office of the Deputy Prime Minister (ODPM). Government office with responsibility for local government & the regions, as well as regeneration, social exclusion, housing and planning. For further information see: <http://www.odpm.gov.uk>

Older Peoples Assembly. Aims to bring together older people to enable their wishes to be widely known and to raise awareness of older peoples issues. Chair – Don Parlabeau. Contact York 634661

Primary Care Trust (PCT). A free-standing body that has taken over many of the responsibilities of Health Authorities to delivering better health care and health improvements to their local area. They have their own budgets and commission services or directly provide a range of community health services as well as setting priorities. In York the PCT is the Selby and York Primary Care Trust. For further information see: <http://www.sypct.com/>

Private Sector Housing. Accommodation not controlled by bodies such as local councils or central government agencies, voluntary organisations or housing associations. Mostly it refers to owner occupied homes and those owned by private landlords.

Regional Economic Strategy (RES). a ten-year strategy, produced by Yorkshire Forward which provides the framework of common priorities around which businesses, public agencies, voluntary groups and communities can focus their investment and effort. The strategy is owned, and can only be delivered, by the whole region working together.

Regional Housing Board (RHB). The regional body responsible for regional housing policy and the allocation of capital funding for housing across a region (e.g. Yorkshire and Humberside) in accordance with the aims and priorities established in the **Regional Housing Strategy**. For further information see: <http://www.goyh.gov.uk/rhb/default.htm>

Regional Housing Strategy (RHS). Covering Yorkshire and Humberside, the RHS forms the basis of advice to government ministers on strategic housing priorities in the region, ensuring too that they are

consistent with the region's other key strategies (notably Regional Economic Strategy, Regional Planning Guidance and the Regional Transport Strategy, which forms an integral part of the Regional Planning Guidance). For further information see: <http://www.goyh.gov.uk/rhb/rhs.htm>

Regional Spatial Strategy (RSS). *Sets out the region's policies in relation to the development and use of land and forms part of the development plan for the local planning authorities. Planning Policy Statement 11 'Regional Spatial Strategies' provides detailed guidance on the function and preparation of Regional Spatial Strategies.*

Registered Social Landlord (RSL). A non profit-making voluntary group - generally a **Housing Association** - formed to provide **affordable housing** and registered with the **Housing Corporation**. RSLs have access to **Social Housing Grant** for the capital costs of providing affordable housing. They are run as businesses but they do not trade for profit with any surpluses ploughed back into the organisation to maintain existing homes and to help finance new ones.

Regulatory Reform Order. The changes to the private sector renewal grants legislation which came into effect on 18 July 2003 and gave local authorities broad powers to provide a range of measures such as advice, information and loans designed to assist home owners with the maintenance and repair of their homes. For details of the Order see: <http://www.legislation.hmso.gov.uk/acts/acts2001/20010006.htm>. For a summary of the main provisions of the Order see: http://www.odpm.gov.uk/stellent/groups/odpm_housing/documents/page/odpm_house_601925-02.hcsp

Scheme Development Standards (SDS). These are standards set by the Housing Corporation that stipulate the requirements of affordable homes that receive government funding. The SDS deal with the external and internal environment, accessibility, safety and security, energy efficiency, environmental sustainability, noise abatement, maintainability, durability and adaptability of homes. For further information see the Housing Corporation website at: www.housingcorp.gov.uk

Secured by Design. A police initiative to encourage the building industry to adopt crime prevention measures in the design of developments to assist in reducing the opportunity for crime and the fear of crime, creating a safer and more secure environment.

Social Housing. See Affordable Housing.

Supported Housing. Accommodation where an individual receives support to enable them to live independently in the community. It is usually linked to the provision of housing for specific client groups.

Supporting People. A specific funding stream and also a more generic term used to cover the programme of funding for housing-related care and support services to vulnerable people living in supported or independent accommodation. For further information see: <http://www.spkweb.org.uk/>

Sustainable Communities. A description of places where people want to live and work, now and in the future. They meet the diverse needs of existing and future residents, are sensitive to their environment and contribute to a high quality of life. They are safe and inclusive, well planned, built and run, and offer equality of opportunity and good services for all.

Sustainable Development. A process of planning that integrates social, economic and environmental perspectives, and includes significant discussion with the communities involved. The aim is to improve quality of life without compromising the future.

Tenure. The nature of the legal structure by which people own or rent their home. Categories are usually broken down as follows: Owner Occupied, Private Rented, Local Authority or Registered Social Landlord.

Vulnerable Households. Households in receipt of at least one of the principle means tested or disability related benefits. Since 2001 a new range of tax credits has been introduced with different qualifying thresholds.



CS2245

**Meeting of the Executive Members for
Housing and Adult Social Services and
Advisory Panel**

17 July 2006

**Meeting of the Executive Member for
Corporate Services and Advisory Panel**

25 July 2006

Joint Report of the Director of Resources and the Director of Housing and Adult Social Services

**Transfer of the Social Care Welfare Benefits Function from
Resources Directorate to Housing and Adult Social Services
Directorate**

Summary

1. This report seeks approval for the transfer of management responsibility for the social care welfare benefits function from the Resources Directorate to the Directorate of Housing & Social Services. This follows the first stage of a review of the discretionary charging system undertaken jointly by the two Directorates.

Background

2. The system for administering discretionary charging was introduced initially in 1998 and reviewed with the introduction of the 'Fair Charging Policy' in 2003. The introduction of Fair Charging Policy by the Department of Health was a national policy directive and within the policy there was a requirement on local authorities to offer all individuals in receipt of social care a welfare benefits check and advice as part of their financial assessment. That commitment was undertaken in York through the establishment of 5 whole time equivalent posts of welfare benefit advisor and 0.5 administrative post. These posts were funded through Adult Social Care budgets and managed by the Resources Directorate within the benefit advice section.
3. The discretionary charging process has two other key components apart from the welfare benefits checks, advice and gathering information for making financial assessments. These components are managed separately within the Directorate of Housing and Adult Social Services. The finance section of Corporate Services manages the financial assessments. The Charging unit within Adult Services reconciles the level of provision with the assessed charge in order to

send invoices to customers. As well as being separately managed each component utilises different information and data systems.

4. A formal review of the charging process has been initiated jointly by the Heads of Service responsible for the three sections involved. This review is being undertaken because of:
 - an internal audit undertaken last year which identified weaknesses in the charging system.
 - Increasing management costs of the welfare benefits component of the charging process
 - Concern over the complexity of the process and potential for developing a more efficient and effective system
5. The review sets out to create service improvements in the whole process. These are:
 - Streamline the process.
 - Improving the communication between teams/officers
 - Improving customer service and using council resources more effectively.
 - Improve performance information and targets
 - Income maximisation & reduction of debt to the authority.
 - Benefit maximisation.
 - Accountability and management support
 - Cost of administering the process
6. The review has identified that further work is required to analyse and improve the process. However this further work should be preceded by a rationalisation of the structure within which the discretionary charging system operates. Single management is recommended, to be achieved by the transfer of the welfare benefits component to the Directorate of Housing and Adult Services and within that directorate for the Finance section to manage all three components.

Consultation

7. The proposal has been made following the review involving the managers and leads within each section. Staff from each of the affected sections are aware of the proposals and formal consultation has commenced. As this proposal relates to internal processes to the Council no further consultation has been undertaken.

Options

8. Three options were considered when arriving at the conclusion that the creation of a single entity covering all three components would be most appropriate. These were:

Option 1

To retain the status quo in the structure and concentrate solely on process improvement.

Option 2

All functions being undertaken within one unit (with or without co-location of all sections).

Option 3

A combining of the charging and financial assessment functions but to retain the benefits advice function within the Resources Directorate.

Analysis

Option 1 Retaining the current structure

9. It is considered that many of the improvements outlined in paragraph 5 could be achieved although probably not to the extent of other options. It would not achieve the following:

- Accountability and management support
- Cost of administering the process (Management overheads)

Option 2 Managing all components in one section

10. It is considered that all of the improvements outlined in paragraph 5 would be achievable and to a greater extent than the other options

The only potential disadvantage would be if, in the future, the Council developed a partnership with the Department of Works & Pensions to provide a joint visiting team. This may require more complex working arrangements than if options one or three were selected.

Option 3 Combining Financial Assessment and Charging Functions

11. It is considered that many of the improvements outlined in paragraph 5 could be achieved although probably not to the extent of other options. It would overcome the disadvantage of option 2 covered in paragraph 10.

Corporate Priorities

12. The current proposals will support the following Corporate priorities when approved.

Improving our organisational effectiveness

Improve leadership at all levels to provide clear, consistent direction to the organisation

Financial Implications

13. The transfer of management responsibility will be contained within the existing budgetary provision for the service.

Legal Implications

14. There are no legal implications to this proposal.

Human Resources Implications

15. Consultation with staff and representatives has commenced in relation to the change in management. Any further changes to working practices or the location of the sections will follow the more detailed analysis of the discretionary charging process.

Equalities Implications

16. This proposal will not have any impact on the equalities objectives of the authority.

Crime and Disorder Implications

17. There are no implications within this report

Information and Technology (IT) Implications

18. The proposals will not require any significant changes to current IT systems. The management of the three components within one section of the Directorate of Housing and Adult Social care will enable access to improved communication and management information.

Property/Other Implications

19. Not Applicable

Risk Management

20. Identified below are the risks of the proposal not being implemented.;
 - Current management structure continues with current additional costs
 - Complex working practices continue with cost implications
 - Additional cost pressures on adult services budgets that are already stretched
 - Discretionary charging process will not be strengthened as required by the internal audit
21. Identified below are potential risks following the agreement of the proposals within this report;
 - There is a risk the advantages gained by linking the welfare benefit function of the discretionary charges with the council Resources Team responsible for benefit advice
 - Potentially there would be a need for more complex arrangements if a formal partnership with the Department of Works & Pensions is required in future.

It is felt that the impact of the risks are higher and more likely to happen, if the proposal is not agreed, any potential risks can be managed through contingency planning.

Recommendation

22. Following the analysis and appraisal that has been undertaken, it is recommended that option 2 is approved with the resulting transfer of the management of the benefits advice function from the Resources Directorate to Housing and Adult Social Services Directorate.

Reason: To improve the efficiency and effectiveness of the service.

Contact Details

Author:

Keith Martin
Head of Adult Services
Housing & Adults Social Services
Tel No.01904 554006

James Drury
Head of Public Services
Resources Directorate
Tel No 01904 551161

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing and Adult Social Services

Simon Wiles
Director of Resources

Report Approved **Date** 28 June 2006

Specialist Implications Officers:

HR Implications

Claire Waind
HR Advisor (Community Services)
(09104) 554519

Sue Foley
HR Advisor (Resources)
(01904) 551690

Financial Implications

Debbie Mitchell
Senior Finance Officer
(01904) 554161

Wards Affected: *List wards or tick box to indicate*

All

For further information please contact the author of the report

Background Papers: None

Annexes: None

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Meeting of the Executive Members for Housing and Adult Social Services and Advisory Panel

17th July 2006

Report of the Director of Housing and Adult Social Services

Annual Delivery Improvement Statement for Adult Social Services

Summary

1. This report draws members' attention to the Delivery Improvement Statement (DIS) that has been submitted by officers to the Commission for Social Care Inspection (CSCI). This forms a significant part of the evidence that leads to the annual rating of adult social services in the Autumn.

Background

2. The DIS is a lengthy and somewhat technical document that covers the key service areas and reviews performance against national targets as well as the delivery of agreed objectives. As such it is an authoritative guide to the performance standards of adult social services in York.
3. CSCI uses the DIS as the main evidence to assess the rating of adult social services. Performance in York will be compared to the level of performance by other social services authorities and thresholds are set for certain key performance indicators (e.g. speed of completing assessments and delivery timescales for equipment). As reported to the June meeting performance in York is within the threshold level on all these indicators.
4. The CSCI have asked for the DIS to be reported to a public meeting of the council. The full report is available on the Council website at <http://www.york.gov.uk/caring/dis.html>

Summary

5. Much of the detailed outturn on performance was covered in the report to this meeting in June on the departmental service plans. That information is therefore not repeated again here. Instead I have attached the Director's statement, which is part of the DIS submission that summarises my appraisal of performance in 2005/6 and the prospects for the future. (Reference is made to a recent CSCI inspection of learning disability services. This is not yet published but will be presented to the Executive on 11th July):

The restructure of the department has been completed and provides a secure platform to continue to deliver the good levels of performance achieved again in 2005/6. Project planning (including resource planning) and service planning is strongly embedded in the department, which gives high confidence that key objectives will be achieved. These include:

- A major restructure of domiciliary care services (building on a service which already attracts 95% approval from customers – PSS Survey 2006)*
- The next phase of day services review (for learning and physical disabilities)*
- The development of “In Control” to deliver individualised services*
- The development of a second specialist EMI residential home*

Critical Success Factors and key performance indicators are identified, monitored and reported on a regular basis.

There has been notable progress on the development of Council Priorities that will focus attention and resources on cross cutting issues e.g. health improvement. Progress is being made on the development of a Local Area Agreement for 2007 on Healthier Communities and Older People building on current partnerships.

The recent CSCI inspection of learning disability services was largely very positive and confirmed that the management of integrated services by CYC is delivering improved outcomes for customers.

Our other partnerships with the NHS remain strong despite the structural upheaval that is imminent and good results have been achieved in mental health and joint equipment services with new developments showing benefits to customers.

Partnerships with providers remain cordial in terms of planning and co-working (especially with the Independent Care Group). Tensions remain with residential/nursing providers on fee levels but relationships with home care providers are good, with support for the planned reconfiguration.

Contact and involvement with customers and carers is evident in our work e.g. the development of the older people’s strategy and the work of the Valuing People Partnership Board will continue to drive developments.

We are looking to the future and the work with the Health and Social Care Change Agent Team on long term commissioning will reach the end of its first phase in October 2006. This will form the platform for our future joint planning and commissioning with partners in relation to older people.

The major risks relate to:

- Limited financial resources of the council. We are currently retaining a FACS level of moderate and above but reviewing eligibility and care packages within that.*
- Financial recovery plan for Selby and York PCT – the ongoing deficit of about £24m presents risks to the council. We are in very regular contact with the PCT at officer and member level.*

- *PCT restructuring will challenge current partnership arrangements and we are in very regular contact with the Transition Director for the new PCT and with colleagues at NYCC to anticipate and assess the implications.*

Consultation

6. The DIS is a submission of activity and plans and is not subject to consultation.

Options

7. This report is provided for information as required by CSCI and so options are not applicable

Analysis

8. See paragraph 5 above.

Corporate Priorities

9. Adult social services cuts across several priorities but most relevantly:
 - Improve the health and lifestyles of the people who live in York, in particular among groups whose levels of health are the poorest

Implications

10.
 - **Financial**
None arising directly from the DIS submission
 - **Human Resources (HR)**
None arising directly from the DIS submission
 - **Equalities**
None arising directly from the DIS submission although members should note that high priority is given by CSCI to accurate ethnic monitoring and the changing social make up in York will have an increasing impact on adult social services.
 - **Legal**
None arising directly from the DIS submission
 - **Crime and Disorder**
None arising directly from the DIS submission
 - **Information Technology (IT)**
None arising directly from the DIS submission

- **Property**
None arising directly from the DIS submission
- **Other**
None

Risk Management

11. See the end of paragraph 5 for a summary of key risks.

Recommendations

12. That the summary of the Delivery Improvement Statement and the process for publicising the full submission is noted.

Reason: To ensure that information on the performance of adult social services in York is available to those who want to see it.

Contact Details

Author:

Bill Hodson
Director of Housing and Adult
Social Services

Tel No.01904 554000

Chief Officer Responsible for the report:

Bill Hodson
Director of Housing and Adult Social Services

Report Approved **Date** 20th June 2006

Bill Hodson
Director of Housing and Adult Social Services

Report Approved **Date** 20th June 2006

Specialist Implications Officer(s)

Not applicable.

Wards Affected:

All

For further information please contact the author of the report

Background Papers:

Delivery Improvement Statement

Annexes: None