

WHBC Older Persons Housing Strategy Action Plan

Aim 1: Have a range of good quality, appropriate and affordable housing available across all tenures to meet changing needs.

No.	Action	Lead	By When	Outcome/Measure	Update	Status
1a	To the consider options for 3 existing sheltered Housing schemes, as proposed by the sheltered housing review, as suitable for remodelling or redevelopment	Housing Development	March 2017	Outcome: Site / sites agreed which are to be remodelled or redeveloped to provide suitable older person housing or other		
1b	To progress one of the site options derived from 1a (above) for redevelopment	Housing Development	Dec 2018	Outcome: A relevant planning application submitted for development of agreed site		
1c	To review the suitability of sites in a possible phase 3 (Affordable Housing Programme) development programme with Registered providers to include an element of older person homes	Housing Development	June 2017	Outcome: Sites selected and considered for development in readiness for a planning submission		
1d	To consider the HRA assets , as part of the asset review and a wider site assembly that offers possible future development sites that	Housing Development	Dec 2017	Outcome: Sites suitable for future development that are to include older persons housing		

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	include older person housing			identified.		
1e	<p>As part of Asset Management Strategy completion of a number of planned reviews of assets in Sheltered and Older peoples housing stock :</p> <ul style="list-style-type: none"> • To identify a necessary programme of refurbishment to existing sheltered housing schemes • To evaluate existing bungalow archetypes with a view to the potential for re-modelling • To assess the condition of flats for older people, with a view to returning those not fit for purpose to the general needs stock • To determine energy efficiency and identify fuel poverty challenges 	Council Homes Property services / Independent Living	Dec 2017	<p>Outcome: An agreed programme of sheltered accommodation refurbishment works</p> <p>Outcome: An agreed programme for bungalow re-modelling (18 units)</p> <p>Outcome: An identified number of flats to be transferred from older peoples housing to the general needs housing stock</p>		

No.	Action	Lead	By When	Outcome/Measure	Update	Status
				Outcome: an agreed programme of work to improve energy efficiency and reduce fuel poverty for older residents.		
1f	Monitor the delivery of the specialist housing target set out in the local plan for provision of additional bed spaces for residential and nursing care.	Planning	Annual Monitoring Report	Outcome: An additional supply of specialist housing. Measure: Number of completions against target		
1g	Monitor the delivery of housing designed for older people against the supported net increase set out in the local plan.	Planning	Annual Monitoring Report	Outcome: An additional supply of housing designed for older people. Measure: Number of completions against policy objective.		

No.	Action	Lead	By When	Outcome/Measure	Update	Status
1h	Monitor the requirement for accessible and adaptable housing set out in the local plan.	Planning	Annual Monitoring Report	<p>Outcome: An increase in the number of dwellings built to these standards.</p> <p>Measure: Post adoption of the plan – at least 20% of new homes (net) on sites of 5 or more dwellings meet this standard.</p>		
1i	Investigate the viability of developing a scheme for the council to purchase the owner occupied properties from older people and rehouse them in suitable council homes	Housing Strategy & Development	<p>June 2017</p> <p>March 2018</p>	<p>Outcome: a business plan that supports the viability or not of a policy / scheme buying or buying back owner occupied homes from older people and rehousing them.</p> <p>A policy/ scheme that sets out the criteria for buying or buying back family homes from older people supplying a smaller property to rent that better meets their needs.</p>		
1j	Consult with Registered Providers with housing stock in the borough to understand what plans they have for providing or improving housing	Housing Development and Strategy	March 2017	Outcome: An understanding of Partners Strategic approach to older persons housing that may lead to development		

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	for older people locally	Manager		opportunities for the Council's own affordable homes programme.		
1k	Identify and implement a target for improving standards in the private rented sector	Private Sector Housing Manager	Annually	<p>Outcome: Establish a process to monitor the interaction with the PRS and older people.</p> <p>Use intelligence to effectively target and improve PRS homes for older people.</p> <p>Measure: Referrals made to the healthy homes project</p>		
1l	Re-brand and re-market older people's housing, to eliminate stereotypes, promote different living opportunities and broaden the outlook for older people when it comes to decisions about future housing	Council Homes Independent Living	March 2018	<p>Outcome: set up a working group to review the negative connotations associated with current older peoples housing (consultation outcome). Develop ways to improve perceptions</p> <p>Measure: Increase uptake in homes for older people, increased availability of family sized homes.</p>		

Aim 2: Enable older people to live independently for as long as possible.

No.	Action	Lead	By When	Outcome/Measure	Update June 2016	Status
2a	Ensure the current contract provider meets their obligation to market and promote the availability of Disabled Facility Grant (DFG) funding and the Better Care fund to increase the uptake in schemes.	Private Sector Housing	March 2017 Rolled out yearly	Outcome & Measure: Year on year 10% increase on previous years take up of DFG's		
2b	In-line with the Councils Asset Management Programme and the emerging Aids and Adaptations policy, actively renovate and adapt property where appropriate to a standard for older people	Council homes Property Services / Independent Living	March 2018	Outcome: Completion of initial pilot (Tudor) with recommendations for future projects.		
2c	Review the strategy and process around the Overcrowding and Under occupation scheme to increase the uptake of right sized	Council homes Housing Operations	March 2017- March 2018	Outcome & Measure: 10% increase on previous years uptake		

	and more suitable housing for older people					
2d	Work with partners at Herts County Council and the Assisted Technology Group to promote the benefits of and increase access to Assisted technology in the homes of those that need it	Council Homes Independent living	March 2018	Outcome & Measure: 10% increase on previous year in the number of residents benefiting from the various forms of assisted technology with in their homes. Local needs are reflected in the Countywide Strategy		

Aim 3: Encourage partnership working between all stakeholders to improve the overall quality of life experienced by older people

No.	Action	Lead	By When	Outcome/Measure	Update	Status
3a	Work with the Countywide Strategic Board for Supported Housing to development a Supported Accommodation Strategy	Head of Housing & Community	March 2018	Outcome: The Supported Accommodation Strategy reflects the local needs identified in the Council's Older		

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				Persons Housing Strategy		
3b	Continue the work of Safer Together (Community Safety Partnership) increasing awareness of safety and crime prevention measures amongst older people.	Community Partnership Team	Ongoing	<p>Outcome: a reduction in the number of injuries to older people and a reduced number of older people falling victim to crime.</p> <p>Measure: Lower hospital admissions from accidents and falls in the over 65's</p> <p>Reduction on the victim of crime statistics amongst the over 65's</p>		
3c	Work with partners on the Boroughs local Loneliness Project to identify local resources and support available to reduce social isolation amongst older residents	Council Homes Housing Operations	Dec 2017	<p>Outcome: Frontline staff have the knowledge and ability to signpost the older customer to local services and activities.</p> <p>Measure: 10% year on year increase in referrals to support and services for older people</p>		

No.	Action	Lead	By When	Outcome/Measure	Update	Status
3d	Continue to work in partnership as members of Welwyn Hatfield's Dementia Alliance SC	Council Homes Housing Operations / Independent living / Private Sector Housing	March 2018	Outcome: Frontline staff trained and updated on dementia awareness, in order to be able to identify and adequately assist customers with dementia who access our service		
3e	Have available for future developers of older peoples housing, information on the benefits and demand for the older community of providing communal facilities that allow and encourage social integration for older people	Housing Strategy and Development	March 2018	Outcome: Summary information from the Happi reports / design principles promoting the benefit for older people and savings on healthcare and support for developer web pages		
3f	In partnership with HCC review and improve the information and advice available to older people to help them make informed choices about their housing options, when to move and how to facilitate a move.	Housing Trust / Council Homes	March 2017	Outcome: relevant up to date information and signposts available in print and on our web pages, that will assist older people in the borough to make choices and access the support and housing they		

No.	Action	Lead	By When	Outcome/Measure	Update	Status
				<p>need.</p> <p>Measure: 10% increase on previous year of older people moving to accommodation that better meets their needs.</p> <p>10% decrease in crisis moves</p>		
3g	Work with partners on the Fuel Poverty Action group to develop and implement the councils fuel poverty strategy and supporting action plan	Private Sector Housing Manager	March 2017	<p>Outcome: implementation of a current fuel poverty strategy in the borough with a supporting action plan.</p> <p>Measure: reduction in the current average number of preventable winter related deaths in over 65s.</p>		
3h	Support the provision of-future housing specifically designed for older people in accessible locations, so that wherever possible, residents have access to public transport, shops and facilities to help promote independence and social integration.	Housing Development / Planning	Ongoing	Outcome: Number of new homes specifically designed for older people completed each year		

