



homes, communities, cultures

# Older People's Strategy 2006-2009



Version #:	Date:	Summary of Changes
Version 5		
Version 4		
Version 3		
Version 2		
Version 1	July 2006	

A charitable housing association



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# Older People's' Strategy



## Introduction

England is an ageing society. Since the early 1930s the number of people aged 65 years or over has more than doubled.

By 2001, 20% of the population was aged over 60 years.

Between 1995 and 2025 the number of people over the age of 80 is set to increase by almost a half and the number of people aged over 90 years is set to double.

This demographic shift impacts on all aspects of our society and, as such, older people have in recent years become a high priority in national policy. The perception is moving away from seeing the ageing population as a problem, to a recognition that this growing sector of the population make a big contribution to society and should be enabled to maximise their potential for even greater contribution in future years.

Connect Housing was formed in February 2006 and brought together a range of services for older people across Calderdale, Kirklees, Leeds and Wakefield. Older people account for over 25% of service users within the new organisation.

The development of an Older People's Strategy will ensure the association works with its older tenants, supporting them to make informed choices about services and options available to them.

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## **Purpose**

The Older People's Strategy for Connect Housing will refer to and link in with the national, regional and local strategy documents that have been produced. The strategy will provide a framework for service improvement that is appropriate and responsive to the needs and aspirations of all our older service users irrespective of tenure.

The strategy will ensure that the enduring principles covered within the national, regional and local strategies are encompassed but at the same time reflect the priorities indicated by our own service users.

The strategy will ensure Connect Housing plays a key role in raising housing standards in Yorkshire, we will invest in communities and not just bricks and mortar, we will be a positive choice for a wider range of customer groups and we will have an excellent reputation for a strong customer focus and delivering high quality services.

## **National Context**

An abundance of older people's strategies has been produced in recent years and, although each of the strategies has looked at slightly different aspects, they all share the common theme of improving services to older people whether at home, in the workplace, residential care or in hospital.

At the heart of the National Services Framework (NSF) for older people there are four enduring principles:

- ◆ Treating older people as individuals with their own needs, circumstances and priorities. All services should respect their dignity and choices and never make assumptions on the basis of age
- ◆ Better joined-up working between the various agencies involved with older people
- ◆ The right services in the right place at the right time – this includes hi-tech and specialist services, as well as community based and preventative services
- ◆ Promoting active and healthy lifestyles so that it becomes central to older people's well-being

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The NHS White Paper of 2006 – Our Health, Our Care, Our Say: a new direction for community services has four main goals:

- ◆ Providing better prevention services and earlier intervention
- ◆ More choice for patients
- ◆ More work on reducing inequalities and improving access to community services
- ◆ More support for people with long-term needs

## **Regional Context**

The regional picture reflects the national situation in terms of demographics where over 21% of the population in Yorkshire and Humberside is aged over 60 and this is set to rise markedly in the next few decades.

Within the regional housing strategy there are three main strategic themes:

- ◆ **Creating better places** – this is about responding to the diversity of markets and improving neighbourhood infrastructure and facilities
- ◆ **Delivering better homes, choice and opportunity** – this is about delivering choice and opportunity for all our people to meet their housing aspirations, and to improve housing conditions and services for all
- ◆ **Fair access** – this is about being sure the requirements and preferences of all parts of communities are met by sensitive and appropriate housing solutions, and that obstacles faced by specific groups to accessing their housing choices are removed

Services that are provided to older people should be prevention-based and give priority to supporting independent living.

In terms of actual housing provision, there is a need to deliver homes that are appropriate to need. Wherever practicable the concept of lifetime homes should be reflected in new developments.

Within the region, the following options need to be provided if the needs of older people are to be met:

- ◆ Housing based on the extra care model providing a flexible package of support and care solutions to meet the needs of individuals. This should provide both rented and home ownership options;
- ◆ Modern sheltered housing with appropriate design and space standards using a range of support mechanisms including scheme managers, floating support and alarm systems, again offering both rented and home ownership options.

## Local Context

For the purposes of this strategy, the local context will concentrate on Calderdale, Kirklees and Leeds local authority areas, where the majority of Connect Housing's older People's housing is located.

The population of older people within the three local authority areas is set to grow substantially over the next few decades, in line with national trends.

The following table shows projections for the population of Kirklees based on the 2001 census and is a good guide for the local situation.

	mid 2002	mid 2003	mid 2007	mid 2012	mid 2017	mid 2022	mid 2027
<b>Ages 65-74</b>	30.0%	30.2%	30.9%	36.1%	41.4%	41.3%	41.9%
<b>Ages 75+</b>	27.1%	27.2%	27.8%	29.5%	32.1%	38.2%	44.0%

(source: Social Services Commissioning Strategy for Older People – population in 000s)

There are several key issues that have been identified by the Social Services Commissioning Strategy that Connect Housing will need to pay close attention to:

- ◆ The anticipated larger population of the 'younger old' will have higher incomes and expectations than previous generations
- ◆ Whilst numbers of older people within black and minority ethnic communities are lower, rapid growth has begun from this lower base
- ◆ Within this overall increase in the older population, the number of people with dementia is rising and will continue to do so

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## 1.1 Calderdale

The Calderdale Older Persons Strategy has yet to be published (Autumn 2006) but a briefing paper by Karen Arnold a research officer jointly appointed by Calderdale Council's Housing Department and Social Services Department to research and develop the strategy has recently been published. The vision of the strategy is to ensure that older people in Calderdale have a range of affordable and good quality housing options and support services to choose from that will promote independence, and contribute to improving the overall quality of life for older people in Calderdale. Support options include:

- ◆ For older owner-occupiers who find it difficult to maintain their home there is floating support available to advise and assist on repairs, adaptations and energy efficiency
- ◆ Sheltered accommodation is available from housing associations with varying levels of support, according to a client's needs
- ◆ For those older people finding it difficult to maintain full independence *extra care* accommodation schemes offer the chance for continued independent living through a combination of tenancy support provided by Supporting People and assistance with personal care, funded by Social Services

Within Calderdale, the strategic aim of the older people's strategy will be to achieve the following:

- ◆ To ensure that adequate support is available to enable older people to live independently in their own homes for as long as possible.
- ◆ To ensure there is a range of good quality, appropriate and affordable housing to choose from across all tenures to meet changing needs.
- ◆ To inform and promote integrated working between housing, support, health and social care services to promote healthy ageing and improve the overall quality of life for older people.

Consultation with older tenants in the Calderdale local authority area placed an emphasis on assisting people to remain in their own homes for as long as possible, but with sheltered accommodation available when living independently is no longer viable.

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There is a need to move towards more flexible methods of providing support such as floating support and also more “tenure neutral” services to support those in private rented or owner occupied properties.

### **Older People with Mental Health Problems**

There are an increasing number of older people with mental health problems and dementia requiring housing related support, however, a gap exists between the services provided by Supporting People and the provision of support with personal care provided by Social Services.

### **Older BME Residents**

Calderdale’s consultation with older tenants further identified that the needs and concerns of the BME community within Calderdale are not being addressed. Older people from BME communities are under represented in sheltered accommodation, irrespective of the support available or location.

Connect Housing have no BME tenants in Calderdale and this is an issue that will be addressed in the strategy.

### **1.2 Kirklees**

Kirklees Supporting People Strategy for Older People has been developed within the context of the ‘National Service Framework for Older People’ emphasising the need to promote the health and independence of older people.

Within ‘Quality and Choice for Older People’s Housing: a Strategic Framework’ two objectives relevant to Supporting People are identified:

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

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The main underlying principle is choice. Choice may mean moving into housing designated for older people such as sheltered schemes or the provision of support to stay in their own home as long as possible.

The vision at the heart of the 'Social Services Commissioning Strategy for Older People' is to work towards "supporting older people to live full and active lives within the Kirklees community – to be part of mainstream life rather than being diverted into special services".

The main principles within the strategy for SP are:

- ◆ To support older people to remain living independently in their own homes for as long as possible. To support this Supporting People will allocate resources from residential care to home and community based services with an enabling philosophy.
- ◆ Supporting People will encourage the development of a range of preventative, home based services: – befriending/cleaning/shopping/gardening services.

Commitment will also be given to commissioning of a number of services including:

- ◆ Extra care housing schemes
- ◆ Widening the mainstream by encouraging the availability of more community and home based support services
- ◆ Services for Asian elders (55+) that are culturally appropriate

### **1.3 Leeds**

Leeds has produced a strategy to promote a healthy and active life for older people for the period 2006-2011 called 'Older Better'.

The Older Better Strategy is based on the following action based principles:

- ◆ Reduce health inequalities
- ◆ Promote active citizenship
- ◆ Involve older people at all levels

The strategy has looked at the national context and has used documents like the National Services Framework for Older People, particularly standard 8 that refers to the promotion of healthy and active life in older

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age. In addition the strategy has looked at 'Opportunity Age' – the national strategy of the DWP that has three priorities for action:

- ◆ To achieve higher employment rates and greater employment flexibility for people aged over 50
- ◆ To enable older people to play a full and active role in society with an adequate income
- ◆ To allow older people to keep independence and control

The Older Better Strategy has also focused on the work by the Social Exclusion Unit, which has identified older people as a priority group. In 2006 they published *A Sure Start to Later Life: ending inequalities for older people*, which includes plans for delivering action to tackle exclusion through a Link Age Plus project. This aim is to provide a single place where older people can get a wide range of information about different projects designed to improve their health, wellbeing and quality of life. Leeds has been chosen as a pilot site for the project.

### **Leeds Visions, aims & aspirations**

**Vision** – A life worth living for older people in Leeds is one where: they are respected and included; their contributions are acknowledged; they are able to remain independent and enjoy optimum levels of mental and physical health as possible.

**Aim** – The aim of the strategy is to promote a healthy and active life for older people in Leeds, by providing leadership to influence policy and practice and supporting partners to deliver coordinated action to enable the strategy aspirations to be met.

**Aspirations** – By 2011, all older people in Leeds will benefit from the 10 priority areas highlighted through consultation forums with older people in Leeds. These are:

- ◆ An adequate income
- ◆ Access to comfortable and secure homes
- ◆ Ability to get out and about
- ◆ Freedom from age discrimination
- ◆ Access to learning and leisure
- ◆ Friendships
- ◆ Access to good relevant information
- ◆ Safe neighbourhoods

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- ◆ Involvement in planning and decision-making
  - ◆ To be able to keep healthy and active

## **Organisational Context**

During June and July 2006, Connect Housing's older tenants were consulted on their priorities for improving services to older people. It was decided that consultation would be based on the 10 priority areas highlighted at national and local level, in order to ensure Connect Housing can work in partnership with local authorities and other agencies to improve services across all tenures.

Survey results (appendix 1) show the top three priorities for Connect tenants:

'An adequate income'	28.7% of respondents
'The ability to keep active and healthy'	22.2% of respondents
'Safe neighbourhoods'	20.4% of respondents

More than 71% of respondents highlighted these three areas as their top priorities.

Overall, 689 questionnaires were sent out and 230 or 33% of people responded. The response rate for Huddersfield based tenants was 38%(140 returned from 365 sent out) whereas in Leeds the response rate was 27% (87 returned from 324 sent out). There were three responses from people where a name and address was omitted.

The intention of the strategy is to deliver the ten priorities via a phased programme, starting with the three top priorities.

To further develop the strategy Connect Housing will:

- ◆ Build on and extend consultation with service users.
- ◆ Adopt a person centred approach based on individual need.
- ◆ Involve service users in planning and implementing service improvements.
- ◆ Adopt multi agency working via initiatives such as shared protocols and joint training where appropriate.
- ◆ Seek feedback from service users and partner agencies.
- ◆ Ensure that future service provision promotes independence and choice.

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- ◆ Our services will promote an enabling role via scheme managers, floating support service, community alarms or by assisting service users to access external service provision.
  - ◆ Services will be based on the preventative agenda. We will work with relevant partners to implement this agenda. We will raise awareness on issues like falls, strokes, dementia, adaptations and healthy ageing via initiatives such as 'Calderdale Healthy Ageing Network'.

From an organisational perspective there are other key areas that we will need to address both now and in the future, in particular the **demand** for the association's accommodation and services.

Turnover figures for the financial year 2005/6 suggest that there is a relatively high demand for the majority of our older people's housing. In Leeds the turnover for category 1 properties was just 3.5% and 12% for category 2 (Hawthorn Mill) properties. In Huddersfield the overall figure was 9% with an average re-let time of just over 4 weeks. Turnover in category 2 schemes is mainly due to deaths and the need for permanent residential care. However, generally demand isn't high and at least one scheme in Leeds (mixed family and cat 1) and several category 1 schemes in Huddersfield are proving to be more difficult to let. Re-let times for these schemes can be significantly higher than for the more popular schemes.

In the Huddersfield area in October 2005 there were a total of 69 applicants on the waiting list across all category 1 schemes (figures taken from strategic relevance questionnaire submitted to Kirklees in October 2005). Information for Leeds based properties is more difficult to acquire as many vacancies are advertised through Choice Based Lettings. However, one difficult to let scheme only had 4 bids via CBL.

Demand for two bed accommodation is significantly higher than for one bed in both Leeds and Huddersfield. Consideration should be given to ensuring that any future developments look at providing two bedrooms. The main reasons for providing two bedrooms is so that guests can stay over and also because sometimes people might need carers to stay. Consideration should also be given to an appraisal of the suitability of our existing stock with the possibility of remodelling unpopular one-bedroom schemes.

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People's quality of life aspirations and expectations are increasing and this presents a challenge to Connect Housing. Care and Repair England held a series of events around the country at which older people voiced their ideas about housing. They reported "***The message is clear – the vast majority of older people want to stay living independently in their own homes for as long as possible but if and when a move becomes necessary they want greater choice and control.***"

As an organisation Connect Housing needs to be prepared for these changing aspirations and expectations by offering more radical solutions such as provision of more 2 bedroom properties, installation of lifts, secure homes, schemes and car parking and more advanced assistive technology through Telecare.

In addition, the association will need to continue a programme of modernisation over the foreseeable future in order to maintain a high standard of accommodation. Due to changing aspirations future tenants of Connect will expect a higher specification of properties and this must be provided if Connect Housing is to remain a housing of choice for older people.

Connect Housing will need to address how these changes can be met and may involve working in partnership with other providers.

Connect Housing has one floating support scheme in Leeds for service users over the age of 55. Demand for this service is stable and during 2004/5, 36 referrals (9 of which were accepted) were made to the service and a further 43 (6 of which were accepted) during 2005-6. The majority of the referrals were from association staff. Of the referrals accepted, all six were to white females all aged 40+ with a disability. Monitoring will continue to be provided annually to look at issues regarding fair access, support needs and the reasons why some referrals are refused.

Floating support schemes for older people are being highlighted by all local administering authorities as being a priority need and as such it would seem likely that there will be an opportunity to tender for new services, subject to Supporting People funding being available.

In terms of demand (for accommodation and floating support) the strategy highlights the need to:

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- ◆ Appraise existing stock with a view to remodelling unpopular schemes.
  - ◆ Implement an exit survey (where practical) with older people leaving our services to highlight what we do well and also where we need to improve.
  - ◆ Assess the quality of services provided to category 1 tenants (community alarm schemes) to implement improvements aimed at increasing levels of demand and also to satisfy the requirements of SP contracts and audit commission (KLOE's) in respect of sheltered housing.
  - ◆ Build on the knowledge and experience we have in the area of floating support to expand our services by tendering for any new floating support contracts in Calderdale, Kirklees and Leeds.

A number of local strategies have highlighted that there will be a substantial increase in the older BME population.

Lettings to BME communities in Leeds for category one schemes totalled 17% in 2005/6 and 0% for Hawthorn Mill compared to an overall figure of 43% across all stock. For Huddersfield based stock the figure for category 1 and 2 schemes was just 6% including 0% in Calderdale.

Connect Housing will establish links with local BME groups and analyse the reasons why BME communities are not accessing our accommodation and services. Connect will use the information gathered during consultation and joint working to make appropriate changes to our services and accommodation in order to encourage BME communities to access these. The information will also be used when looking at future developments to ensure any newly built accommodation meets the needs of BME communities and is in areas that BME communities want and ensures they have access to religious and cultural centres. Future developments will need to engage BME elders in the planning, location and design of sheltered housing schemes.

Connect Housing needs to be more creative in how we engage with BME groups. We need to engage with BME communities to identify unmet housing need. We will look at a range of options including offering our communal facilities where appropriate, production of leaflets in different languages promoting our older People's services, forming partnerships with specialist BME voluntary agencies to meet the needs of BME elders, training for staff on BME issues and improving ethnic monitoring and data collection.



## **Connect Vision**

Older people living in Connect accommodation will be consulted and included in all decisions regarding the delivery and availability of services that affect their future.

Older people have the right to access services that enable them to remain independent, retain good mental and physical health and enjoy an active and healthy lifestyle for as long as possible. Older People's views and choices are paramount in this process.

## **Connect Aim**

The aim of this strategy is to provide a framework for service improvement that is based on tenant choice and involvement, working with local partners and promoting our services to ensure strategic aspirations are met.

## **Connect Aspirations**

Connect will work towards providing a quality service to all older tenants. We will provide information and advice to our tenants to enable them to make informed choices about their present and their future.

Connect is committed to ensuring that all tenants are consulted about the way we provide information, in order to ensure the information reaches all older tenants in Category 1, 2 and general needs accommodation.

It is clear from tenants' surveys that tenants living in Category 2 accommodation enjoy an excellent service from their Scheme Managers.

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Connect will consider extending the mobile Scheme Manager Service so that it is available to all Connect older tenants.

Older tenants will be consulted about forming an Older People's Strategy Group, which will include Connect Residents Federation nominated representatives. The O.P.S.G to assist in deciding priorities, for example:

- ◆ Benefit take up campaign (launched to target all over 50's) to include fuel poverty awareness.
- ◆ Increase communications with Emergency Call Centres and develop protocols to ensure information is regularly exchanged, which will give a more accurate, responsive service.
- ◆ Connect will keep up-to-date with advancements in Telecare and update all Emergency Call Systems to enhance the progress that has been made in this area. Tenants will be given the opportunity to access Telecare packages.
- ◆ Connect will look at providing a moveable alarm call service which can be installed in the person's home instead of the person having to move to specific accommodation. This will help in sustaining tenancies for longer.
- ◆ Connect will publicise the work of the Floating Support Service. Regular publication of success stories appearing in 'Get Connected' to give positive messages to tenants and staff. Connect will look to expand the floating support service where possible.
- ◆ Ensure information/consultation is being appropriately targeted by investigating the possibility of extracting data from the association's information systems relating to:
  - Age
  - Gender
  - Ethnicity
  - Status
  - Support Needs
  - Communication Needs

The Quality Assessment Framework will be updated and used as a working document to track the work done with over 50's and

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progress made. It will also form the foundation for the Centre for Sheltered Housing Studies accreditation.

- ◆ An action plan for the Audit Commission Supported Housing Key Lines of Enquiry (KLOE) will be produced and used as a tool to measure our services against those of an organisation delivering an excellent service (based on Audit Commission standards).
- ◆ CSHS accreditation to be investigated, commenced and completed.
- ◆ Links with BME groups in Leeds, Calderdale & Kirklees will be forged. Older People's Strategy Group will actively promote Connect Housing and the positive approach we have to all our older tenants.
- ◆ Build on the links already made with Social Services, Calderdale Healthy Ageing Network, Leeds Healthy Ageing Network, Leeds Older People's Forum, PCT Teams, Neighbourhood Network Schemes (in Leeds only).
- ◆ The strategy will be reviewed following publication of Calderdale and Kirklees older people's strategies to ensure we are focusing on the same priorities.

## OLDER PEOPLE'S' STRATEGY 2006-2009

### PLAN OF ACTION

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
Formation of Older People's Strategy Group	Over 50's will be consulted about the formation of the OPSG. The group will consist of staff and tenants. The Group will work to improve Older People's' Services in Connect and deliver service improvements in areas prioritised by tenants through consultation.	Senior Housing Officer Senior Scheme Manager Senior Scheme Managers	Group in place by January 2007 Work will be ongoing until 2009, using the group to look at QAF & CSHS Accreditation
Investigate possibility of using database to extract information about all over 50's in Connect properties	To make sure we 'target' the correct age group when consulting on the Older People's' Strategy	Senior Housing Officer Senior Scheme Manager Community Involvement IS Team	From December 2006 to Jan 2008
Publicise floating support success stories via 'Get Connected'	Positive feedback will encourage others to use service, will boost staff morale	Senior Housing Officer Senior Scheme Manager Senior Scheme Managers	From July 2006 to Dec 2011

## OLDER PEOPLE'S' STRATEGY 2006-2009

### PLAN OF ACTION

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
Benefit Take Up Campaign, Fuel Poverty Awareness and adaptations education	To ensure that all our tenants are aware of benefits they are able to claim. Increased Housing Benefit take up will ensure rents are being paid whereas AA, DLA take up will ensure more frail tenants can retain independence by being able to pay for care. Fuel Poverty awareness is a proactive approach to ensuring tenants are aware that Fuel Poverty is unnecessary. Adaptations education – more opportunity for tenants to stay in their own homes for longer.	Senior Housing Officer Senior Scheme Manager Scheme Managers	From April 2007 to Dec 2008
Develop closer working links with Emergency Call Centres –Care Ring (Leeds) + Tunstall (Attendo)	Increase information exchange, work together to ensure we provide an efficient service in emergencies, Tenant information will be updated regularly. Tenants will be educated on use via 'Get Connected'	Senior Housing Officer Senior Scheme Manager Scheme Managers	From August 2006 to April 2008

**OLDER PEOPLE'S' STRATEGY 2006-2009**

**PLAN OF ACTION**

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
Update all Emergency Calls Systems in Cat 1 & 2 properties. Investigate moveable call equipment system and offer more choice of equipment.	Systems at the end of their life, more choices available now. Equipment needs to be moveable so that the services can be provided in any property. Could be used in crisis cases then moved when crisis over?	Senior Housing Officer Senior Scheme Manager Scheme Managers	Sept 2006 to December 2011
Develop a range of tenure and support solutions including the development of Extra Care, remodelling of existing older persons accommodation and initiatives to allow older people to stay in their own homes.	Making tenancies sustainable and increasing levels of demand. Appraising the stock to assess how suitable it is. Providing a range of options for older people.	Senior Housing Officer Senior Scheme Manager Scheme Managers Assets and regeneration Team	From September 2006 to April 2009

## OLDER PEOPLE'S' STRATEGY 2006-2009

### PLAN OF ACTION

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
QAF-continue to work on evidence building working towards 'A'	Use the QAF as a working document for ensuring the correct policies/procedures are in place and the service achieves level A standard (will help to achieve CSHS accreditation).	Senior Housing Officer Senior Scheme Manager Scheme Managers	From July 2006 to April 2009
ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
KLOE's action plan	To assess our services against the Audit Commission's 'excellent' standard and work towards achieving this standard in areas where we fail to meet it.	Senior Housing Officer Senior Scheme Manager	November 2006
CSHS- attain the accreditation	CSHS accreditation will enable Connect to ensure that all Older People's Services are working from the same basic principles, It will also 'passport' the association through 'Supporting People' and will prove that we have reached accreditation standard.	Senior Housing Officer Senior Scheme Manager Scheme Managers	From April 2007 to September 2008

## OLDER PEOPLE'S' STRATEGY 2006-2009

### PLAN OF ACTION

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
Build on links already made with Calderdale Healthy Ageing Network, Leeds Healthy Ageing Network, Leeds Older People's' Forum & Neighbourhood Network Schemes	Positive working with other agencies will help forge links with the communities in which we are working. Promote health initiatives amongst Connect tenants.	Senior Housing Officer Senior Scheme Manager Scheme Managers	From July 2006 to Dec 2009
Link with BME Groups to promote positive approach of Sheltered Housing	Sheltered Housing needs to present a positive image to BME groups. Connect will address this by working in partnership with other organisations.	Senior Housing Officer Senior Scheme Manager Scheme Managers	From Dec 2006 to Dec 2009
Tender for new floating support contracts	Build on existing expertise and to adapt to changing SP priorities	Housing and Support Services Manager Senior Housing Officer Senior Scheme Manager	As and when contracts are tendered
Implement an exit Questionnaire for tenants leaving the service	To highlight what we do well and where we need to improve.	Senior Housing Officer Senior Scheme Manager Scheme Managers	By April 2007

## OLDER PEOPLE'S' STRATEGY 2006-2009

### PLAN OF ACTION

ACTION	AIM	RESPONSIBLE STAFF	TARGET DATE
Ensure all scheme managers have access to IT systems	To be able to access information and to carry out their role more effectively. Scheme Managers will be able to support each other and keep in contact via e-mail etc	Senior Housing Officer IS Team	December 2006
Ensure scheme managers receive relevant training	To carry out their role more effectively.	Senior Housing Officer	Ongoing
Develop links with Synergy Supported Housing Group on older People's services	Promote best practice initiatives with other housing providers in the region.	Director of Neighbourhood and Community Services HSSM Senior Housing Officer	July 06 – December 09
Move towards a mobile scheme manager service at all sites except Hawthorn Mill	To provide a more flexible and responsive service where it is needed	Senior Housing Officer	Ongoing
Survey tenants about local estate safety issues	Develop joint working with Community Safety Partnership to ensure older tenants feel safe in their homes and neighbourhoods.	Senior Housing Officer Senior Scheme Manager Community Involvement Team	April 07 – April 08



# Older People's' Strategy

## APPENDIX ONE – TENANTS SURVEY (BREAKDOWN OF RESPONSES TO CONSULTATION IN JUNE/JULY 2006)

	Total number that thought this was a priority	Percentage	Rank
<b>All</b>			
An adequate income - up to date and frequent information about benefits and help in applying for them	66	28.7%	1
Access to comfortable and secure homes	43	18.7%	4
Ability to get out and about	13	5.7%	5
Freedom from age discrimination	3	1.3%	7
Access to learning and leisure	1	0.4%	8
Friendships	5	2.2%	6
Access to good relevant information	1	0.4%	8
Safe neighbourhoods	47	20.4%	3
Involvement in planning and decision making	0	0.0%	10
To be able to keep healthy and active	51	22.2%	2
<b>Leeds</b>			
An adequate income - up to date and frequent information about benefits and help in applying for them	25	28.7%	1
Access to comfortable and secure homes	23	26.4%	2
Ability to get out and about	4	4.6%	5
Freedom from age discrimination	1	1.1%	7
Access to learning and leisure	0	0.0%	9
Friendships	2	2.3%	6
Access to good relevant information	1	1.1%	7
Safe neighbourhoods	18	20.7%	3
Involvement in planning and decision making	0	0.0%	9
To be able to keep healthy and active	13	14.9%	4
	<b>87</b>		

	<b>Total number that thought this was a priority</b>	<b>Percentage</b>	<b>Rank</b>
<b>All</b>			
<b>Huddersfield</b>			
An adequate income - up to date and frequent information about benefits and help in applying for them	40	28.6%	1
Access to comfortable and secure homes	19	13.6%	4
Ability to get out and about	9	6.4%	5
Freedom from age discrimination	2	1.4%	7
Access to learning and leisure	1	0.7%	8
Friendships	3	2.1%	6
Access to good relevant information	0	0.0%	9
Safe neighbourhoods	28	20.0%	3
Involvement in planning and decision making	0	0.0%	9
To be able to keep healthy and active	38	27.1%	2
	140		
<b>No Name or address details</b>			
An adequate income - up to date and frequent information about benefits and help in applying for them	1	33.3%	1
Access to comfortable and secure homes	1	33.3%	1
Ability to get out and about	0	0.0%	4
Freedom from age discrimination	0	0.0%	4
Access to learning and leisure	0	0.0%	4
Friendships	0	0.0%	4
Access to good relevant information	0	0.0%	4
Safe neighbourhoods	1	33.3%	1
Involvement in planning and decision making	0	0.0%	4
To be able to keep healthy and active	0	0.0%	4
	3		