

## **Appendix 2**

### **Key recommendations and action plan**

#### **Setting the vision**

The report identifies the absence of a clear pathway from corporate policy objectives, through high order policies to specific strategies to meet the housing and related needs of older people. The absence of this link inhibits the articulation of corporate commitment to this policy area. We need to develop a concise statement of values and purpose to be endorsed by key elected members and senior officers.

*Recommendation 1 To hold a visioning event in which key elected members, senior staff and older people participate to draw up a brief statement of values and purpose for work in the area of housing and related services for older people in Harrow.*

*Recommendation 2 That a group of senior officers regularly review established linkages that have been made to other strategies and statements of policy and practice to ensure that there is a clear pathway connecting the statement of vision and purpose to service delivery.*

#### **A proposed Implementation Plan**

The report acknowledges that the Council has achieved an enormous amount in creating structures to consult with older people. These can be developed further and improved upon. The current structures work well as reporting channels but the area for development is to ensure that older people in Harrow are able to participate in the formation of policy and the evaluation of service.

*Recommendation 3 Existing groups are invited (POP Panel, Older People's Forum and sub-groupings) to form an Implementation Steering group with the key providers. It will be the responsibility of this group to develop an implementation plan based on the findings of the report that puts older people at the heart of the shaping of policy and the delivery of housing services for older people.*

The report identifies the following actions that should be considered a priority in the implementation plan:

#### **Housing advice for older people**

The information provided to older people is less than comprehensive and housing advice to older people appears on occasion to amount to direction

toward a solution that appears to meet the needs of providers rather than the preferences or aspirations of enquirers.

*Recommendation 4*            *That a review be undertaken of the role and scope of advice giving to older people that sets housing advice within the context of advice on independent living. This should include the development of options that encourage older people to consider moving to more suitable and manageable housing to meet their needs. That the function be staffed, trained and supported in that broader role.*

### **Developing a range of sheltered housing options**

The report identifies a number of key issues - some schemes are reaching the end of their useful life, changing tenure pattern and the expectations of a rising generation of older people may make many redundant. Others need investment to meet the challenges of an increasingly frail population.

*Recommendation 5*            *That the Implementation Group seeks to establish definitions for the various categories of specialised housing for older people provided within the Borough, having regard to developing a matrix model that allows the accommodation spectrum for older people to be reflected as it currently is and how it might be in the future*

*Recommendation 6*            *That a sub group is set up which brings together all providers of social rented sheltered housing in the Borough to create a joint strategy for the future use of this important resource.*

*Recommendation 7*            *That the Council institutes a scheme by scheme review of every sheltered scheme in the Borough, reporting the findings to the sheltered housing sub group to inform its strategy.*

*Recommendation 8*            *That the Council seeks to encourage the refurbishment and development of those sheltered housing schemes that may serve as enhanced sheltered housing.*

*Recommendation 9*            *That the Council seeks to establish with partners new criteria for allocation that will reserve sheltered housing for those in need of its particular facilities.*

*Recommendation 10*            *Working with the outcomes identified by the work under Recommendations 5 to 8, and drawing on the suggested levels of provision contained in this report, that the Council establishes targets for the various categories of provision.*

*Recommendation 11*            *That the Council mobilises its housing and planning functions to encourage the development of leasehold retirement*

*accommodation in Harrow in conventional and enhanced sheltered housing, and in the development of extra care housing for older people.*

*Recommendation 12 That the Council seeks competent partners to develop the provision of extra care housing within the Borough, provided with a mix of tenure options.*

### **Enabling homeowners to stay put**

The report concludes that the needs of older owner-occupiers, who make up the overwhelming majority of the older population of Harrow, have been under served. Whilst the commitment of the people engaged in serving these needs is evident and generous resources have been provided by way of grant budgets there are insufficient staff to deliver a timely and efficient service. There is also no capacity at present to develop the service to meet emerging needs.

*Recommendation 13 That the staffing of functions within the Private Sector Housing Service generally and the Staying Put agency in particular be urgently reviewed and augmented.*

*Recommendation 14 Proposals to bring coherence to the delivery of Housing Adaptations should be progressed as a matter of urgency.*

*Recommendation 15 That the Council review the service specification for the Staying Put agency, using perhaps the model at Appendix h, and make available the resources to implement such a modernised service.*

### **Improving services to meet the needs of a diverse community**

The report comments on the under provision of service to meet the needs of elders from Black and Minority Ethnic communities.

*Recommendation 16 That a BME Elders Service Development Group is set up, bringing together representatives of elders from the variety of BME communities, service providers and the statutory agencies. The Group should provide a forum for identifying priorities and shaping services.*

*Recommendation 17 As an immediate initiative the Council should consider enhancing the current Staying Put agency with a BME specific worker or workers to improve delivery of its service to those communities.*

*Recommendation 18 The BME Service Development Group should be invited to explore the need for specialised accommodation for BME*

*elders and work with potential providers to bring forward suitable developments.*

### **Meeting the needs of people with additional health issues**

The report highlights the position that housing resources to support people with various problems of mental health are under-developed. There are issues around the housing needs of people with Learning Disabilities as they age. The housing dimensions of Intermediate Care provision are relatively under-developed and there is also scope to consider the best housing context for other interventions of rehabilitation and re-ablement.

*Recommendation 19      The Council should establish a group of officers, colleagues from health and older people with experience of coping with dementia, to explore the available models of housing for people with dementia with a view to initiating a pilot scheme in Harrow.*

*Recommendation 20      The Council and PCT should explore how accommodation may be made available, on both a short-term and longer-term basis, to older people with mental health problems to provide an alternative to hospital or nursing home care.*

*Recommendation 21      The Council should work with groups representing people with Learning Disabilities and their carers to establish what housing options may be appropriate for a) people with Learning Disabilities living alone as they age and b) people with Learning Disabilities living with ageing carers. The Housing Action Plan for people with learning disabilities has already started to consider these options.*

*Recommendation 22      That the Council and the PCT explore the specification for accommodation that will provide an alternative setting for Intermediate Care in a housing context and some “step down” accommodation options alongside a specification for accommodation to support other rehabilitation and re-ablement services.*