

Housing Service - Older Persons Strategy 2021-2024

Supporting our older tenants to remain independent

September 2021



Contents

Purpose of the Strategy	3
Aims of the Strategy	5
Strategic Context	5
Links to the Corporate Plan	5
Health and Wellbeing	5
Empower Communities	5
Links to other Housing Strategies	5
Housing Strategy	5
Housing Revenue Account Business Plan.....	6
Housing Asset Management Plan 2021-2026	6
Our route to delivery	6
First class older persons accommodation with modern facilities, that is highly sought after	6
High quality onsite support promoting independence, tackling isolation and maximising resident's health and wellbeing	7
Promote a clear pathway into older persons accommodation	7
Work with Surrey County Council's Adult Care Services to ensure residents receive the right care services where they are required	8
Metrics for Measuring Success.....	8
Delivery Action Plan.....	9



Purpose of the Strategy

Predicted changes in demographics will see the number of older people increase significantly over the next 20 years.

Population Growth 65+ Runnymede

Age	2020	2030	2040	% increase
over 65 years	15,100	17,300	19,300	27.81%
65 - 79 years	10,500	11,600	12,800	21.90%
80 - 89 years	3,700	4,700	5,000	35.14%
90+ years	900	1,000	1,500	66.67%

Runnymede Population TOTAL Source IPC

This strategy sets out how Runnymede Borough Council's Housing Service will seek to respond to the challenges this presents over the next 5 years.

Maintaining the popularity of the accommodation offer

The strategy also seeks to address emerging issues with demand for older persons accommodation provided by the Housing Service.

Some of the older persons accommodation offered by Runnymede Borough Council is attracting little interest from housing applicants.

Lower demand is focused on specific Independent Retirement Living accommodation offered by Runnymede Borough Council i.e. smaller, bedsit accommodation.

The table below identifies the average number of bids via RBC Living and Homes for the older persons accommodation offered by Runnymede Borough Council in 2019/20.

Address:	Average
Darley Dean	13.5
Heatherfields	1.5
Floral House	7
Grove Court	5

*No properties were advertised at Beomonds, Chertsey in 2019/20

Wider links and savings for the public purse

This strategy links into a number of corporate objectives. Although the focus of the strategy will be in particularly on health and wellbeing. The strategy seeks to promote independence and good health of older residents living within the Council own housing stock as long as possible into later life.



Delivering this successfully will enable savings for other public agencies – such as health, social care and related emergency services.

“it is clear that an estimation of the cost savings generated by this housing [sheltered housing] (as distinct from other forms of older people’s housing) can be achieved. This, combined with the qualitative findings in the research, creates a compelling picture of significant social value delivered to the tenants who live there, and to the NHS, social care and related emergency services.”

Table 1 Summary box – possible cost savings per year from ‘sheltered housing’ in the UK each year

Area of saving	Cost saving
Reducing inpatient stays (all)	£300 million
Reducing inpatient stays (following an emergency admission specifically)	£156 million
Averting falls – savings to ambulance and A&E	£1.79 million £10.98 million
Averting falls – savings to hospital care for hip fractures	£79.5 million
Averting falls – savings to post-treatment bed days, specifically for hip fractures	£47.3 million
Averting falls – savings to all health and social care for hip fractures	£156.3 million
Reducing loneliness – reduced health service use	£17.8 million

We cannot sum all of the totals in the table above, as some costs overlap. We would, however, reasonably be able to sum the following from the above table to provide an overall social value calculation:

- *Reduced inpatient stays (all) = £300m*
- *Reduced immediate care costs of falls prevented (all) = £12.7m*
- *Reduced health and care costs of hip fractures prevented = £156.3m*
- *Reduced health service use by reducing loneliness = £17.8m*

Total = £486m per year

[Sheltered-Housing-paper-June-2017.pdf \(demos.co.uk\)](#)



Extra Care

The business case for extra care housing has been clearly made.

“The financial impact of the findings was considerable, with the evaluation indicating that the cost of extra care housing was on average half the gross cost of the alternative placements.” (The Business Case for Extra Care Housing in Adult Social Care: An Evaluation of Extra Care Housing schemes in East Sussex: Housing Learning & Improvement Network, 2013),

With the population aging and living in older age often with long term health conditions, there is a clear case for additional extra care schemes.

Defining the demand for extra care in the Runnymede Borough Council area

Future extra care demand for the Runnymede Borough Council area has been calculated with regard to the nationally recognised methodology of the Housing LIN, which states that:

...demand for extra care is likely to be required at 25 units per 1,000 population aged 75 plus [...] The desired tenure mix will vary according to local and market factors.

Based on information available as at 1 April 2019, future demand for extra care (as defined earlier in this document) is set out below for 2025 and 2035:

Area	2025				2035			
	75+ population projection	Total demand	Rental unit demand	Leasehold unit demand	75+ population projection	Total demand	Rental unit demand	Leasehold unit demand
Runnymede	8,800	220	59	161	10,400	260	70	190

Existing Extra Care Accommodation in Runnymede

Scheme Name	Managed by	Location	Tenure	No. of units
Aldwyn Place	Anchor Hanover	Englefield Green TW20 0RZ	Rental	56
Augustus House	McCarthy & Stone	Virginia Water GU25 4AB	Leasehold & Rental	40

Taken from: Commissioning Statement, Accommodation with care, residential & nursing care for older people, Runnymede Borough Council, April 2019 onwards – Surrey County Council



Aims of the Strategy

This strategy is focused on delivering four clear aims. Metrics for measuring success will be identified later in the strategy.

1. First class older persons accommodation with modern facilities, that is highly sought after
2. High quality onsite support promoting independence, tackling isolation and maximising resident's health and wellbeing
3. A clear pathway into older persons accommodation with assistance where required
4. A partnership with Surrey County Council's Adult Social Care services to ensure residents receive the 'right' care services where they are required
5. Accommodation outside of Independent Retirement Living that meets the needs of older people

Strategic Context

Links to the Corporate Plan

Health and Wellbeing

Supporting current and future older tenants to remain independent and in good health for as long as possible - links to the Corporate Commitment on Health and Wellbeing.

Empower Communities

Runnymede Borough Council is committed to supporting communities to enable them to make decisions which impact on their future.

This strategy has emerged following considerable engagement with existing residents of our older persons accommodation, Council tenants, applicants for social housing within Runnymede, residents of the borough, Local Councillors and wider stakeholders.

Links to other Housing Strategies

Housing Strategy

The Housing Strategy identifies four strategic aims for the Housing Service.

1. Enable access to affordable housing for local people
2. Increase the provision of affordable housing including low cost home ownership
3. Ensure good quality affordable housing is available to local people in both social and private sector
4. Promote the delivery of specialist housing to meet the identified needs of local people



The development of an Older Persons Strategy supports the aims of enabling 'access to affordable housing for local people' and ensuring 'good quality affordable housing is available to local people'.

Housing Revenue Account Business Plan

The Housing Revenue Account Business Plan identifies an aim of the service to 'review and modernise provision for older tenants' stating that Runnymede aspires to be the social landlord of choice for older residents, providing homes that people are proud to live in.

Housing Asset Management Plan 2021-2026

The Housing Asset Management Plan identifies the areas where investment is required in Runnymede Borough Council's housing stock. The plan identifies that significant investment is required in the older persons accommodation provided by Runnymede Borough Council to ensure that is modern and fit for the 21st century.

Tenancy Strategy 2018-2020

Runnymede Borough Council's Tenancy Strategy and Policy sets out the Council's commitment to ensuring that we make 'best use of the housing stock' and ensure applicants/tenants are housed in appropriate accommodation, include those people who need specific accommodation type, for example bungalows.

We also recognise the need to address levels of under-occupation, including offering 'financial and practical assistance is given to those who wish to move'.

Our route to delivery

First class older persons accommodation with modern facilities, that is highly sought after

Within our accommodation designated for older people we are committed to providing the following facilities: -

1. Dementia friendly communal areas with modern, welcoming reception areas
2. Café style lounges with links into the wider community
3. Phasing out the provision of bedsit accommodation
4. Some 1 ½ bedroom accommodation to enable guests to stay over night where this can be provided
5. Outdoor areas that are engaging, dementia friendly and encourage social interaction
6. Schemes equipped with modern, digitally enabled technology



7. Provision of modern 'other' facilities including mobility scooter storage, guest and laundry rooms

As part of providing dementia friendly communal areas – we are committed to reflecting the NHS 'How to make your home dementia friendly – dementia guide '

<https://www.nhs.uk/conditions/dementia/home-environment/>

We will establish working groups of tenants to put together a specification for each of our lounge areas linking into the above dementia guidance. Depending on tenants' view we may seek to enable a local coffee/food business to be established within the lounge space, during office hours.

We will also ask that our working groups to assists us with the specification for outdoor areas. We are keen to ensure our outdoor areas are engaging and spaces in which tenants want to spend time and reflect the latest guidance on providing dementia friendly outdoor spaces.

<https://www.prp-co.uk/news/features/why-dementia-friendly-gardens-are-more-important-than-ever%E2%80%A6.html>

We plan to phaseout the use of bedsit accommodation from our stock designated for older people. Where numbers of units are lost to older persons accommodation, we will seek to re-provide to reflect the growing need for older persons accommodation within the borough.

Promote and advertise to increase demand

We are conscious that many residents may not be aware of the services we offer in our Independent Retirement Living accommodation.

We will therefore seek to promote the services we offer. We will put together a communications plan designed to reach these groups.

The name of our older persons accommodation

Tenants and applicants as part of putting this strategy together have been consulted on the name of our accommodation designated for older people.

Do you feel the name Independent Retirement Living needs to be modernised to reflect our future vision?

Yes	11
No	22
Maybe	3



Those who answered yes had few suggestions. Those who did make suggestions wrote:

- 'Modernised to include the impact of Covid 19 to the conditions of independent retirement living'
- 'Sheltered Housing'
- 'Just Independent Living'
- 'Caring should be included somewhere'.
- 'Senior Living Options'

We will undertake further consultation with residents and other stakeholders before we consider any change to the name of the service. See Delivery Action Plan.

Appropriate age for accommodation designated for older people

We have recently introduced a new Housing Allocations Policy (approved by Runnymede Borough Council's Housing Committee in June 2021)

Prior to any new policy being introduced we will consult with tenants and applicants on the appropriate age for accommodation designated for older people.

High quality onsite support promoting independence, tackling isolation and maximising resident's health and wellbeing

We want to ensure the quality of support we are providing to our residents continues to improve and reflects best practice in the industry. We will continue to focus on delivering person centred support and will utilise a tailored version of the Outcome STAR designed to promote health and wellbeing and ensure a 'positive use of time' – which includes addressing loneliness to provide the basis of our support planning.

We will seek to enhance our link to Runnymede Borough Council's Social Prescribing Team to ensure we are offering as wide a range of activities as possible to residents – helping to address issues such as loneliness and health and wellbeing.

We plan to introduce an IT system for use by our Scheme Managers to record digitally support plans, promote reviews, record daily interactions and to enable information to be shared via Housing Online with residents and their next of kin should residents wish.

We intend to seek accreditation for our support service to test the service against industry best practice and provide a signal of the quality of service we provide to residents, prospective residents and the industry as a whole.

We also intend to do more to promote inclusivity, promoting our commitment to diversity and demonstrating our support for an environment which engenders respect for difference within our older persons accommodation. We will work alongside our tenants to achieve this and to put together an action plan that ensures this is an area of focus for us.



Finally, we will consult residents on the potential for offering different an enhanced support service for a higher support charge.

Promote a clear pathway into older persons accommodation

We have recently (June 2021) reviewed our Housing Allocations Policy to improve access to older persons accommodation provided by social landlords within the borough.

We want to do more to support older people particularly those wishing to downsize into our older persons accommodation. We will produce a review of similar offers within the industry and look at the business case for a Runnymede approach.

Work with Surrey County Council's Adult Care Services to ensure residents receive the right care services where they are required

We will work to enhance further our relationship with Surrey County Council's Adult Social Care Department.

We will explore the potential for co-location involving Adult Social Care staff and Independent Retirement Living Scheme Managers.

We will work with Adult Social Care to understand what more we can do to support them to provide care where required to residents of our older persons accommodation.

Finally, we will also work with Adult Social Care staff to document a procedure to ensure for our residents a smooth transition into a residential or nursing care setting if their care needs increase.

Accommodation outside of Independent Retirement Living that meets the needs of older people

We will identify appropriate accommodation within our 'general needs' stock that are suitable for older people. This may include some bungalows.

We will ensure that Local Lettings Plans are put in place accommodation to restrict access to younger people without a support need.

We will re-designate our Independent Retirement Living blocks as 'general needs accommodation' and put in place local lettings plans to restrict the age of the new occupants.

Metrics for Measuring Success

We anticipate that work to enhance the demand for our older persons accommodation will lead to an increase in the number of bids placed through our Choice Based Lettings scheme for empty homes within our Independent Retirement Living accommodation.



In 2019/20 (we have used 2019/20 as a baseline as 2020/21 does not represent a typical year due to the covid pandemic) the following were the average number of bids made for Runnymede Borough Council's Independent Retirement Living Accommodation

Address:	Average
Darley Dean	13.5
Heatherfields	1.5
Floral House	7
Grove Court	5

* No vacant properties in Beomonds and therefore no bids

Following any enhancement work to our accommodation we will set a target for the number of bids to exceed 10 for every property advertised within our Independent Retirement Living estate.

In June 2021 29 Independent Retirement Living (IRL) properties are empty. We aim to ensure less than 1% of our accommodation will be empty by April 2022. This equates to less than 22 IRL properties.

We aim to ensure that satisfaction of Runnymede Borough Council tenants is in the top quartile of landlords nationally. We have not tested satisfaction for some time. In 2022/23 we will undertake a Survey of Tenants and Residents (STAR survey). We aim for satisfaction among residents of our Independent Retirement Living accommodation to exceed 90%.

Delivery Action Plan

The delivery action plan aims to ensure delivery of the objectives above. Dates for delivery if not published as part of the original strategy will be updated as soon as possible. Updates will be given to members as part of the annual review of the strategy.

Aim: <i>First class older persons accommodation with modern facilities, that is highly sought after</i>	
Action	Delivery target date
Phase out bedsit accommodation	
Upgrade the physical environment	Summer 2023 – Summer 2024
Lounges (including communal kitchens)	Summer 2023 – Summer 2024
Gardens	Summer 2023 – Summer 2024



Policy on mobility scooters (number per scheme and allocation)	September 2022
New mobility scooter stores	Summer 2023 – Summer 2024
Communal carpets and redecoration	Summer 2023 – Summer 2024
Digital alarm call system	Summer 2023 – Summer 2024
Reception areas	Summer 2023 – Summer 2024
Develop a communications plan designed to promote the service to all Runnymede residents	Handbook developed – September 2022 October 2024
Consultation with tenants and applicants on the appropriate age for people to move into accommodation designated for older people	February 2023
Undertake further consultation on the name of our accommodation designated for older people	February 2023

Aim: *High quality onsite support promoting independence, tackling isolation and maximising resident's health and wellbeing*

Action	Delivery target date
Review Runnymede's support planning documentation	October 2022
Work with Surrey County Council's Adult Social Care Department to create synergies in support and care planning documentation	2023
Introduce a support planning IT system	October 2022
Achieve external accreditation for the support service in Runnymede's older persons accommodation (EROSH)	March 2023
Ensure the environment in Runnymede's older persons accommodation celebrates diversity	July 2022
Consult with residents of our Independent Retirement Living Accommodation regarding the possibility of offering an enhanced support service for a higher support charge.	March 2024

Aim: *A clear pathway into older persons accommodation with assistance where required*

Action	Delivery target date
Review existing support offered for older people to move into IRL accommodation settings by other social landlords	Part of our 'Support with Moving Policy' September 2022
Propose a Runnymede Borough Council offer to support older people to move	September 2022



Aim: *A partnership with Surrey County Council's Adult Care Services to ensure residents receive the 'right' care services where they are required*

Action	Delivery target date
Explore co-location between Independent Retirement Living and Adult Social Care staff	December 2023
Meet with Adult Social Care to discuss what more we can do to facilitate effective care provision in our Independent Retirement Living accommodation	December 2021
Document a move on procedure from IRL accommodation into care settings	December 2022

Aim: *Accommodation outside of Independent Retirement Living that meets the needs of older people*

Action	Delivery target date
Identify accommodation within our 'general needs' stock suitable for older people.	March 2022
Put in place Local Lettings Plans to restrict access to younger people without a support need.	July 2022
Designate outside blocks of Independent Retirement Living Schemes as for younger people – although with an LLP	March 2023
Meet with Surrey County Council's Adult Social Care Team to discuss the provision of Extra Care Accommodation within the borough	September 2022 – an update

