

**Housing
Executive**



Year 1 Action Plan – Older People’s Housing Strategy

2021/22-2026/27



High Level Action	Actions for Reporting - Year 1	Lead Department
PLANNING FOR THE FUTURE		
Exploring Housing options for Older People		
1. We will seek to influence Lifetime Homes being adopted into the general housing stock in the private sector.	Publish our Strategic Housing Market Analysis (SHMA) for Belfast and Derry/Londonderry and commence work on further council areas during 2021/22;	Regional Services
2. We will explore new models of accommodation and housing related support services for a range of older people including the potential and feasibility of 'Extra Care' or 'hub and spoke' style principles for housing, for older people in Northern Ireland.	Assist people to remain in their own homes by providing grants based on an Occupational Therapists recommendation;	Regional Services
3. We will work with partners to incorporate better design principles into the specification for the delivery of future housing schemes and evaluate the feasibility of reconfiguring existing schemes to meet the needs and demands of older people.	Raise awareness and provide enhanced information on the services and options available for older people;	All Divisions
4. We will ensure that the Social Housing Development Programme (SHDP) is reflective of assessed need over the duration of the strategy.	We will pilot a scheme to increase the supply of smaller accommodation through the conversion of larger existing stock;	Landlord Services (Asset)
5. Where appropriate, we will explore reconfiguring current provision of our stock.	Continue to deliver our major and minor adaptations service for our vulnerable customers;	Landlord Services (Asset)
6. We will launch our Accessible Housing Register (AHR) and work with partners to continuously enhance and improve our understanding of adapted or bespoke stock.	Continue to reduce end to end times for major adaptations for people with disabilities living in Housing Executive stock;	Landlord Services(Asset)
7. We, along with partner agencies, should raise awareness of the range of options available to older people, including newer models of provision through our housing options service.	Continue to work with other departments (DfC and DoH) to review and look for ways to reduce processing times to help reduce the inequalities faced by people with disabilities;	Landlord Services (Asset)
8. Through the Social Housing Development Programme (SHDP), we will continue to influence the planning aspect of new social homes to ensure that new homes and communities are sustainable and will support the changing demographics of our society (including older people).	Following DfC approval, Develop/implement Year 1 of the Supporting People Strategy (specifically any actions relating to older people as informed by the Strategic Needs Assessment;	Regional Services

Table continues

High Level Action	Actions for Reporting - Year 1	Lead Department
PLANNING FOR THE FUTURE		
Exploring Housing options for Older People continued		
9. We will explore and maximize the role assistive technology may have in enhancing housing options for older people. 10. We will carry out research as required.	Explore potential of options to develop/support options such 'hub and spoke' or 'Extra Care' style principles for housing for older people;	Regional Services
	Set up some baselines with which to benchmark our services for older people over the duration of the strategy.	Corporate Services
Supporting Independent Living		
1. We will explore other methods of construction for our major adaptations process and consider the benefits this may have for older people.	Reduce the time taken for Disabled Facilities Grants, from the agreed baseline;	Regional Services
2. When delivering our planned maintenance programme and response maintenance service we will take the needs of our older tenants into account to ensure the home meets their needs, where possible.	Deliver the Affordable Warmth and Boiler Replacement Scheme; (Including the publication of customer satisfaction where applicable);	Regional Services
3. We will deliver an enhanced major and minor adaptations service to support independent living for our customers, including older people. We have a commitment through our Corporate Plan to reduce end to end times for the major adaptation process.	We will use a variety of methods to promote the use of Disabled Facilities Grants (DfGs);	Regional Services
4. We will use a variety of methods to promote our Disabled Facilities Grants process and again we have a commitment in our Corporate Plan to aim to further improve end to end times for our Disabled Facilities Grants for our customers, including older people against an agreed performance baseline.	Review the information that we provide in our offices and our website for Grants;	Regional Services
5. Subject to funding, we will continue to administer a Boiler Replacement and Affordable Warmth grant schemes to benefit a range of our customers, including older people.	Commence a pilot tenant incentive scheme to maximise accessible housing stock;	Landlord Services (Housing)
	Subject to DfC approval, we will implement a Modern Methods of Construction (MMC)/Low Energy pilot re-provisioning scheme for delivering new social housing;	Landlord Services (Asset)
	We will undertake two pilot schemes to assess the suitability of Modern Methods of Construction in delivering major Adaptations;	Landlord Services (Asset)

Table continues

High Level Action	Actions for Reporting - Year 1	Lead Department
PLANNING FOR THE FUTURE		
Supporting Independent Living continued		
6. We will aim to reduce Fuel Poverty through partnership working for our oil buying clubs and through providing energy advice and assistance.	Carry out a pilot exploring if HAPPI style design principles could be applied to existing stock in the appropriate circumstances;	Landlord Services (Asset)
7. We will maximise the use of Floating Support for older people and will increase the number of floating support services for older people where appropriate, subject to available funding.	Deliver a reinstatement scheme for a derelict block of flats (Lisnafin) that will be aimed at older tenants and will involve the provision of assistive technology to support independent living;	Landlord Services (Asset)
8. We will explore the use assistive technology has to play in supporting independent living and sustaining and supporting tenancies.	Ensure the needs of older tenants are reflected in our planned and response maintenance programme;	Landlord Services (Housing and Asset)
9. Consider and respond appropriately to the findings of the Strategic Needs Assessment, which will outline the needs of older people in the short to medium term for services we deliver.	We will maximise the use of Floating Support for older people and will increase the number of floating support services for older people where appropriate, subject to available funding;	Regional Services
	Encourage and support applications to the Provider Innovation Fund (PIF) particularly for assistive technology pilots and research into new and better ways of delivery our services for older people;	Regional Services
	Ensure that the needs of older people are considered in the context of each of the high level outcomes of the new Rural Strategy 2021-2025 and that details of services aimed at older people are included in every biennial edition of the Housing Executive's "Rural Matters" publication.	Regional Services

High Level Action	Actions for Reporting - Year 1	Lead Department
PROMOTING AND MAINTAINING DIGNITY		
1. We will explore new models of accommodation and housing related support services for a range of older people, including the potential and feasibility of 'Extra Care' or 'hub and spoke' style principles for housing, for older people in Northern Ireland.	Continue to roll out and deliver the Dementia Friendly approach for housing and response maintenance staff across our network of local offices;	Landlord Services (Housing)
2. We will carry out and explore pilots that may assist older people to be supported in their home.	Continue to roll out our Jam Training programme and provide communication support for a range of vulnerable customers;	Landlord Services (Housing)
3. We will continue to increase awareness and understanding of dementia across our network of local offices.	Tackle fear of crime issues for those elderly groups within our communities;	Landlord Services (Housing)
4. We will adopt a dementia friendly approach to a number of our services including response maintenance and adaptations.	Further develop the North West Assistive Technology pilot to support independent living for vulnerable tenants, including older tenants	Landlord Services (Housing)
5. We will provide communication support to all our customers, including older people, when they request it.	Maximise the use of Floating Support for older people;	Regional Services
6. We will work with a range of partners and statutory organisation's to deliver a high quality Community Safety Service (which includes the needs of an ageing population based on demographic trends) that addresses hate crime and anti-social behaviour in our estates.	Consider the implications for Floating Support services following the review of the 'Two Year Rule';	Regional Services
7. Subject to funding we will continue to deliver and fund a range of community safety initiatives specifically targeted at older people where we can, as well as continuing to deliver intergenerational projects.	Explore potential of options for 'hub and spoke' or 'Extra Care' style principles for housing for older people;	Regional Services
8. We will regularly analyse the range of anti-social behaviour complaints across all categories to help shape our services going forward.	Publish our Supporting People Strategy 2021-24 and deliver year 1 actions;	Regional Services
9. We will maximise the use of Floating Support for older people and will increase the number of floating support services for older people where appropriate, subject to available funding	Provide a range of communication support through our JAM friendly offices and our equality and safeguarding team.	Landlord Services (Housing) and Corporate Services
10. We will deliver a new Supporting People Strategy 2021/22 – 2023/24 which includes a focus on an older people thematic group.		

High Level Action	Actions for Reporting - Year 1	Lead Department
PROVIDING HOUSING ADVICE FOR OLDER PEOPLE		
1. We will further develop our Housing Advice service to provide better information and support services for older people.	Deliver an enhanced range of housing advice and services for older people;	All Divisions
2. In order to better understand the range, type and number of services available for older people we will continue to communicate these on our website as an information source.	Build new or develop existing partnerships with those who support, advocate or represent older people;	All Divisions
3. We will deliver a range of money and debt advice services for our customers and tenants (including older people) to maximize their incomes and support them in their housing choice.	Deliver Year 1 of our Customer Support and Tenancy Sustainment Strategy, of which older people have been identified as a potentially vulnerable group;	Landlord Services (Housing)
4. We will provide housing support, information and advice in varying formats to engage different target audiences, including older people about key housing related issues.	Deliver our ‘Making Your Money Work’ – Financial Advice for at risk groups and continue to maximise benefit update for older people;	Landlord Services (Housing)
5. We will work to overcome digital barriers for our tenants.	Provide housing advice in various formats and channels;	All Divisions
6. We will work with communities to identify, develop and maximise the impact of our Social Enterprise services that benefit older people.	Target information/Customer Segmentation for older people about issues that matter to them. e.g. seasonal advice and working alongside statutory agencies;	All Divisions
	Represent the Housing Executive at a range of external events and publications.	All Divisions

High Level Action	Actions for Reporting - Year 1	Lead Department
PROMOTING PARTICIPATION		
<p>1. We will provide opportunities for older people to increase their digital capability.</p> <p>2. Through our Community Involvement functions, we will encourage older people to develop, shape and inform the services and opportunities that we provide for them to enable them to participate, engage and enjoy the later years of their life.</p>	<p>Deliver Year 2 the ONSIDE Project which aims to increase the digital capability for those who are disabled and socially isolated;</p>	<p>Landlord Services (Housing)</p>
	<p>Where possible, support and encourage increased digital inclusion and digital capability for older people;</p>	<p>Landlord Services (Housing)</p>
<p>3. We will work with partners in order to increase participation and help address social isolation/loneliness.</p> <p>4. We will continue to support and develop a range of intergenerational projects through community networks, social enterprises or community safety initiatives.</p>	<p>Continue to support a range of initiatives to reduce social isolation and loneliness and promote through our community grants scheme and the delivery of community based strategies;</p>	<p>Landlord Services (Housing)</p>
	<p>Develop an Older People's Forum to better understand key issues for older people and to establish a forum to shape and scrutinise the services we deliver;</p>	<p>Landlord Services (Housing)</p>
<p>5. We will continue to work with others to support existing and develop new healthy ageing initiatives.</p> <p>6. We will continue to be informed and guided from the 'ground up' for community based services and initiatives directed at older people.</p>	<p>Provide opportunities and activities for older people at local levels through our community based strategies;</p>	<p>Landlord Services (Housing)</p>
	<p>Continue to deliver our community based initiatives and advice sessions targeted at older people;</p>	<p>Landlord Services (Housing)</p>
	<p>Deliver our Social Enterprise Strategy which supports a number of initiatives directly aimed at older people to increase their health and wellbeing.</p>	<p>Landlord Services (Housing)</p>

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