Housing Executive

Year 2 Action Plan – Older People's Housing Strategy

2021/22-2026/27

THEME 1 – PLANNING FOR THE FUTURE

Exploring Housing Options for Older People	Lead Department
Publish our Strategic Housing Market Analysis reports for the Northern, Mid/Western and South Eastern groups of Housing Market Areas during 2022/23.	Regional Services (Research)
Assist people to remain in their homes by providing grants based on an Occupational Therapists recommendation.	Regional Services (Grants)
Raise awareness and provide enhanced information on the services and options available for older people.	All Divisions
Improve service delivery times for processes within NIHE control by 5% from baseline established at end of March 2022.	Regional Services (Grants)
Continue to use a variety of methods to promote the use of Disabled Facilities Grants.	Regional Services (Grants)
Continue to reduce end to end times for major adaptations for people with disabilities living in Housing Executive stock.	Asset Management (Adaptations)
Monitor and track baselines to benchmark our services for older people over the duration of the strategy.	Corporate Services (Planning and Performance)
Carry out an evaluation (PPE) of the conversion scheme to convert 2 maisonettes to 4 flats.	Asset Management (Asset Strategy)
Deliver findings of Tenant Incentivisation Scheme Pilot to Board.	Housing Services (Housing Policy and Tenancy Management)
Along with partners in Landlord Services (Asset Management and Housing Services), work towards improving our intelligence in relation to the location of accessible stock to allow customers to make more informed housing choices.	Regional Services (Housing and Health) Asset Management and Housing Services
Develop a Housing and Health Assurance Framework to deliver on the agenda of housing for older and disabled people. The Framework will improve collaboration between Housing and Health staff to improve outcomes for older and disabled people in the delivery of housing solutions.	Regional Services (Housing and Health)
Explore the Homeshare pilot in collaboration with DfC.	Regional Services (Supporting People)

Table continues

THEME 1 – PLANNING FOR THE FUTURE

Supporting Independent Living	Lead Department
Continue to deliver our major and minor adaptations service for our vulnerable customers.	Housing Services and Asset Management
Ensure that the needs of older people are considered in the context of each of the high level outcomes in the Rural Strategy and that details of services aimed at older people are included in every biennial edition of 'Rural Matters'.	Regional Services (Rural)
Deliver the Affordable Warmth and Boiler Replacement Scheme (Including the publication of customer satisfaction where applicable).	Regional Services (Grants)
Following appointment of a contractor, commence site works for Modern Methods of Construction (MMC)/Low Energy pilot re-provisioning scheme for delivering new social housing.	Asset Management (Asset Strategy)
Continue to develop pilot schemes to assess the suitability of Modern Methods of Construction in delivering major Adaptations.	Asset Management (Asset Strategy)
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 in an energy efficient home.	Asset Management (Asset Strategy)
In partnership with stakeholders, commence the review/evaluation of the HAPPI pilot scheme at Ballyalton Road, Newtownabbey.	Regional Services (DPG)
Publish research into "Understanding Tenancy Terminations and Issues for Sustainment" and consider any out-workings for customer groups including Older People.	Housing Services (Housing Policy and Tenancy Management)
Produce an Inclusive Design Housing Guide to support independent living including for those with cognitive and sensory impairment.	Regional Services (Housing and Health)
Relaunch the Housing Adaptations Toolkit to improve communication with stakeholders in Housing and Health in the delivery of adaptations for older and disabled people.	Regional Services (Housing and Health)
Work in partnership with the Department of Health and Department for Communities to explore the potential use of Electronic Assistive technology, where appropriate, in supporting independent living.	Regional Services (Housing and Health)
In partnership with DfC, carry out research on 'Alternative Supported Housing Models'[1].	Regional Services (Research)

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1 Supported Housing is for tenants who require extra housing support and/or an element of care in addition to a home. The extra housing management support and care provided by this type of housing is intended to help individuals lead as independent a life as possible. The primary aim of each scheme is intended to provide appropriate housing or, where the accommodation is temporary, to ensure that residents are enabled to 'move on' to independent accommodation as appropriate. https://www.communities-ni.gov.uk/supported-housing

THEME 2 – PROMOTING AND SUPPORTING DIGNITY

	Lead Department
Publish and continue to Implement Year 1 of the Supporting People Strategy (specifically any actions relating to Older People).	Regional Services (Supporting People)
Explore and Examine 'Extra-Care' style principles for housing for older people	Regional Services (Supporting People)
In partnership with Radius Housing Association, pilot a 'hub and spoke' service for older people.	Regional Services (Supporting People)
We will maximise the use of Floating Support and will increase the number of floating support units by 1,000 over the next 3 years for service users, including for older people.	Regional Services (Supporting People)
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 (Supporting People)
Where appropriate, explore the remodelling of peripatetic services for older people.	Regional Services (Supporting People)
In partnership with Belfast Health and Social Care Trust, remodel some dementia, frail elderly and disability services in Belfast to maximise the use of and improve the efficiency of services.	Regional Services (Supporting People)
Tackle fear of crime issues for those elderly groups within our communities.	Housing Services (Communities)
Provide a range of communication support services through our equality and safeguarding team.	Corporate Services (Equality and Safeguarding)
Continue delivery of the Dementia Friendly approach for housing and response maintenance staff across our network of local offices.	Housing Services (Area Offices)

THEME 3 – HOUSING ADVICE FOR OLDER PEOPLE

	Lead Department
Provide tailored energy advice to vulnerable customers.	Regional Services (Grants)
Carry out benefits checks for older tenants and/or encourage benefit advice on how to maximise their benefit entitlement.	Housing Services (Welfare Reform Team)
Work with the Housing Community Network to raise awareness of internal and external advice services.	Housing Services (Welfare Reform Team)
Identify and engage with 'mixed-age' couples who are tenants, to proactively provide advice and assistance to transition to Universal Credit and understand their entitlement.	Housing Services (Welfare Reform Team)
Roll out Interagency Case Management Guidance for Housing & Health staff.	Regional Services (Housing and Health)
Build new or develop existing partnerships with those who support, advocate or represent older people.	All Divisions
Represent the Housing Executive at a range of external events and publications.	All Divisions
Raise awareness and provide enhanced information for older customers on key services including Floating Support and Supported Accommodation.	Regional Services (Supporting People)
Fund a provider(s) to deliver an awareness programme/enhanced information on Sheltered Accommodated Services[2].	Regional Services (Supporting People)
Continue to roll out our JAM[3] Training programme and provide communication support for a range of vulnerable customers.	Housing Services (Area Offices)
Continue to implement actions in Customer Support and Sustainment Strategy (which will have Reset Action Plan 2022 – 2024); Older People have been identified as a potentially vulnerable group.	Housing Services (Housing Policy and Tenancy Management)

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3 JAM Card allows people with a hidden disability or communication barrier to tell others that they need extra time and understanding in a private and easy way

THEME 4 – PROMOTING PARTICIPATION

	Lead Department
Develop a Service User Forum including representatives of older people, to help shape, inform and improve services.	Regional Services (Supporting People)
Deliver the final year of the ONSIDE[4] project to increase the digital capability of 2,410 participants, 1,700 from Northern Ireland, for those who are disabled and socially isolated.	Housing Services
Where possible, support and encourage increased digital inclusion and digital capability for older people.	Housing Services
Deliver Tranches 1 and 2 of the Sustaining Tenancies Funding Programme which includes priority areas such as tackling social isolation, mental health issues and may include grant awards to voluntary and community groups engaging with Older People.	Housing Services (Housing Policy and Tenancy Management)
Through our Housing and Health team we will regularly engage with the Disability Housing Forum and other groups to ensure coproduction is embedded in proposed work streams.	Regional Services (Housing and Health)
Provide opportunities and activities for older people at local levels through our community based strategies.	Housing Services (Communities)
Deliver our Social Enterprise Strategy which supports a number of initiatives directly aimed at older people to enhance their health and wellbeing.	Housing Services (Communities)
Support 3 Community based projects to help older people build positive relations with others.	Housing Services (Communities)
Promote and support increased digital capability for older people who are part of the Housing Community Network to help shape and inform our services.	Housing Services (Communities)

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4 The ONSIDE project is a cross border project created to address the social isolation experienced by disabled people. ONSIDE's aim is to enable disabled people to create community connections - both locally and online. It operates throughout Northern Ireland and border counties.

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