

## **12. Working with diversity**

The diversity of older people has not always been reflected in the profile of sheltered housing residents. As noted in the requirements for sheltered housing section of this report although there are relatively small numbers of older people from black and ethnic minority groups amongst the older population of Oxford these numbers are set to increase and services need to prepare to meet the needs of this group as they age.

It is important to note that although the work of this review has concentrated on race, diversity is a wider issue that equally applies to sexuality as well as to sensory impairments and other disabilities, dementia and other forms of mental illness, learning disability, homelessness and substance abuse.

Unfortunately time has only allowed for a brief exploration for improved working in this area. Clearly issues of diversity need to be constantly highlighted in improvements to the service. The needs of older people should also be addressed through the BME strategy that Oxford City Council is due to undertake in 2006.

The council has a duty under the race equality scheme to meet the following best value performance indicators:

- Improving staff perceptions of equal opportunities for all ethnic groups and reducing any differences
- Widening the ethnic profile of service users having regard to need and relative to the local population
- Improving satisfaction rates among service users of all ethnic groups and reducing any differences
- Reducing number of complaints from service users of all ethnic groups and reducing any differences
- Providing services that meet the needs of all ethnic groups in the communities the authority serves

Most of the consultation in this area has been carried out with BME workers from Age Concern and with participants of the Milan Club, a lunch club primarily serving elders from the Asian communities and with members of the Afro Caribbean day centre.

The city currently has one scheme, which is designed specifically with the needs of older people from BME groups in mind. This is John Kallie Court (owned by Oxford Citizens Housing Association). This scheme must be protected as specialist provision through allocation guidelines and continued culturally sensitive services. Whilst this is a very good resource there is a low take up of places in other

schemes. The majority of schemes across all providers have less than 1% of their residents from BME groups which is low even accounting for the relatively low numbers of BME elders living in Oxford.

The discussion with the BME team leader at Age Concern highlighted a number of issues, which related specifically to older people from the Asian communities. This group has been very isolated mainly due to language difficulties, which makes accessing services without support very difficult. The group by and large are distrustful of current service provision, as they do not think their particular religious and cultural needs will be catered for. However the traditional family support, which has been there for this group, is also beginning to break down as families move away and become more absorbed in English culture. There is a view that as a result there are great needs amongst some of this group. Although there is a significant group of residents from Asian communities at John Kallie Court who moved in around the time the scheme opened there has not been a continued take up of places since then.

A serious obstacle has been the lack of scheme staff with Asian languages. Despite attempts to recruit staff, through specialist publications for example, it has been difficult to find people with languages who also have the skill set necessary for this role. This would point to the need for a specific development opportunity for someone with languages to prepare them for a future vacancy. Such a post could be used to provide peripatetic services to older Asian people as well as running a scheme.

Scheme location is also particularly important to this group to enable them to remain close to current support and amenities such as specialist food shops and places of worship.

People also need to feel that they will fit in and be made welcome if they do make the move into the schemes. It might be possible for example to create opportunities for links between current scheme residents and particular groups in the area.

A meeting was also held with the current organiser of the Afro Caribbean lunch club. Whilst he said there were great housing and support needs amongst older people from the Afro Caribbean community he felt there was huge distrust of service providers actually acting on promises they make. There is a feeling that service providers fail to talk to them in language they understand and are unlikely to be able to support them to deal with racist attitudes within schemes. He also made the point that there was great need amongst this group and many were living in overcrowded accommodation.

People from all BME groups tend to suffer more incidence of ill health at an earlier age and depression probably caused by generally having access to less income and by being subject to racism.

## *Recommendations for working with Diversity*

- 1. Ensure that further investigation into the needs of elders from BME communities is undertaken and recommendations made as to how to improve access to services for this group. This work should be included as part of the BME strategy and link into the work of the equalities steering group.*
- 2. Provide ongoing training to staff around the specific needs of older people from a range of minority backgrounds*
- 3. Ensure the views of BME elders are specifically sought when redeveloping or refurbishing schemes*

### 13. Implementation

The following is a plan about how and when the recommendations in this review will be implemented if they are agreed. The overall monitoring of progress against all recommendations in the report is the responsibility of the Business Manager for Housing Services. All agreed actions need to be inserted into the relevant teams annual plan and in personal objectives set during staff appraisals.

<b>Recommendation</b>	<b>Accountable Officer</b>	<b>Responsible Officer (s)</b>	<b>Consultation</b>	<b>Success Criteria</b>	<b>Date to be completed</b>
<b>Improving the Quality of Sheltered Housing</b>					
Detailed implementation plan for programme of works –sheltered scheme including financial modelling	Business Manager (Housing)	OBS manager HRA accountant Tenancy Services Manager Tenant participation manager	Staff in Neighbourhood renewal as below, Elderly Services Team Chief HRA accountant	A timetable of works will be agreed including: Financial modelling, plan for decanting, communication plan, resourcing	Following options appraisals March 2007
Communication plan for residents and staff	Business Manager (Housing)	Elderly Services Manager Tenant participation team	Consultation Officer, Strategy and Review	A written plan describing how, when and who will communicate the plans for schemes to residents. The plan is delivered	January 2006

Media communication	Business Manager (Housing)	Media and communications team	Elderly Services Manager	A press release stressing the positive messages of the review recommendations is released.	January 2006
Options appraisals of schemes in programme.	Business Manager (neighbourhood and renewal)	Housing Development co-ordinators and projects officer	Residents in affected schemes Elderly services manager and team Allocations manager Special Projects Co-Ordinator	A full set of options appraisals on each of the scheme groups is produced and taken to Council for agreement on preferred option	Appraisal for George Moore and Grantham by March 2006. All options appraisals done by March 2007.
Negotiations with Supporting People regarding plans in the review and possibility of recycling savings for extra care	Business Manager (Neighbourhood Renewal)	Special Projects Co-Ordinator	Business Manager (Housing Services) Housing Strategy advisor	Negotiations held and outcome recorded	From January 06

<b>De-designating Elderly Housing.</b>					
Pilot Project for appraising and de-designating selected schemes	Business Manager (Housing)	Tenancy services manager Allocations manager	Residents of schemes Elderly services Manager Estate managers REMS administrator	The three identified schemes are appraised and a detailed process of piloting de-designation of preferred scheme is implemented. The pilot is evaluated.	Appraisals on Rose Hill Flats, Brome Place and Pegasus Road to be carried out March 2006. Scheme to be de-designated –pilot starts April 2006
Future appraisals of designated elderly stock and recommendations to council	Business Manager (Housing)	As above	As above	A programme of further appraisals and de-designations is agreed and timetabled	2006 onwards
Raising the age eligibility for remaining elderly schemes	Business Manager (Housing)	Allocations Manager Choice based lettings manager	Housing options team Allocations team	To be included in the allocations review to go to full council	May 2006

<b>Accessing Sheltered Housing</b>					
Introduction and monitoring of support needs assessment process	Business Manager (Housing)	Allocations Manager/ Elderly Services Manager	Allocations team, Elderly Services Team, RSLs	All applicants for sheltered housing undergo a support needs assessment, which is shared with the mobile warden upon allocation.	November 2005 onwards
Greater transparency about the entitlements of Owner Occupiers to access sheltered housing	Business Manager (Housing)	Allocations Manager	Allocations and options team	Better guidance for staff produced and clearer information about this in the marketing pack	March 2006
Review of policy on pets in Sheltered Housing schemes	Business Manager (Housing)	Elderly Services Manager	Residents Estate managers	A consultation is undertaken on a suggested workable pets policy and new policy is implemented if agreed.	By March 07
<b>Accessing Support</b>					
Develop eligibility criteria to determine level of support under new SP three tier system	Business Manager (Housing)	Elderly services manager	Residents Scheme Staff RSL staff Supporting People	Eligibility criteria are agreed ready to be implemented as per SP timetable	By March 07

Develop a pilot community support model should funding allow	Business Manager (Housing)	Elderly services manager	Scheme staff Partner staff in RSLs, Health and Social Care, Supporting People	Community support model is piloted and evaluated	As per Supporting People timetable
Develop Process for recording outcomes of Support Plans	Elderly Services Manager	Elderly services Manager	Residents Scheme Staff Supporting People	Process agreed, piloted and evaluated	By September 2006
<b>Accessing Information</b>					
Complete and distribute marketing pack for Sheltered Housing	Allocations Manager	Allocations manager	RSLs Elderly Services Team	Marketing pack published and distributed	By March 2006
Set up improved leafleting at local offices and in Sheltered schemes where appropriate	Elderly Services manager/Policy and Performance Officer	Scheme staff Housing Officers		Full range of leaflets held at local offices and at selected schemes	From February 2006
Specialist advisor to be appointed from within current Housing options team	Housing Needs Manager	Housing Options Manager	Housing options team	Specialist advisor trained	March 2007
Project to provide practical help to older people to move	Housing Needs Manager	Housing Enablement Officer	Age Concern and other stakeholders	Project group established. Options proposed and costed	March 2007



Producing an electronic guide of older peoples services	Housing Strategy Advisor (through SHOG)	Group appointed by SHOG	Older People and service providers	Project group established and briefed. Electronic guide created and advertised. Feedback is monitored and evaluated fro improvements	April 06-March 07
<b>Ensuring stability for the Control Centre</b>	Business Manager (Housing)	Business Manager (Housing) Business Manager (Finance)	Elderly Services Manager, HRA chief accountant	Full review undertaken to look at options available and decision made as to future of the service.	By February 2006
<b>Developing Housing and Support for Older Homeless People</b>					
Set up project group to research needs and possible models	Housing Advisor	Project group	Providers of Sheltered housing/agencies working with clients	Consultation method, needs assessment and options for service models produced	From December 05

<b>Improved Integrated working</b>					
Develop a housing strategy for older people	Housing Strategy advisor	Housing Advisor	Staff from PCT and Social and Health Care. Other stakeholders.	Strategy written consultation undertaken and published.	January – March 06
Set up project group to look at developing extra care in the City	Housing Strategy Advisor (under authority of SHOP)	Project Group	Stakeholders	Project group established. Bids put together for development of extra care housing in City	From April 2006
That an officer approaches PCTs with regard to joining the Unscheduled Care network group	Housing needs manager	Housing Enablement Officer		Officer attends unscheduled care network group to assess relevance.	From April 06
Single Assessment Process includes Housing assessment	Business Manager (Housing Services)	Housing Enablement Officer	Housing allocations and options team	Single assessment process agreed with housing assessment included	March 07
Attendance at team meetings by middle managers from housing, health and	Elderly services manager	Elderly services manager	Scheme staff	Opportunities for discussion with relevant agencies identified and	April 2006 onwards

social services				planned	
Common rooms are better utilised for a range of community activities	Elderly services manager	Scheme staff	Residents, PCT and Social care staff, Age Concern	Range of possible activities identified, consultation carried out with residents	April 2006 onwards
Training for staff on direct payments	Elderly services manager	Elderly services manager	Scheme staff	Training organised delivered and evaluated	By march 2007
<b>Working with Diversity</b>					
That work is commissioned either internally or externally to investigate the needs of BME elders and recommendations made	Housing strategy advisor with Race equality steering group		Race equality steering group Elderly services Team Agencies involved with BME elders	A report is published making clear recommendation about improving access to services from this group (probably as part of BME strategy)	By March 07
Staff training	Elderly services Manager		Scheme staff	Staff will have evidenced training in the needs of older people from a range of minority groups	Ongoing from April 06

**Appendix 1**  
**Minimum Design Standard for Existing Sheltered Housing Schemes**

This questionnaire is designed to measure existing schemes against a set of standards for Sheltered Housing. Those items marked with a star are thought to be critical –the others are either only recommended or would be cheap to provide.

**Name of Scheme** .....

**Staff member completing the form**.....

Please put a tick against each feature provided in the scheme.

**Safety and Security**

Sufficient crime prevention features to ensure building security including maximum natural surveillance, door entry system, CCTV, private boundary, security lighting. 'Sufficient' will be judged by an absence of current or recent security problems and by reference to nay crime safety reports	
*24 hour emergency alarm call system with pull cords in each room and in all communal areas	
Clear signage throughout properties with easy to read font	
*Suited key system	
*Hard wired smoke alarms with external fire call facility. Fire provision should meet standards for the design of the building	
People with hearing difficulties provided with visual or vibrating fire warnings.	
*Fully accessible controls for water, electric supply, and gas.	

**External mobility**

*Paths wide enough for wheelchairs	
*Paths with non slip surfaces	
Handrails to paths	
Car parking for 75% residents within 30m of dwelling	
*Car park to include turning area for emergency vehicles and day care pickup/drop off	
*Level access to all external doors (ramped if necessary)	
Garden with seating area	

**Internal mobility (Common Areas)**

*All flats accessible by lifts	
Remote opening external doors (i.e. through electronic key tab or similar)	

*Main door opening sufficient for wheelchair access	
*Internal door openings sufficient for wheelchair	
*Internal passageways sufficient for wheelchair (or two passing Zimmer frames)	
2 way electric switches in common areas (or sensor lights)	
Colour contrast in floor, skirting boards, walls and architraves	
Storage space for electric buggies	

### Internal mobility (Flats)

*Adaptable bathrooms able to be fitted with walk in shower (or tray shower)	
Separate kitchen (i.e. not combined with living area)	
Lever taps in kitchen and bathroom	
*Non slip floor covering in kitchens and bathrooms	
*All bathroom walls capable of taking grab rails	
Bathroom and bedroom ceilings capable of taking hoists	
*Accessible fuse boxes for residents	
*Minimum kitchen worktop space of 1.5m (no run shorter than 300mm)	
*Kitchens with space for 3 appliances (e.g. cooker, fridge freezer, washing machine)	
Windows low enough for visibility at seated level	
*Lockable windows able to be fitted with remote opening (e.g. window winder)	
Minimum of 10% flats wheelchair standard	

### Decent Homes Standards

*Affordable, efficient heating with resident controlled temperature	
*Thermostatically controlled hot water	
*Good insulation off windows and doors to allow a constant temperature	
Bedrooms capable of taking a double bed	
*Maximum of 10% flats self contained bedsits	

### Facilities

*Wardens office/interview room	
*Common room at least sufficient to hold all residents and with attractive homely and non institutional furnishing	
Common area and kitchen large enough for a range of community activities including a lunch club	
Communal disabled toilet	

Other common rooms such as quiet, craft or treatment rooms	
Assisted bathing room	
*Kitchen sufficient for tea/coffee making and providing snacks. Slip resistant flooring, sufficient refrigeration and storage space for number of residents. Adjacent to common room	
*Laundry sufficient to service all residents, secure and adequately heated if away from main building. Extract ventilation and non slip flooring	
*Internal and external drying facilities	
*Bin area in well lit secure area	
Guest room	

**Appendix 2**  
**Scheme Appraisal Information**  
**External Strategic Viability**

<b>Name of Scheme</b>	<b>No.schemes in ward</b>	<b>Deprivation levels</b>	<b>Population levels</b>	<b>Public Transport</b>	<b>Crime hotspot</b>	<b>Amenities</b>	<b>Waiting list(Tr list) BSR</b>	<b>Waiting list(Tr list)1B</b>	<b>Waiting list (Tr list) 2B</b>	<b>RATING</b>
Atkyns	5	medium	medium	Good	no	Good	4(1)	26(12)	2 (3)	C
Birch	5	medium	medium	Good	no	Average	9(2)	51(14)	3(4)	B
George Moore	1	high	high	Good	no	Average	8(1)	44(6)	0	A
Grantham	1	low	high	Good	yes	Good	9	52(7)	2	A
Headley	3	medium	medium	Average	no	Poor	5(1)	26(8)	2(4)	C
Northbrook	3	high	low	Excellent	yes	Excellent	6(1)	27(9)	3	C
Windale	3	high	low	Excellent	yes	Good	9(1)	24(11)	2	C
Singletrees	3	medium	high	Excellent	no	Good	7	26(9)	2(3)	A
Knights	5	medium	low	Poor	no	Poor	9(1)	45(10)	2(3)	D
Bradlands	2	medium	high	Poor	no	Poor	5(1)	38(8)	3(2)	D
Eastern	3	medium	low	Poor	no	Average	7	33(9)	5(5)	D
Cardinal	3	medium	low	Average	no	Average	7	33(9)	5(5)	D
Alice Smith	3	medium	low	Poor	no	Poor	10	36(6)	4(5)	D
Cumberlege	2	medium	high	poor	no	Poor	5(1)	38(8)	39(2)	D
Rowlands	5	medium	low	Poor	no	Poor	9(1)	45(10)	2(3)	D

## Physical Viability

Scheme	No units	B/sits	B/sits S/f	Projected costs decent homes	per unit	% Compliance design standard	Maint costs 04/05	Planned Maintenance costs to 2013	per unit	Decs due	Boiler due	Rating
Atkyns	24	0	0	nil?	0	88%	18,299	87,520	3,646	nil	nil	A
Birch	22	4.50%	0	0	0	88%	13,390	83,072	3,776	2009	2011	A
George Moore	32	75%	72%	705,800	22,056	Under 50%	31,513	264,976	8,280	2011	2011	D
Grantham	37	0	43%	623,400	16,848	66%	10,127	346,320	9360	2013	2013	D
Headley	15	0	0	2,000	133	80%	10,003	242,104	16,140	2007	2013	B
Northbrook	25	19%	0	232,100	8,926	60%	7,722	231,920	8,920	2009	2011	C
Windale	27	22%	0	318,660	11,802	64%	13,740	171,337	6,345	2009	2013	D
Singletrees	50	0	0	106,000	2,120	96%	12,250	90,408	1,808	nil	nil	A
Knights	26	18%	0	110,300	4,242	60%	24,388	79,152	3,044	2008	nil	C
Bradlands	29	34%	0	409,225	14,111	42%	10,692	326,240	11,249	2007	2013	D
Eastern	15	60%	0	76,440	5,096	30%	10,558	145,300	9,690	2011	2011	D
Cardinal	32	0	0	241,330	7,541	Under 50%	19,001	185,624	5,800	2011	2013	C
Alice Smith	20	55%	0	92,000	4,600	44%	3,813	263,488	13,174	2,011	2,010	D
Cumberlege	16	56%	0	9,850	615	40%	12,175	146,840	9,177	2008	2011	C
Rowlands	15	47%	0	175,100	11,673	48%	7,301	221,048	14,736	2009	2012	D



## Financial Viability

Name of Scheme	No Of Voids	Avg %	Number current voids	Average void time (weeks)	Rent loss	Arrears snapshot	Rating
Atkyns	4	8%	1	6	595.47	757.60	A
Birch	6	13.60%	0	6.8	3160	178.30	B
George Moore	10	16%	0	14	6232	2,566.14	D
Grantham	14	19%	4	15.5	9991	574.19	D
Headley	6	20%	1	10	3,906	1,321.11	C
Northbrook	10	19%	2	6.8	4,481	1,139.66	C
Windale	8	15%	2	26	10,872	2,465.40	D
Singletrees	2	4%	0	5.6	827	271.09	A
Knights	8	15%	0	13.3	5,552	722.80	D
Bradlands	9	14%	1	12	4,778	1,007.99	C
Eastern	4	13%	0	10.8	2,308	422.60	C
Cardinal	14	22%	1	13.4	12,926	1,217.43	B
Alice Smith	3	8%	1	10.6	1,778	1,209.76	A
Cumberlege	3	10%	0	24.8	4,354	2,544.55	C
Rowlands	17	57%	2	12.61	12,702	694.66	D

### Relevance of Support Service

Scheme	Total no of residents	Under 55	Under 60	Alcohol /otherproblems	Anti social behaviour	Floating Support	Over 75	Over 85	Personal care	RATING
Atkyns	26	0	0	0	0	0	69%	35%	8%	A
Birch	22	0	5%	0	0	0	59%	18%	18%	A
George Moore	31	3%	16%	13%	6%		29%	13%	13%	D
Grantham	40	3%	16%	7.50%	3%	12.50%	45%	20%	7.50%	D
Headley	16	0	19%	6%	0	0	50%	19%	25%	B
Northbrook	22	5%	23%	0	0	9%	41%	27%	14%	C
Windale	27	8%	19%	22%	15%	15%	11%	0	19%	D
Singletrees	38	0	0	0	0	0	68%	28%	?	A
Knights	16	0	13%	0	0	0	69%	50%	43%	B
Bradlands	32	0	6%	9%	9%	6%	34%	6%	16%	C
Eastern	17	12%	24%	0	0	0	44%	12%	24%	C
Cardinal	36	0	0	0	0	0	39%	22%	5.50%	B
Alice Smith	19	0	26%	0	0	15%	42%	11%	11%	C
Cumberlege	16	0	25%	7%	0	13%	44%	13%	7%	D
Rowlands	13	7%	22%	7%	4%	4%	44%	15%	15%	D

## **APPENDIX 3**

### **Calculation for Ratings of Sheltered Schemes**

#### **Physical Viability:**

**% Bedsits**

**Under 10% 20**

**Under 20% 10**

**Under 50% 5**

**Over 50% or any shared facilities 0**

**Cost to meet decent homes (per unit)**

**Under £1000 20**

**Under £5000 10**

**Under £10,000 5**

**Over £10,000 0**

**Planned maintenance costs to 2013 (per unit)**

**Under £5000 20**

**Under £7000 10**

**Under £12,000 5**

**Over £12,000 0**

**Compliance to Design Standard**

**Over 80% 20**

**70-80% 10**

**60-69% 5**

**Under 60 % 0**

**Over 65 points=A 50-65 =B 25-49 = C Under 25 =D**

#### **External Strategic Viability:**

**Number of schemes in area**

**Less than 2 20**

**Less than 3 10**

**4 or less 5**

**5 or over 0**

**Deprivation level/population level**

<b>High/High</b>	<b>20</b>
<b>High /Medium</b>	<b>10</b>
<b>Medium/Medium (or low/high)</b>	<b>5</b>
<b>Medium/low or Low/Low</b>	<b>0</b>

**Local amenities and transport**

<b>Excellent</b>	<b>20</b>
<b>Good</b>	<b>10</b>
<b>Average</b>	<b>5</b>
<b>Poor</b>	<b>0</b>

**Waiting list –bedsits**

(give maximum points if no bsr on site)

<b>Over 15</b>	<b>20</b>
<b>10-15</b>	<b>10</b>
<b>5-10</b>	<b>5</b>
<b>Under 5</b>	<b>0</b>

**Waiting list – one beds**

<b>Over 50</b>	<b>20</b>
<b>40-50</b>	<b>10</b>
<b>30-40</b>	<b>5</b>
<b>Under 30</b>	<b>0</b>

**Over 60= A    50-60 =B    40-49 = C    Under 40 = D**

**Relevance of support**

**% residents under 60**

<b>Less than 10%</b>	<b>20</b>
<b>10-20%</b>	<b>10</b>
<b>20- 30%</b>	<b>5</b>
<b>Over 30%</b>	<b>0</b>

**% residents with needs not able to be met by service**

<b>None</b>	<b>20</b>
<b>1%</b>	<b>10</b>
<b>2%</b>	<b>5</b>
<b>over 2%</b>	<b>0</b>

**No of residents aged over 75**

**More than 70% 20**

**More than 50% 10**

**More than 30% 5**

**Less than 30% 0**

**Over 49 = A 35-49 = B 25-34 = C Under 25 = D**

**Financial viability.**

**Average % Voids**

**Under 10% 20**

**Under 15% 10**

**Under 20 % 5**

**20% or over 0**

**Average void time**

**Under 6 weeks 20**

**6- 10weeks 10**

**11-14 weeks 5**

**Over 14 weeks 0**

**Void loss**

**Under £3000 20**

**Under £5000 10**

**Under £8000 5**

**Over £8000 0**

**50 or over = A 30-49 = B 20-39= C Under 20 = D**

## Appendix 4

### Designated Elderly Schemes

Des Elderly Two Block	Addresses	Total Units	Bed sits	One Bed	Two Bed	Comments	Age Profile		
							4	8	14
North Place	North Place Bury Knowle	28	0	27	1		4	8	14
Spindleberry Close	Knights Rd & Spindlebury Cl BBL	16	0	15	1		0	13	2
Birchfield Close	Birchfield Close Blackbird Leys	4	0	4	0		4	0	0
Birchfield Close	Birchfield Close Blackbird Leys	4	0	4	0		4	0	0
Pegasus Road	Pegasus Rd Blackbird Leys	34	0	34	0	20 units identified for possible de-designation	19	14	1
Moorbank	Moorbank & Blackbird Leys Rd	7	0	7	0		0	5	2
Templar Rd Estate	Kendall Cres & David Walter Cl	35	12	17	6		10	16	5
Boundary Brook Rd	Boundary Brook Rd Donnington	12	0	12	0	12 units identified for possible de-designation	4	6	1
George Moore Close	George Moore Cl Donnington	21	0	19	2	8 units identified for possible de-designation	7	12	2

Donnington Lodge	Donnington Lodge Donnington	8	0	7	1		0	2	2
Donnington Bridge Road	Donnington Bridge Rd, Donnington	19	0	19	0		2	13	1
Sheriffs Drive	Sheriffs Drive Wolvercote	24	0	24	0		8	9	5
Mallinson Court	Mallinson Court Osney	11	0	11	0		3	6	3
Plough Close	Plough Close Wolvercote	8	0	8	0		1	4	0
Whitworth Place	Whitworth Place Jericho	19	1	12	6	Three of the two bed units occupied by persons under 40 years of age	5	9	0
Venables Close	Venables Close Jericho	7	0	3	4		3	3	2
Jericho Street	Jericho Street Jericho	8	2	4	2		2	2	2
School Court	School Ct & Great Clarendon, Jericho	17	0	13	4	Three persons in the two bed units are under 40 years of age	3	11	1
Hart Street	Hart St & Cardigan St,	6	2	0	4		0	2	1
Henry Taunt Close	Henry Taunt Close	32	0	32	0		10	9	4

	Barton								
Lydia Close	Lydia Close Barton	24	0	24	0		8	12	1
Gurl Close	Gurl Close Barton	6	0	6	0		0	9	0
The Oval	The Oval Rose Hill	15	0	15	0	15 units identified for possible de-designation	2	8	4
Lambourne Road	Lambourne Road Rose Hill	8	0	8	0	8 units identified for possible de-designation	2	1	1
Danvers Road	Danvers Road Rose Hill	4	0	4	0	4 units identified for possible de-designation	1	1	0
Rose Hill Flats	Rose Hill Flats Rose Hill	28	16	12	0	28 units identified for possible de-designation	16	6	1
Ashhurst Way	Ashhurst Way Rose Hill	12	0	12	0	8 units identified for possible de-designation	4	4	1
Templar Road Estate	Templar Rd, Pennywell Dr & Bourne Close	42	5	34	3		14	28	10
<b>Des Eld 2 Total</b>		<b>460</b>	<b>38 (8%)</b>	<b>388 (85%)</b>	<b>34 (7%)</b>	Includes 103 units identified for possible de-designation (22%)	<b>132 (32%)</b>	<b>215 (51%)</b>	<b>71 (17%)</b>



Des Elderly One Block	Addresses	Total Units	Bed sits	One Bed	Two Bed	Comments	Age Profile		
							40-59	60-79	80+
Azors Court	Tree Lane	17	0	17	0		0	16	8
Cobden Court	Cobden Crescent	7	0	7	0		0	2	1
Littlehay Court	Oxford Road	8	0	8	0		2	1	2
Richardson Court	Bath Street	10	0	9	1		5	1	2
Skelton Court	Jeune Street	5	0	5	0		3	3	0
South Bridge Row	St Aldates	23	0	23	0		7	12	1
	Abingdon Road	4	0	4	0		2	1	0
	Ashmole Place	12	0	12	0		5	5	1
	Balfour Road	12	6	3	3		8	1	0
	Banbury Road	12	6	3	3		2	5	3
	Barnet Street	2	0	2	0		0	2	0
	Barns Road	17	12	5	0	12 bedsit units identified for poss de-designation	8	10	0
	Barton Road	10	0	10	0		2	5	1

	Bonar Road	19	0	19	0	11 units identified for possible de-designation	5	10	3
	Bramwell Place	6	0	6	0		0	2	5
	Brandon Close	7	0	7	0		2	5	3
	Brasenose Driftway	6	0	6	0		1	5	2
	Brome Place	32	0	31	1	4 one beds seem to be occ'd by persons under 40 22 units identified for possible de-designation	16	2	2
	Bullstake Close	22	0	21	1		9	13	3
	Butterwyke Place	19	0	15	4		5	9	0
	Calves Close	8	0	8	0		0	7	2
	Claymond Road	2	0	2	0		0	2	0
	Colemans Hill	4	0	4	0		1	1	1
	Corunna Crescent	2	0	2	0		0	1	0
	Cosin Close	7	0	5	2		0	9	0
	Cowley Road	10	0	10	0	10 units identified for possible de-designation	3	4	1
	Cranley Road	1	0	1	0		0	1	0
	Craufurd Road	3	0	3	0		0	2	1

	Cress Hill Place	5	0	5	0	5 units identified for possible de-designation	1	3	0
	Croft Close	4	0	3	1		0	2	1
	Croft Road	2	0	0	2		3	0	0
	Crowberry Road	15	0	15	0		3	6	1
	Donnington Bridge rd	8	0	8	0		1	4	4
	Druce Way	3	0	3	0		1	2	0
	Edmund Road	10	0	10	0		1	7	3
	Erica Close	16	0	16	0		11	6	0
	Faulkner Street	7	0	7	0		1	2	2
	Ferry Hinksey Road	14	0	14	0		4	4	2
	Fettiplace Road	2	0	2	0		1	1	0
	Friars Wharf	17	7	10	0	7 units identified for possible de-designation	3	8	1
	Gladstone Road	4	0	4	0		1	3	0
	Goose Green Close	7	0	7	0		3	4	2
	Gordon Street	9	0	7	2		3	5	0
	Halliday Hill	1	0	1	0		0	1	0
	Harpsichord Place	1	0	1	0		0	0	0

	Hawksmoor Road	24	12	6	6	24 units identified for possible de-designation	12	8	2
	Heath Close	8	0	8	0	8 units identified for possible de-designation	3	8	1
	Horspath Road	2	0	2	0		1	2	0
	Iffley Road	6	0	6	0		0	6	0
	Jericho Street	4	0	4	0	4 units identified for possible de-designation	0	3	0
	Juniper Drive	4	0	4	0		1	1	0
	Kestrel Crescent	3	0	3	0		1	1	1
	Knights Road	11	0	10	1		4	5	2
	Ladenham Road	4	0	4	0		0	2	3
	Lake Street	25	0	20	5		7	14	3
	Lambourn Road	4	0	4	0	4 units identified for possible de-designation	0	4	0
	Laurel Farm Close	3	0	2	1		0	2	0
	Leiden Road	6	0	6	0		1	4	1
	Malford Road	2	0	2	0		1	2	0
	Mattock Close	8	0	8	0		3	1	2
	Nelson Street	4	0	4	0		1	2	0
	Newport Close	3	0	3	0		0	3	1

	Normandy Crescent	6	0	6	0		0	3	2
	Northfield Road	15	0	15	0		5	7	1
	Nye Bevan Close	3	0	3	0		1	1	1
	Paget Road	2	0	2	0		0	1	0
	Paradise Square	7	3	4	0		5	0	0
	Peat Moors	6	2	4	0	6 units identified for possible de-designation	3	2	1
	Pegasus Road	7	0	7	0		0	6	1
	Pennywell Drive	13	0	13	0	13 units identified for possible de-designation	4	6	1
	Peregrine Road	3	0	3	0		0	4	0
	Pickett Avenue	1	0	1	0		0	1	0
	Princes Street	4	0	4	0		1	0	1
	Salter Close	22	0	21	1		9	11	1
	Scott Close	12	0	12	0		3	11	0
	Slaymaker Close	7	2	4	1	7 units identified for possible de-designation	5	2	0
	Stephen Road	4	0	4	0		1	4	0
	St Nicholas Road	16	0	16	0		0	8	0
	Stubbs Avenue	18	0	18	0		1	16	5

	Sturges Close	6	0	6	0	Three one bed units seem to be occupied by persons under 40	0	4	1
	The Grates	22	0	22	0		2	18	5
	The Slade	25	5	20	0	25 units identified for possible de-designation	16	6	0
	Three Fields Road	11	0	11	0		0	9	4
	Warburg Crescent	12	0	12	0		6	4	1
	Warren Crescent	4	0	4	0	4 units identified for possible de-designation	1	3	0
	Wellington Street	7	1	6	0		2	3	1
	Whitehouse Road	20	0	20	0		7	10	1
	William Kimber Crescent	6	0	6	0		0	5	3
	Williamson Way	8	0	8	0	8 units identified for possible de-designation	2	6	1
	Wood Farm Road	10	0	10	0		3	3	0
<b>Des elderly 1 total</b>		<b>810</b>	<b>56 (7%)</b>	<b>719 (89%)</b>	<b>35 (4%)</b>	Includes 170 units identified for possible de-designation (21%)	<b>240 (31%)</b>	<b>417 (55%)</b>	<b>105 (14%)</b>
<b>Des elderly 1 and 2</b>		<b>1634</b>	<b>193 (12%)</b>	<b>1345 (82%)</b>	<b>96 (6%)</b>	Includes 273 units identified for possible de-designation (17%)			

Information correct as at 1<sup>st</sup> Dec 2004.







## Appraisal of designated elderly housing scheme

**This form should be completed by the estate manager for the scheme. One form should be completed for the whole scheme and one residents form for each resident over 55 years**

**Name of Scheme**.....

**Address of Scheme** .....

**Name of estate manager completing the form**

.....

**Date of completion** .....

### **Part A: Location of Schemes**

Q1. Is the scheme within easy walking distance of good transport links (e.g. buses to the city centre)? Yes/No

Q2 Is the scheme within walking distance of grocery shops and post office? Yes/No

Q3 Is the scheme within walking distance of a community centre or other facility providing community activities for older people? Yes/No

Q4 Is the scheme situated within an area with frequent anti social behaviour problems or where there is a high level of fear about crime? Yes/No

### **Part B: Design of the building**

Q1 Total number of units in scheme .....

Q2 Number of bedsits .....

Q3 Number of one bed flats.....

Q4 Number of other (please give details).....

Q1. Does the scheme have any security features such as a door entry system? Please state what features.

.....

Q2. Does the scheme have a lift? Yes/No

If no please state number of floors .....

Q5 Are any of the units suitable for wheelchair access? If yes how many

.....

**Part C: Estate management**

Q1. Is the scheme currently experiencing any estate management problems? Please state what these are

.....

.....

.....

Q2. How many residents are aged:

55 -59.....

60-74.....

75 and over .....

**Part D: General recommendations**

Q1 Do you think the scheme is suitable to be re-designated as general single person housing? Yes/No

Please give reason for your answer below

.....

.....

.....

.....

.....

**Appraisal of designated elderly housing scheme  
Visit form for residents aged 55 and over**

**This form should either be completed by the estate manager or the REMS administrator. Please complete one form per resident**

Name of officer completing the visit .....

Date of visit .....

Name of resident.....

Address .....

Contact telephone number .....

Date of birth.....

Q1. If the scheme were de-designated would the residents want to move to an older peoples scheme? Yes/No

Q2 If yes would they want

Designated elderly (over 55 no warden support) .....

Sheltered Housing (usually over 60 with warden support) .....

n.b If the applicant wants sheltered housing a support needs assessment will need to be carried out subsequent to acceptance onto the list. In either case a transfer form should be completed

Q3 Will the resident need support in helping them move. Please state what support will be required and who will be able to provide this?

Help with organising a removal firm .....

Help with managing transfer of utilities etc.....

Help with setting fitting curtains carpets etc .....

Other (please describe) .....

.....

.....

## Appendix 6.

### PROCEDURE FOR STAFF CARRYING OUT A SUPPORT NEEDS ASSESSMENT FOR SHELTERED HOUSING

- 1.0 Introduction
- 1.1 Support needs assessments should be carried out for anyone applying for Sheltered Housing on the City Councils waiting list
- 1.2 The support needs assessment should as far as possible be carried out in the applicants home. Assessments must only be carried out by trained staff. These will normally be mobile wardens. Initially visits will be carried out jointly with staff from the allocations team to provide wardens with training on the housing needs assessment part of the interview. Any visits must be carried out according to any staff safety recommendations in place for out of office visits
- 1.3 The support needs assessment form must be completed using the guidance notes below
- 1.4 All sections of the form must be completed. If there are no issues within a particular section write 'none'
- 1.5 The applicant should be told the reason for carrying out the support needs assessment. This is so that we can ensure that Sheltered Housing (or designated elderly 2 accommodation – i.e. non-sheltered accommodation for older persons with a hard wired alarm) is the right option for the applicant or if not alternative options can be explored. The assessment should be a two way process and it is important the applicant thinks about their own needs and wants and how these can best be met. The needs assessment will form the basis of a support plan if the applicant does move into Sheltered Housing
- 1.6 This guidance sheet is to help staff in completing the form for support needs assessment for applicants for Sheltered Housing. This sheet gives typical questions to be asked for each section of the form
- 1.7 Confidentiality and Sensitive Information  
Applicants may decline to answer some questions. This should not be to the detriment of their application unless a risk or other issue that may impact on accommodating the person is perceived. If such a case, it may be appropriate to advise the applicant that by withholding information, they may affect their eligibility

## 2.0 Section A: Personal Details

2.1 Please complete for each applicant recording both contact details if different. All applicants will already have completed a housing application form, and will already have an application reference number. This number must be recorded on the form

2.2 If the applicant is being helped in the interview by a third party for example someone with power of attorney for the applicant their contact details should be noted

## 3.0 Section B: Housing Needs

### 3.1 **Verification of housing need**

The details given on the application form concerning their current accommodation and housing need should be confirmed and any amendments noted.

Supporting documentation may also be required to verify statements made

### 3.2 **Main problems managing current accommodation**

This should be used to record the main reason for moving.

Does applicant's health, stress, disability, finances etc. mean they are unable to manage their present accommodation? Details should be recorded on the relevant area of the form later.

Is their current home near to support networks –family friends services etc?

Are they suffering from harassment, neighbour nuisance, domestic violence?

### 3.3 **Difficulties in managing accommodation in the past**

Has the applicant experienced any breakdown in previous accommodation? What was the reason for this and is this likely to recur again?

### 3.4 **Support needed to move into alternative accommodation**

Will the applicant need to access a community care grant / crisis loan or other source of funding a move? What funding is the applicant able to access?

Will the applicant need help with furnishing the properties? Discuss importance of health and safety and hygiene issues.

Will the applicant need help setting up suppliers for gas, electric etc and need help registering for council tax, setting up payment methods etc? Who will provide this support?

### 3.5 **On going support to avoid risk of losing property**

Based on the above are there likely to be ongoing tenancy support requirements if applicant is going to be able to maintain their home e.g. help with paperwork, paying bills, dealing with repairs or other problems in their new home. Who will provide this support?

Are there alternatives that may be able to assist the applicant (other than through re-housing) – for example, a referral to a support service to enable applicant to be able to better cope in their current home (e.g. Staying Put initiative, Occupational Therapist service, etc.)

## 4.0 Section C: Health, Specialist Support and Personal Care

### 4.1 **Name and contact information of doctor or health care worker**

List anybody involved in applicant's health care including GP, district nurse, OT, CPN, consultant. These people should be added to the consent to share information section at the end of the form

### 4.2 Health history, medication, and health issues and relationship to housing and support needs

Does applicant have any physical medical condition or disability that requires special attention, treatment or support? This should include reference to hearing, speech or visual impairments, problems with continence, special dietary needs, epilepsy, allergies and chronic illness

Does the applicant have any particular medication requirements?

What non medical support needs does the applicant have related to their condition? State the problem as well as what the applicant needs to be able to cope with their condition

How might the applicant's condition or management of their condition be improved by moving into sheltered housing or by other alternatives?

### 4.3 Mental health problems and emotional well being and relationship to housing and support needs

Does the applicant suffer from any form of mental health problem including depression, dementia or confusion?

Is the applicant experiencing stress particularly with regard to a loss or fear of loss?

What support do they currently need for this condition and how is this being provided.

Do they require medication and how is this provided?

What non medical support will they require if they move, as a result of their condition?

Has the condition caused a violent response at any time towards themselves or others?

How will their condition or management of their condition be improved by moving into sheltered housing?

#### **4.4 Need for aids and adaptations or housing suitable for mobility needs**

Does the applicant have any mobility needs?

Have they been assessed by an OT?

Could these needs be managed in their present accommodation if adaptations were carried out?

What specific adaptations would they need if they were to move to a sheltered property?

Do they have special equipment they would need to bring with them?

Will they need help leaving a building in case of fire?

#### **4.5 Need for personal care**

Is the applicant receiving any personal care at present? Include getting up, going to bed, washing/bathing, using the toilet and managing continence, managing special needs such as epilepsy, managing eating and drinking

Who provides this? Make sure you have a contact name and this is listed on the sharing information section of this form

Will the care be transferred to their new home? (N.B. This will need to be verified by the provider)

Do they currently need care but are not receiving it?

What type of care do they need and why? Give advice on community care assessments

#### 4.6 **Drug and alcohol misuse**

Does the applicant have a drug or alcohol use problem?

How does this usually affect their behaviour?

Have they had a history of problems caused by their usage? E.g. tenancy breakdown, complaints from neighbours, convictions etc.

Are they currently receiving any support or treatment? State who is providing this and make sure they are listed in the sharing information section of the form

What non medical support would they want for this problem were they to move into sheltered housing and who would provide this?

#### 5.0 Section D: Finances

##### 5.1 **Any problems managing finance.**

Has the applicant had problems managing money in the past?

Is anybody currently helping with their finances? Who is this and ensure their name is added to the sharing information section of this form

Will applicant need on going help such as paying bills, managing debt?

Has the applicant got access to sufficient income or benefits to afford sheltered housing? If not offer advice under benefits advice section

Is the applicant vulnerable to some form of financial exploitation? Note any incidents of this in the past or fears raised by the applicant

##### 5.2 **Need for benefits advice**

Is the applicant currently claiming benefits? State what these are.  
Offer general advice on housing and council tax benefit if they were to move.  
Offer advice on sources of specialist support for benefit, income maximisation and debt help

#### 6.0 Section E: Community Activity

6.1 Activities can cover arrange of things including seeing family and friends, clubs and religious groups, services such as day care and lunch clubs, employment, training and education



## 6.2 **Current day time activities**

How does the applicant spend their days? List any activities, special friends or family members.

Will these still be available if applicant was to move to their chosen schemes?

Is there any particular person or organisation that is helping the resident maintain their independence? If yes make sure they are listed on the permission to share information section of this form

## 6.3 **Any activities applicant would like to access**

Is the applicant lonely or isolated?

Does the applicant have any specific religious needs?

Does the applicant have any specific cultural needs?

Does the applicant have any problems using the English language?

Does a speech or hearing problem affect the applicant's relationships?

Is the applicant more vulnerable to being isolated due to their sexuality?

Does the applicant have any particularly challenging behaviours that would affect their ability to integrate?

What support will they need to access the activities they want to get involved with?

## 6.4 **Help with transport**

How does the applicant currently get about?

Does the applicant feel isolated due to lack of transport?

How will the situation be improved by moving to their chosen scheme?

Offer advice on other forms of transport such as ring a ride, shopping buses etc.

## 7.0 **Section F: Support Networks**

7.1 This section should be used to record current support networks. Note should be made as to whether this support will be affected should the applicant

change address

7.2 Other support needs that are not currently being met should also be noted, as should any specific issues/ needs – such as language or literacy needs

8.0 Section G: Safety and Security

**8.1 Safety and Security concerns**

Is the applicant experiencing problems with safety and security? Include recent past experiences. Include things like break ins, mugging, door knocking or selling, noise, drug dealing and other forms of anti social behaviour in the immediate vicinity

**8.2 Personal Safety**

Is the applicant vulnerable to any form of abuse (physical, financial, emotional or sexual)?

9.0 Section H: Help at Home

9.1 Does the applicant currently receive any help with cleaning, cooking, laundry or shopping?

Who provides this?

Will this provision be transferred if the applicant moves?

Does the applicant have an unmet need for these services?

10.0 Section I: Risk Assessment

10.1 The interview so far will have highlighted any risks. These should be summarised in this section together with any likely triggers.

A risk assessment should be carried out following the interview to establish how any risks could be controlled should the applicant move to sheltered housing. A risk not able to be controlled may be reason to refuse a sheltered housing place to an applicant. It is important that you have the names and contact numbers of anyone else involved in the applicants support so that this risk assessment can be carried out with their involvement. It is useful to note any possible triggers for a risk occurring -this will help with identifying meaningful controls

11.0 Section J: Detail of housing requirements and/or alternative options discussed with applicant

**11.1 Alternative options**

Use this section to summarise any advice or alternative options discussed with the applicant. This could include fitting a community alarm, involving staying put, access to other advice services, advising on care assessments or alternative housing, CSDPA adaptations, referrals to Occupational Therapy services, referrals to floating support or charitable organisations, etc.

**11.2 Housing requirements**

If the applicant still wishes to access Sheltered Housing (or Designated Elderly 2) please details requirements as follows:

Size of flat considered –bedsit/one bed/two bed. Please state requirement. Consider how to ‘market’ studio flats to suitable applicants

Schemes considered-include all schemes in City including those owned by other providers (Try to maximize the number of schemes selected to increase the applicants re-housing prospects)

Floor level considered (ground, first, second or higher) State if a lift would be needed for accessing upper floors

Identify if any adaptations are required. Are there any specialist needs? (e.g. Wheelchair adapted property, need for a walk-in shower, low-level bath, etc.)

Any other particular requirements e.g. need for parking, garden, suitability for pets, need to be near a bus stop or amenities?

12.0 Section K: Consent to share information and agreement of needs assessment

12.1 Have a conversation with the applicant about the need to involve other parties. This can be for a variety of reasons, for example to ensure support will be transferable to the new accommodation, to get further information about possible risks etc. It is important to say the information given will always be shared with key staff of the organisation who manages the allocated housing (the key support staff and their manager). Stress that information will only be shared on a need to know basis and will be kept confidentially at all other times.

Ensure that applicant(s) have the opportunity to read what you have written

(read it back to them if necessary) and signs to say they are happy that it is correct

12.2 The Assessor should also sign the form, and provide their contact details

12.3 Explain what will happen next to their application

13.0 Section L: Assessment and Outcomes

13.1 This should be completed after the application has been assessed back at the office. The applicant should be sent their copy of the assessment up to this section

13.2 Part of the assessment will be to gauge the level of support that will be required. A Risk Assessment form should also be completed and attached to the Assessment Form

13.3 Once the applicant has been assessed the staff member involved should recommend if the applicant be placed on the waiting list for Sheltered Accommodation. This may involve following up with other agencies. If the application is to be rejected for sheltered housing, this must be discussed with the assessors team leader, and then the Elderly Services Manager at Oxford City Council

13.4 This part of the form needs to make clear who is to be responsible for taking any future action in relation to this matter. For example, is the assessor making a referral to another agency, or asking that Allocations undertake this

13.5 The Elderly Services Manager will pass the form on to the Allocations Manager. In the event of a disagreement as to whether an applicant should be eligible, it is suggested that a case conference is held with the two managers and any other agencies involved. If that can not resolve the issue, the matter should be referred to the Housing Services Business Manager for a decision

13.6 The Allocations Team will file the assessment on the application file and write to the applicant to inform them if they have been accepted onto the list for sheltered housing together with a copy of the support needs assessment form

13.7 Reasons for not being accepted must be given in the letter. The reason may be one of the following:

1. The applicant does not have any sufficient current support needs for full sheltered housing support level. They may still meet the criteria for a social alarm service, or designated elderly accommodation however

2. There is clear evidence that the applicants pose risks to themselves or others, which cannot be adequately controlled within Sheltered Housing. This decision should be made in conjunction with any others involved in the applicants care where appropriate. Alternative options should be explored with the applicant
  3. The applicant has agreed an alternative solution to their housing or support need, which is being followed up. (e.g. provision of community alarm, staying put, community care assessment)
- 13.8 If the application is refused the applicant must be informed of their right to a review. The review should, in the first instance, be sent to the Elderly Services Manager (Oxford City Council). If the original decision is to be upheld, the request for a review will be sent to the DRG. This part of the appeals process being the same as for general needs applications
- 13.9 If the application is accepted they should be placed on the Sheltered waiting list (or/ and Designated Elderly 2 list – as recommended and agreed
- 13.10 The applicant should be contacted by phone or by a further visit if they are allocated housing in order to check the applicant's circumstances haven't changed. This Review of the Assessment should be recorded in the last section of the form. Any changes must be recorded on the form and a check done to ensure the applicant still qualifies
- 13.11 On acceptance a copy of the support needs assessment form should be sent from the Allocations Team to the scheme manager or warden to help with the support planning process. Consent for this should be clear on the assessment form

Procedure Date: December 2005  
Review Date: December 2006

