
**Manchester Health and Wellbeing Board
Report for Resolution**

Report to: Health and Wellbeing Board – 10 September 2014

Subject: Living Longer, Living Better: Housing for an Age-friendly Manchester

Report of: Mike Houghton-Evans, Strategic Director, Children & Families
Paul Beardmore, Director of Housing

Summary

This report provides an overview of work to develop a new housing offer for Older People. This is primarily focused on the draft Strategy Statement which sets out the city's aspirations for older people to remain in the city and be supported by a range of housing options that maximise their independence and promote their health, safety and wellbeing.

Recommendations

The Board is asked to note the report, endorse the approach taken by the LLLB: Housing for an Age-friendly Manchester Board and provide comments on the Strategy Statement.

Board Priority(s) Addressed:

8. Enabling older people to keep well and live independently in their community.
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Contact Officers:

Name: Zoe Robertson
Position: Lead Commissioner for Older People
Telephone: 0161 234 1767
E-mail: z.robertson@manchester.gov.uk

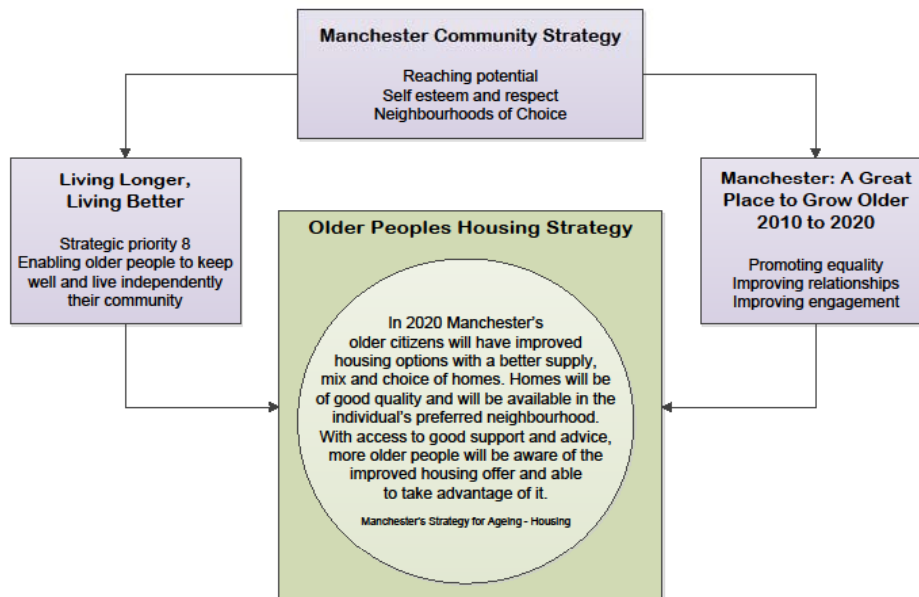
Name: Pam Zuntz
Position: Housing Commissioning Manager
Telephone: 0161 234 1221
E-mail: p.zuntz@manchester.gov.uk

Background documents (available for public inspection): None

None

1. Introduction

- 1.1 The Housing for an Age-Friendly Manchester (HFAAFM) Board was established with representation from Registered Providers, Age-Friendly Manchester, City Policy Team, and Children and Families Commissioning, chaired by the Director of Housing. It has been meeting monthly to scope out a strategy to capture our approach to older people's housing and related issues in Manchester.



- 1.2 The structure of the Strategy is shown in the above diagram and we are launching this work through a new Strategic Statement which will capture our vision and overarching approach. There are a number of Workstreams which will capture new developments over a much longer period. A Lead has been appointed for each workstream from among the Board Members. It is accepted that the workstreams are interconnected and interdependent and will reflect some duplication as a result but represent key areas where MCC housing and commissioners along with Housing Providers and our health colleagues can make a contribution to health, care and quality of life.

2. Strategic Statement

- 2.1 The Strategic Statement (**Appendix A**) outlining our vision and ambitions has been developed and has been subject to initial consultations internally and through the Board.
- 2.2 The Statement has recently been shared with Executive Members and the Lord Mayor who have provided comments and suggestions which have been incorporated into the text. The proposal for a Housing 'MOT' was welcomed,

and the Members felt strongly that there should be a focused access to advice and information for older people in the City.

2.3 The Statement has been signed off for wider consultation by the Board and we are now consulting widely until the end of October. We will be making use of the opportunities through the Age Friendly Manchester Team to supplement consultation with stakeholders. The Age Friendly Manchester Forum now set for 21 October 2014 will provide a platform for discussions and workshops on our approach and the Statement will be reported to Neighbourhoods Scrutiny Committee, the Housing, Health and Social Care Programme Board and the Strategic Housing Board during the coming months.

2.4 In view of the critical support that Housing can provide to Living Longer Living Better, this has been incorporated into the title of the Strategy in the latest iteration which will go forward for consultation.

3. Workstreams to capture ongoing work and delivery

3.1 These workstreams have been established:

- Retirement Housing
- Age Friendly Neighbourhoods
- Social Participation
- Enabling Independence
- Advice and Guidance

3.2 The workstreams are interconnected - for example appropriate housing can support independence, age friendly neighbourhoods support social participation, advice and guidance supports choice of housing and care to enable independence. Each workstream will focus on a specific area, while recognising the links, to ensure a complete whole which matches our strategic vision in our Strategy Statement.

3.3 Each workstream is led by a different Board member:

- | | |
|-------------------------------|-----------------------------------|
| • Retirement Housing | Strategic Housing |
| • Age Friendly Neighbourhoods | Southway Housing |
| • Social Participation | Age Friendly Manchester |
| • Enabling Independence | Children & Families Commissioning |
| • Advice and Guidance | Northwards Housing |

3.4 Underpinning all the workstreams is the need for communication, engagement and co-production with stakeholders, residents, and importantly, older people who live in the city. A visual overview can be seen in **Appendix A** of this report.

4. Engagement with Health

4.1 A breakfast seminar was arranged to offer Health colleagues and Registered Providers an opportunity to hear about the contribution housing can make to

improved health outcomes by Domini Gunn of the Chartered Institute of Housing. This was well attended, offered a compelling argument for closer working with housing in seeking improved health outcomes, and secured significant interest and commitment from health.

- 4.2 Two Health Service representatives will now be joining the Housing for an Age-Friendly Manchester Board; from North CCG and the Central Manchester Foundation Trust.
- 4.3 A further event has been organised within the Health Services for 7th October, at which Domini Gunn will speak to a wider audience of health professionals. This event will be introduced by the Director of Housing.
- 4.4 Following the breakfast seminar, conversations with South CCG are progressing in the anticipation that they will rent a small number of units at the Village 135 Extra Care scheme for intermediate care provision. This is a vital building block of LLLB as we shift more provision of health services into the community.

5. Housing Needs Analysis

- 5.1 Gathering information about housing supply and housing need and aspiration will be the foundation for work going forward. Work has already begun in-house to provide population projections at ward/SRF level up to 2037.
- 5.2 We are hoping to use the Housing Learning and Improvement Network SHOP@ consultancy to translate the population projections into an assessment of housing need for specialist accommodation of varying kinds as well as the numbers of non specialist homes that will be needed for older households, also at SRF level. This will form the basis of an Investment Strategy.
- 5.3 A survey of Housing Providers who own and manage sheltered and extra care schemes has been undertaken and identified that our sheltered stock is still in demand and provides a valuable resource in communities. We are grateful to all those who responded to provide this valuable information.
- 5.4 We are looking at options for maintaining and updating our “real time” understanding of supply and demand in the sheltered stock, potentially through Manchester Move.

6. Cost Benefits of Extra Care

- 6.1 Children and Families Commissioning have, working with New Economy, developed a model to identify the cost benefits of Extra Care Housing, particularly in relation to the use of residential care, for which the MCC current expenditure is over £30 million. The model has used data on the residents of our existing Extra Care Schemes and developed unit costs based on the development of Whitebeck Court.

- 6.1 The model has identified that based on the Whitebeck Court development costs, an investment of £1 results in a return of a minimum of £1.12. Further work is to be completed to isolate the savings on care costs.
- 6.2 The allocation process for extra care housing is being reviewed, and will be moving to a central panel for allocations. Currently there is relatively limited take up of extra care from residents who need higher levels of care. We need to expand the numbers of referrals from residents who might otherwise enter residential care, particularly in the light of additions to our Extra Care stock in the coming years. This would increase the savings on residential care costs.
- 6.3 We are hoping to use data from the Village 135 scheme, with the assistance of Wythenshawe Community Homes Group to develop our understanding of the potential for cost savings.

7. Affordable Homes Programme Funding

- 7.1 In addition to the Village 135 scheme which is officially starting on site on 8 August, Affordable Homes funding has been secured for a 50 unit scheme in Burnage and a 40 unit scheme in Fallowfield.
- 7.2 Additional accommodation that will be available primarily for older households has also received funding, with plans for 36 2 bedroom bungalows and 14 one bed apartments.

8. Housing MOT

- 8.1 Plans for developing a "Housing MOT" approach to provide advice on Housing and Care costs and options are continuing. An initial post will be established within Northwards Housing.
- 8.2 The engagement with tenants and residents through this process will provide us with additional learning about the needs and aspirations of residents.

9. Greater Manchester approach

- 9.1 We are currently in the process of organising a workshop for colleagues across Housing and Care services across the Greater Manchester authorities to share good practice and learn from experiences of other authorities.
- 9.2 This could result in a more strategic and co-ordinated approach to the delivery of specialist accommodation and consideration of the implications of cross boundary moves for older households.

Appendix A



Living Longer, Living Better: Housing for an Age-Friendly Manchester

Strategy Statement

2014 – 2020

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EXECUTIVE SUMMARY

This is key strategy for partners and older people in Manchester – the UK's first Age Friendly City. It not only sets out how housing for older people will evolve over the coming years and what action we need to take now, but it inextricably links to how care and health services will be commissioned and provided for our older population. It also describes how we can build to retain our existing population and attract new older people.

Our theme is **Different, Better, Yours**. We focus on housing design and provision, creating age-friendly neighbourhoods, increasing social participation, maximising independence and improving advice and guidance provision for older people across housing, care and health. Each of these has its own work stream and work plan in the strategy, led by senior officers in our partnership organisations. We are committed to innovation, creativity and making best use of available technology to increase housing provision and choices for older people.

Our **Housing MOT** will be a tool available to all and will enable people planning for, or those already in, retirement to make informed choices about whether they remain in their family home and neighbourhood or move to try new experiences. We will enable people to understand what the costs of each option could be; how to find a high quality care provider; where their nearest health services are.

We will have live needs data and demographic information available in an **on-line resource library** to help service commissioners and housing developers understand where resources need to be targeted.

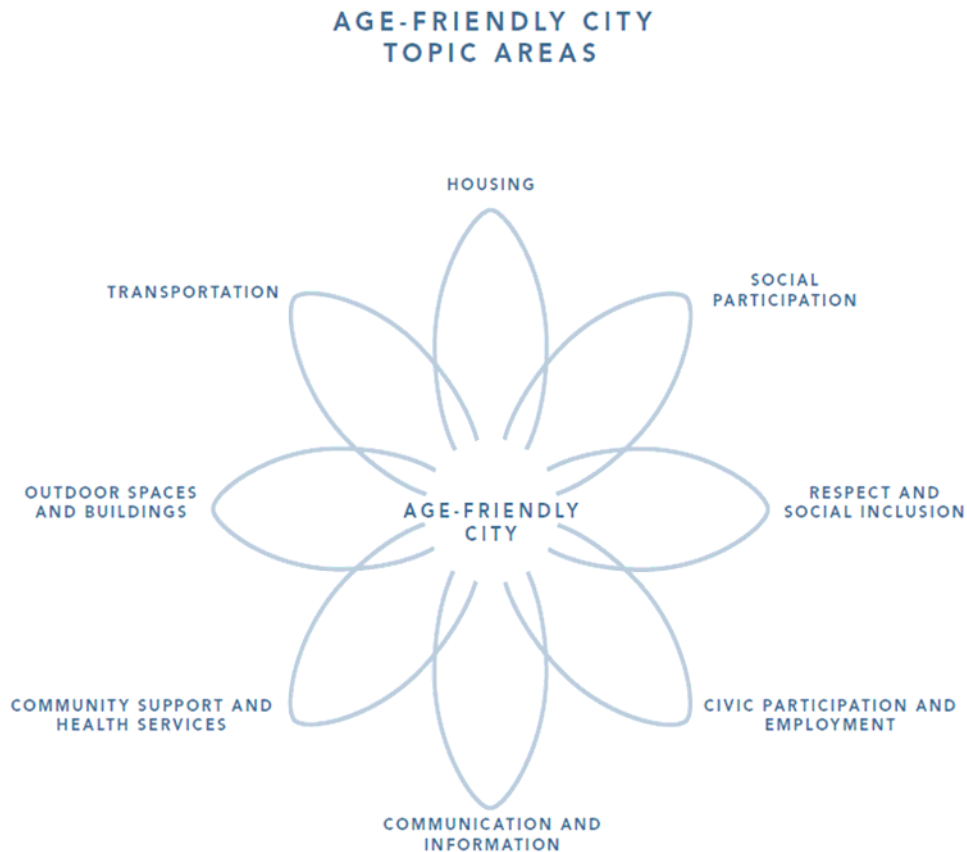
We will have different, better housing which meets your need, whoever you are.

1. Strategic Context

Throughout this document, references are made to 'we' and 'our'. This refers to Manchester City Council **and** our multiple partners and partnerships, all of which enabled Manchester to become the first Age-Friendly city in the UK.

Significant work across the city by key partners, particularly the Registered Providers (Registered Social Landlords), has already been delivered to improve the range and quality of general and retirement housing. Accordingly, we will highlight what has been achieved already, set out our goals for the future, and what needs to happen to deliver this Strategy.

This strategy is the housing contribution to the [Age Friendly Manchester programme](#) and is one of the eight domains which characterise an age friendly city.



It is important to recognise that investment in Age Friendly housing, and neighbourhoods, benefits the whole population. Age Friendly communities, with their networks of support, activities and participation, provide better environments for all ages.

Our strategy is iterative and will evolve during its lifetime as our access to real time data increases.

This strategy is underpinned by the [Manchester Community Strategy](#) which provides the overarching strategy for the city and will be refreshed in 2015. A new vision for the city was produced during 2012 which aspires to establish Manchester as a world-class city as competitive as the best international cities;

- **that stands out as enterprising, creative and industrious;**
- **with highly skilled and motivated people;**
- **living in successful neighbourhoods whose prosperity is environmentally sustainable; and**

- **where all our residents can meet their full potential, are valued and secure.**

Older people continue to make a significant cultural, economic and social contribution to the city and therefore have a key role in delivering the vision for Manchester. This strategy recognises the importance of providing the right quality and choice of housing for current and future needs which will help to ensure that our older population can and want to remain within the city, and that we can attract new

This overview, and associated documents, represents our vision and plans for providing high quality advice about, and choice of, housing for older people in Manchester. In being aspirational about the choice we can offer, we aim to set out and simplify how housing providers (of all types), service providers, voluntary and community sector organisations and healthcare professionals can work in partnership to both stimulate and fulfil the aspirations of older people and thereby improve quality of life, health and wellbeing.

Five supporting workstreams will contain the detail behind the vision. These documents will not be static, and will underpin the strategy.

- **Retirement Housing:** will focus on the availability of a wide choice of housing for older households across all neighbourhoods. We will develop and maintain an understanding of the housing needs and aspirations of older households over the next 20 years, including their care and health needs to the extent that these impact on housing choice. We'll use this data to inform Strategic Regeneration Framework (SRF) level strategies for delivery of specialist and non-specialist new homes across tenures. We'll ensure that existing provision remains fit for purpose.
- **Age Friendly Neighbourhoods:** will support the development of neighbourhoods where older people are comfortable going out to shop, visit, support, work or volunteer. Well maintained walkways, good transport links, places to sit down, access to toilet facilities all enable easier access to daily activities that many could take for granted.
- **Social Participation:** will diversify the range of social activities available to older people, reduce social isolation, strengthen networks of social support and increase opportunities for older people to engage in employment, volunteering and leadership.
- **Enabling Independence:** will outline best practice in housing design, equipment, technology and adaptations to maximise independence and inclusion; reduce the number of nursing and residential placements.

- **Advice and Guidance:** will build in longevity using live data, gathered from multiple sources, to inform our investment, commissioning and partnerships. At the heart of this data will be the views of older people: contributing, informing, steering.

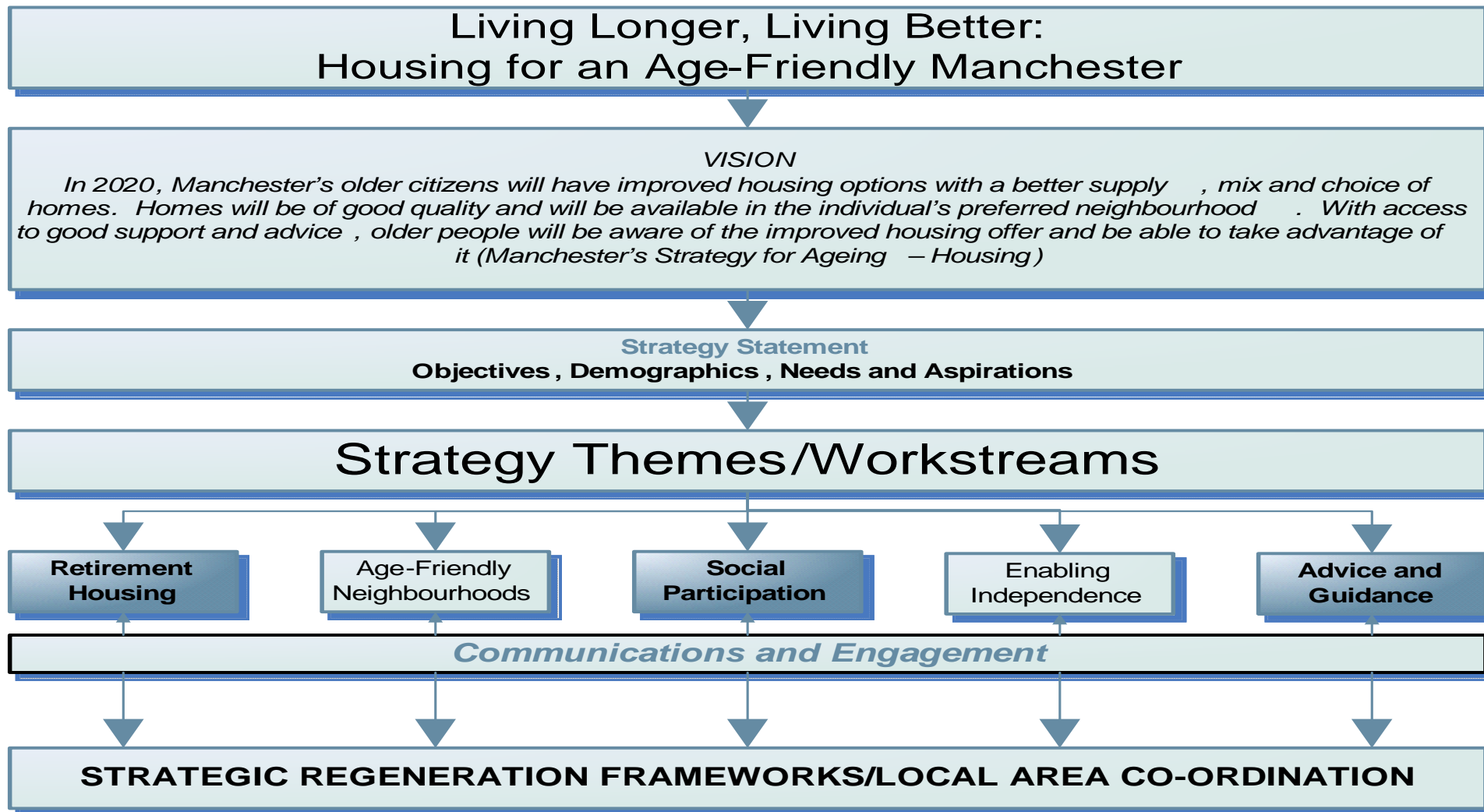
Other key areas inextricably linked to this strategy are the [Residential Growth Strategy \(RGS\)](#) and the Living Longer Living Better programme. The RGS sets out how we propose to accelerate housing growth and deliver attractive and successful neighbourhoods where increasing numbers of people will choose to live.

The Living Longer Living Better (LLLb) programme is part of the wider Healthier Together review of NHS care in Greater Manchester, and its purpose is to support people to live longer, healthier lives by having access to high quality, community based health and social care services. The four key programme objectives are:

- **Improving health outcomes:** services centred around the individual will improve quality of life and life expectancy
- **Improving services standards:** high quality, more accessible services will be based in communities, according to local need
- **Financial sustainability:** a safe rebalancing of resources from in-hospital to community based care
- **Maximising independence:** the volume, range and effectiveness of prevention and early intervention services, in addition to self-care, will enable more people to continue living independently for longer.

The design, accessibility and affordability of housing, and location within neighbourhoods, have a massive impact on health and wellbeing, and the delivery of this Strategy will make a significant contribution to achieving the objectives of the Living Longer, Living Better programme in the city.

Our Approach to Developing the Living Longer, Living Better: Housing for an Age-Friendly Manchester Strategy



2. Overview

Manchester, as a city, has driven a new agenda and taken a different approach to ageing over the last ten years through the Valuing Older People programme. In 2010, Manchester became the only UK member of the World Health Organisation's Global Network of [Age Friendly Cities](#). Our work is driven by innovation and aspiration, rather than solely in response to need, and is achieved through strong partnership working. Our vision encompasses all aspects of living in Manchester as an older person, from health to culture, transport to employment. *Manchester: [A Great Place to Grow Older](#)* sets out how we can make the city a retirement destination of choice. There is much to celebrate, such as our diversity, but there are still big challenges in ensuring all older people can benefit from what the city has to offer. Older people are significant contributors to Manchester's economy and we will put measures in place to ensure older people can continue to fully participate in the drive to improve our economic position. Age-Friendly neighbourhoods provide older people with the opportunity to engage in their community and access amenities locally and in the city centre. We want to attract older people to live in the city, and we want to retain those we already have.

Manchester sits at the centre of the city region. We know that across Greater Manchester, the fastest growing households are those of single adults and over 65s. However, contrary to predictions, our overall population of older people reduced between the 2001 and 2011 censuses. Looking forward, demographic trends point towards the substantial increase in older households continuing for decades to come as the 'baby boomer' generation reaches pension age. As we move towards 2020 we will have a greater number of older people with greater needs. This strategy has to take into account the household and health predictions in order to respond to future needs.

Population projections indicate:

- 10,000 more people over 55 in the city by 2020
- 3000 more older people with a lifelong illness which limits their activity or ability to live without additional resource or support
- Our biggest challenge is the increase in the number of older people with dementia. Current predictions are for 4000 people with a diagnosis by 2020, but with many undiagnosed cases, this may be a significant underestimation.

Over recent years, the national political and financial context has changed for local authorities. This has provided Manchester with opportunities to accelerate the implementation of new ways of working; enabling us to review and reshape the provision of services and the development of local communities. Resources are now focused on building self reliance and neighbourhoods where supportive networks are able to flourish. The emphasis has shifted to localised prevention, early intervention and targeted services

from a range of organisations and away from the traditional one-size-fits-all local authority offer for older people. Through Individual Budgets (where people can choose their preferred ways to buy the care they need), creative commissioning, a vibrant and skilled voluntary and community sector and a better informed population, Manchester's older people have a bright future.

Housing in the city has a direct impact on health and wellbeing, and is a key contributor to Manchester being an Age-Friendly city. Housing quality and choice has been evolving steadily over recent years through programmes such as Private Finance, Market Renewal and Decent Homes initiatives, and there has been a focus on creating safe, attractive and diverse neighbourhoods of choice.

The significant role of housing and housing services in underpinning the work of health and social care colleagues to maintain health and wellbeing is often under appreciated. Housing, health and care are interdependent. This strategy aims to raise the profile of housing and housing services amongst professionals and put in place measures which will enable and support older people to make informed decisions about their future home and community. Flexible, well planned, high quality housing will enable people to have a choice about where and how they live, which positively impacts on lifestyle and wellbeing; social interaction is maintained or increased; fuel poverty is reduced; living skills are retained; residential care placements are reduced and commissioners are able to reinvest savings into community based services. Housing, in its various guises, can also facilitate earlier hospital discharge, or prevent emergency admissions – for example: intermediate Care, step up/step down and rehabilitation services have been successfully located in sheltered and Extra Care housing services. Housing with communal facilities, such as those in Extra Care services, can be used as health/care hubs both for the service residents and also the surrounding population.

Manchester, however, also has an active, reasonably affluent sub group within the overall population of older people and we must ensure we provide exciting options for them. Our strategy must be inclusive and offer choice at the wealthier end of the spectrum as well as high quality affordable housing.

As part of our vision and strategy we intend to offer older people a Housing 'MOT' or assessment. This innovation epitomises our approach for different choices of better housing and service options available alongside personalised advice for older people, in an age-friendly city.

3. Consultation

In order to ensure our plans are appropriate and deliverable, we must continue to seek the views of older people: the 'older' old; the 'young' old, the about-to-be 'old'. We must find out what informs people's decision making –

Manchester residents who have remained in the family home or moved to specialist housing within the city. Those Manchester residents who moved away from the city – what was missing? Why didn't they stay? We also need to speak to older people from outside of the city - are they aware of how Age-Friendly Manchester is? Are they aware of what we can offer? We need to be able to tempt them in, lure them with a vision of a wide range of high quality housing in thriving, well designed neighbourhoods all within an Age Friendly city.

We have well established structures and groups in the city through which we can access large numbers of older people. Our challenge, therefore, is to seek out those older people who are less visible or harder to engage.

4. Different, Better, Yours

Manchester is very proud to be the UK's first Age-Friendly city. We know there is still a long way to go before **every** older person is in housing which makes a positive contribution to their life. We know we have some attractive housing options already, but we also want to provide something different. We need the information from the MOTs to shape our own planning of neighbourhoods and buildings, feed into the Residential Growth Strategy and inform the commissioning of community health services within the Living Longer, Living Better programme.

Our strategy will therefore serve to:

- Confirm the housing commitment and contribution to the Age-Friendly city
- Develop Age Friendly Neighbourhoods with thriving support networks
- Develop more effective ways to inform older people and their families, carers and advisors about housing, care and support options
- Inform all agencies working with older households of the role of housing in achieving better outcomes
- Promote the housing contribution to the integration of health and social care services through the Living Longer, Living Better programme
- Formalise closer working between the housing sector, care sector and health services
- Stimulate innovation in housing and neighbourhood design and improvement, particularly in relation to dementia and to the housing aspirations of those born after the second world war up to the mid 1960s – commonly called the 'babyboomers' - to provide a wider range of choice for all ages of older people
- Ensure access routes to retirement and other older persons housing are clarified and available to all tenures
- Promote Affordable Warmth as a high priority in Manchester
- Ensure that new initiatives such as the Housing MOT have a focal point in the city to ensure that this reaches as many older people as possible

Benefits accruing from the implementation of the strategy will be:

- A co-ordinated investment strategy to identify the types and locations for new homes for older households to provide greater choice and meet new aspirations
- Increased stock of high quality, age friendly, affordable and energy efficient housing
- Improved social networks to support people in neighbourhoods
- Increased quality of life and health benefits for older households
- Reduced numbers of hospital admissions, and shorter durations of stay, through flexibility in provision of care and quick response to arising need
- Reduced placements in residential care

- Access to information to help older households across all tenures make critical decisions about their housing and care
- Retention of the resident older population and attracting new older households to the city

4a Different

Current stock and retirement housing provision is detailed in the Retirement Housing workstream. Whilst we have increased the number of Extra Care units available, with more planned, we want to stimulate housing innovation in what we already have and what we plan for the future. We want older people, architects, developers, planners, communities and landlords to think outside the proverbial box and come up with something....different.

Housing:

Housing choice for older people in Europe is greater than in the UK. Exemplars include specialist housing schemes which range from individual home-shares to relatively small co-housing schemes and large continuing care villages or campuses. Naturally Occurring Retirement Communities (NORCs) are communities which, although not specifically built for or restricted to older people, have evolved into areas where the majority of residents are older and have aged in place, generally over a period of time. We are looking to both identify and reshape local services which can support the development of NORCs.

Our aspiration in Manchester is to be an enabler – not only to enable older people to have more choice, different choices, but also to increase their opportunities to socialise and widen their circle of support. We can enable groups of friends to share large properties - of any tenure. We must better enable multi-generational housing – larger or linked properties to allow extended families to live together. We must look at how older people can access their equity to improve their homes and their quality of life. Shared ownership, 'stair-casing down', guaranteed buy back; low cost retirement housing and better allocation policies for older people will all increase choice. A registered housing provider is currently running a Homeshare pilot, where younger people are 'matched' with a host older person and live with them at a reduced rent. In return, the younger person carries out low level care, support or maintenance as required.

Specific examples of excellent practice in Manchester, and further reading, can be found in the accompanying on-line library. Other options to consider and adapt to our needs include a scheme in London which facilitated older people to move out of high demand inner London homes. Manchester could operate the reverse, facilitating older people to move into the city to take advantage of our Age Friendliness, our choice of housing and service options and our cultural offer. Similarly, another London based scheme offered incentives for older people to downsize, including helping people to move and a full redecoration package. We need an offer which will encourage older people to downsize earlier.

Funding and Planning:

How can we include retirement housing in future Housing Investment Fund projects? Can we work with developers to enable bungalows to be more cost effective to build? How can we develop more affordable retirement accommodation in line with the principles outlined by the [Housing an Ageing Population Panel for Innovation](#) (HAPPI)? Let's embed 'age-friendly' as a criteria for planning permission and neighbourhood planning. We need to carefully consider how we ensure all neighbourhoods can offer the same high standards of accessibility and amenities yet keeping local character so we still have choice. Most of all, however, we need to ensure there is less polarisation of neighbourhoods and fewer areas of deprivation.

Delivery of new homes stalled during the economic downturn and although development is underway again, the pace needs to accelerate to ensure supply can meet demand. The Residential Growth Strategy sets out how we will speed up the delivery of new homes; we must take advantage of this opportunity to embed the Age Friendly Neighbourhood principles at the planning stage. Affordability is a key issue, in terms of paying for and maintaining a home.

Attracting more investment, from national government funding streams to personal investment in home ownership and all points between, is a fundamental objective of this strategy. Over recent years, the city has attracted over £11.5million in Department of Health funding and over £2million from the Homes and Communities Agency (HCA) as contributions to 5 Extra Care schemes, including one in progress in Wythenshawe. Not only is it incumbent on us to be innovative to attract investment, we must welcome speculative and private investment and turn it into long term commitment in the city, in order to decrease our reliance on public funding.

We also need to consider, as part of using our resources better, how we can work more closely with our Greater Manchester neighbours - particularly those immediately around our perimeter. Whilst cross authority and joint commissioning of services is commonplace in health and care, we need to be smarter in our commissioning of housing and age specific retirement housing. Whilst some areas of Manchester may not be able to sustain a large Extra Care scheme, jointly commissioning and funding with another authority may allow us to achieve our ambitions.

Neighbourhoods:

Age Friendly Neighbourhoods are the key to enabling older people to fully engage with local and city life. Neighbourhood design, in terms of seating, lighting, transport, accessible local facilities, green spaces and designing out crime are pivotal in ensuring older people can remain integrated in their community and can continue to contribute to the local economy. We need to explore how infill sites can be used to benefit older people. We need to

stimulate and support the evolution of NORCs (Naturally Occurring Retirement Communities). How can the City's Housing Allocations Policy facilitate choice and mobility for older people? We need to have neighbourhoods of mixed tenure and age. Perhaps our biggest challenge is how we can involve and support private landlords to develop and extend their retirement housing offer, and examine how we can use the Housing Health and Safety Rating Scheme (HHSRS) to benefit older private renters.

We also need to consider where our older people live in the city and what resources they have around them. We know, for example, that there are the second lowest numbers of older people in the city living in Hulme. Low numbers of older people results in greater social isolation for those people, fewer Age Friendly facilities and resources and a lower quality of life. In working towards Age Friendly neighbourhoods across the city, we can redress this imbalance.

The relocation of health resources into the community and co-location with care provision through the Living Longer, Living Better programme will not only enhance neighbourhood facilities, but will support our older people to remain in their chosen communities for longer.

The role of the [Strategic Housing Partnership](#) will be pivotal in stimulating innovation and enabling Manchester to not only provide different options, but to stand out as different and exciting and.... a retirement destination of choice.

4b Better

Better planning. Better design. Better quality.

Our housing, be it new or existing, needs to be fuel efficient. Environmental and sustainability factors are important but our city still has high levels of fuel poverty. Our older population is particularly affected as they spend more time at home & feel the cold more. This has an adverse impact on the health & well-being of older people. Whilst warmer homes have significant benefits to health and wellbeing on a number of levels, home which are cheaper to run are also more attractive to prospective buyers or renters. Affordable warmth is a high priority for Manchester.

New

We know we can – and have already done – work with planners and developers to influence, and in some cases mandate, housing and neighbourhood design so that they are future proof. We need to go further. We need to consider the impacts of disrepair and fuel poverty and design them out. We need to incorporate more age-friendly elements. Size, it seems, is everything. We need accommodation which is care and technology-ready, that is: homes which have level access, which have stairs wide enough for stair

lifts, which have turning circles for wheelchairs, which have rooms wide enough so a carer can work on either side of a bed, which have bigger and lower windows, which can have tele-health and tele-care installed at a moment's notice. Not everyone will need everything, some won't need any, but we need homes which can accommodate, with minor modifications, a vast range of physical and sensory needs. Yet we still need these new buildings to be attractive, affordable; cheap to run, easy to maintain, and, most importantly, be a home.

The HAPPI Innovations Panel list ten recommendations in housing design which develop the Lifetime Homes standards to include communal and public areas. Good design benefits all – for example appropriate storage which is not too high and not too low enables people to keep treasured belongings but also helps reduce falls. Perhaps the most positive impact of good design is for people with dementia, but what benefits people with dementia also benefits the wider community. Though people will live longer, more are expected to be affected by dementia, (an additional 962 over 80s are forecast to be affected by dementia by 2030) and more will have limiting long term illness. Shared entrances on balconies enable neighbours to keep an eye out for each other or have a chat. Natural lighting, for example, not only helps to reduce bills but also assists people with dementia to orientate themselves. Clear signage, better use of colour and texture and the ease by which telecare can be incorporated can help maintain people with dementia in their own home for longer.

When developing new specialist housing, the HAPPI innovations panel selected examples where public amenities are incorporated – a health centre, an advice and information centre, a library, swimming pool, market or a nursery. When planning our new specialist housing in Manchester, we should aspire to build in community facilities and engagement.

Existing

Another challenge is how we make our existing housing stock more attractive, more age friendly, more practical to enable older people to age in place. We need a 'wow' factor to attract new and retain existing occupants. We need social and private landlords to come up with a plan to make our housing age proof. Whilst the Decent Homes programme was effective in improving social rented stock, it didn't touch on how to make that stock more accessible, flexible and responsive to changing needs. How can we work with our range of landlords to enable them to finance work programmes to install ramps; move a bedroom downstairs, widen doorways? Should all bathroom refurbishments now be wet-rooms, with showers as standard and baths to be installed only as an adaptation?

Our existing specialist housing is plentiful but largely homogenous. Whilst there has been investment in retirement housing, the design remains

fundamentally the same. Our Extra Care schemes have introduced another choice and offer greater opportunities for ageing in place if needs increase.

Quality Assurance

Until all our housing meets our standards, how can older people in Manchester identify Age Friendly homes? We can use the 9 criteria identified in [Breaking the Mould](#), or the recommendations of the HAPPI Innovations panel to develop a checklist of what an Age Friendly home will look like and will contain.

Most of all, we want housing choices and neighbourhoods which makes an older person say ‘Manchester is the place for me’.

4c Yours

Information

Put simply, people can't decide what they want if they don't know what the options are. We have innovative and award winning services of all kinds for older people in Manchester but there isn't a quick, straightforward way of finding out what's on offer. Our proposal for a Housing MOT can only be realised if there is targeted advice and information underpinning the decision making process.

Many older people are concerned about money and costs associated with maintaining their home and quality of life. We will provide a directory of services, with clear, easy to understand costs and charging information. We'll be able to include health, care and support services because of our integrated delivery of health and care. We'll aim to include information to make moving home easier and likely costs. We'll add in sections on home improvements, how to request adaptations, releasing some of the equity in your home in a safe way, how to make your home warmer and reduce your bills. We are already working to improve [Manchester Move](#), the online rehousing system, to include more information for older people on existing choices.

Services

The move towards integrated health and social care will have numerous benefits, from efficiencies at commissioning level to a highly personalised service for specific individuals and improved more localised facilities for all. Manchester's blueprint for integrated health and care, Living Longer Living Better, will focus on the 20% of the population (100,000 people) who have the greatest risk of attending and being admitted to hospital due to ill health and who would benefit from a co-ordinated community response to enable them to live longer and live better. Across the health and social care economy of the city, services, workforce and key enablers will be reshaped around a new shared model of health and care focussed on improving whole person outcomes for some of the most vulnerable citizens in Manchester.

In co-locating health and care services in 'hubs', the whole population will benefit from earlier intervention and a focus on wellbeing, rather than reactive treatment, reablement rather than dependency. Do we, however, need to consider the buildings we locate the 'hubs' in? Do they need to be 'health' or 'care' buildings? Can we utilise community places we know older people regularly visit?

Social housing, support and care providers are committed to 'adding value' to their offer and many now provide additional services which are aimed at improving quality of life of their customers. We can take this further by requiring providers of specialist housing to develop community engagement strategies for their schemes. We need private landlords to think in these terms too, and in this strategy we'll outline how we'll encourage and support them to do so. We need to reach more private tenants and owner occupiers through our services, to ensure that those who have elected to age in place do not become excluded and isolated.

We need to look at what services communities can provide. Good Neighbour services and mutual support in NORCs are just the beginning. How can we harness the contribution older people make (childcare, volunteering and paid employment, as well as being consumers) to further enhance their community?

As part of Age Friendly Manchester, and our ambition to build a resilient, self reliant population, one of our main priorities is to facilitate ways for older people to access universal services and community facilities. Other commissioning priorities include early intervention and prevention services and through integrated health and care commissioning we are looking to develop focal points in each neighbourhood where multiagency care can be delivered. Customers will be able to receive all aspects of their care, including access to specialists. The Hubs would be 'owned' by the community and provide tailored health and care appropriate for that community.

Our commissioning intentions are to:

- Develop services that enable older people to live independently in their own homes and in turn reduce the number of registered care home placements.
- Work with partners to increase the city-wide provision of extra care housing and other appropriate accommodation of various tenures for older people.
- Work with housing providers to broaden the range of support and activities offered to their tenants and people in the surrounding communities.

- Ensure that all services commissioned for older people are able to provide for people with low and moderate levels of dementia, and explore the need for additional specialist dementia services.
- Develop universal and targeted externally provided day support services for older people, taking account of complex needs.
- Design a network of low-level services for people with dementia and their carers and link them into the redesigned Memory Services provided by the Manchester Mental Health and Social Care Trust.
- Develop and publicise services proven to promote mental health and wellbeing among older people.
- Put in place sustainable and effective home care services across Manchester that provide choice for all eligible residents and ensure reliability and consistency in the quality of care. The service offer must therefore be personalised, flexible and delivered by a well-trained workforce to meet the needs of citizens.
- There is a need to design services that are more attractive to older males. The evidence is that older men are not currently accessing services, particularly preventive and mental wellbeing services. For instance, only 23% of Manchester residents accessing the current mental wellbeing grants programme are male.

We also have specific housing related services such as those provided by [Home Improvement Agencies](#) and support to increase levels of independence. Through MCC's Home Improvement and Relocation Assistance Policy we can offer two interest free loans to assist homeowners with essential property renovations and energy efficiency but these loans aren't limited to older people. Should there be specific products for over 65s? Should we have a full blown relocation service to make moving stress free?

5. The MOT/Housing Assessment

We are frequently told by older people, and by families and agencies supporting them, that there is no single 'go-to' place or site in Manchester for information about housing, care and support in retirement. The decisions to be made are critical and potentially life-changing: to stay or move; to buy or rent; to live with other older people or remain with family and friends; what practical help is available; what have others done; what should I do? This also means those considering Manchester as a retirement destination can be discouraged by the amount of research they have to do on their own.

The Care Act 2014 has also highlighted the importance of high quality advice and information about the availability and cost of care provision, other support services and alternatives to care. Local authorities have new duties to make this information accessible to support decision making. The Act also sets a national minimum eligibility threshold for care across local authorities and sets a 'cap' of £72,000 as the maximum contribution for those paying for their own

care. This goes a considerable way to simplifying and clarifying a previously unknown element for older people considering future expenditure in their retirement.

We also know that the majority of people only seek information about care when they, or a family member, is at crisis point or has experienced a life-changing event such as a stroke or fall. Time to consider a range of detailed information about care options is a luxury many do not experience. Decisions often have to be made quickly and many report that had more information been available at that time, their decision may have been different.

In the light of this, our plan is offer a **Housing MOT** to Manchester residents approaching retirement. Our aspiration is that people will seek these MOTs around the age of 50-55. For an increasing number of people, this is around, or just past, the mid point of their lives; there's still a lot of living to be done. This is the ideal time for people to begin to think about their future in terms of pensions, health and lifestyle.

In offering a Housing MOT we will draw these together with their current and anticipated housing needs and aspirations and enable each participant to:

- construct a personalised pathway for their retirement taking into account potential changes in health
- consider their options with up to date advice, information and support
- plan a future which enables them to take advantage of our vibrant, stimulating and Age Friendly city
- make timely choices which will uphold their dignity and retain control

The data gathered and outcomes of the Housing MOTs will be used to inform future building programmes and service commissioning, and will enable the Housing Strategy for an Age Friendly Manchester to be a truly iterative document.

In introducing a Housing MOT, Manchester aims to provide a well considered pathway for the future, enabling residents to live an active and fulfilled life. Generally we plan for significant life events well in advance - years in some cases. Getting married, starting a family, buying our first house are usually done with plenty of thinking ahead. That degree of planning doesn't always pre-empt retirement, yet it can provide a huge amount of reassurance. We want to encourage and support people to plan their retirement and, in particular, consider their housing position. Population forecasts are that by 2030 there will be an estimated 4,400 more over 80 year olds in Manchester than at present. Health, finance and housing are the three biggest influences

on a person's life and in helping people focus on these and have a plan for their future, Manchester residents can improve their quality of life.

We don't see the MOT as a static document though, and it won't just be a piece of paper (or an on-line form). Our MOT will be dynamic; it will change as personal circumstances change but most importantly, there'll be a wealth of information and an advice service behind it, supporting, guiding, helping, organising, answering questions, busting myths. We want the MOT to produce a personalised plan which will be bursting with advice to take away the worry of not knowing what care might be available or knowing where there's already a thriving community of older people. We can tell you that! If someone wants to try something different – we can help with that too!

We want the MOT to assist our existing residents, but we also want it to be available to any retiree around the country who is looking for a change, who might be considering the benefits of living in a city, especially an Age Friendly city. Those people who think Manchester isn't for them in their 'old age' – think again! We'll invest in an on-line tool and have information on all aspects of moving and creating a new life in Manchester. Anyone will be able to clearly see everything we have to offer.

The MOT will consider:

Current

- Health
- Financial situation – income, any fuel poverty or debt?
- Interests, participation in local community, location of family and friends
- Housing

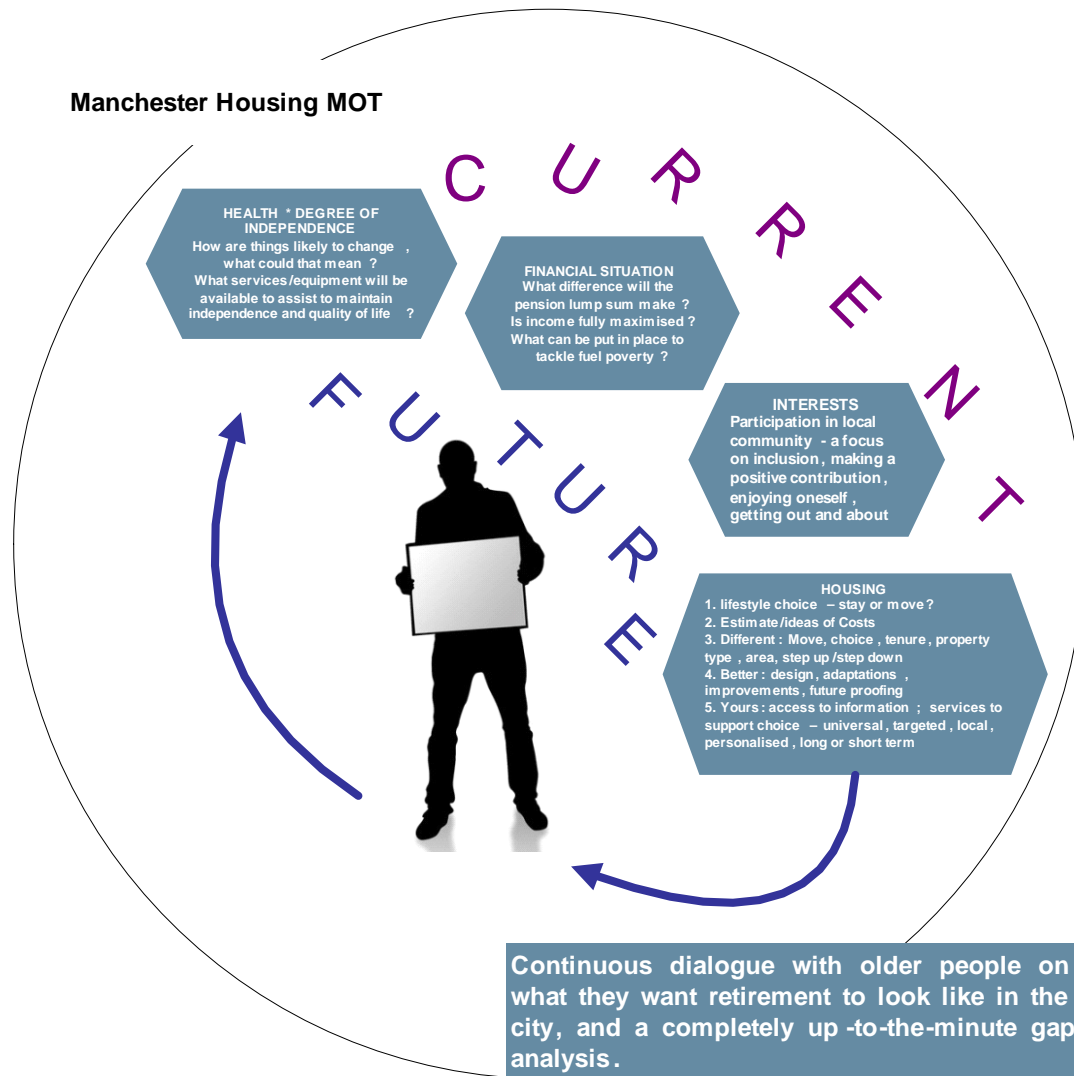
Future aspirations/expectations

- Health and independence – how are things likely to change, what could that mean? What services/equipment will be available to assist to maintain quality of life?
- Financial situation – what difference will the pension lump sum make? Is income fully maximised? What can be put in place to tackle fuel poverty?
- Interests, participation in local community - a focus on inclusion, making a positive contribution, enjoying oneself, getting out and about

Responses to the questions above will then begin to shape decisions about future housing:

1. Lifestyle choice – to stay or move?
2. Estimate/ideas of Costs
3. **Different:** Move, choice, tenure, property type , area, step up/step down

4. **Better:** design, adaptations, improvements, future proofing
5. **Yours:** access to information; services to support choice – universal, targeted, local, personalised, long or short term



Our aim, for each individual, will be to satisfy each of the nine requirements identified by older people in the National Housing Federation research, published in 'Breaking the Mould'.

We will be able to offer housing which:

- is accessible – in Manchester this will mean financially and physically accessible
- is spacious and attractive
- is safe and secure
- is in an age-friendly environment
- offers freedom, choice and flexibility

- has help at hand
- provides flexible, personalised support
- lets older people socialise and feel included
- allows older people to make decisions.

For Manchester, we're adding a tenth requirement of homes which are energy efficient, to reduce the number of older people in fuel poverty.

It's not a one way street though – the conversations about health, financial circumstances, social interests and support, and the completed MOTs and housing pathways, will give us a wealth of information about what our older people want – and we can shape our building and improvement programmes to respond to and deliver this. The benefits for us are that, from the MOTs, we have continuous dialogue with older people on what they want retirement to look like in the city, and a completely up-to-the-minute gap analysis.

Our aspirations for different and better directly connect with the six key action areas identified in the Residential Growth Strategy:

- **Building more new homes** - With a growing population we need to provide high quality homes for sale and rent to meet future demand.
- **Creating pathways to home ownership** – We aim to deliver more homes with mortgage products people can afford to buy, enabling them to play a bigger role in the City's economy.
- **Developing a quality private rented sector (PRS)** – Good quality, well managed accommodation to rent makes an important contribution to the city's housing - accounting for over half of all economically active households in the city centre and fringe.
- **Bringing empty homes back into use** - While housing is in short supply we cannot allow homes to stay empty.
- **Ensuring that the Council's planning framework and policies provide the appropriate support for residential growth.**
- **Developing a strong sense of place and high quality neighbourhoods** – Sustainable neighbourhoods require much more than new housing development. Our objective is to ensure the right mix of facilities and good management that creates more high quality neighbourhoods of choice

6. Moving Forward

You can read examples of the excellent work already done around housing in Manchester and further afield in our on-line document library [here](#):

The on-line library also contains: documents related to each of the five workstreams; action plans; a glossary of terms and a needs analysis.

7 Your contribution

You can contact us: