

NEWHAM AGEING WELL STRATEGIC ACTION PLAN

PRIORITY 2: HOME



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WE ARE NEWHAM.

CONTENTS

ACTION PLAN	4
2.1 Warm home	4
2.2 Safety, maintenance, adaptations and independence at home	5
2.3 Specialist Accommodation	9
2.4 Homelessness and rough sleeping	11
2.5 Domestic and sexual violence	12
INDICATORS AND BASELINE DATA	13



I live in a comfortable, safe home that supports and promotes my independence.













ACTION PLAN

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.1 Warm home					
LEAD: Head of Private Sector Housing Standards (Council – Inclusive Economy and Housing)					
2.1a	Actively seek funding opportunities for individual residents and for the Council to support residents with fuel bills / energy efficiency.	2022/23 Energy Efficiency Existing	To be advised once opportunities identified.	Residents are aware of financial and other support available to them.	Residents live in a warm home.
2.1b	Train frontline staff across the borough to recognise the signs of fuel poverty / cold homes and to support residents to access services. Within this include Health and Social Care staff and those from the community, faith and voluntary sector.	2022/23 Energy Efficiency/ Private Sector Housing Standards Existing	<ul style="list-style-type: none"> Number of training sessions. Number of attendees broken down by Team / organisation. 	Professionals recognise the signs of fuel poverty / cold home and how to support residents to access support	
2.1c	Explore the development and roll out of an energy champion programme to help disseminate information and advice across a broad range of settings (including Housing, Health and Social Care and the community, faith and voluntary sector) in addition to helping increase understanding and response to resident need.	2023/24 Public Health New*	To be advised once explored.		

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.2 Safety, maintenance, adaptations and independence at home					
LEAD: Principal Planner (Council – Inclusive Economy and Housing)					
FUTURE HOMES					
2.2a	<p>Take a strategic approach, informed by data, evidence and residents' voices to planning policy, considering the characteristics, needs and priorities of local residents as well as the characteristics / requirements of the area.</p> <p>Within this, consider specific needs of certain groups of residents, including older residents, those with dementia and disabled residents. This includes, but is not limited to, housing need (including need for specialist accommodation) and locational requirements. A Newham that works well for residents aged 50+ works well for everyone.</p>	<p>2022/23- 24/25</p> <p>Planning and Development</p> <p>Existing</p>	<ul style="list-style-type: none"> Review of the Local Plan to take account of the local population. Decision-making takes into consideration the needs of older residents, those with dementia and disabled residents. 	<p>Council understands population need and feeds in development opportunities/plans.</p>	<p>Planning and housing development decisions take account of an ageing population.</p>
2.2b	<p>Use the commissioned Strategic Housing Market Assessment and Housing Needs Assessment to explore the size, types and tenure of housing needed for different groups in the community, including the housing needs of residents aged 50+.</p>	<p>2022/23</p> <p>Planning and Development/ Strategy and Partnerships/ Private Sector Housing Standards</p> <p>Existing</p>	<p>Local Plan Housing Policies to take into consideration findings of the Assessments.</p>	<p>Residents live in a home that will continue to meet their needs as they age.</p>	
2.2c	<p>Consult Adults and Health and Public Health when planning applications for delivering specialist or supported accommodation for older people are submitted to ensure they meet the needs of our residents.</p>	<p>2022/23</p> <p>Planning and Development</p> <p>Existing</p>	<ul style="list-style-type: none"> Adults and Health and Public Health review and advise on planning applications for specialist or supported accommodation for older people. Specialist or supported accommodation for older people is designed in an age-friendly way. 		

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
CURRENT HOMES					
2.2d	Develop clear, accessible information for residents about Housing-related services and options ¹ , including how to get in touch for support. Disseminate this information widely in a range of formats and through multiple channels (including frontline Council staff and partners). Each section will be assigned to an Officer who will be responsible for keeping it up-to-date.	2022/23 Housing Existing	Resources produced and available to residents.	Residents are aware of the Council's Housing-related services and options.	Residents live in a home that is safe and of a good quality that meets their needs.
2.2e	Provide face-to-face services in Housing Hubs for those who are digitally excluded to improve the accessibility of Housing services / support.	2022/23 Homelessness Prevention and Advice Service Existing	<ul style="list-style-type: none"> Number of sessions held. Number of residents reached broken down by their protected characteristics. 		
2.2f	Co-produce an online and paper-based resource advising residents how to choose an accredited, reputable contractor. Disseminate this information widely in a range of formats and through multiple channels.	Year 1: Trading Standards Existing	<ul style="list-style-type: none"> Resource produced and available to residents. Number of residents reached broken down by their protected characteristics. 	Residents are able to purchase services from local, trusted tradespeople / organisations.	Residents live in a home that is safe and of a good quality that meets their needs.
2.2g	Explore options for a handyperson scheme, which residents can pay to use. Within this, explore a Trusted Assessor function and opportunities for community wealth building.	2022/23-23/24 Housing New*	To be advised once explored.	Residents are able to purchase services from local, trusted tradespeople / organisations.	
2.2h	Explore options for expanding the Council's Gardening and Special Decorations Schemes, which residents can pay to use. If feasible, commission a service that is open to residents of all housing tenures (eligibility criteria may apply). Within this, explore opportunities for community wealth building.	2023/24-24/25 Housing New*	To be advised once explored.		

1. To include, but not be limited to, Warm Home support (boiler replacement, insulation; fuel bills); handyperson, gardening and special decorations and pest control services; Telecare, aids and adaptations, including disabled facilities grants; Support for raising standards in private rented housing, including tenancy liaison services; Support for home owners to release equity, Care Home, Extra Care and Sheltered Housing benefits and eligibility (aim to challenge preconceptions)










TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.2i	Engage with private landlords around the needs of residents aged 50+ (informed by the Housing Needs Assessment) to encourage or enforce higher standards. This may include home adaptations (e.g. use of the Disabled Facilities Grant), maintenance and insulation.	 2022/23  Housing (Private Rented)  Existing	<ul style="list-style-type: none"> • Number of landlords engaged. • Number and type of recommendations or actions taken forwards following engagement. 	Residents in private rented accommodation have equal access to support with maintenance of their home	
2.2j	Establish an accessible self-referral route for residents in private rented housing to request support on specific issues (e.g. landlord consent for home adaptations).	 2022/23  Housing (Private Rented)  Existing	<ul style="list-style-type: none"> • Self-referral route established. • Number of residents accessing self-referral route. 	Residents in private rented accommodation can access Council support for specific issues relating to their home.	
2.2k	Train housing staff in all teams (including HPAS) on housing needs older people may experience, how to identify needs and how to respond sensitively and supportively. Train frontline housing staff (including in housing associations) in basic knowledge and skills around assessing services – within adaptations - adaptation/equipment needs and ordering/ installing simple adaptations/equipment where a specialist referral is not needed. Within this explore trusted assessor function (e.g. grab rails, ramps, chair raisers).	 2022/23  Adults and Health - HAIL/ HPAS  Existing	<ul style="list-style-type: none"> • Number of staff trained, broken down by team and role. • Knowledge, skills and confidence among staff assessing needs and supporting older people. 	Frontline staff recognise resident needs and support them to access service to remain safe and independent in their home.	
2.2l	Engage with housing associations to better understand the needs of older residents and how housing associations and the council might address these needs.	 2022/23  Housing  Existing	<ul style="list-style-type: none"> • Number of housing associations engaged. • Number and type of recommendations or actions taken forwards following engagement. 	Housing associations understand the needs of older residents and address these needs.	

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.2m	Explore options for more frequent or targeted review of council tenants aged 50+ to see if the council can support adaptations, moving or downsizing (e.g. to ground floor).	2023/24 Housing New*	To be advised once explored.		
2.2n	Use Home Improvement Agency (HAIL) to adapt existing properties, allowing households with disabilities or mobility issues to stay in their own homes where possible and prevent homelessness.	2022/23 Housing: HPAS, Adults & Health Existing	Ongoing increase in adaptations of existing properties.	Households with disabilities or mobility issues are supported to stay in their home.	
2.2o	Boost the supply of adapted properties suitable for older people or people with disabilities, both private rented sector (for discharge of duty) and for temporary accommodation.	2022/23-24/25 Planning and Development Existing	Number of adapted properties suitable for older people or people with disabilities; broken down by ward.	Adapted properties are available for older people and people with disabilities.	
SAFETY AT HOME					
2.2p	Explore options for piloting a Call Blockers scheme to protect residents from unsolicited phone calls.	2022/23 Trading Standards Existing	<ul style="list-style-type: none"> Pilot implemented. To be advised following pilot evaluation. 	Residents are at less risk of unsolicited phone calls.	Residents live in a home that is safe and of a good quality that meets their needs.
2.2q	Pilot a 'designing out crime' audit of a housing area/block, producing recommendations for design interventions to reduce crime risks.	2022/23-23/24 Community Safety Existing	<ul style="list-style-type: none"> Pilot implemented. To be advised following pilot evaluation. 	Residents feel safer in their home.	
2.2r	Pilot ring door bells for residents aged 50+ in a housing area / block and evaluate outcomes on crime and perceptions of safety.	2023/24 Community Safety New*	<ul style="list-style-type: none"> Pilot implemented. To be advised following pilot evaluation. 		










TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.3 Specialist accommodation					
LEAD: Head of Independent Living (Council - Inclusive Economy and Housing), Assistant Director of Commissioning – Supporting Independence (Council - Adults and Health), Assistant Director Commissioning - Adults and Health (Council - Adults and Health)					
SHELTERED HOUSING					
2.3a	Co-design, implement and evaluate a 'healthy place' pilot in Sheltered Housing, including communal activities for residents of the scheme and the local community (may be aimed at older people or intergenerational) to increase community connection, tackle social isolation and promote health and wellbeing.	2022/23 Housing/Public Health New*	Pilot implemented and evaluated.	TBC once pilot outcomes are defined.	Residents live in a home that is safe and of a good quality that meets their needs.
2.3b	To feed into future purpose-built accommodation discussions, pilot a workshop with residents and key stakeholders to understand needs and priorities in the home environment (e.g. assistive technology, design for independence).	2022/23 Housing/Public Health Existing	A representative group of residents take part.	Improved understanding, perception and use of Sheltered Housing.	
2.3c	Deliver a purpose-built housing development for residents aged 50+ that supports those wishing to downsize.	2023/24-24/25 Housing Delivery Existing	<ul style="list-style-type: none"> Number of residents moving in to downsize broken down by their protected characteristics. Resident satisfaction. 		
EXTRA CARE²					
2.3d	Re-procure the in-borough Extra Care provision. Within this, review the 'step-down' flats at Amber Court.	2022/23 Supporting Independence Commissioning Existing	Extra Care re-procured.	Increase in fit-for purpose, safe, high-quality in-borough Extra Care provision.	Safe, quality, fit for purpose in-borough Extra Care capacity purchased
2.3e	Build and promote a new, fit-for-purpose Extra Care site (Hallsville Quarter).	2024/25 Supporting Independence Commissioning New*	Hallsville Quarter built and accepting eligible residents.		

2. Extra Care is a type of 'housing with support', where an individual lives in a self-contained flat, with your own front door, but staff are usually available up to 24 hours per day to provide personal care and support services.

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
CARE HOMES					
2.3f	Complete a Needs, Capacity and Opportunities Assessment - from this will come a number of commissioning intentions around introducing capacity in specific areas, reviewing the Benchmark Rate (inc: exploring London Living Wage), etc.	2022/23 Adults and Health Commissioning Existing	Needs of individuals aged 50+ are understood and evidenced.	Needs, capacity and opportunities understood.	Safe, quality, fit for purpose in-borough Care Home capacity purchased at Benchmark Rate.
2.3g	Refresh the Specification - advising of requirements over and above the CQC Fundamental Standards.	2022/23 Adults and Health Commissioning Existing	In-borough Older People Care Homes are fit for purpose - delivering safe, high-quality care and support.	The Council's expectations are understood and met.	
2.3h	Design and implement an effective performance management framework (that focuses on delivery of good quality, safe care; that account of data required in other fora (i.e. Urgent Care Working Group, COVID management information; that includes themed-visits; and incorporates the customers' / relatives' views).	2022/23 Adults and Health Commissioning Existing	Fit for purpose performance management framework is in place - ensuring safe, high-quality provision.	Increase in the number of Homes with a CQC 'Good' or 'Outstanding' rating.	
2.3i	Deliver the national Enhanced Health in Care Homes programme. Explore extending this programme into Extra Care and Supported Living schemes.	2022/23 Adults and Health Commissioning Existing	Enhanced Health in Care Homes programme implemented.	Reduction in hospital attendance and admission.	
2.3j	Implement a Care Home Trusted Assessor to aid swift hospital discharge.	2022/23 Adults and Health Commissioning New*	<ul style="list-style-type: none"> Care Home Trusted Assessor recruited. Pathway agreed and implemented by the Integrated Discharge Hub and in-borough Care Homes. 	Reduction in Delayed Transfers of Care in relation to Care Home placements.	
2.3k	Purchase / build a care home with a focus on residents with complex needs whose primary need changes to older people.	2023/24-24/25 Adults and Health Commissioning Existing	<ul style="list-style-type: none"> Increase in in-borough capacity for residents with complex needs whose primary need changes to older people. 	Increase in fit-for purpose, safe, high-quality in-borough Care Home provision.	

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.4 Homelessness and rough sleeping (Actions relate to individuals aged 50+; and are above and beyond those in identified in the Council's Homelessness and Rough Sleeping Strategy ³)					
LEAD: Head of Independent Living (Council - Inclusive Economy and Housing), Assistant Director of Commissioning – Supporting Independence (Council - Adults and Health), Assistant Director Commissioning - Adults and Health (Council - Adults and Health)					
2.4a	Review the data in the new Homelessness and Rough Sleeping Minimum Data Set to better understand the needs of those aged 50+; and develop services to meet identified need.	 2023/24  Supporting Independence Commissioning  Existing	Minimum Data Set reviewed and 50+ population need identified.	Needs of individuals aged 50+ are understood and evidenced.	Reduction in homeless / rough sleeping individuals aged 50+.
2.4b	Explore options for provision of floating support for residents aged in temporary accommodation.	 2022/23  Housing Prevention and Advice Service  Existing	To be advised once explored.	Residents are housing-secure and homelessness is prevented.	
2.4c	Develop a Homeless and Rough Sleeping / Care Act eligible pathway.	 2023/24  Supporting Independence Commissioning  Existing	<ul style="list-style-type: none"> • Pathway agreed, implemented and promoted. • Dedicated Housing Prevention and Advice Officers recruited. 	Pathway in place for Homeless and Rough Sleeping / Care Act eligible individuals that is promoted and understood by Health and Social Care professionals and organisations who support the borough's Homeless / Rough Sleeping population.	

3. www.newham.gov.uk/council/homelessness-rough-sleeping-strategy

TASKS		YEAR TEAM BUDGET	SERVICE OUTPUTS	INTERMEDIATE OUTCOMES	STRATEGIC OUTCOMES
2.4d	Develop eligibility criteria for community-based provision (accommodation and care) for Homeless / Rough Sleeping individuals who are Care Act eligible whose need/s would usually be met in a home environment.	 2023/24  Supporting Independence Commissioning  Existing	Eligibility criteria agreed and promoted.	Fit-for-purpose, safe, high-quality provision is in place to meet the Care Act eligible needs of Homeless / Rough Sleeping individuals whose needs would usually be met in a home environment.	
2.4e	Procure provision (accommodation and care) for Homeless individuals who are Care Act eligible whose need/s would usually be met in a home environment.	 2023/24  Supporting Independence Commissioning  Existing	<ul style="list-style-type: none"> Provision in place and promoted. Number of individual supported; broken down by their protected characteristics and level and nature of need. Number of Homeless / Care Act eligible individuals in Bed and Breakfast and Care Homes; broken down by their protected characteristics and level of need. 		
2.5 Domestic and sexual violence					
LEAD: Assistant Director of Commissioning - Public Health (Council - Adults and Health)					
2.5a	Include a specific section on older people in the Council's Domestic Abuse Strategy and Action Plan.	 2022/23  Public Health Commissioning  Existing	Specific section on older people in the Council's Domestic Abuse Strategy and Action Plan.	Improved identification and reporting of domestic and sexual violence against residents aged 50+.	Residents aged 50+ are free from domestic and sexual violence.

INDICATORS AND BASELINE DATA

OUTCOME	INDICATOR	DATA SOURCE	COLLECTED	BASELINE
Residents live in a warm home.	% of people aged 65+ receiving winter fuel payments.	Fingertips	Annually	83% 2019/20
	Fuel poverty (low income, low energy efficiency methodology) *ALL households.	Fingertips	Annually	21.7% 2019/20
Planning and housing development decisions take account of an ageing population.	Qualitative analysis of planning approvals and completions of older persons housing	Planning	Annually	See Authority Monitoring Report 2018-19
Residents live in a home that is safe and of a good quality that meets their needs.	Number of residents who advise they are 'Very Satisfied' or 'Fairly Satisfied' with the overall quality of their home; broken down by tenure.	Council's Resident Survey	Annually	72% 2021/22
	Number of residents who advise they are 'Very Satisfied' or 'Fairly Satisfied' with the overall safety of their home; broken down by tenure.	Council's Resident Survey	Annually	74% 2021/22
	Number of residents who advise they are 'Very Likely' or 'Fairly Likely' to live in Newham in the next 15 years; broken down tenure and Neighbourhood.	Council's Resident Survey	Annually	68% 2021/22
Safe, quality, fit for purpose in-borough Extra Care capacity	Number of Extra Care voids.	Brokerage	Quarterly	
	Number of in-borough Care Home residents who are 'Extremely Satisfied' or 'Very Satisfied' with the Home.	Quality Assurance Framework	Annually	NEW
Safe, quality, fit for purpose in-borough Care Home capacity purchased at Benchmark Rate.	Number of Care Act eligible residents placed in an out of borough Care Home due to capacity (not resident choice).	AzeusCare	Annually	NEW

OUTCOME	INDICATOR	DATA SOURCE	COLLECTED	BASELINE
	Number of in-borough Care Homes with a Care Quality Commission rating of 'Outstanding' or 'Good'.	Care Quality Commission	Annually	3/6 2021/22
	Number of in-borough Care Home residents who are 'Extremely Satisfied' or 'Very Satisfied' with the Home.	Quality Assurance Framework	Annually	NEW
Reduction in homeless / rough sleeping individuals aged 50+.	Age of applicants owed a prevention or relief duty ⁷ (aged 55+). For homelessness, could use 55+.	Prevention and Relief Live Tables ¹	Quarterly	34 Q2 2021/22

¹ Live tables on homelessness - GOV.UK (www.gov.uk)

Contact

To find out more about the strategy or how you can take part, get in touch via: **AgeingWell@newham.gov.uk** or 020 3373 0731 (9am - 5pm Monday to Friday).

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